FREQUENTLY ASKED QUESTIONS ABOUT DOCUMENT ACCESS

Q: *What documents can I see?*

A: In any of the 10 circuit courts using the OECI system, you can see all public documents for which court staff made an entry in the Register of Actions after that court's go-live date. Go-live dates range from June 2012 (Yamhill County) to January 2014 (Benton and Polk Counties). If you have been granted access to confidential case types, then document access includes documents that are available pursuant to statute for identified case participants.

Q: *Are there any restrictions to this document access?*

A: Yes. Access to some case types is restricted (e.g., juvenile delinquency, juvenile dependency, civil commitment/mental health, adoption, etc.). Access to documents in those case types or in individual cases within those case types is restricted. In addition, access to sealed or confidential documents in other case types (e.g., financial information in dissolution cases) also is restricted. The same confidentiality restrictions that apply to the information in paper form on these records apply to these electronic documents. You are responsible for ensuring appropriate use of these documents.

Q: *What do I need to do to sign up for document access?*

A: You need to have an account with the Oregon Judicial Courts Information Network (OJCIN), formerly known as OJIN OnLine. To open an account, complete the online application form at http://courts.oregon.gov/OJD/OnlineServices/OJIN/pages/getstarted.aspx. To add users to an account, go to http://courts.oregon.gov/OJD/OnlineServices/OJIN/pages/techsupport.aspx and complete the "Request Additional Profiles" form.

Q: *How do I access documents?*

A: Go to: https://publicaccess.courts.oregon.gov/PublicAccessLogin/Login.aspx and look for the 'Help-Quick Reference' link at the bottom of the page.

Q: *What do I do if I have a technical problem with document access?*

A: For technical support, you can call 503.986.5582 or 877.826.5010 between 7 a.m. and 6 p.m. on weekdays, or send an e-mail to ETSDHelp@ojd.state.or.us. We will need your user name (profile), agency name, and contact information (name, phone, e-mail).

Q: *How do I find out what my access rights are, or ask to change them?*

A: Call 800.858.9658 during regular business hours or send an e-mail to OJIN.Online@ojd.state.or.us.

Q: *When will the circuit court in my county have document access?*

A: Document access is available shortly after a circuit court goes live with the OECI system. The rollout schedule is available at http://courts.oregon.gov/oregonecourt/Pages/index.aspx, at the bottom of the page.