



**Alternate Dispute Resolution
(ADR) Online System
Registration**

April 7, 2017

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Accessing TNCourts.gov Judicial e-Services

TNCourts.gov Judicial e-Services is a browser-based application which allows a person interested in becoming an ADRC approved mediator or already approved mediator access to the ADR online system. The ADR online system will allow applicants to apply for a Rule 31 mediator listing, to renew each year, and to process Rule 31 reports once a person becomes an approved mediator.

- The best browser to use is Google Chrome but you can use IE(Internet Explorer), Firefox , or Safari.

To access the ADR online system, enter the web address: <https://eservices.tncourts.gov>. Please add this address to your favorites list in your browser or set up a shortcut on your desktop for easy access.

A person wanting to fill out an application for a Rule 31 mediator listing will first register through TNCourts.gov Judicial e-Services. Once you register, the AOC will send an email for you to set up your security answers and your password so you can access the system. You must have a valid email address to register. One email address per user, for instance a husband and wife wanting to share one email address will have to have two distincts email addresses.

ADR Login Registration Process

Select your browser to connect to the Internet. Enter the web address: <https://eservices.tncourts.gov>. Save this address as a favorite or bookmark.



This web address will open the TNCourts.gov Judicial e-Services web site. Look for the *Need an account? Click here to register* link. Click on this link.



Select the correct service.

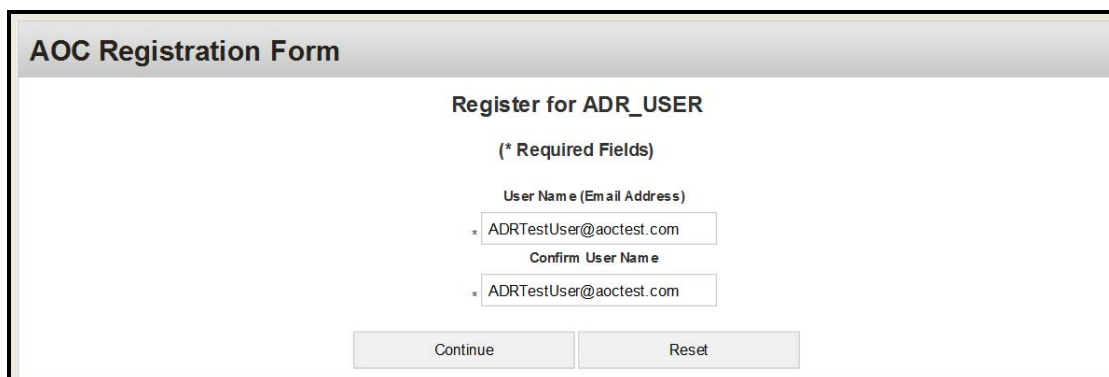
- **An applicant** applying for the Rule 31 mediator listing, select ADR User. You will receive your login credentials immediately to access the online application via your email account.
 - If you already have an approved ICE account login, then the system will inform you that you are already registered with Eservices. This user will use the same email and password used on ICE.
- **ADRC Committee members** select ADR Committee. For security reasons, this selection will route registration request to the AOC for review and approval. Once approved, you will receive your login credentials via your email account.
 - If you already have an approved ICE account login, then the system will inform you that you are already registered with Eservices. They will use the same email and password used on ICE.
- **ADR administrator** will be responsible for managing the ADR accounts and is responsible for processing ADRC applications and renewals,select ADR Admin. For security reasons, this selection will route registration request to the AOC IT administrator for review and approval. Once approved, you will receive your login credentials.
 - If you already have an approved ICE account login, then the system will inform you that you are already registered with Eservices. The ADR admin will use the same email and password used on ICE.



The screenshot shows a web interface titled "New User Registration" with a sub-section "Choose Service". Below the title, there is a list of four service options, each preceded by a square bullet point:

- [INDIGENT CLAIMS ENTRY](#)
- [ADR_USER](#)
- [ADR ADMIN](#)
- [ADR COMMITTEE](#)

The AOC Registration Form opens. Your user name will be a valid email address. Then confirm user name by entering your email address again. Next select the <Continue> button to proceed or the <Reset> to clear the fields and re-enter information.



The screenshot shows the "AOC Registration Form" with the heading "Register for ADR_USER". Below the heading, it says "(* Required Fields)". There are two input fields:

User Name (Email Address)
* ADRTestUser@aocrest.com

Confirm User Name
* ADRTestUser@aocrest.com

At the bottom, there are two buttons: "Continue" and "Reset".

If you are a new user to Eservices then you will fill out all fields with a red *. These are required fields which must have information before you can proceed.

AOC Registration Form

Register for ADR_USER

(* Required Fields)

Please enter the information below and click 'Continue'

User Name (Email Address)
* ADRTTestUser@aocctest.com

Prefix
* Mrs

First Name
* ADRTTest

Middle Initial

Last Name
* User

Suffix (optional)
Select Suffix

Reset Continue

If you already have an Eservices login then your information will populate. Select your prefix and/or suffix then just click to <Continue>.

AOC Registration Form

Register for ADR_USER

(* Required Fields)

You already registered with Eservices, but not for this service, please click 'Continue'

User Name (Email Address)
* interpreter1@aocctest.com

Prefix
* Select Prefix

First Name
* INTERPRETER

Middle Initial

Last Name
* TESTONE

Suffix (optional)
Select Suffix

Continue

If a new user to Eservices then the system informs you, your registration was a success and you will be receiving an email to set up your security questions and password.

AOC Registration Form

**Registration for ADR_USER by
ADRTTestUser@aoc-test.com was a Success**

You will be receiving an email with a link to our security questions when you are approved.

Sample email:

Notice of Approval
3/27/2017
Administrative Office of the Courts
ADR_USER
www.tncourts.gov

Mrs User:

Your request to access the ADR_USER system has been approved. To complete the registration process, go to the Tennessee Judicial e-Services web site using this link:

[Click Here](#)

The above link is only valid for one-time use -- Once you click the link, you will be directed to the AOC Choose Security Questions page. After setting the security questions, you will then set up your password. Enter the password twice and press Save.

Respectfully,

AOC e-Services Staff
615-741-2687
Linda.Beamdet@tncourts.gov

Click on the [Click Here](#) link. If you were already registered on Eservices this link will take you to the login screen. If you are a new user then the system will take you to the Security Questions page.

Create Security Questions

Security Question 1

-Question 1-

Answer to Security Question 1

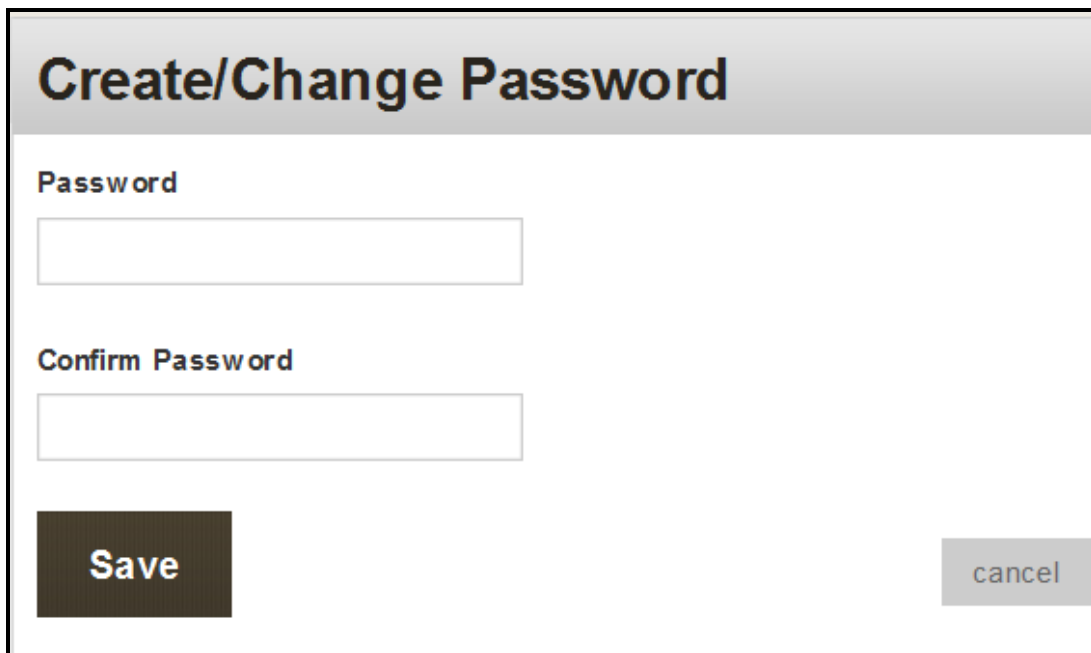
Security Question 2

-Question 2-

Answer to Security Question 2

Select your security questions then enter your answers in the appropriate Answer to Security Questions fields. Please remember your answers and that they are case sensitive so user will need to remember whether he/she used all caps, lower case, or mixed case. Next click on the <Save> button to continue or <Cancel> to cancel process.

The system takes you to the Create Password page. Enter an seven digit alphanumeric password. Then re-enter the same password in the Confirm Password field. Passwords are case sensitive so remember whether you used all caps, lower case, or mixed case. Click <Save> to continue or <Cancel> to cancel the process.



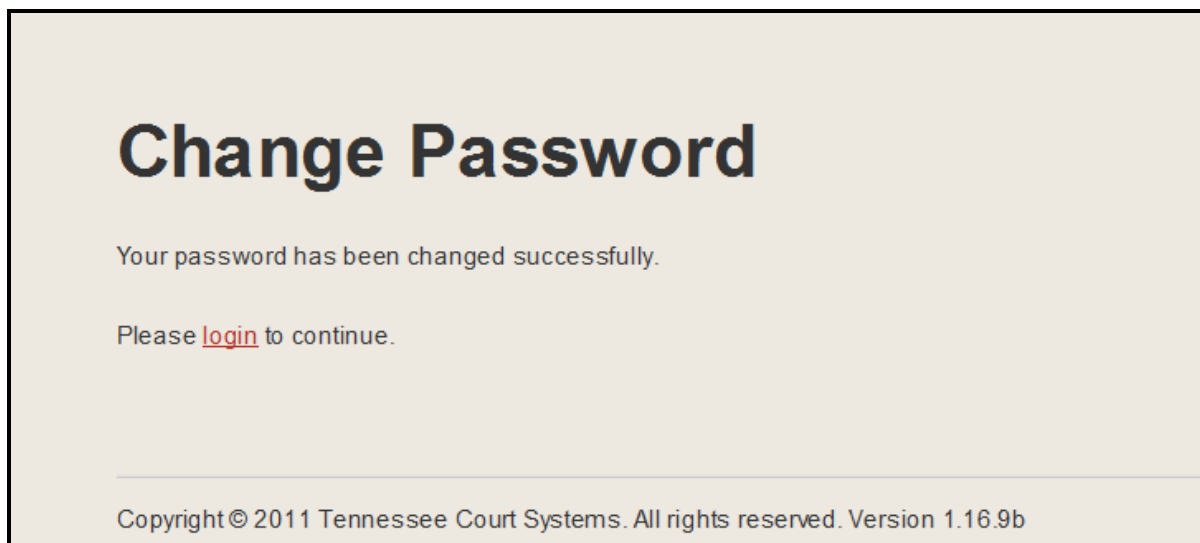
Create/Change Password

Password

Confirm Password

Save cancel

The system takes you to the Change Password page and informs you that you have successfully changed your password. Click on the [login](#) link to go to the login page.



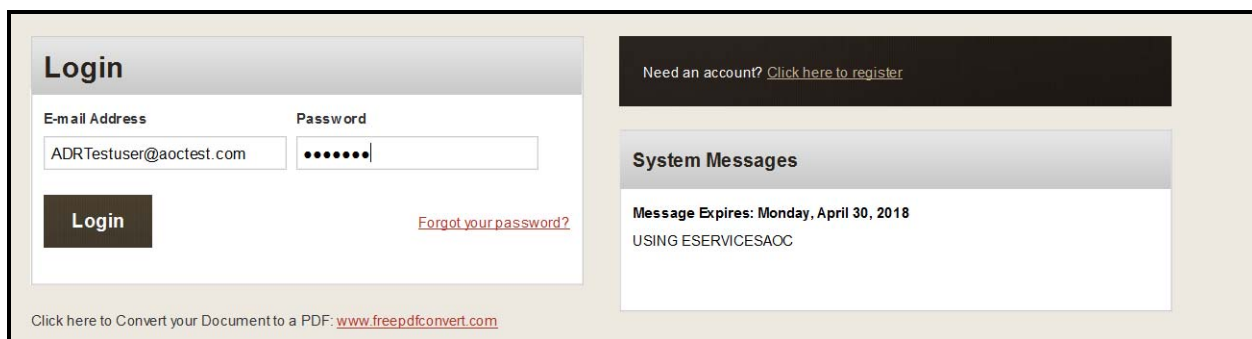
Change Password

Your password has been changed successfully.

Please [login](#) to continue.

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Enter your email address and your password. If you were already an approved Eservices user enter your email address and password. Click the <Login> button.



The screenshot shows a login interface. On the left, there is a 'Login' section with a header. Below the header are two input fields: 'E-mail Address' containing 'ADRTestuser@aocetest.com' and 'Password' containing seven dots. A 'Login' button is positioned below the email field. To the right of the password field is a link that says 'Forgot your password?'. Above the login form is a dark banner with the text 'Need an account? [Click here to register](#)'. To the right of the login form is a 'System Messages' section with a header. Below the header, it displays 'Message Expires: Monday, April 30, 2018' and 'USING ESERVICESAOC'. At the bottom left of the page, there is a link: 'Click here to Convert your Document to a PDF: www.freepdfconvert.com'.

Choose your service:

- Indigent Claims Entry for logging into ICE
- ADR User for logging into the ADR online system to apply for a listing, mediation renewals, Submit Rule 31 report
- ADR Committee for logging into the ADR online system for ADRC committee members

Note: You will only see those services you have been approved to use.

If you are an ADR user, then you will be logging into the ADR online system. Here you will apply for your Rule 31 mediation listing. In phase II (to be completed in the fall), you will be able to do your mediation renewals and submit your Rule 31 report.

If you are an ADR committee member you will be able to review those applicants applying for a Rule 31 listing each quarter.

If you are an ADR Administrator then you will be able to process and review applicants applying for a Rule 31 listing each quarter. You will send those applications which are complete to the ADR committee/commission for review.

User Account is Locked

You are attempting to login but cannot remember your password. After four attempts the system will lock your user account.



Call the AOC Help Desk phone number on the screen: (615) 532-9503 and they will be able to help you.

Using the Forgot Your Password Link

You have the ability to reset your password before you lock yourself from your account. Remember you have four attempts before you are locked out. So after your third attempt if you cannot get logged in then use the Forgot your password link.



Click on the link. This takes you to the Forgot Password page.

Forgot Password

E-mail Address

Submit

[Return to Logon](#)

Enter your email address in the E-mail Address field. Then click on the <Submit> button. The system will inform you that an email has been generated so you can reset your password.

Forgot Password Request

A reminder link has been generated and e-mailed to your e-mail address. If you do not receive an e-mail within 10 minutes, please call our office.

Please [login](#) if you do not require this information.

Go to your email account and there should be an AOC Judicial Services - Forgot Password email. If you cannot find your email make sure to check your junk folder. If not there then call our Help Desk: (615) 532-9503.

Sample email:

Notice of Forgotten Password
3/28/2017
Administrative Office of the Courts
Indigent Claims Entry System
<http://www.tncourts.gov>

Mr., Mrs., Ms. _____:

To reset your password, please follow the link below to answer your security questions and enter a password on the 'Change Password' page.

[Answer Security Questions](#)

Respectfully,

AOC Indigent Claims Entry Staff
[615-741-2687](tel:615-741-2687)
IndigentClaims@tncourts.gov

Click on the [Answer Security Questions](#) link. This will take you to the Answer Security Questions page. Answer your security questions then click on the <Save> button. Remember your answers are case sensitive so remember how you first entered them (all caps, mixed case or lower case).

Answer Security Questions

WHAT WAS YOUR FIRST PET'S NAME?

WHAT WAS THE MAKE OF YOUR FIRST CAR?

Save cancel

If you answered your questions incorrectly then call the Help Desk: (615) 532-9503. If you answered your question correctly then the system will take you to the Create/Change Password page.

Create/Change Password

Password

Confirm Password

Save cancel

Enter an seven digit alphanumeric password. Then re-enter the same password in the Confirm Password field. Passwords are case sensitive so remember whether you used all caps, lower case, or mixed case. Click <Save> to continue or <Cancel> to cancel the process.

The system takes you to the Change Password page and informs you that you have successfully changed your password. Click on the [login](#) link to get to the login page.

Change Password

Your password has been changed successfully.

Please [login](#) to continue.