Alternate Dispute Resolution (ADR) Online System Registration

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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.

![New User Registration](image)

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.

![AOC Registration Form](image)
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.

If you already have an Eservices login then your information will populate. Select your prefix and/or suffix then just click to <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 ADRTestUser@aoctest.com was a Success

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

Sample email:

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 website using this link:

[Click Here](#)

The above link is only valid for one-time use.

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

[Save] [cancel]
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.

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.
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.

![Login Interface]

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.
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.

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
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](image1)

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](image2)

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.