

Court Reporting: E-Services Portal

Introduction to the Court Access Portal



The Court Portal is designed to give more options and access to courts for submitting records, documents, correcting errors and performing driver inquiries. Most Submissions through the portal will be automatically process reducing the time it takes to report dispositions, violations, and corrections to a drivers record. It is much faster than the traditional methods of sending in Court Action Reports and abstracts via email, fax, or postal mail.

This Document will provide a basic overview and serve as a user guide for the portal and its features regarding document/report processing for court use, searching for driver inquiries, and managing access for individuals in their respective courts.

Portal Access

This portal is used for official court use only. The Department of Safety may take additional steps to verify the court users' credentials depending on information given during the account creation process. To request access to the court portal users will need to email DOSHS_court.reporting@tn.gov. You will receive an email with the DPPA paperwork that needs to be signed and sent back to the DOSHS. When returning the paperwork, please include the user's full name, official email, court ID# and type of access requested. After the account is created you will receive the log in ID and a temporary password.

This email address is also used to answer any general reporting questions regarding the court portal. It is monitored by multiple employees and is the fastest way to get answers to questions.

There are four types of access to the Court Portal

Types of Access:

- Full Access: Allows the users to perform every function allowed on the portal.
- Administrative: Allows the user access to Court Reporting and Driver Inquiry
- **Court Document Reporting:** Allows access to the Court reporting section only.
- **Court Inquiry:** Allows access to driver inquiries only.

Court Portal Features/ Modules

The Court Portal consist of three different modules: Court Document Reporting, Driver Inquiry, and Access Management.



- 1. **Court Document reporting** is used to submit and review actions from the court. This will be explained in more details on the following slides.
- 2. **Court Inquiries** is used to look up a drivers account if there are pending actions that need to be performed to be reinstated.
- 3. Access Management is used to manage access of court personnel and their profiles. This is only available to Full Access users.

Court Document Reporting

Submit a Court Record:

There are seven different options for submission types:

Submission Type	
Please select the type of court record you wish to submit.	*
Compliance	
Conviction	
O Default on Payment Plan	
Failure to Appear	
O Mental Health	
O Pending Criminal	
Traffic School	

- 1. **Compliance:** This function is used to submit compliances from the court to reverse past actions. Such as submitting a satisfied payment plan on an offense that was recently defaulted on.
- 2. **Conviction:** This is used to submit any guilty convictions for citations. Such as speeding, stop signs, DUI, failure to provide insurance, etc.....
- 3. **Default on Payment plan:** Used to submit default on payment plans and enforce revocation of driving privileges.
- 4. Failure to Appear: Used to submit Failure to appear to court violations.
- 5. **Mental Health:** Used to submit mental health evaluations from mental health institutes (Primarily for handgun permits)
- 6. **Pending Criminal:** Used to request a pending revocation for default on payment plan involving a criminal conviction. The offense date has to be at least one year from the date of request. Due to legal reasons.
- 7. Traffic School: Used to submit traffic school documentation.

Driver information page:

After selecting the submission type the driver information page will appear:

Submission Type	Driver Inform	ation		
Driver Information				
State Licensed		License Number *	Date of Birth *	
TN - TENNESSEE	~	Required	Required	
First Name		Middle Name	Last Name *	
			Required	
			Required	
Unable to provide either th	e License Number, Dat	e of Birth, or Last Name.		
By checking the checkbox abov that unauthorized access to this a violation of state and federal l	e, I certify that, to the b s e-Services Court Porta aws and is punishable	est of my knowledge, I could not provide some of th I as well as the unauthorized use, misuse, or modifi by fines, incarceration, and/or immediate termination	e required Driver Information because of the unav cation of data accessed by or in transit to/from this n of access to this e-Services Court Portal.	ailability of the data. I understar e-Services Court Portal constitu

The driver information page is the same for every submission option listed above. There are three required fields for the driver information. The portal will not allow a user to continue if these fields are not filled out. These are the Driver License Number, Date of Birth, and Last Name. This is the minimum amount of Driver information needed to process most court reports. Without it, the account will not be able to be located or account created.

If only two of the items are available (Such as Last name and date of birth) then check the box for "unable to provide either License number, Date of Birth, or Last Name. The system will let the user proceed and put the item into a batch to be submitted to the Dispositions and Violations unit and the DOSHS to process.

• Sometimes there is a back log of work items and may take some time to process.

Submitting a Compliance:

Su	bmission Type
Plea	ase select the type of court record you wish to submit.
\bigcirc	Compliance
0	Conviction
0	Default on Payment Plan
0	Failure to Appear
0	Mental Health
0	Pending Criminal
\bigcirc	Traffic School

This feature allows courts to submit compliance documents through the court portal instead of sending copies of the court action reports to the Dept of safety through email, fax, or snail mail. If the submission is not missing details or contains errors flagged by the system, then the conviction will post automatically to the driver's record.

• Some submissions may be flagged by the system and automatically rejected and sent back to the court. These will be found in the rejected list under the submissions tab.

After submitting the driver's information from the driver's details page, the type of compliance being submitted will appear:

bmit a Court Record		
Submission Type	Driver Information	Compliance Type
Compliance Type		
Please choose the type of compl	iance you wish to submit.	
* Compliance Type Rec	quired	~
Cancel		/ Bravious Novt

After selecting a compliance type from the drop-down menu, a brief description will appear under the selection. This describes what action will be taken regarding the driver's record:

Compliance Type				
Please choose the type of co	mpliance you wish to subm	it.		
Compliance Type	Satisfied in Full	~		
	Adds a Satisfied in Full p	previously was Rece	eipt of Proof of Cita	ation Paid to this account

Next is the compliance details page:

		@		
Submission Type	Driver Information	Compliance Type Comp	lance Details	
ddress				
et *				
quired				
eet 2				
nuland		Required *		
quired				
ompliance Informat	tion			
ition Number		Court Case / Docket Number		
4.Number		TCA Description		
viously sent as FTA	~	License Surrendered to Court	THP Arrest Fee Collected	
es / Costs Paid in Full		Defendant Found Indigent	Disposition Cost Indicator	
	-		*	
urt Costs		Court Fines	Date Fines / Costs Paid	
0		0.00		8
ution Number * rquired		TN-DS Quality Assurance		
te Paid				
quired				8
te of Offense				
Co.do				
ison code				
0e				
be .				
te				
őe sch State				
de sh State				

All required fields will be marked with a red asterisk and must be filled out to complete the submission and post to the driver's record.

Address		
Street *		
Required		
Street 2		
City *	State *	
Required	Required	~
Zip Code *		
Required		

Depending on the compliance type selected on the previous screen, different items will be available and required to be entered to post to the driver's record. After all required information is populated, the user can submit the compliance to be posted to the driver's account.

Submitting a Conviction:

Submission Type
 Please select the type of court record you wish to submit. Compliance Conviction Default on Payment Plan Failure to Appear Mental Health Pending Criminal Traffic School

This feature allows courts to submit guilty convictions through the court portal instead of sending copies of the court action reports to the Dept of safety through email, fax, or postal mail.

This function allows for faster processing. If the submission is not missing details or contains errors flagged by the system, then the conviction will post automatically to the driver's record. For submissions missing certain information it will be sent to the dept of safety IP team for processing. If they cannot make the necessary corrections, then it will be sent back to the court.

Some submissions may be flagged by the system and automatically rejected and sent back to the court. These will be found in the rejected list under the submissions tab.

Submission Type	Driver Information	Offense Codes		
ffense Codes				
ease enter the TCA Code and A	action Code of the offense.			
A Code *				
equired		~		
tion Code *				
equired		~		
Cancel			< Previous	Next

After submitting the driver details, a offense code selection will appear:

Select the appropriate TCA code and Action code from the drop-down list. The user can search the TCA code list by typing the offense, such as speeding or type the TCA code to filter the results.

Some TCA codes will ask if details are provided. As with speeding when it is asking for details it refers to the speed recorded on the citation. If this information is not available, then select no and it will still allow the user to continue:

ng		~
6(1),6-15	3),16-25(4),26-35(5),36-45(6),46>	×8 ~
ed		
Ν	D	
•	g (1),6-15(3 ed No	g (1),6-15(3),16-25(4),26-35(5),36-45(6),46> ed No

After submitting the offense and action code related to the conviction the offense details page will appear:

			0		
Submission Type	Driver Information	Offense Codes	Offense Detail		
- delenene					
ddress					
reet					
lequired					
treet 2					
Oby .		State			
tequired		Required	<u> </u>		
Sp Code *					
tequired					
tablela Information					
Pehicle Information					
Incerived Date					
tequired 🖬	1				
icense Plate Number	Plate State of its	NAMPOR	Plate Expiration		
		*			
rehicle Make	Vehicle Model		Vehicle Vear		VIN
Offense Information					
*					
Alation Number	Date of Offense Recruited		Date of Conviction		
requirees.	nequirea		nequirea		
Jourt	Court Case / Do	cket Number			
1011 - Cheatham County G5 Cle	Required				
ICA Number	TCA Description				
i5-8-152	SPEEDING				
Stiticar Nama	Officer ID Numb	MTP"			
40	-	Workers Present		No Total weight of	The vehicle over 26,000 lbs
10					
Jiffense Count		Construction Zone	_	Driver had Auto	- Liability Insurance or Equivalent bond
2 · · · · · · · · · · · · · · · · · · ·					
leporting Agency					
heportling Agency:					
Reporting Agency					
Reporting Agency	Speed Zone				
Reporting Agency	Speed Zone * Required				
teporting Agency	Speed Ione * Required	TN-DS Qual	ity Assurance		
heporting Agency	Speed Zone * Required	TN-DS Qual	ity Assurance		
Reporting Agency	Speed Zone * Required	TN-DS Qual	ity Assurance		
Reporting Agency	Speed Zone * Required Original Offense	TN-DS Qual	ity Assurance		Arresting Agency Name
Resorting Agency	Speed Zone * Required Original Offense	TN-DS Qual	Ity Assurance		Arresting Agency Name
Reporting Agency peed * Projulierd Diffense Information report report report report	Speed Zone * Required Original Offense CDs,	TN-DS Qual	Dirgnal Offense TCA Descryption		Arrestrug Agency Name
Negaring Agency Aseas As	Speed Zone * Required Original Offense CDs,	TN-DS Qual	Ity Assurance		Arrestrig Agency Name Previously sent as Falled to Appear
Ingenting Agency	Speed Zone * Required Criginal Offense COL Traffic School Co	TN-DS Qual	Ity Assurance		Arresting Agency Name
exerting Agenty exerting Agenty exerting exertin	Speed Zone * Required Criginal Offense CDs. Traffic School Co	TN-DS Qual	Ity Assurance Original Offinia TCA Description E. Charlon?	¥	Arresting againsy noises Providuity More as Faded to Appende
exercise Apenny peerd * peer	Speed Zone * Required Original Offense Cos, Traffic School Co	TN-DS Qual	Ity Assurance		Accepting Agency Name
exerting Agenty exert	Speed Zone * Required Original Offense Original Offense Original Offense Original Offense Original Offense Original Offense	TN-DS Qual	Ity Assurance		Arrenting againsy houses
Ingenting Agency Ingenting Agency Ingentiation Inference Information Ingentiation Charge Ingentiation Char	Speed Zarse * Required * Congooal Offense Cos, Traffic Sorver Co PR Tam Arress Pae C	TN-DS Qual	Ity Assurance		Arrenting Agency Name Productly sort as failed to Agency Proses / Costs Assessed
Integrating Agency asset	Speed Jarve * Acquired Congruit Offense CDS, Tutth School Co Sho	TN-DS Qual	Ity Assurance		Arrenting agency name Providually Sent as Falled to agenor Free Costs Assessed
Ingenting Agency Ingenting Agency Ingenting Agency Ingenting Agency Ingenting Agency Ingenting Compared Agency Ingenting Agency Ingency Ingency Ingency Ingency Ingency Ingency Ingency Ingency Ingency	Speed Zarve * Acquired * Cotgooal Offenso COL Traffic Shoel Co Traffic Shoel Co Traffic Shoel Co	TN-DS Qual 1704 Injustion Date	Ity Assurance	9 9	Arresting Agency Name Protecting soft at Faled to Agency Protecting Soft Assessed Date From / Costs Assessed Costs From / Costs Paul
Ingenting Agency Special Sector Sect	Speed Jarve * Acquired Chyprat Offense CDs. Turft: Scheel C Turft: Scheel C Cost Cost Cost Costs Cost Costs	TN-DS Qual ITCA Ingusteen Cute CD Colested	Ity Assurance		Arresting Agency Name Processing Agency Name Processing States of Added to Agencer Process / Costa Assessed Exate Process / Costa Assessed Exate Process / Costa Assessed
Ingenting Agency Ingenting Agency Ingention of the second secon	Speed Zone * Meguined Original Offense COL Traffic Sheek Co Traffic Sheek Co Court Costs 0.00	TN-DS Qual 1704	Ity Assurance		Arresting Agency Nome Presences soft as Faked to Agency Prese / Coste Assessed Coste Prese / Coste Paul
experting Agency	Speed Jane * Acquaired CDs, CDs, Traffic Scheel Co Court Costs Court Costs	TN-DS Qual ITCA Important Date Collected	Ity Assurance		Annesting Agency Name Providual Software (States) Providual Software (States) Providual Software (States) Providual Software (States)
Ingenting Agency Ingenting Agency Ingenting Agency Ingenting Agency Ingenting Agency Ingention Charge Ingent	Speed Zone * Meguvierd Original Offense COL Traffic Scheel Co Traffic Scheel Co Court Costs 0.00	TN-DS Qual 1704	Ity Assurance		Arresting Agency Nome Presences sort as Faked to Agenar Fines / Coste Assessed Coste Frees / Coste And
Ingenting Agency	Speed Zurve * Acquarted Crigonal Otherse CDL Traffic Scheel Ce Tra	TN-DS Qual ITCA Intrusteen Date Collected	Ity Assurance		Antesting agency Name Providual State State State Providual State State State Providual State State State Providual State State State Providual State State State State Providual State State State State State Providual State State State State State State State Providual State St
Ingenting Agency Severt	Speed Zone * Meguined Origoial Offense COL Traffic School Co Traffic School Co Court Costs 0.00 Parents 3	TN-DS Qual 1704	Ity Assurance		Arresting Agency Nome Presences sort as Faked to Agenar Fines / Costs Assessed Date From / Costs Paul

All required fields will be marked with a red asterisk and must be filled out to complete the submission and post to the driver's record

State *	
Required	~
	State * Required

Depending on the conviction offense selected on the previous screen, different items will be available and required to be entered to post to the driver's record.

Note: Even if something is not required it is good practice to fill out as much information as possible. This can help in the future if anything comes up for the conviction. It is better to have too much information than not enough.

After all information for the offense is entered, the conviction can be submitted.

Confirmation	
Thank you for your submission, your request is being processed by the agency. Please click OK to return to the home page.	
to view your submission, navigate to view online submissions on the nome page.	
Οκ	

Default on Payment Plan:



This is used to submit a record that a driver has defaulted on a payment plan established by the court. Once processed it will put a pending suspension on their license.

• The driver will receive a letter by mail stating that they have 30 days to contact the court to resolve the past due amount or be placed on another payment plan. If compliance is not sent to the Dept of Safety within that 30-day window, the driver's license will be revoked until compliance is made.

After submitting the driver's details an offense codes list will appear similar to when posting a conviction:

Offense Codes	
Please enter the TCA Code and/or Action Code of the underlying offense.	
TCA Code *	
Required	×
Action Code *	
Decuired	

Select the underlying TCA and action code for the failure to pay report and continue to the details page.

Note: Not all offenses can be submitted with a failure to Pay because a payment plan is not allowed for those convictions. Such as DUI. The fines/cost must be paid in full at once for these convictions.

The offense details page is similar to post a conviction. All required fields are marked with a red asterisk. The main difference it the underlying offense charge and date of offense:

Underlying Offense	Underlying Date of Offense *	
M85- Texting while driving	Required	

The Court/ Pay date will be the day that the driver defaulted on the payment plan:

Court/Pay Date	*	
Required		

After all information is entered the Default on Payment Plan can be submitted.

Note: Even if something is not required it is good practice to fill out as much information as possible. This can help in the future if anything comes up for the conviction. It is better to have too much information than not enough.

Confirmation
Thank you for your submission, your request is being processed by the agency. Please click OK to return to the home page.
To view your submission, navigate to View Online Submissions on the home page.
ОК

Failure to Appear:



This is used to submit a record that a driver has failed to appear to their court date for a citation. Some submissions for failure to appear are not able to be submitted because the department of safety does process them or post them to the driver's record, such as failure to appear for a seatbelt violation. These submissions will be blocked by the portal to prevent accidental post to a record.

After submitting the driver's details, similar to Failure to Pay, the offense codes list will appear:

ubmit a Court Record			Submit a Court Record		
Submission Type	Driver Information	Offense Codes	Submission Type	Driver Information	Offense Codes
Offense Codes Please enter the TCA Code and/	or Action Code of the underlying offense.		Offense Codes Please enter the TCA Code and/o TCA Code	or Action Code of the underlying offer	nse.
TCA Code 55-8-116 - Improper Passing	g(Must Pass Safely)	~	55-9-603 - Seat Belt - 18 And Action Code	l Older-Driver	~
004 - Improper Passing		~	117 - F04 Violation Of Seat	Belt Law As Driver Cannot be used with Default on Payme	ent Plan / Failure to Appear

As stated above, not all offenses can be used for failure to appear. These will be blocked by the system and will not let the user proceed.

After the underlying TCA and Action code are submitted the user will be directed to the offense details page. Like with Failure to Pay it is similar to submitting a conviction. The main difference is the underlying offense and date. The Court/Pay date will be the date the driver failed to appear to court:

Underlying Offense S93- Speeding	Underlying Date of Offense * <i>Required</i>	Ī
Citation Number *	Court/Pay Date *	
Required	Required	

After all of the required information is entered, the user will be able to submit the record for Failure to Appear.

Note: Even if something is not required it is good practice to fill out as much information as possible. This can help in the future if anything comes up for the conviction. It is better to have too much information than not enough.

Confirmation
Thank you for your submission, your request is being processed by the agency. Please click OK to return to the home page.
To view your submission, navigate to View Online Submissions on the home page.
ОК

Pending Criminal:

Submission Type
Please select the type of court record you wish to submit.
Compliance
Conviction
O Default on Payment Plan
Failure to Appear
O Mental Health
Pending Criminal
Traffic School

Used to request a pending revocation for default on payment plan involving a criminal conviction. This will place a pending revocation to the driver's record. To add a revocation to a record due to defaulting on a payment for a criminal conviction, the conviction date should be at least one year before the date of the submission.

After submitting the driver's details, the user will be directed to the details page:

Submission Type Driver	Information P.	ality Assurance			
Address					
Street *					
Required					
Street 2					
City	State				
Required	Required	~			
Zip Code *					
Required					
Pending Criminal Information					
Pending Evaluation Date	Commence Date				
25-Apr-2024	15-Apr-2024		Override Commence?		
Court Case / Docket Number *	Date of Offense		Disposition Date *		
Required	Required		Required		
Reason Code *	Court				
Required	 11011 - Cheatham Court 	nty GS Clerk			
Cancel				< Previous	Submit

The details page is a lot shorter than the other detail pages. All required fields are marked with a red asterisk and must be filled out to continue.

Note: Reason code will only give one option, "002-Default on Payment Plan"

Traffic School:

Submission	Туре
------------	------

Please select the type of court record you wish to submit.
Compliance
Conviction

0	Default on Payment Plan
0	Failure to Appear

Mental Health
 Pending Criminal

\cup	Fenui	ing Ci	IIIIIIdi	

This is used to submit traffic school records. If the driver has a TN license and there are no errors, it will automatically post to the driver's record. If there are errors, they will be sent as a work item for DOS employees to process. All out of state records are printed by DOSHS staff and sent to the state on the record.

After submitting the driver's details, the user will be directed to the Traffic School Details page:

submission type	Driver Information	Traff	ic School Details			
ddress		_				
treet *		TN	I-DS Quality As	surance		
equired						
treet 2						
ity *		State				
lequired		Required		~		
Ip Code *						
Zip Code * Required						
Zip Code * Required						
Required Traffic School Inform	nation				 	
It p Code Required Traffic School Inform Course Completion Date	nation				 	
top Code Required Traffic School Inform Course Completion Date Required	nation				 	
Sp Code * Required Traffic School Inform Course Completion Date * Required Court Case / Docket Number	nation		Citatio	n Number	 	
tip Code * Required Traffic School Inform Traffic School Inform Required Tour Case / Docket Number TCA Number	nation		Cratio 	n Number Escription	 	
tip Code * Required Traffic School Inform Course Completion Date * Required Course Case / Docket Number CCA Number CCA Number Science Surrendered?	nation		Citatio TCA Di Defen	n Number escription	 	

This page will look a little different than a conviction's details page. There are only several required fields. All required fields are marked, but it is good practice to input as much information as possible to ensure the record is entered correctly.

View Online Submissions

The view online submissions link shows every submission made by the court via the court reporting portal. This can be used to search for a submission to ensure that it was completed on the court's end.



The submissions list will be populated and sorted by the date they were submitted.

Processed					
Search					
Pr	ocessed From 16-Apr-2023				
	Processed To				
	Search	1			
Submissio	ns				Filter
Date	Title	Name	Account	Account ID	Period
15-Apr-2024	Pending Criminal Submission - SAMI	PLE CHEATHAM COUNTY GS	CLERK		

If looking for a certain submission, it can be searched for by selecting a certain date.

Rejected Court Documents

The View Rejected Court Document Reporting Items provide a list of reporting items that were rejected for being invalid or missing necessary information to complete the report.



The items on this list cannot be corrected. In order for these items to be reported, they will need to be resubmitted with the correct information as a new report.

Note: The rejected items will stay in this list, there is no way to remove them.

The rejected list is sorted by the DATA file and date submitted:

Rejected	CDR Items							Export	Filter		
First Name	Last Name	DOB	Street	City	State	Zip Code	DLN	Citation #	Docket #	Offense Date	
DOS_79042_2	0240403024533.	txt > 03-Apr	-2024								
ANGELA	DEPRIEST		3579 LOWBRA	MEMPHIS	TN	381165037		W797010	60093P	28-Nov-2005	Details
ANGELA	DEPRIEST		3579 LOWBRA	MEMPHIS	TN	381165037	C	W745936	52761A	29-Aug-2005	Details
ANGELA	DEPRIEST		3579 LOWBRA	MEMPHIS	TN	381165037		V732020	21352A	25-Mar-2002	Details
ANGELA	DEPRIEST		3579 LOWBRA	MEMPHIS	TN	381165037		U827810	211122A0030	22-Oct-2020	Details
ANGELA	DEPRIEST		3579 LOWBRA	MEMPHIS	TN	381165037		U542100	183181A0095	05-Oct-2018	Details

Users can view the details and see the rejection reason:

First Name	Last Name	Date of Birth
ANGELA	DEPRIEST	
DLN		
Rejection Reason		
The offense/activity cannot be determ	ined by the system based on provided input.	
Activity Type From Court	Citation Number	DCN
	V732020	
	1752020	
Disposition Code	DocketNumber	Transaction Ty
Disposition Code	DocketNumber 21352A	Transaction Tyr 2 - FTA/FTP
Disposition Code	DocketNumber 21352A Offense Date	Transaction Ty 2 - FTA/FTP
Disposition Code C TCA Number 55-8-152	DocketNumber 21352A Offense Date 3/25/2002	Transaction Ty 2 - FTA/FTP
Disposition Code	DocketNumber 21352A Offense Date 3/25/2002	Transaction Ty 2 - FTA/FTP

The items on this list cannot be corrected. For these items to be reported, they will need to be resubmitted with the correct information as a new report. The rejected items will stay in this list, there is no way to remove them.

Exampled above is a Failure to Appear or Failure to Pay that has the wrong disposition code. FTA and FTP need to have a conviction code of A (Failure to appear) or X (defaulted on payment plan). There for the portal system rejected the submission. This record will need to be resubmitted with the correct conviction code.

View/Correct Reporting Errors

This list shows items that are missing information preventing the report from being processed. Courts have the ability to make corrections to these items or invalidate them.



The errors list is sorted by DATA File and the date submitted. Users can view the details of the submission to see the reason for the error, then the user can correct or invalidate the record:

CDR Erro	ors									Expor	t Filter				
First Name	Last Name	DOB		DLN	Street	Address Stat	Zip Code	Citation #	Docket #	Offense Date	Field in Error	Error Reas	on		
Compliance	> DOS_790	42_2024040	30245	33.txt >	03-Apr-2024										
RALPH	JONES	08			5578 COTTO		381152302	W664960	52763P	10/3/2005	Date Fines	Error - co	m Details	Correct	Invalida
EMMANUE		0			2412 VAND.		38122	Q418176	83391P	12/4/2008	Date Fines	Error - co	m Details	Correct	Invalida
CORNELIO	LOVE			1	3266 SEMIN		381198645	U500746	180221B00	1/22/2018	Date Fines	Error - co	m Details	Correct	Invalida
DESTINY S	WASHINGT	1		13	1 8321 HUNT		380028453	U810320	211462A01	5/26/2021	Date Fines	Error - co	m Details	Correct	Invalida

The details page will give a better description of what the error is. Users can then select to correct or invalidate record from this page:

Drivers License Number	State Licensed TN		
First Name	Middle Name	Last Name	Date of Birth
RALPH		JONES	
Street			
5578 COTTONWOOD RD			
Street 2			
City	State	Zip Code	
MEMPHIS		381152302	
TCA Number	TCA Description		
55-50-338	DRIVERS LICENSE LAW		
Citation Number	Docket Number		_
W664960	52763P	Correct Record	Invalidate Record
Field in Error	Error Reason		
Date Fines / Costs Paid	Error - compliance from	t where disposition cost indicate	r = N and there's no paid date

In the example above, the error is: Compliance from court where disposition cost indicator= N and there's no pay date. There for the record can be corrected by adding the paid date under the correct tab or invalidated because the date is unknown.

Correcting a Error:

After selecting "Correct Record" the user will be able to see the submission and its errors. The error will become a required field and give the reason of the error again:

Compliance Information		
Citation Number	Court Case / Docket Number	
W664960	52763P	
TCA Number	TCA Description	
55-50-338	DRIVERS LICENSE LAW	
Previously sent as FTA	License Surrendered to Court	THP Arrest Fee Collected
No	No	* No *
Fines / Costs Paid in Full	Defendant Found Indigent	Disposition Cost Indicator
No	No	 No Money
Court Costs	Court Fines	Date Fines / Costs Paid
61.00	100.00	
	Error - compliance from	Court where disposition cost indicator = N and there's no paid date

From here the user can make the necessary corrections and click submit to complete the submission of the report.

Invalidating a Record:

To invalidate an error correction, select invalidate. The original submission will show and if the user clicks next it will provide a dropdown box asking for the invalidation reason:



Select the appropriate reason and submit. The record is now invalidated and will no longer be on the error list.

Note: The error list is also worked by the Dispositions and Violations Unit at DOSHS. As employees complete work items, they will fall off this list. If unsure about a correction, leave it and once an employee gets the item in their work queue, they will either make the necessary correction or reject/invalidate the record. This process could take several days depending on the number of work items. Submissions are processed on a first come first serve basis.

Court Inquiries



The court inquiries section allows courts to assist customers on the steps they need to take in order to be reinstated if their license is suspended or revoked.

To search for a driver only three things are required: Their TN Drivers license number, last name, and date of birth. All three items are required:

Driver Inquiry			
TN License/ID Number *	Last Name *	Date of Birth	
Required	Required	Required	

After searching for the driver, if there is any unsatisfied requirements on the account, it will show up on the inquiry:

Driver TN License/ 13329535	Information D Number 56	Customer Name I AM SAMPLE TN-DS Quality Assurance			
License	e Status				
Credentia		Status		Issue	Expiration
State ID		Valid		19-Mar-2024	12-Jul-2029
Reinsta → →	atement Requirements and Instructions There is an action pending against this driving record that m with the law. Submit verification from the court(s) that all fines and costs • Docket No. • Docket No. • Court Phone • Location • Disposition Date • 123456 • (615) 792-4866 • CHEATHAM • 4/15/2024 int Reinstatement Requirements	ight affect the status of the driver's privilego have been satisfied for the following crimina	es or change the requirements needed al offenses:	d to place this drive	r in compliance

The inquiry will show the drivers information, and the reinstatement requirements and instructions on what needs to be completed to be reinstated.

This page can also be printed out for the customer to keep for their own records and guidance.

Access Management



Access management is available to full access users. This allows these users to modify the user profiles for their respective court.

After clicking view access, a user list will be developed for the users that have log in credentials for their court:

Custome CHEATHAM CO 1778147072	r Access XUNTY GS CLERK					
Logons						
Logons w	ith Access to	Customer				
		A.				Court Inquiry
			100			Court Inquiry
	11 M		rth		-	Court Document Reporting
					(and	Court Inquiry
				1.000		Court Inquiry
				100		Full Access
				and the second sec		Court Inquiry

Click the user ID to view the profile. From here the user can manage the user's account.

Here the user can change the access type, reset their password if they are having issues logging in, reset their two-step verification, and deactivate access for users that are no longer affiliated with the court, or do not need access anymore. *Only designated DOSHS employees can create new user accounts for the portal. We will go over portal access for new users next.*