



# Placer County Superior Court Online Portal Account User Guide

Last Updated: January 7, 2020

## OVERVIEW

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The eCourt online portal account allows the ability to view electronic case information that is otherwise not publicly available. To view this type of case information you must request specific case access through the court. For instructions on how to request case access please visit: <https://www.placer.courts.ca.gov/online-services/online-portal>

This guide will provide you with the necessary information on how to pay your traffic fine online, create an account, view cases you've been granted access to and reset your account password.

### It is important to know:

1. You **DO NOT** need an account to pay your traffic fine
2. You **DO NOT** need an account to conduct a public case search

If you are having portal account related issues and cannot find the answer in this packet, please email [portalsupport@placer.courts.ca.gov](mailto:portalsupport@placer.courts.ca.gov)

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## PAYING YOUR TRAFFIC FINE

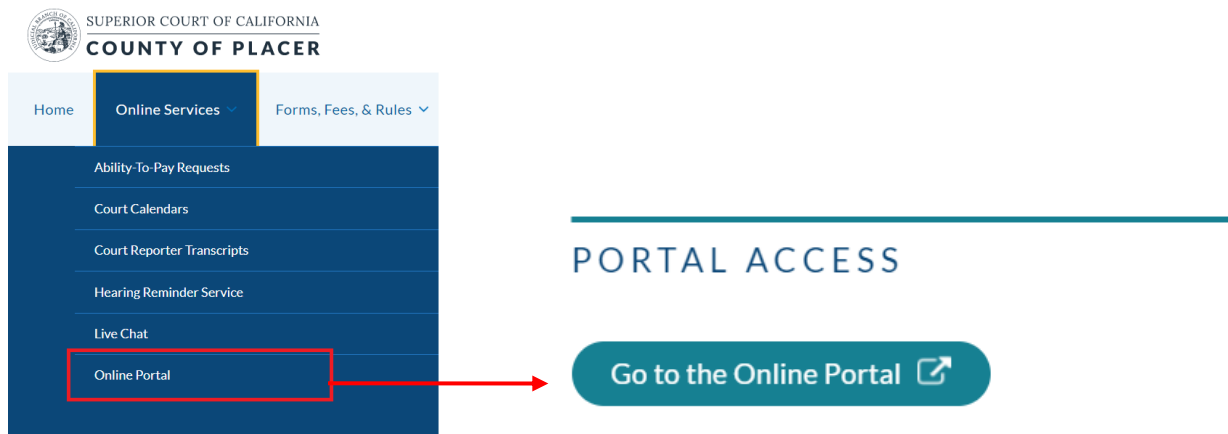
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You can use the online traffic payment system to pay your traffic fine.

**Note:** An account is not required to pay your traffic fine or search for public case records. This can all be done without an account.

### Navigating to the Portal Home page

To find the portal link on the Court's Website, find the **Online Services** menu at the top of the page. Select **Online Portal**, then click the link that says **Go to the Online Portal**.



### Using the Traffic Division Online Payment System

1. Once at the online portals home page click the Traffic Division Online Payment System link.

**Attorney and Party Login**

To see documents that are only accessible to parties to the case, you will need to log in to the eCourt portal.

[+ Register](#) [👤 Attorney and Party Login](#)

**Public Services (No Login Required)**

**Search for a Case** 🔍  
The public may use this case search to retrieve basic case information.

**Attorney Event Search** 🔍  
Attorneys may use this search to quickly reference upcoming events.

**Traffic Division Online Payment System**  
(Enter Your Case or Citation Number and Date of Birth) ✍️

2. Enter your case number including the dashes (e.g. 41-0123456) your birth date and your email address.

**Pay Online**

By Case Number

**Case Number**

**Date of Birth**

Jan ▼ 1 ▼ 2021 ▼

**Email Address**

- Once all the information is entered the system will take you to the payment system. You should see the case information and the total amount due. Click continue to make your payment.

## Open Invoice

1: **Open Invoice** » 2: Payment » 3: Receipt

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Case Information

### People vs. Johnson, Bob

<b>Case Number</b>	<b>Case Disposition Date</b> 01/12/2021	<b>Total Amount Due</b>
		<b>\$489.00</b>

Back
Continue

- This will take you to the **Bill Pay Site** to make your payment. Enter all of the payment information and select continue to authorize your payment.

**Note:** Please make sure the ZIP/Postal code is correct for the card used or the payment will fail.

1 Add Account Information
2 Add Payment Information
3 Authorize Payment
4 Confirmation

### Account Information

Account Number

Title **People vs. Johnson, Bob**

Description **Infraction:Traffic**

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### Enter Payment Information

\* Indicates required field

Payment Method \*  Credit Card

Debit Card

Card Number \*

Card Expiration Date \*

ZIP/Postal Code \*

Payment Amount **\$489.00**

Enter dollars and cents

E-Mail Address

To receive confirmation e-mail

Re-type E-Mail Address

Mobile Phone Number

To receive a confirmation text message

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**Next,** review your information and give approval for this payment. Click "No Thanks" to stop this payment. To edit your account information click the "Edit Account Information" button above, do not use your browser Back button.

Continue
No Thanks

## CREATING AN ACCOUNT

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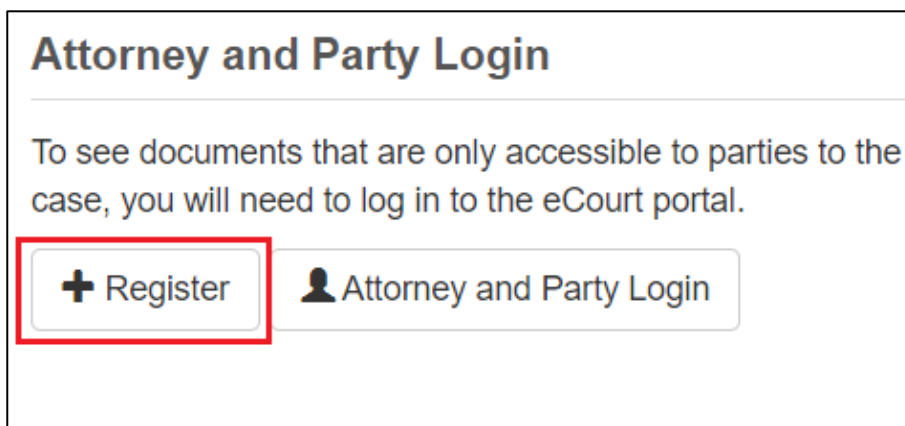
Accounts can be created on the public portal by visiting:

<https://webportal.placerco.org/eCourtPublic/>

### Creating Your Portal Account

To create an account:

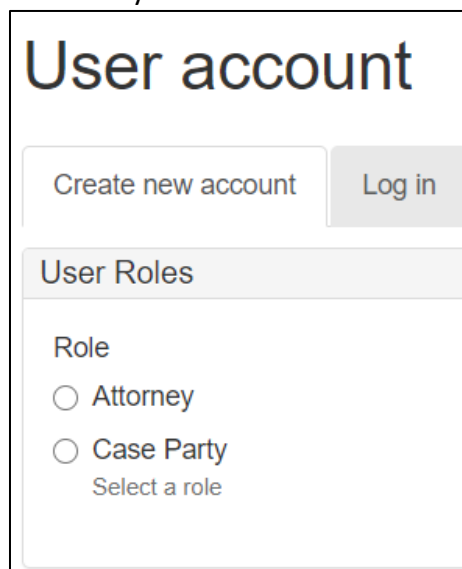
1. Go to <https://webportal.placerco.org/eCourtPublic/> and click on **Register** .



**Attorney and Party Login**

To see documents that are only accessible to parties to the case, you will need to log in to the eCourt portal.

2. Select the correct **User Role** for your account



**User account**

**User Roles**

Role

Attorney

Case Party

Select a role

3. Enter all the necessary **Personal Information**. If you are signing up as an Attorney, please remember to enter your BAR ID.
  - a. **It is Important to note:**
    - i. The email address that is used on this account **MUST** match the email address that was or will be provided to the court.
    - ii. For Attorneys, the email used **MUST** be the current email on your state BAR profile. If you do not have a current email on the state BAR, we highly recommend adding it prior to requesting access to cases.

**Personal Information**

First Name \*

Please enter your first name

Last Name \*

Please enter your Last Name

Address Line 1 \*

Please enter the first line of your address.

City \*

Please enter your City

State \*

- Select - ▼

Please enter your State

Phone \*

Please enter your contact Phone Number

BAR Id


Please enter your BAR id


4. After entering your information, review the **Terms of Use** and then select **I agree to these terms**, check the CAPTCHA, and click **Create new account**

I agree with these terms. \*

CAPTCHA

This question is for testing whether or not you are a human

 I'm not a robot

  
reCAPTCHA  
Privacy - Terms

Create new account

5. You should receive an account activation email like the one below. Click on the outlined link.

Thank you for registering at Superior Court of California - County of Placer. You may now log in to <https://webportal.placerco.org/eCourtPublic/?q=user> using the following username and password:

username: dspeck86  
password:

You may also log in by clicking on this link or copying and pasting it in your browser:

[https://webportal.placerco.org/eCourtPublic/?q=user/reset/10175/1610142015/NY1qg1iRCTIkzTovfsTduG8ltcu7eaX\\_M-PV9o3O49c](https://webportal.placerco.org/eCourtPublic/?q=user/reset/10175/1610142015/NY1qg1iRCTIkzTovfsTduG8ltcu7eaX_M-PV9o3O49c)

This is a one-time login, so it can be used only once.

After logging in, you will be redirected to <https://webportal.placerco.org/eCourtPublic/?q=user/10175/edit> so you can change your password.

-- Superior Court of California - County of Placer team

6. The link will take you to the **Reset Password** page. Here you will click the Log in button to enter your new password.
  - a. **Note:** The one-time login does expire. If it expires you must use the **Request a New Password** feature outlined later in this guide. Once this link is used it can not be used again.

## Reset password

This is a one-time login for *dspeck86* and will expire on *Sat, 01/09/2021 - 1:40pm*.

Click on this button to log in to the site and change your password.

This login can be used only once.

[Log in](#)



- Once you have selected the Log in it will re-direct you to your account page where you will enter your **New Password** for your account. You should now be logged into your Placer Portal Account.

The screenshot shows a web form for account creation. At the top, there are three tabs: 'View', 'Edit', and 'My Existing Cases'. Below these are two sub-tabs: 'Account' (selected) and 'Personal Information'. The form contains the following fields:

- E-mail address \***: A text input field containing a redacted email address followed by '@yahoo.com'. Below it is a note: "A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address notifications by e-mail."
- Confirm e-mail address \***: A text input field containing the same redacted email address followed by '@yahoo.com'. Below it is a note: "Please re-type your e-mail address to confirm it is accurate."
- Password**: A text input field, highlighted with a red border.
- Confirm password**: A text input field, highlighted with a red border.
- Password strength:**: A progress bar indicator.

## YOUR PORTAL ACCOUNT

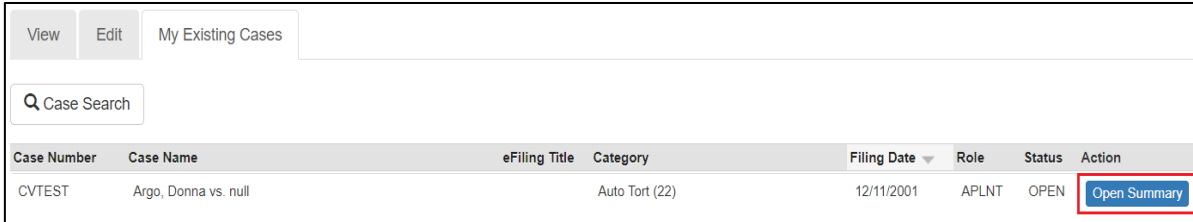
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### Accessing Your Existing Cases

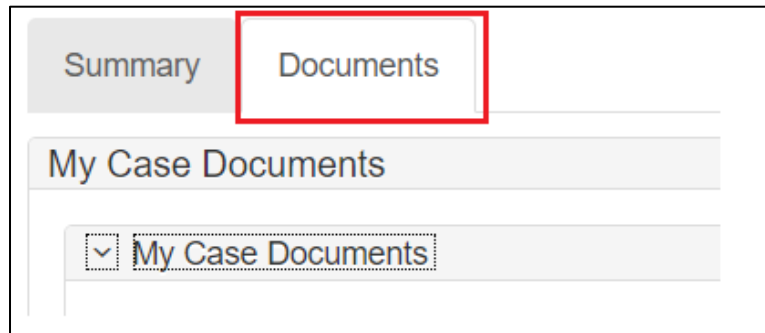
- Once you are logged into your account you will have the ability to access any cases that you have been granted access to. To view these cases click on the **My Existing Cases Tab** from your portal home screen.
  - Note:** If you have not been granted access to any cases it will show **No case available**.


The screenshot shows a portion of the portal interface. At the top, there are three tabs: 'View', 'Edit', and 'My Existing Cases'. The 'My Existing Cases' tab is highlighted with a red border. Below the tabs is a search bar with a magnifying glass icon and the text 'Case Search'. Below the search bar is a table header with the text 'Case Number'. The table content shows the text 'No case available.'

- If you have been granted access to cases, you will see those cases listed here. To view the case information for this case, select the **Open Summary** button on the right-hand side of the case info line.



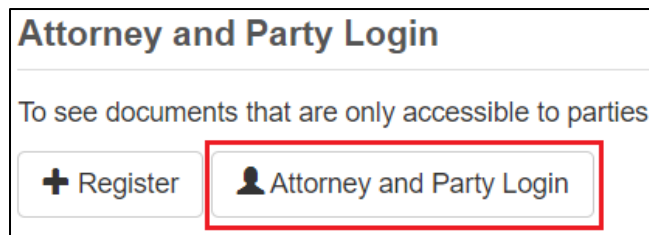
3. This will open the electronic case file summary for that case. Here you will be able to
4. view information such as; parties, events, financials, charges and attorneys. To view documents related to this case you will need to click on the **Documents** tab.



5. Within the documents tab you will be able to view public and case party document entries.
  - a. Information about document status in the list.
    - i. **Download**  - If the document has this listed under the **Download** column then the document is available for download through the portal account.
    - ii. Document: SEALED – This documents line item can be viewed but has been sealed within the case. You will not have the ability to view this document.
    - iii. **Download Unavailable** – This document has either not been scanned into the case or cannot be viewed online.

**Forgot Password to your Portal Account**

1. Go to <https://webportal.placerco.org/eCourtPublic/> and click on **Attorney and Party Login**.



2. Within the User Account page click on the **Request new password** tab. Enter the email associated with your account and then click the **E-mail new password** button

**User account**

Create new account   Log in   **Request new password**

Username or e-mail address \*

|

E-mail new password ←

3. You will receive an email like the one below to reset your account password. Click on the highlighted link in your email to be directed to the **Reset password** page. Click on the **Log in** button to enter your new password

**Reset password**

This is a one-time login for *dspeck86* and will expire on *Sat, 01/09/2021 - 1:40pm*.

Click on this button to log in to the site and change your password.

This login can be used only once.

**Log in**

4. You will be able to enter your new password for your portal account.
5. Login using your new password.