**Probation**
**Client Portal Registration User Guide**

**Instructions:** Welcome! As a probation client you will need to register for our NEW Probation Client Portal following the steps below. The Portal will debut with some helpful resources for you and your basic probation information, and in time will be a way for you and your probation officer to be able to sign and submit forms, view historical documents, and even pay your fines and fees!

<table>
<thead>
<tr>
<th>Process</th>
<th>Screenshot</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. As a Probation Client, you must go to <a href="https://www.njcourts.gov">https://www.njcourts.gov</a> Click on the link for SELF-HELP CENTER</td>
<td><img src="image" alt="Screenshot of the New Jersey Courts website" /></td>
</tr>
</tbody>
</table>
2. Click on the link for Probation Client Portal.

3. Click on the button labeled **First-time User Registration**.

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![New Jersey Courts](image)

**Probation Supervision System**

Probation clients can log in to find contact information and appointment schedules.

- Returning User Login
- First-time User Registration

**Instructions**

First, create an account in the first-time user registration. You need an email address to complete this process.

You will receive a confirmation email. Use the link in the email to finish your registration. You will need to enter your birthdate and your client ID to complete this process.

Can't find your client ID? It was on the paperwork you received after your court sentence. If you cannot find your paperwork, call the probation office in the county where your case was heard.

Review the User Guide if you need more help setting up an account.

More resources are available in our Adult Probation Supervision and Juvenile Probation Supervision site areas.
4. Complete Login Information:

Create ‘User ID’ with:
- 9-15 Characters (A-Z, a-z, 0-9)
- NO special characters

5. Create ‘Password’ using the security requirements listed:
- Exactly 8 characters long
- At least 1 lowercase
- At least 1 uppercase
- At least 1 of these special character (@, #, $)
- At least 1 number
6. ‘Confirm Password’ by re-entering the same exact password.

Select the ‘Next’ button to go to the next screen.

7. Enter all the mandatory Contact Information including:
   - First Name*
   - Last Name*
   - Email*
   - Confirm Email*
   - Primary Phone Number*

Note: All fields marked with a red asterisk are mandatory and cannot be left empty. The phone number field should contain only numbers.
8. The ‘Email’ is automatically entered from the ‘Email’ address in the **Contact Information** section.

**Note:** To change the primary ‘Email’ notification address, you must change it in the **Contact Information** section above.

9. Select the ‘+ Add Additional Email’ option to add additional email addresses to receive notifications:
   - Enter email address in ‘Additional email’.
   - Re-enter the email address in ‘Confirm additional email’.
10. Mailing address defaults to ‘No’. Select ‘Yes’ to provide your mailing address.

11. If you select ‘Yes’, Enter your mailing address information:
   - Address Line 1*
   - City*
   - State*
   - Zip/Postal Code*
   - Country*
   - User selects the checkbox to indicate they have read and fully understand the ‘Privacy Terms’.  
   - User selects the ‘Next’ button to go to the next screen.

**Note:** All fields marked with a red asterisk are mandatory and cannot be left empty.
12. Select and answer the three security questions with different answers for each of the questions.

Select the ‘Next’ button to go to the next screen.

**Note:** Answers to the security questions should contain the number of characters displayed next to each question.

13. Enter your email address and mobile number to receive the two-factor authentication code.
   - Enter valid ‘Email’ address
   - Enter valid ‘Mobile number’ with ‘Country code’.

Select the ‘Register’ button to complete registration.

14. Message will display ‘Your registration is pending action’ notifying you that an activation link has been sent to their email.
15. To complete registration, you will need to open the ‘Activation Email’ from the email that you provided in Contact Information.

Selects the link in the email to activate the User ID and complete the registration process.

**Note:** ‘Activation Link’ will expire if not used within 7 days.

14. After you select the link, you have completed the registration process and successfully activated your user ID. You can select ‘login’ to access the New Jersey Judiciary Applications.
Instructions:

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2. Click on the link for Probation Client Portal.

3. As a Probation Client, once your ID has been created, you must go to this URL to log in:

https://njcourts.gov/selfhelp/probation-supervision.html

Click on the button labeled Returning User Login.
4. Fill out your User ID and Password. Click the Login Button.

5. Confirm your two-factor phone number and click the Confirm button.
6. Enter the code you receive from the two-factor text or email. Click on the Login button.

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One - Time Passcode Login

Enter the One-Time Passcode(OTP) sent to the email/phone number you selected.

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Login

To get a new One-Time Passcode(OTP). Click Regenerate
Passcode will expire 10 minutes after it was requested.
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7. You will be brought to the Probation Client Portal Home screen. There you will see “+ Get additional access”. Click on the plus sign.
8. A smaller, new window, will open with all the choices.

Look for **Probation Client Portal** then check the checkbox for the portal.

Click the Confirm button.

9. Please note this message, in **RED**, “Changes have been made to your account. Please logout and sign-in again in order for the changes to take effect.” You **MUST** follow this direction.

10. If you skip number 7, you will get an error. Please logout and back in again.
11. Enter your User ID and Password again and click on the Login button.

12. Click on the Probation Client Portal Tile to access the portal.
13. The first time you log in to the portal you will have to confirm your client ID and Date of Birth. Please enter your client ID and Date of Birth, then click on the Submit button.

14. If you enter incorrect information, the following error message will display, “Client ID and/or Date of birth not found, please try again.”

15. Re-enter your client ID and Date of Birth, then click on the Submit button.
16. The Probation Client Portal Home screen will display. Here you will find the following information:
1. Name of your assigned Probation Officer
2. Your Probation Officer’s telephone number
3. Your Probation Officer’s extension
4. Your Probation Officer’s email address
5. Your client ID
6. Your next appointment date
7. Your next appointment type
8. Your Probation Officer’s office location

15. On the Home screen you will also notice “Resources” in the left-hand navigation bar. Clicking on Resources will draw out additional sub-categories. Click on Adult supervision.
17. Click on Adult Probation Supervision to access links to resources.

*NOTE: During the covid pandemic the Judiciary has defaulted all links to their Covid19 Resources page. You must click on the actual subsection that you want. Sometime in the future, this will change, and you will be directed to the actual subsection you select.
18. Review Adult Probation Supervision.

**Adult Probation Supervision**

Are you looking for?
- Child Support Enforcement
- Juvenile Probation Supervision

**Probation is**
- part of the court system;
- a criminal or municipal sentence for adults;
- a program to supervise clients who have been diverted through pretrial intervention or conditional discharge;
- an opportunity to remain in the community when guidelines are met;
- a system of supervision and services to help clients reach their goals; and
- an opportunity for self-improvement for clients to become responsible and law-abiding people.

**In general, clients must:**
- pay fines and restitution to the court;
- perform community service;
- report regularly to their probation officer;
- expect home visits from their probation officer;
- stay sober and take drug tests;
- undergo counseling for substance abuse or mental health issues; and/or

Participants are urged to work, get job readiness training or enroll in school if their substance use disorder is stable.

**Probation officers help clients successfully complete their conditions of supervision. Probation officers also**
- help clients find the services they need, such as job placement or counseling services; and
- track the progress of each client and report back to the court on each case.

**Violations of Probation**

The probation officer will use sanctions and incentives to encourage compliance with the terms of the sentence and the conditions of probation. If a client does not comply, the probation officer will file a violation of probation (VOP). If a VOP is filed, the client’s probation could be revoked and the client could go to jail.

- Behavioral Health/Substance Abuse Resources
- Visit our Probation Contact Information

**Brochures**
- Probation Services FAQ
- What to Expect While on Probation Brochure
19. Click on Juvenile Supervision.

20. Click on Juvenile Supervision Home to access links to resources.

Juvenile Probation Supervision

Are you looking for?
Adult Supervision Overview
Child Support Enforcement

The goal of Juvenile Supervision is to work with youth who have been placed on Probation or received a Deferred Disposition to change their behavior and help them successfully complete probation. Juvenile Probation Officers work with youth, their families, and other supports to create a plan to work on needs and conditions. This includes, but is not limited to, paying fines and restitution, completing community service, reporting regularly to their probation officer, receiving home visits, staying sober and passing drug tests, referring for counseling if needed, and attending school.

I have been placed on Juvenile probation.
My child has been placed on Juvenile probation

What can I expect on juvenile probation?
- Your Probation Officer will work with you, your family, the court and community providers to help you succeed on probation.
- Your Probation Officer will have regular contact with you and your family in your home and their office.
- Your Probation Officer will help you get help by linking you with services and supports to help you succeed.

What can I expect as a parent with a child on juvenile probation?
- Probation Officers will work with you, your child, family, support the court and community providers to help your child succeed on probation.
- Probation Officers will have regular contact with you and your child in your home and their office.
- Probation Officers will help you and your child by referring your child to services and supports as needed.
- Juvenile Probation Officers receive special training to work with youth on Probation.

Positive Interventions Committee

The Positive Interventions Committee works on providing you (or your child) with state-wide events you may participate in to work on positive skills, such as respectful, fair behavior, problem solving, completing community service hours, and spending time with your Probation Officer outside of your office or your home.

Committee for the Supervision of Juveniles with Sexually Abusive Behavior

This Committee is a group of Probation Officers and Supervisors who have received special training in working with young people who have committed a sexual offense. These Probation Officers are experts in topics such as Mugari's Law and can link youth with specific resources they may need.

Juvenile Delinquency Proceedings and Your Child

Brochures
Probation Services FAQ
What to Expect While on Probation Brochure
22. Click on Recovery Court.

23. Click on Recovery Court Program to access links to resources.
24. Review Recovery Courts Work!
25. If you have any questions, comments, or any issues, please contact your Probation Officer.