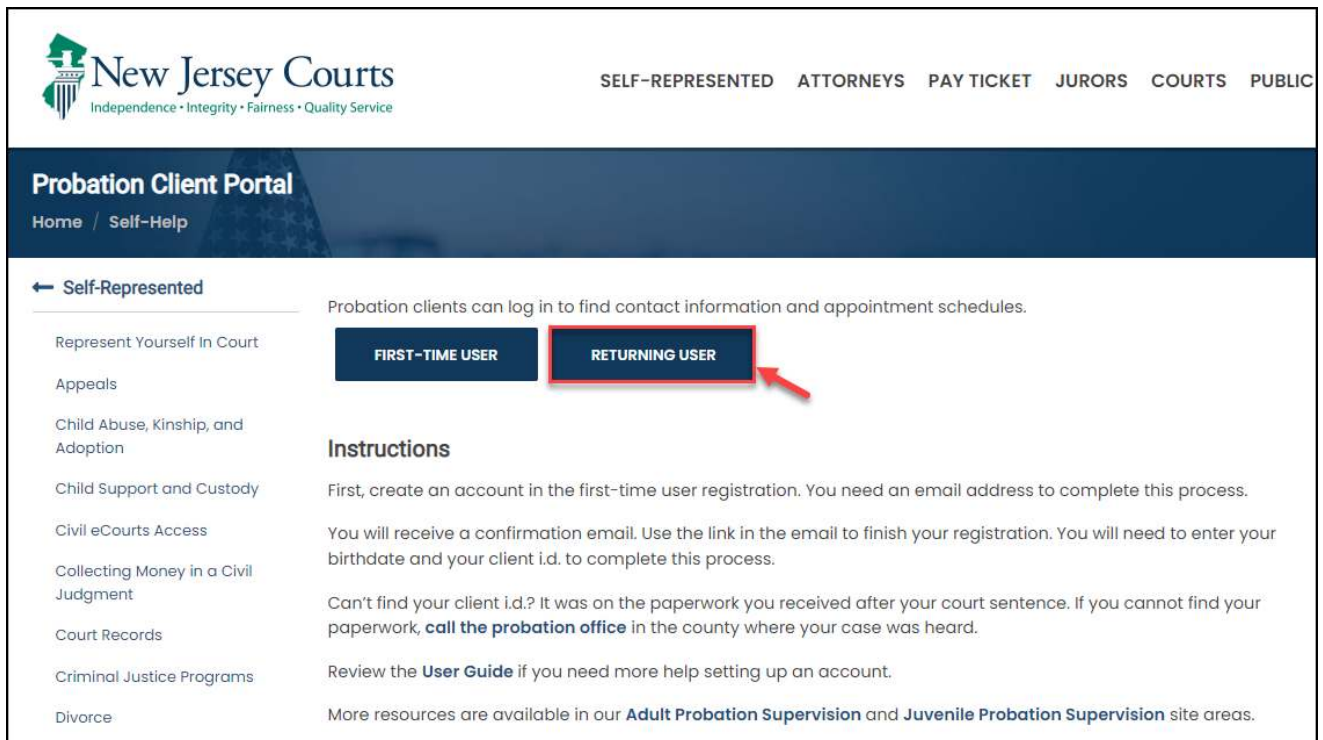


This document will walk you through logging in the Client Portal so you can pay your fees and fines. These instructions are for intended for clients that have already registered for the Client Portal. If you need to register, please ask your probation officer for instructions.

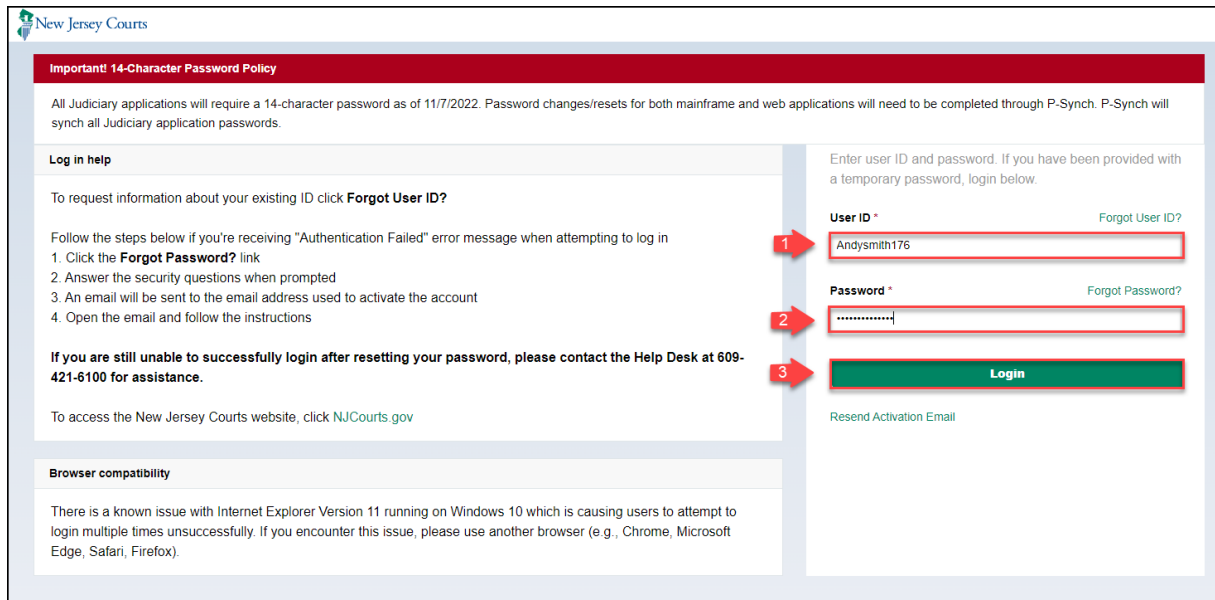
1. Navigate to <https://www.njcourts.gov>. Hover over the SELF-REPRESENTED link and select PROBATION CLIENT PORTAL from the available options.



2. Click on the button labeled RETURNING USER.



3. Fill out your User ID and Password. Click the Login button. You will be prompted for Two-Factor Authentication. Confirm the verification method and when prompted, enter the code you will receive.



New Jersey Courts

**Important! 14-Character Password Policy**

All Judiciary applications will require a 14-character password as of 11/7/2022. Password changes/resets for both mainframe and web applications will need to be completed through P-Synch. P-Synch will synch all Judiciary application passwords.

**Log in help**

To request information about your existing ID click **Forgot User ID?**

Follow the steps below if you're receiving "Authentication Failed" error message when attempting to log in

1. Click the **Forgot Password?** link
2. Answer the security questions when prompted
3. An email will be sent to the email address used to activate the account
4. Open the email and follow the instructions

**If you are still unable to successfully login after resetting your password, please contact the Help Desk at 609-421-6100 for assistance.**

To access the New Jersey Courts website, click [NJCourts.gov](http://NJCourts.gov)

**Browser compatibility**

There is a known issue with Internet Explorer Version 11 running on Windows 10 which is causing users to attempt to login multiple times unsuccessfully. If you encounter this issue, please use another browser (e.g., Chrome, Microsoft Edge, Safari, Firefox).

Enter user ID and password. If you have been provided with a temporary password, login below.

**User ID \*** [Forgot User ID?](#)

Andysmith176

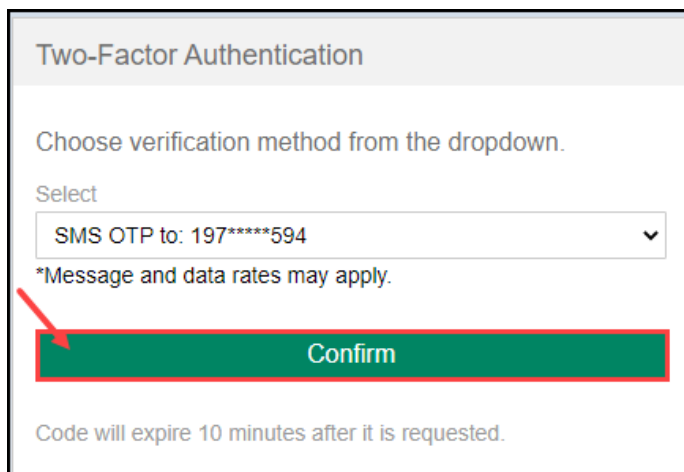
**Password \*** [Forgot Password?](#)

.....

**Login**

[Resend Activation Email](#)

1 2 3



**Two-Factor Authentication**

Choose verification method from the dropdown.

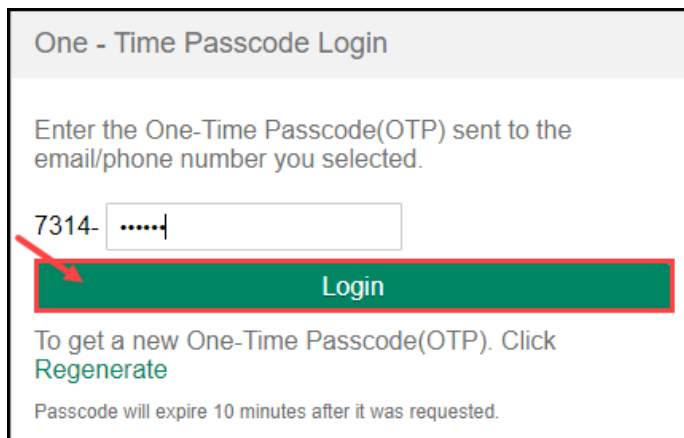
Select

SMS OTP to: 197\*\*\*\*\*594

\*Message and data rates may apply.

**Confirm**

Code will expire 10 minutes after it is requested.



**One - Time Passcode Login**

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

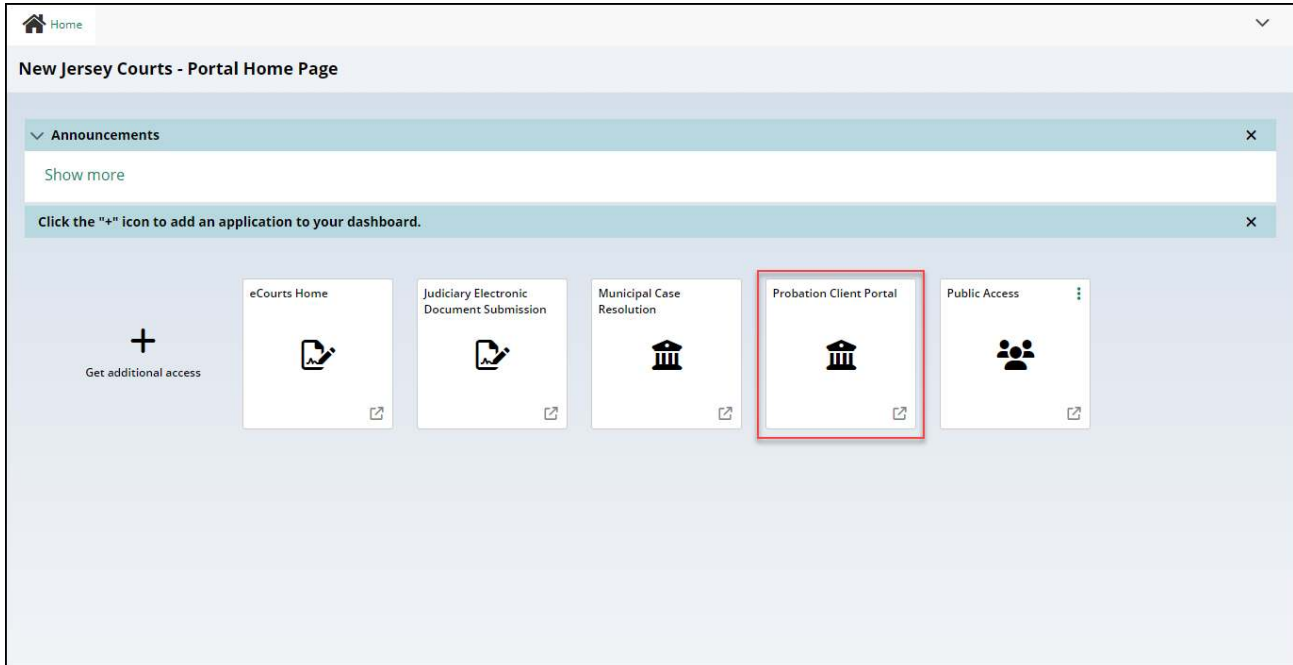
7314- .....

**Login**

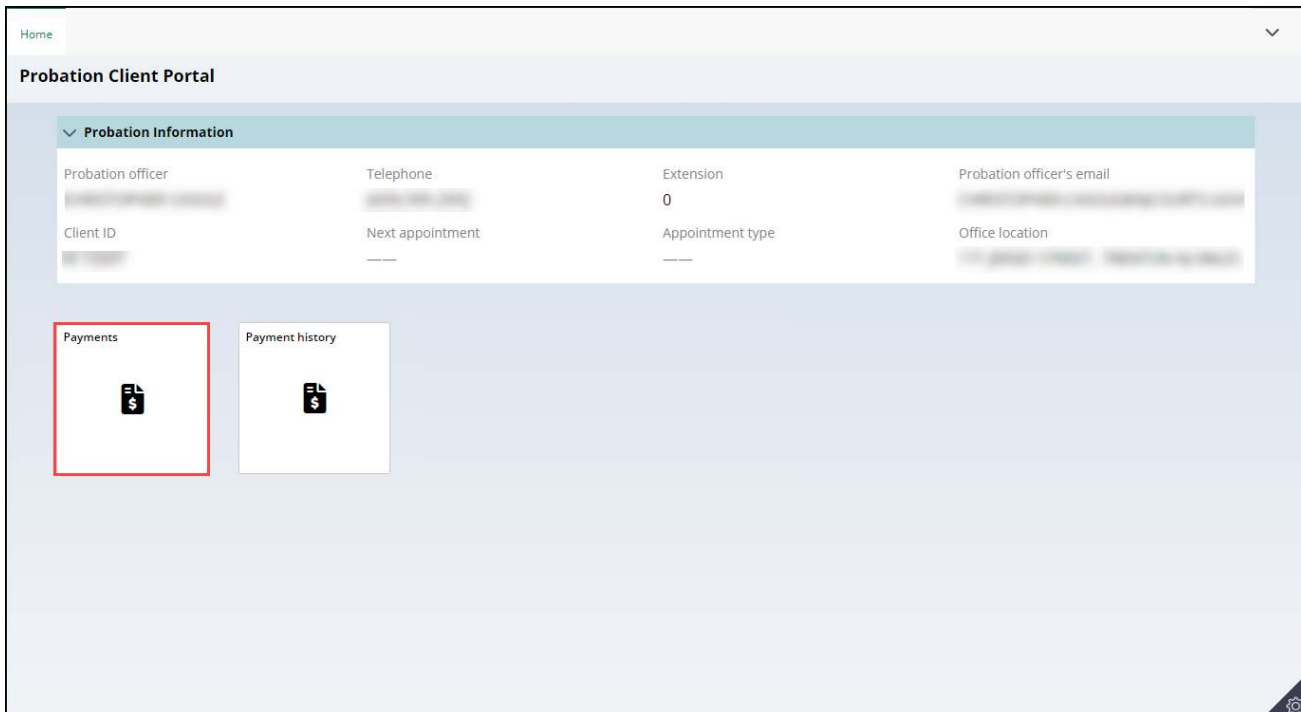
To get a new One-Time Passcode(OTP). Click [Regenerate](#)

Passcode will expire 10 minutes after it was requested.

4. Click on the tile labeled Probation Client Portal. **Please note:** The picture below is just for illustration purposes, your view may have different tiles.



5. To make a payment, click on the Payments icon in the center of the tile.



6. Review the information for accuracy. If anything needs to be changed, contact your probation officer. Click Next.

The screenshot shows the 'Probation Client Portal' interface. At the top, there's a navigation bar with 'Home' and 'CP-447'. Below it, a header bar displays 'Today's date: 12/20/2022' and a 'Submit Payment' button. The main content area is titled 'Confirm client information' and includes a message: 'Please confirm that all information below is correct. If anything is inaccurate, please contact your probation officer.' The form contains several input fields for client details: Client ID, Client name, Date of birth, Street address, Address line 2, City, State, Zip +4, Cell phone number, and Client email. At the bottom right, there are two buttons: 'Cancel' and 'Next', with the 'Next' button highlighted by a red box.

7. The next screen displays your outstanding balance as of the current date, any amount that is past due, your payment plan amount and the amount of your last payment. Enter the payment amount. The Payment Amount must be at least \$1.01 and the total amount can not exceed \$25,000.00 per transaction. Enter the payment amount. If applicable, a transaction fee will be added to the payment amount. Click Next.

The screenshot shows the 'Probation Client Portal' interface for the 'Enter payment amount' step. The navigation bar shows 'Home' and 'CP-451'. The header bar displays 'Today's date: 12/21/2022' and a 'Submit Payment' button. The main content area is titled 'Enter payment amount' and includes a message: 'Payment amount must be at least \$1.01 and the total amount cannot exceed \$25,000.00 per transaction.' Below this, there's a table showing payment details:

Outstanding balance	Amount past due	Payment plan amount	Last payment amount
\$60100.00 (as of 12/21/2022)	\$493.00	\$493.00/mo	\$0.00

Below the table, there's a section for 'Enter payment amount' with a text input field for 'Payment amount' containing '\$ 493.00', a 'Transaction fee' of '\$2.00', and a 'Total amount' of '\$495.00'. At the bottom right, there are two buttons: 'Cancel' and 'Submit', with the 'Submit' button highlighted by a red box.

8. The Certification to Submit Payment window will display. Review the information and confirm you understand by clicking the checkbox and clicking the Accept button. **Please note:** You will not be able to make any changes to your payment amount once you click the Accept button. However, you will be able to cancel the payment, if necessary.

9. Verify your Total payment. Click Next.

The screenshot shows the 'Probation Client Portal' interface. At the top, it says 'Today's date: 12/21/2022'. Below this, there are tabs for 'Client Information' and 'Enter Amount'. The 'Enter Amount' tab is active, showing 'Payment details' with fields for 'Outstanding balance' (\$60100.00), 'Amount past due', 'Payment plan amount', and 'Last payment amount'. A modal dialog box titled 'Certification to submit payment' is open in the center. It contains a warning icon and text: 'You will not be able to make any changes to your payment once you start the payment process in the next stage. Your payment will not be received and processed until you receive a confirmation notification.' Below this, there is a checkbox labeled 'I understand that:' which is checked. To the right of the checkbox, there is a list of bullet points: 'Once the payment is submitted, it cannot be cancelled or corrected.', 'This payment may take up to three business days to process.', 'No refunds will be offered.', and 'By clicking the Accept button, I certify that I have reviewed ALL information and confirmed everything is correct.' At the bottom of the dialog, there are 'Cancel' and 'Accept' buttons. The 'Accept' button is highlighted with a red box. In the background, the 'Enter payment amount' section shows a 'Payment amount' of \$493.00, a 'Transaction fee' of \$2.00, and a 'Total amount' of \$495.00. There are also 'Cancel' and 'Submit' buttons at the bottom right of the main form.

The screenshot shows the 'Client Payment (CP-505) PENDING PAYMENT' screen. At the top, it says 'Today's date: 01/11/2023'. Below this, there are tabs for 'Client Information' and 'Add Payment Type'. The 'Add Payment Type' tab is active, showing 'Enter Payment Details'. The 'Payment type' section shows 'Payment' and 'Payment type' as 'ACH Debit (US banks only)'. The 'Fees detail' section shows 'Payment amount' of \$493.00, 'Transaction fee' of \$2.00, and 'Total' of \$495.00. At the bottom right, there are 'Cancel' and 'Next' buttons.

10. The following screen captures your payment information.

- A. Bank Name
- B. Account Type -Select Checking or Savings
- C. 9 Digit Routing Number
- D. Confirm 9 Digit Routing Number
- E. Account Number
- F. Confirm Account Number

The screenshot shows the 'Client Payment (CP-451)' screen. At the top, there's a 'Submit Payment' button. Below it, the 'Payment type' section shows 'ACH Debit (US banks only)' with a payment amount of \$493.00, a transaction fee of \$2.00, and a total of \$495.00. The 'Payment details' section includes 'Bank Information' with fields for 'Bank name' (PNC Bank), 'Account type' (Checking selected, Savings unselected), '9 digit routing number' (123456789), 'Confirm 9 digit routing number' (123456789), 'Account number' (098765432), and 'Confirm account number' (098765432). Red circles with letters A through F are placed over the respective fields: A over Bank name, B over Account type, C over 9 digit routing number, D over Confirm 9 digit routing number, E over Account number, and F over Confirm account number.

- G. Is the payer information same as the client's information?
  - Select YES if the bank account being used is your bank account
  - Select NO if someone is making the payment on your behalf
- H. Account Holder Type

IF PERSONAL ACCOUNT is selected, confirm the information if it is your account or enter the information for the payee if someone is making the payment on your behalf.

- I. First Name
- J. Middle Initial (MI)
- K. Last Name
- L. Address Line 1
- M. Address Line 2
- N. City
- O. State
- P. Zip Code
- Q. Phone (Phone Number)
- R. Email (Email Address)

The screenshot shows the 'Contact Information' section. It starts with a question 'Is the payer information same as the client's information?' with 'Yes' and 'No' buttons. Below this is the 'Account holder type' section with 'Personal Account' selected and 'Business Account' unselected. The 'Personal Account' section includes fields for 'First name' (I), 'MI' (J), 'Last name' (K), 'Address line 1' (L), 'Address line 2' (M), 'City' (N), 'State' (O), 'Zip code' (P), 'Phone' (Q), and 'Email' (R). Red circles with letters I through R are placed over the respective fields. At the bottom right, there are 'Back', 'Cancel', and 'Submit' buttons.

IF BUSINESS ACCOUNT is selected, enter the information of the business account holder.

I. Account Holder Name

J. Address Line 1

K. Address Line 2

L. City

M. State

N. Zip Code

O. Phone (Phone Number)

P. Email (Email Address)

The image shows a 'Contact Information' form. At the top, a question 'Is the payer information same as the client's information?' is followed by 'Yes' and 'No' buttons. Below this, the 'Account holder type' is set to 'Business Account'. The form contains several text input fields: 'Account holder name', 'Address line 1', 'Address line 2', 'City', 'State', 'Zip code', 'Phone', and 'Email'. Each field is preceded by a red circle containing a white letter: G for the question, H for account type, I for name, J for address line 1, K for address line 2, L for city, M for state, N for zip code, O for phone, and P for email. At the bottom right are 'Back', 'Cancel', and 'Submit' buttons.

11. Verify all information is correct and click the Submit button. A confirmation screen will display. You can either print or close this screen. Your bank statement will reflect PSACH for the transaction.

The image shows a 'Payment confirmation' screen. It has a green header bar with a dropdown arrow. Below the header is a table with three columns: 'Payment type', 'Total', and 'Payment transaction ID'. The table contains one row: 'ACH Debit (US banks only)', '\$495.00', and 'EPY2022000000140'. Below the table is a message: 'ACH Payment will be processed and you will be notified if unsuccessful. Your bank statement will display the description PSACH for transactions.' At the bottom right are 'Print' and 'Close' buttons, with the 'Print' button highlighted by a red rectangle.

Payment type	Total	Payment transaction ID
ACH Debit (US banks only)	\$495.00	EPY2022000000140

12. After you Close the Payment Confirmation Window, you will be redirected back to the Probation Client Portal. A history of online payments will be available if you click the Payment History tile. **Please note:** It may take 3 to 5 minutes before the latest online payment is reflected on the history screen. Any payments made by cash, check or money order either in person or by mail will not be reflected at this time.

Home

Probation Client Portal

▼ Probation Information

Probation officer	Telephone	Extension	Probation officer's email
[Redacted]	[Redacted]	0	[Redacted]
Client ID	Next appointment	Appointment type	Office location
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Payments

Payment history

Home

Payment history X

Probation Client Portal

Payment history

1 row(s)

Payment date	Receipt number	Payment amount	Transaction fee	Total amount	Status
12/22/2022	000506493	\$493.00	\$2.00	\$495.00	Applied

Refresh

Open

Make a Payment

Close