**Probation**
Client Portal ACH Payment Manual

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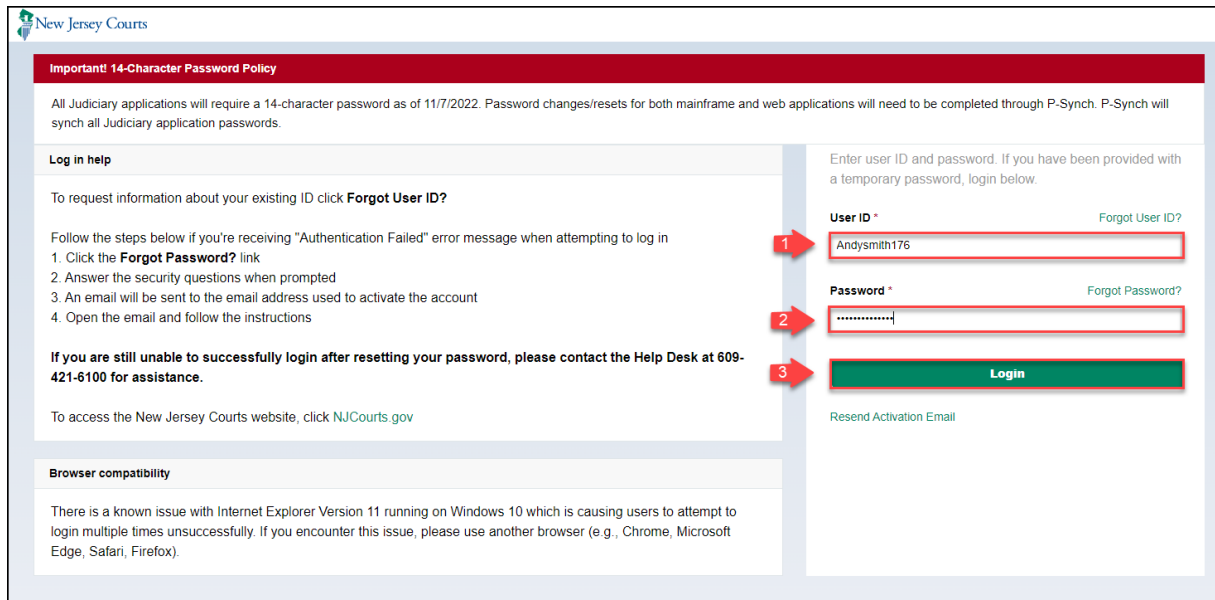
1. Navigate to https://www.njcourts.gov. Hover over the SELF-REPRESENTED link and select PROBATION CLIENT PORTAL from the available options.

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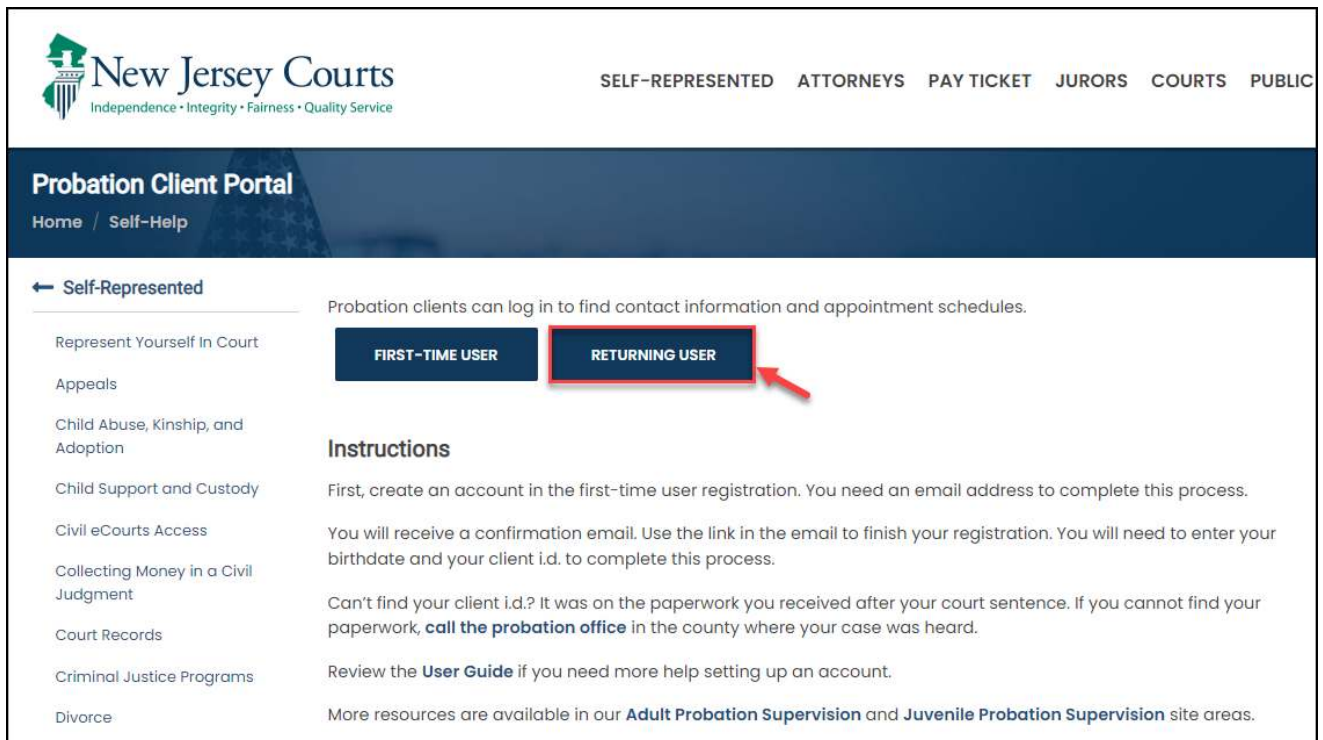
3. Fill out your User ID and Password. Click the Login button. You will be prompted for Two-Factor Authention. Confirm the verification method and when prompted, enter the code you will receive.

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

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.
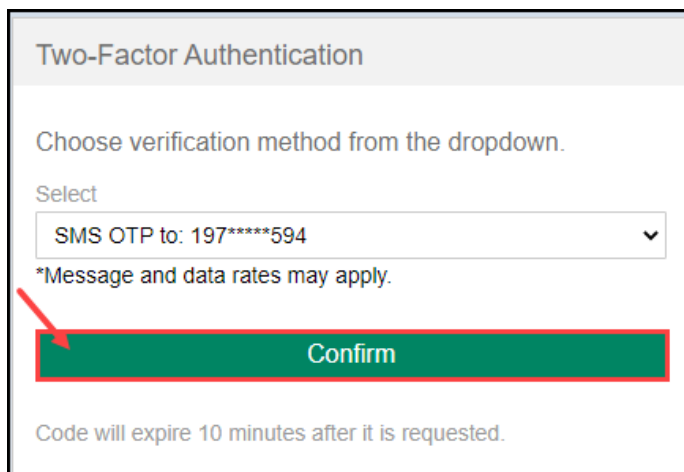
User ID *   Forgot User ID?

Andysmith176

Password *   Forgot Password?

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Login

Resend Activation Email

Two-Factor Authentication
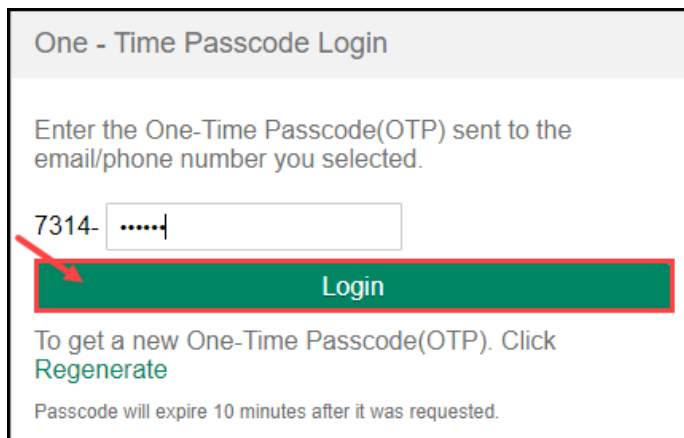
Choose verification method from the dropdown.

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.
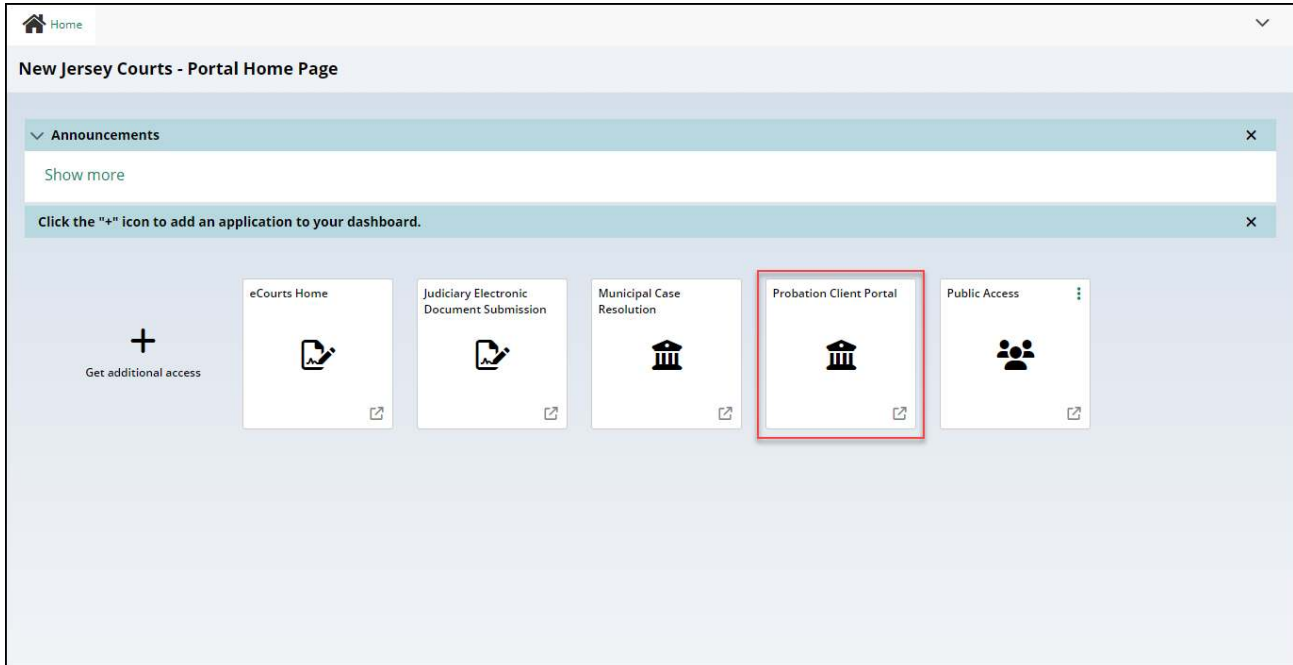
7314- ●●●●●●

Login
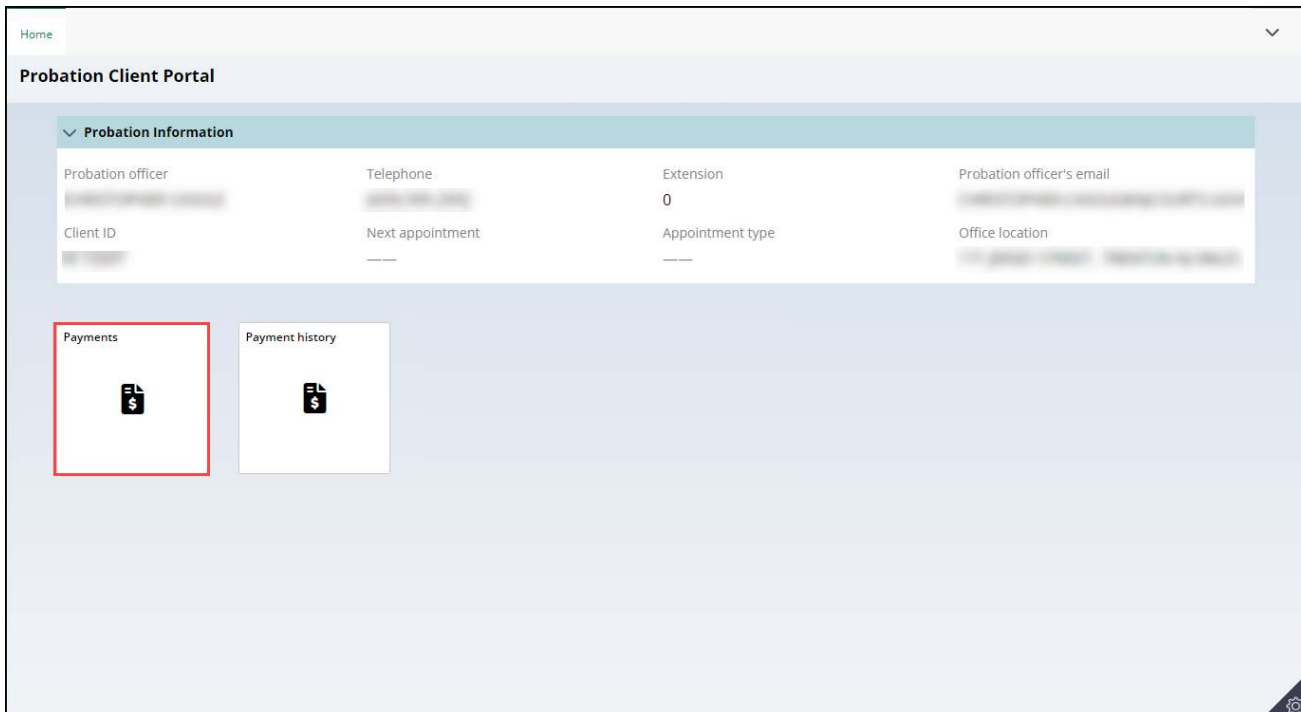
To get a new One-Time Passcode(OTP). Click Regenerate

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.

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.

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.

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

  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)

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)

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.

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 reflected at this time.