

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.

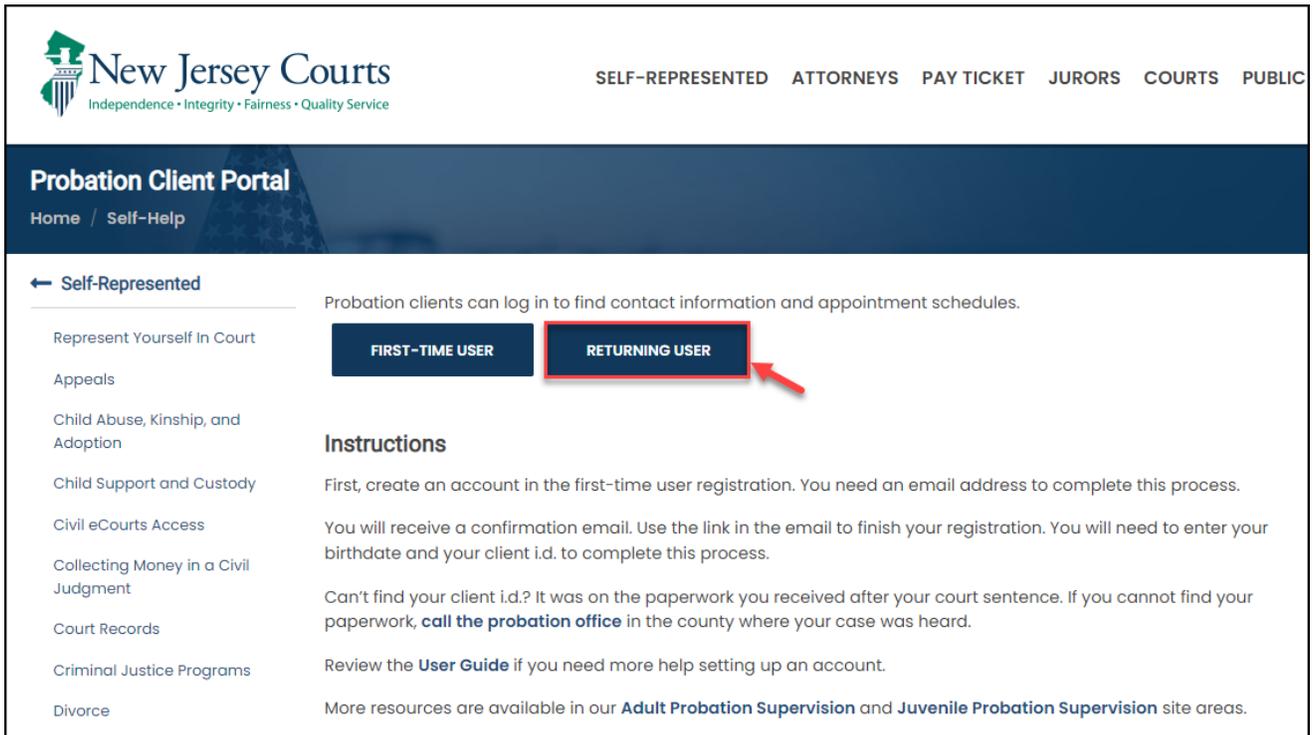
1. Navigate to <https://www.njcourts.gov>. Hover over the SELF-REPRESENTED link and select PROBATION CLIENT PORTAL from the available options.



The screenshot shows the New Jersey Courts website header with the 'SELF-REPRESENTED' link highlighted by a red box and a red arrow labeled 'Hover'. Below the header, a dropdown menu is open, listing various court services. The 'PROBATION CLIENT PORTAL' option is highlighted with a red box and a red arrow.

<p>REPRESENT YOURSELF IN COURT</p> <p>APPEALS</p> <p>CHILD ABUSE, KINSHIP, AND ADOPTION</p> <p>CHILD SUPPORT AND CUSTODY</p> <p>COLLECTING MONEY IN A CIVIL JUDGMENT</p> <p>COURT RECORDS</p> <p>CRIMINAL JUSTICE PROGRAMS</p> <p>DIVORCE</p> <p>DOMESTIC VIOLENCE</p>	<p>EXPUNGING YOUR COURT RECORD</p> <p>FEE WAIVER</p> <p>FAMILY POST-JUDGMENT MOTIONS</p> <p>FIREARM REMOVAL</p> <p>FORMS CATALOG</p> <p>FORECLOSURE</p> <p>GUARDIANSHIP</p> <p>JUVENILE DELINQUENCY</p> <p>LANDLORD/TENANT</p>	<p>LAWSUITS \$5,000 OR LESS (SMALL CLAIMS)</p> <p>LAWSUITS \$20,000 OR LESS (SPECIAL CIVIL)</p> <p>LAWSUITS OVER \$20,000</p> <p>MUNICIPAL COURT</p> <p>NAME CHANGE</p> <p><b>PROBATION CLIENT PORTAL</b></p> <p>SUBMIT COURT DOCUMENTS ONLINE (JEDS)</p> <p>SUBMIT EVIDENCE FILES ONLINE</p> <p>TAX COURT</p>
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2. Click on the button labeled RETURNING USER.



The screenshot shows the 'Probation Client Portal' page. The 'SELF-REPRESENTED' link is selected in the top navigation. The page title is 'Probation Client Portal' with a breadcrumb 'Home / Self-Help'. Under the 'Self-Represented' section, there are two buttons: 'FIRST-TIME USER' and 'RETURNING USER'. The 'RETURNING USER' button is highlighted with a red box and a red arrow.

**Probation Client Portal**  
Home / Self-Help

← Self-Represented

Represent Yourself In Court

Appeals

Child Abuse, Kinship, and Adoption

Child Support and Custody

Civil eCourts Access

Collecting Money in a Civil Judgment

Court Records

Criminal Justice Programs

Divorce

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

**FIRST-TIME USER** **RETURNING USER**

**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 i.d. to complete this process.

Can't find your client i.d.? 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.

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](#)

**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](#)

**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.

Regenerate' and 'Passcode will expire 10 minutes after it was requested.'"/>

**One - Time Passcode Login**

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

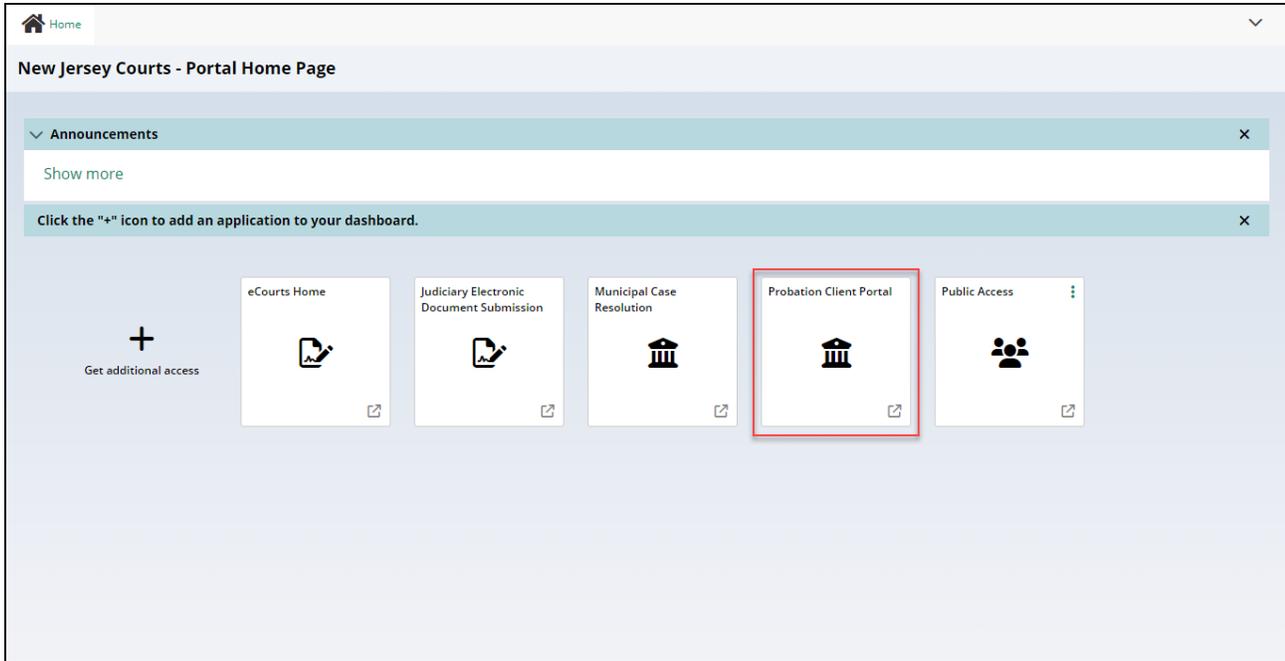
7314- .....|

**Login**

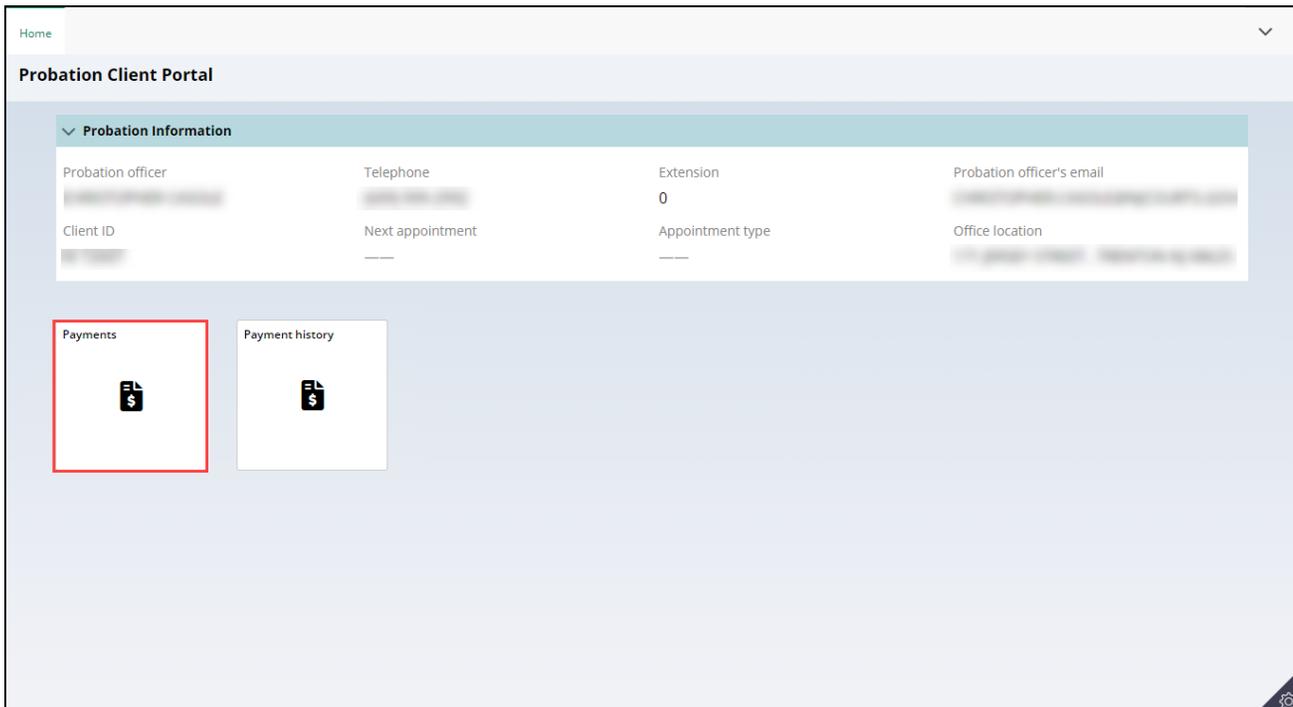
To get a new One-Time Passcode(OTP). Click [Regenerate](#)

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.

Home CP-447 X

Probation Client Portal

Today's date: 12/20/2022

Client Information Submit Payment

Confirm Client Information > Enter Amount

Confirm client information

Please confirm that all information below is correct. If anything is inaccurate, please contact your probation officer.

Client ID	Client name	Date of birth	Street address
---	---	---	---
Address line 2	City	State	Zip +4
---	---	---	0
Cell phone number	Client email		
---	---		

Cancel 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.

Home CP-451 X

Probation Client Portal

Today's date: 12/21/2022

Client Information Submit Payment

Confirm Client Information > Enter Amount

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

Enter payment amount

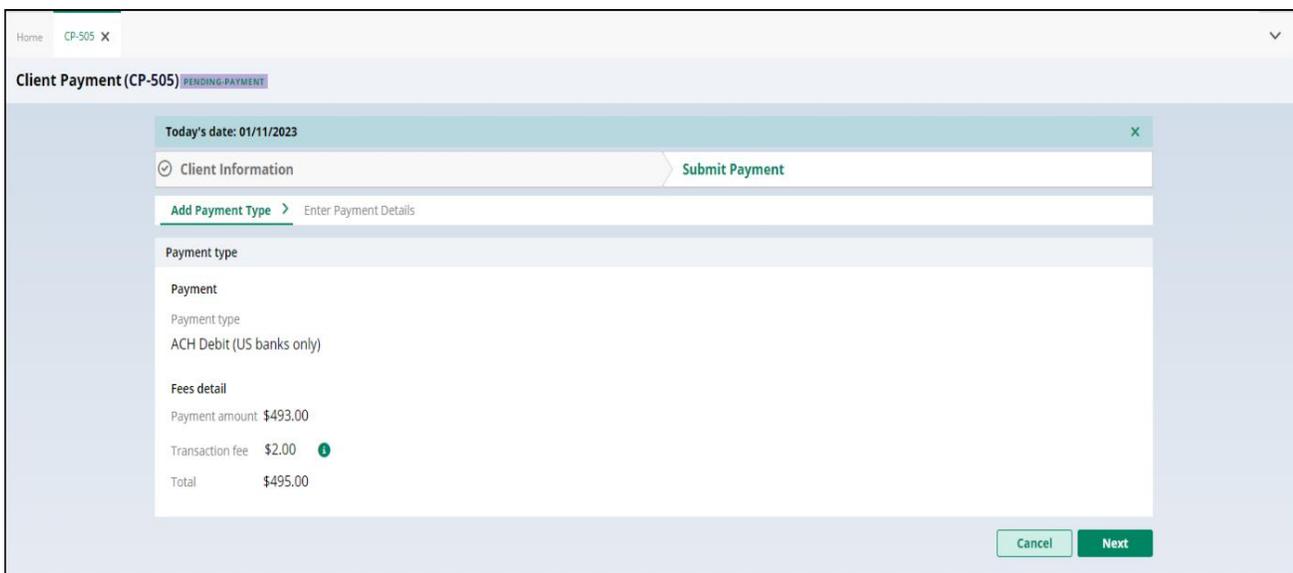
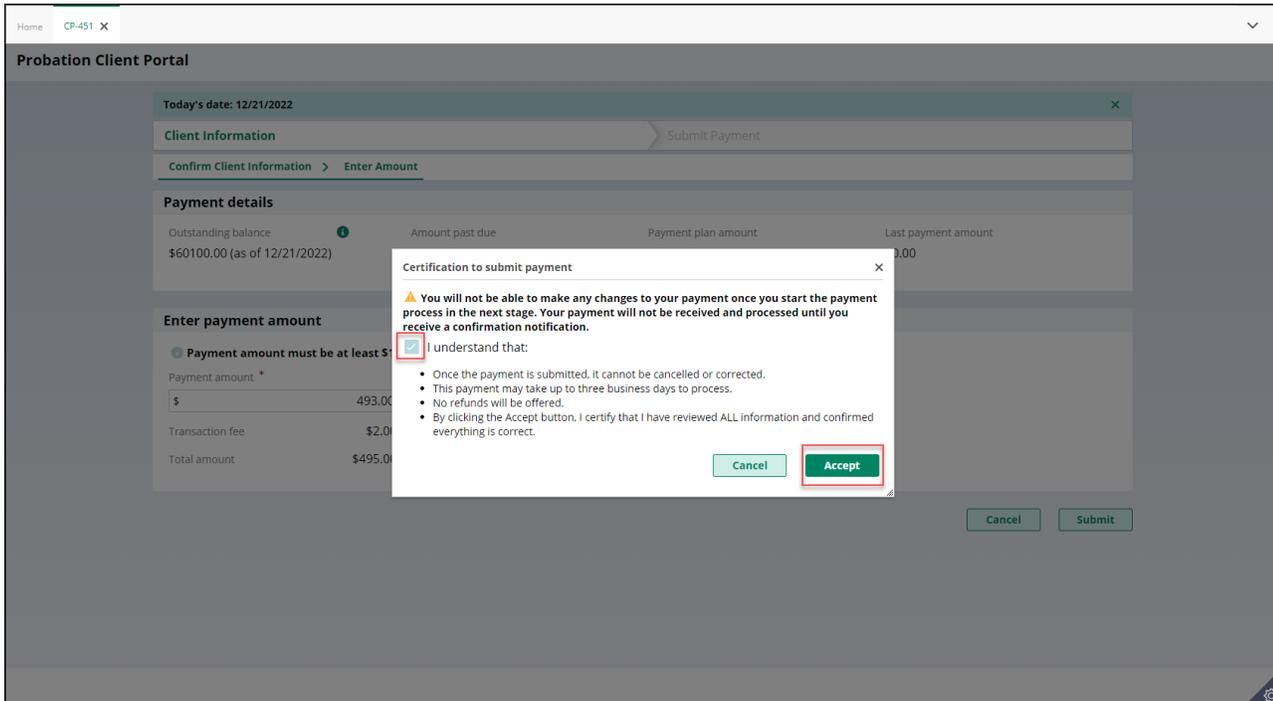
Payment amount must be at least \$1.01 and the total amount cannot exceed \$25,000.00 per transaction.

Payment amount *	
\$	493.00
Transaction fee	\$2.00
Total amount	\$495.00

Cancel Submit

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

The screenshot shows a web form titled "Client Payment (CP-451)" with a "PENDING PAYMENT" status. The form is divided into sections: "Client Information" (with a "Submit Payment" button), "Add Payment Type" (with a dropdown for "ACH Debit (US banks only)"), and "Enter Payment Details". A table displays the payment summary:

Payment type	Payment amount	Transaction fee	Total
ACH Debit (US banks only)	\$493.00	\$2.00	\$495.00

Below the table is the "Payment details" section, which includes "Bank Information" with the following fields:

- Bank name: PNC Bank (labeled A)
- Account type:  Checking  Savings (labeled B)
- 9 digit routing number: 123456789 (labeled C)
- Confirm 9 digit routing number: 123456789 (labeled D)
- Account number: 098765432 (labeled E)
- Confirm account number: 098765432 (labeled F)

- 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 of the form. It includes a question: "Is the payer information same as the client's information?" with "Yes" and "No" radio buttons. Below this are fields for "Account holder type" (Personal Account selected, Business Account), and personal information fields: First name, MI, Last name, Address line 1, Address line 2, City, State, Zip code, Phone, and Email. Each field is marked with a red letter (I through R). 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 screenshot shows a 'Contact Information' form. At the top, there is a question: 'Is the payer information same as the client's information?' with 'Yes' and 'No' radio buttons. Below this, there are two radio buttons for 'Account holder type': 'Personal Account' and 'Business Account'. The 'Business Account' option is selected. The form contains several input fields: 'Account holder name', 'Address line 1', 'Address line 2', 'City', 'State', 'Zip code', 'Phone', and 'Email'. Each field has a red callout letter: G for the question, H for the account holder type, I for the 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, there are three buttons: 'Back', 'Cancel', and 'Submit'.

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 screenshot shows a 'Payment confirmation' screen. At the top, there is a navigation bar with 'Home' and 'CP-458'. Below the navigation bar, there is a green header with a dropdown arrow and the text 'Payment confirmation'. The main content area contains a table with the following data:

Payment type	Total	Payment transaction ID
ACH Debit (US banks only)	\$495.00	EPY202200000140

Below the table, there is a note: '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, there are two buttons: 'Print' and 'Close'.

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.

