

CourtNet

Payer/Fiscal Officer

Frequently Asked Questions

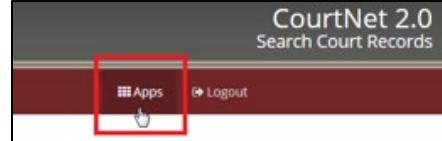
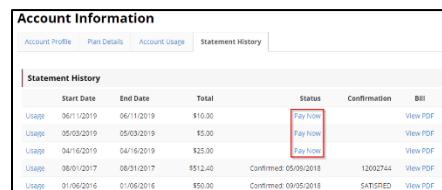
Administrative Office of the Courts

1001 Vandalay Drive

Frankfort, KY 40601

(502) 573-2350



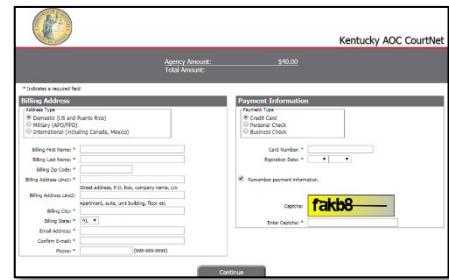
Question	Answer
How can I pay the CourtNet invoice, if I am not a user and do not have login credentials to access the invoice?	<p>Contact your agency account administrator or primary account holder. This is the person within your agency/firm/account that has been designated to manage the account, including adding new users. Contact eCourt Support at (502) 573-2350, ext. 50109 should you require the name and/or contact information for your agency administrator.</p>
How can I view/pay an outstanding invoice using my KYeCourts login credentials?	<ol style="list-style-type: none"> 1. Navigate to the KYeCourts login screen at https://kcoj.kycourts.net/kycourts/Login, enter your login credentials and click <Login>. 2. If applicable, navigate to the Apps screen by selecting the Apps button in the upper tool bar. <div style="text-align: center;">  </div> <ol style="list-style-type: none"> 3. If an existing or outstanding balance is due, the flashing “Pay Now” message will appear at the top right area of the Apps screen. 4. Selecting the flashing “Pay Now” will navigate you to the Statement History tab of the account profile, where you can view/pay both current and past invoices. 5. Selecting “View PDF” will open the selected PDF in a new tab where it can be downloaded, saved, or printed. Selecting “Usage” will open a detailed account usage report in a new tab. <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> <ol style="list-style-type: none"> 6. Selecting “Pay Now” will navigate you to the payment screen.

For additional questions, please contact support services at (502) 573-2350 ext 50109.

Question

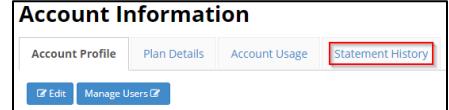
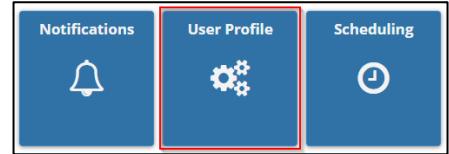
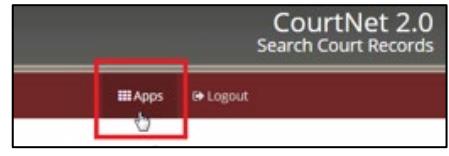
Answer

7. Selecting the green “Pay” button will initiate the payment process and navigate you to our third party vendor, Lexis Nexis, to complete the process. Support or questions regarding the payment transaction should be directed to Lexis Nexis (VitalChek) at (866) 628-9244, Option 3.



If no payment is due, how can I access my invoice statement history?

1. Navigate to the KYeCourts login screen at <https://kcoj.kycourts.net/kyecourts/Login>, enter your login credentials and click <Login>.
2. If applicable, navigate to the Apps screen by selecting the Apps button in the upper tool bar.
3. From the Apps screen, select “User Profile”.
4. From the User Profile, select “Account Profile” from the upper tool bar.
5. From the Account Profile, select the “Statement History” tab.
6. Selecting “View PDF” will open the selected PDF in a new tab where it can be downloaded, saved, or printed. Selecting “Usage” will open a detailed account usage report in a new tab.



Account Information						
Statement History		Start Date	End Date	Total	Status	Confirmation
Usage	06/11/2019	06/11/2019		\$10.00	Pay Now	
Usage	05/03/2019	05/03/2019		\$5.00	Pay Now	
Usage	04/16/2019	04/16/2019		\$25.00	Pay Now	
Usage	09/09/2017	09/31/2017		\$512.40	Confirmed: 05/09/2018	12002744
Usage	01/06/2016	01/06/2016		\$50.00	Confirmed: 03/09/2018	SATISFIED

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