

CourtNet

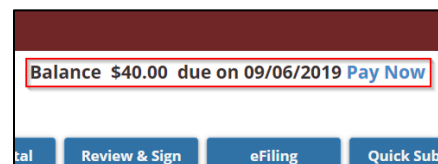
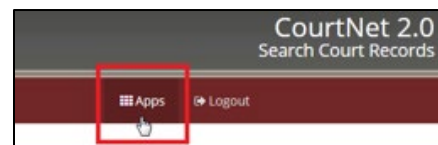
Payer/Fiscal Officer

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?	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.
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/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. 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. 6. Selecting "Pay Now" will navigate you to the payment screen.



Account Information						
Statement History						
Usage	Start Date	End Date	Total	Status	Confirmation	Bill
Usage	06/11/2019	06/11/2019	\$10.00	Pay Now		View PDF
Usage	05/03/2019	05/03/2019	\$5.00	Pay Now		View PDF
Usage	04/16/2019	04/16/2019	\$25.00	Pay Now		View PDF
Usage	08/01/2017	08/31/2017	\$12.40	Confirmed: 05/05/2018	12002744	View PDF
Usage	01/06/2016	01/06/2016	\$50.00	Confirmed: 09/05/2018	SATISFIED	View PDF

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Usage	08/01/2017	08/31/2017	\$12.40	Confirmed: 05/05/2018	12002744	View PDF
Usage	01/06/2016	01/06/2016	\$50.00	Confirmed: 09/05/2018	SATISFIED	View PDF

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

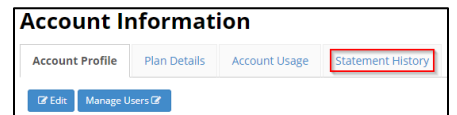
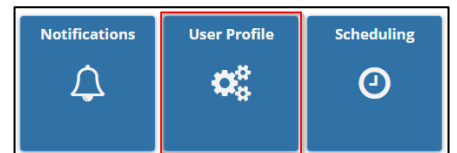
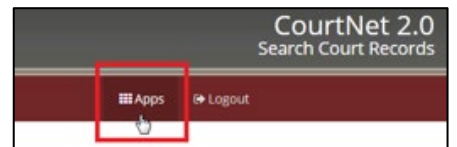
Question

Answer

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

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.

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.
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.



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Usage	08/01/2017	08/31/2017	\$512.40	Confirmed: 05/09/2018	12062744	View PDF
Usage	01/06/2016	01/06/2016	\$50.00	Confirmed: 09/05/2018	SATISFIED	View PDF