

# CourtNet

## Account and Billing

### Frequently Asked Questions

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Legend: Look for **Helpful Hints**      Bold Text = **Action**      Bracketed Text<> = button or link  
Click=Select w/ Mouse or Touch Pad      Italicized Text = Object of Action      Single Quotes = Description

Objective

Action

What CourtNet subscription plans are available?

Subscriptions start at only \$5 per month. There is a charge to view/download each image (PDF) and a charge for each case searched over the number allowed by a specific plan.

NEW IN 2019 CourtNet 2.0 Service Plans	Monthly Rate	Cases Per Month	Overage Rate	Image Rate
eFile Only	\$0.00	0	0.00	0.00
Economy (new option)	\$5.00	10	0.25	0.35
Personal	\$25.00	100	0.25	0.35
Basic	\$50.00	250	0.25	0.35
Advanced	\$100.00	750	0.25	0.35
Professional	\$150.00	1,250	0.25	0.35
Enterprise	\$250.00	2,500	0.25	0.35

How do I select a plan?

Helpful Hint: Plan changes go into effect at the beginning of the next billing period.

1. Click <User Profile> tile on the Apps page.

2. Select Account Profile from the maroon navigation bar.

3. Select <Plan Details>.

4. Click <Change>.

5. Choose the plan which best suits your business need.

6. Click <Save>.

User Profile

Account Profile

Settings

Account Information

Account Profile

Plan Details

Account Usage

Change

Select a Service Plan ?

Save

Profile

How do I cancel a plan?

Helpful Hint: Rather than cancelling your plan, you may wish to opt for a no cost “eFile Only” plan.

1. Click <Account Profile>.

2. Click <Plan Details>.

3. Click <Change>.

4. Choose the “Cancel My Plan” option or select the no cost “eFile Only” plan. Should you select the eFile Only plan you will only have access to your cases in CourtNet.

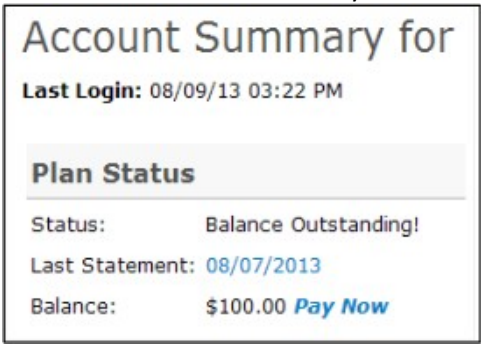
5. Click <Save>.

Notes will be added to the account regarding cancellations and attempted logins for administrative tracking purposes.

Outstanding balances are billed for three (3) subsequent billing periods.

Helpful Hint: Users must select a new plan to log in again after deactivating a plan.

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

<b>When will adjustment(s) to my account be reflected?</b>	Account adjustments made because of billing errors will be reflected on the next month's invoice.
<b>What are the acceptable methods of payment?</b>	Visa, MasterCard, American Express, Discover and electronic check. <i>Paper checks are not accepted.</i>
<b>How do I pay online?</b>	<ol style="list-style-type: none"> <li>1. <b>Log</b> into your account.</li> <li>2. <b>Click</b> &lt;Pay Now&gt; on the Account Summary screen.</li> <li>3. <b>Follow</b> instructions on the Payment Wizard.</li> </ol>  <p>The screenshot shows the 'Account Summary for' page. It includes a 'Last Login' timestamp of 08/09/13 03:22 PM. Under the 'Plan Status' section, it displays 'Status: Balance Outstanding!', 'Last Statement: 08/07/2013', and 'Balance: \$100.00 Pay Now'.</p>
<b>Can I set up recurring payments via credit card?</b>	Yes. A Setup Recurring Payment link may be found on the e-mailed receipt received after submitting a manual payment to CourtNet.
<b>Can I be billed quarterly?</b>	Currently, invoices must be paid monthly.
<b>Can I designate someone else to pay my account?</b>	Yes. You may designate a “payer” with a sub account that provides limited access.
<b>Does the person paying my account need to be a registered user?</b>	Yes.
<b>Can I pre-pay my account?</b>	Not at this time.

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