

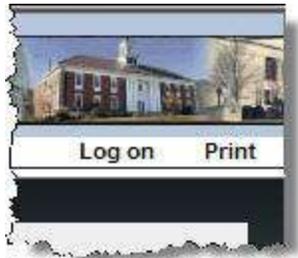
## Instructions for the Attorney Portal

This quick reference card guides you, the attorney, through the steps to use the attorney portal portion of eAccess.

### Logging in for the First Time

In your browser address line, enter **www.masscourts.org**. You see the MA Trial Court Electronic Case Access application, also known as eAccess.

1. Click Log On in the upper right corner.



2. You see the login screen.

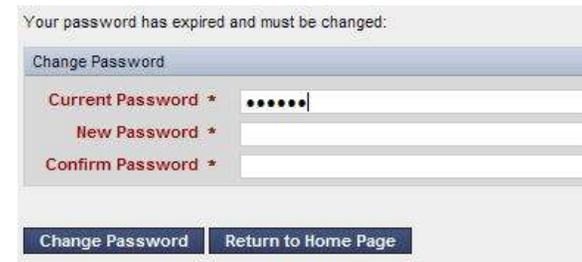
A screenshot of a login form. It has two input fields: 'User Name \*' and 'Password \*'. Below the fields is a blue 'Login' button and a blue hyperlink labeled 'Forgot Password?'. The form is set against a light gray background.

3. Click the Forgot Password hyperlink. When prompted, enter your BBO email address.  
Tip: The email address field is case sensitive.
4. You see a message indicating that your password has been reset and that you should check your email. Close the window.
5. Check your email for a message from public access. If you can't find the message in your Inbox, check your Spam folder.
6. In your browser address line, enter **www.masscourts.org**. You see the MA Trial Court Electronic Case Access application.
7. Click Log On in the upper right corner. You see the login screen.

8. Enter your user name (your BBO email address), and your new password.

Tip: Both the user name and the password are case sensitive.

9. The system prompts you to change your password.

A screenshot of a 'Change Password' form. At the top, it says 'Your password has expired and must be changed:'. Below this is a title bar 'Change Password'. There are three input fields: 'Current Password \*' (with masked characters), 'New Password \*', and 'Confirm Password \*'. At the bottom, there are two buttons: 'Change Password' and 'Return to Home Page'.

10. Enter your new password and click the Change Password button.

11. Click the Return to Home Page button.

### Using the Attorney Portal

After you have logged in, you see the Attorney Portal.

Tip: You know you are on the right screen when you see the words "Massachusetts Trial Court Attorney Portal."

In the Attorney Toolbar, notice the two options (from right to left):

- My Cases
- My Calendar

Tip: The My Cases and My Calendar options are unique to the attorney portal.

### My Cases

1. Click My Cases. You see pending cases for which you are the active attorney.

Tip: You can sort the cases by clicking the column headers.

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- Notice that the number of cases appears in the lower left.



9673CR00042	Indictment
9673CR00042	Indictment
9673CR00042	Indictment
1173CR01012	Indictment
0973CR01359	Indictment
Showing 1 to 20 of 148	

Notice the navigation in the lower right.



- Click a case to open it. You see the detail screen.
- Notice the search options on the left. Use them to refine the search of your cases.

Tip: To perform a search of all cases, and not just your cases, use the Search hyperlink instead of the My Cases hyperlink.



Case #  
Last Name  
First Name  
Or Search by  
Business Name  
Company Name  
Case Type  
All Cases  
Actions involving the State/Municipality  
Administrative Civil Actions  
Bail Petition  
Business Litigation  
Civil Actions with Incarcerated Party  
Contract / Business Cases  
Criminal Complaint  
 Pending Cases Only  
File Date Search  
Range:  
Begin Date  
MM/dd/yyyy  
End Date  
MM/dd/yyyy  
Search

### My Calendar

1. Click My Calendar. You see some of the events for which you are the active attorney.
2. On the left side of the screen, you see filters at the top, the calendar in the middle, and search results at the bottom.
3. Ignore the filters. They are not yet fully functional.
4. On the calendar, you see the number of events for each day. Click the number hyperlink.
5. The events appear underneath the calendar. You may need to scroll down to see them.

Tip: Read the disclaimer on the right. At the court's discretion, some events may not be listed.

6. Click an event to see details in the right half of the screen.

### Searching for Cases

As of July 1, 2016, the Search tab is no longer available in the attorney portal. To search, take the following steps.

1. Log off the attorney portal.
2. Go to [www.masscourts.org](http://www.masscourts.org).
3. Click the blue "Click Here" button to search for cases in the public portal version of eAccess.

### Troubleshooting

**Problem:** When I log in, I get this error message: "Invalid email address."

Did you use your BBO email address as the user name?

The user name and password are case sensitive. Use upper-case and lower-case letters as required.

Have you updated your BBO information and changed your email address? You will need a new account. To get a new account, email [e.access@jud.state.ma.us](mailto:e.access@jud.state.ma.us).

**Problem:** I can't find the case from the name search.

Is the party a company? Companies need to be entered in the Company field and not in the Last Name/First Name fields.

Have you spelled the name correctly? Try entering only the first few letters of the name in the Last Name/First Name fields.

Converted data is not 100% accurate. Try searching by case number instead of by name.

**Problem:** I can't find the case with the case number search.

Case numbers are case sensitive and space sensitive. Did you capitalize the letters in the case number as required?

Did you include required spaces?