

Instructions for Using ePay

Before You Begin

To pay your court fees using ePay, you will need:

- A valid credit card or PayPal account.
- Your case number. The case number is also known as the docket number.
- A willingness to pay a convenience fee to PayPal. This is 3.5% of your current payment. Every time you use ePay, you will pay the convenience fee. It does not go to the courts. It goes to PayPal.
- Access to a computer that is connected to the Internet.

Note: To avoid the ePay convenience fee, bring your payment directly to the courthouse.

Finding Your Case

1. Go to www.masscourts.org. You see the eAccess (Massachusetts Trial Court Electronic Case Access) Home Page.

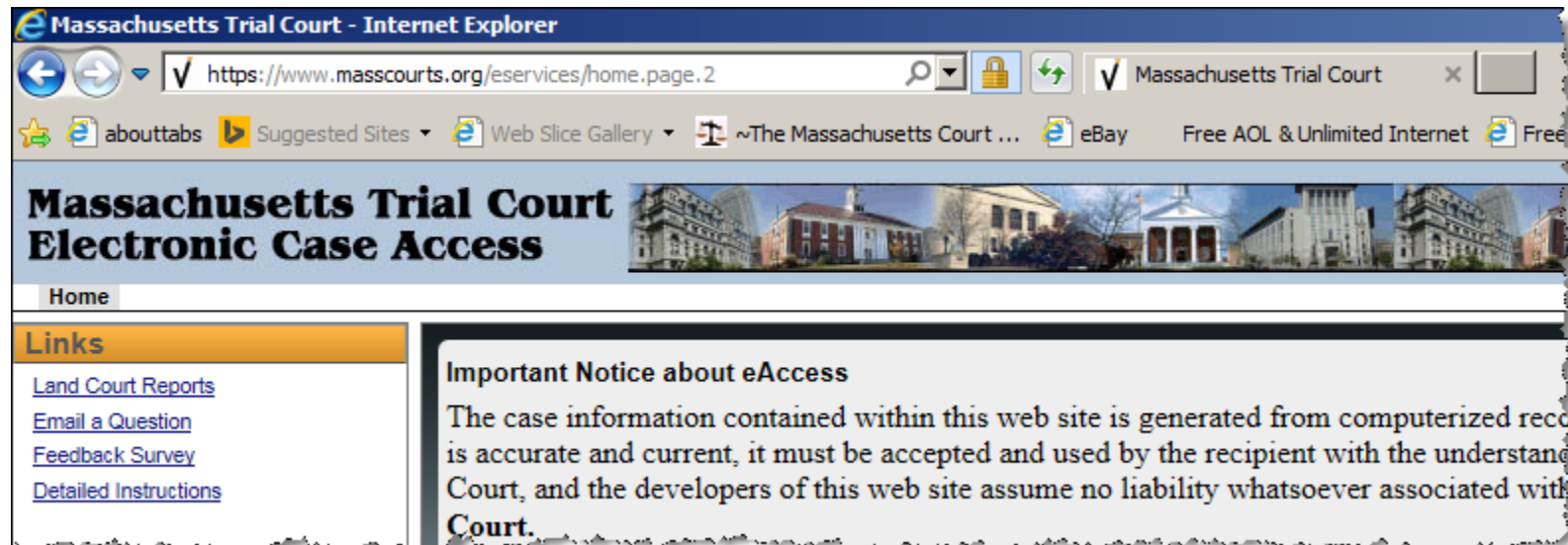


Figure 1. eAccess Home Page

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2. Find the Challenge Image at the bottom of the eAccess Home Page. It will look similar to the image below, but it will have different letters.



Figure 2. eAccess Challenge Image at the bottom of the eAccess Home Page

3. Type the letters from the image and click the Click Here button. If you can't read the letters in the challenge image, click the New Challenge Image hyperlink. Keep trying until you get in. When you get in, you see the eAccess Search Page.

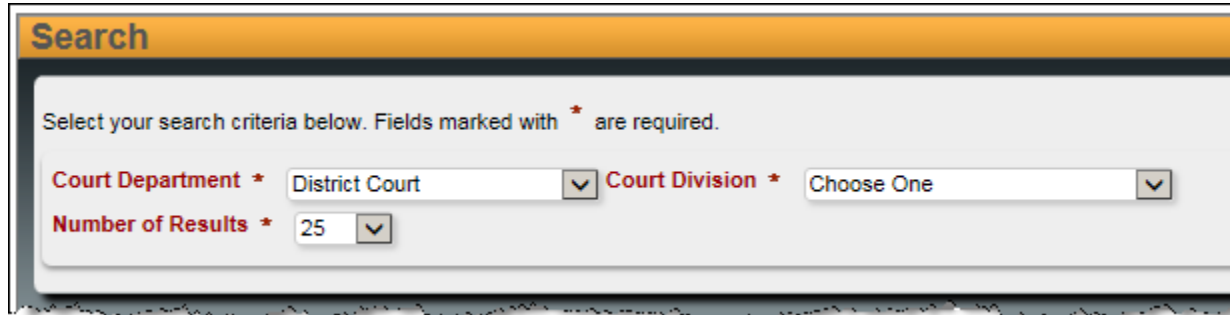


Figure 3. eAccess Search Page showing the Court Department field

4. Click the Court Department down arrow to select the court department.

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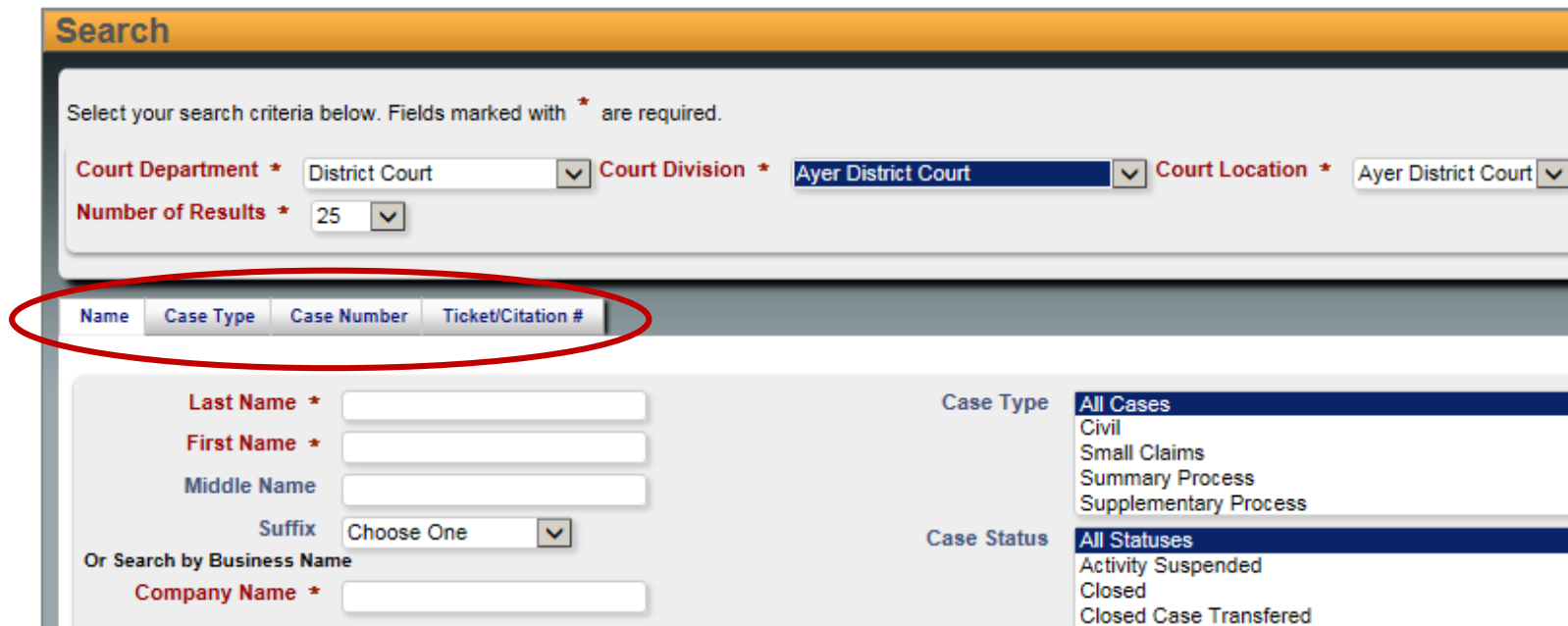
5. You see a Court Division search field.



The screenshot shows a search interface with a yellow header labeled "Search". Below the header, there is a grey box containing the text "Select your search criteria below. Fields marked with * are required." There are three dropdown menus: "Court Department *" with "District Court" selected, "Court Division *" with "Choose One" selected, and "Number of Results *" with "25" selected.

Figure 4. eAccess Search Page showing Court Division Field

6. Click the Court Division down arrow to select the court division. The Search Page expands to show all fields. Notice the tabs.



The screenshot shows the expanded search interface. The "Court Division" dropdown is now set to "Ayer District Court" and "Court Location" is set to "Ayer District Court". Below the search criteria, there are four tabs: "Name", "Case Type", "Case Number", and "Ticket/Citation #". The "Name" tab is circled in red. Below the tabs, there are input fields for "Last Name", "First Name", "Middle Name", "Suffix", and "Company Name". To the right, there are two dropdown menus: "Case Type" with "All Cases" selected and "Case Status" with "All Statuses" selected.

Figure 5. eAccess Expanded Search Page with tabs circled

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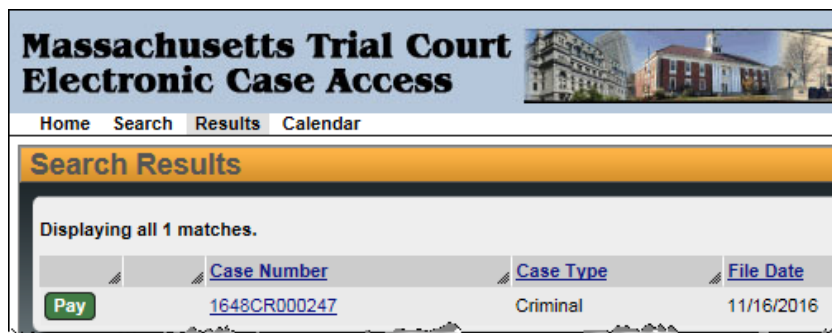
7. Do not use the Name tab. You cannot find your case through a name search. Instead, click the Case Number tab.



The screenshot shows the 'Search' page of the eAccess system. At the top, there is a header with the word 'Search' in a blue box. Below this, a message reads: 'Select your search criteria below. Fields marked with * are required.' There are three dropdown menus: 'Court Department *' set to 'District Court', 'Court Division *' set to 'Ayer District Court', and 'Court Location *' set to 'Ayer District Court'. Below these is a 'Number of Results *' dropdown set to '25'. A horizontal tab bar contains four tabs: 'Name', 'Case Type', 'Case Number', and 'Ticket/Citation #'. The 'Case Number' tab is highlighted with a red circle. Below the tabs is a text input field labeled 'Case # *' and a blue 'Search' button.

Figure 6. eAccess Search Page showing the Case Number Tab

8. In the Case # field, type in the case number or docket number. Use capital letters and enter all numbers, including zeros.
9. Click the Search button. On the Search Results Page, you see the **Pay** button to the left of your case number.



The screenshot shows the 'Search Results' page of the eAccess system. At the top, there is a header with the text 'Massachusetts Trial Court Electronic Case Access' and a small image of a building. Below this is a navigation bar with links for 'Home', 'Search', 'Results', and 'Calendar'. The 'Search Results' section has a blue header. Below the header, it says 'Displaying all 1 matches.' There is a table with the following data:

	Case Number	Case Type	File Date
Pay	1648CR000247	Criminal	11/16/2016

Figure 7. eAccess Search Results Page showing Pay button and Case Number

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Paying Your Fee

1. On the eAccess Search Results Screen, click the Pay button. You see the Payment Information Screen.

The screenshot shows the 'Payment Information' screen for the Massachusetts Trial Court. At the top, there is a navigation bar with 'Home', 'Search', 'Results', and 'Calendar'. Below this is a banner for 'Massachusetts Trial Court Electronic Case Access' with a photograph of court buildings. The main content area is titled 'Payment Information' and is divided into sections: 'Case Information' (Case: 1648CR000247 Commonwealth vs. Evans, Dale), 'Step 1' (On Behalf of * Evans, Dale), and 'Step 2'. Step 2 contains 'Payer Information' (Payer Last Name: Evans, Payer First Name: Dale, Email, Confirm Email) and a summary table of charges. A 'Pay Now' button is located at the bottom right of the summary table.

Charge	Amount
Balance Due	\$155.00
Payment Amount *	155.00
Convenience Fee	\$5.42
Total Payment Amount	\$160.42

Figure 8. eAccess Payment Information Screen

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2. Complete the Payer Information fields.
 - a. Payer Last Name: The defendant last name appears in the field. You can edit this field.
 - b. Payer First Name: The defendant first name appears in the field. You can edit this field.
 - c. Email: Enter your email address.
 - d. Confirm Email: Enter your email address.
 - e. Payment Amount: Enter the Payment Amount. The system defaults the full amount, but you can make a partial payment.
3. Verify that you understand the read-only fields.
 - a. Balance Due: You see the balance due.
 - b. Convenience Fee: You see the convenience fee, which is 3.5% of your payment. This fee goes to PayPal.
 - c. Total Payment Amount: You see the total payment amount.
4. Click the Pay Now button. You will be redirected to a secure PayPal site.

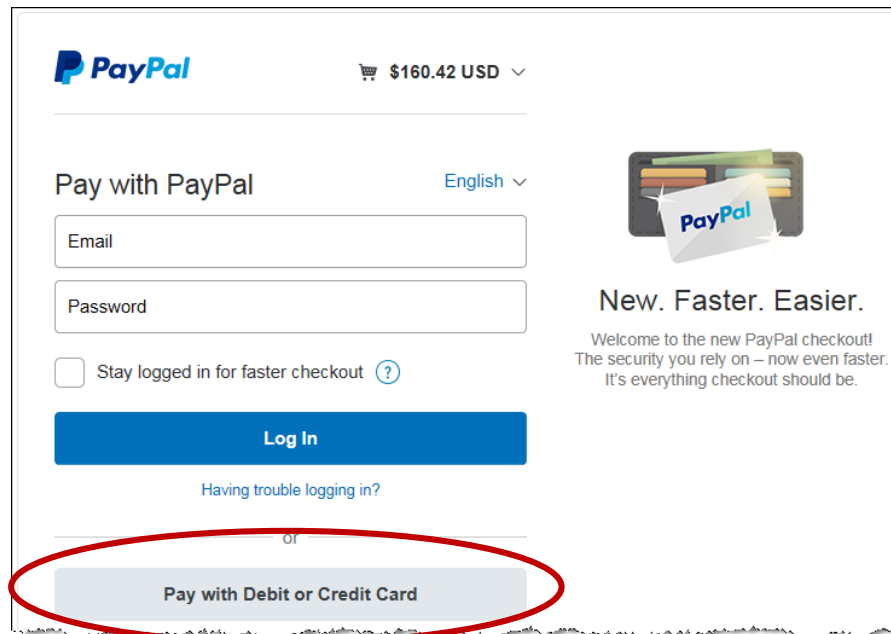


Figure 9. PayPal Site

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5. In the PayPal site, you can either log in to pay with your PayPal account OR you can click the "Pay with Debit or Credit Card" button.
6. You see a payment confirmation that shows your order number. If there was a problem, the screen will let you know that the payment did not successfully complete. You may want to print the screen.
7. You receive an email. The email is a receipt.

Dear John Smith,

Thank you for your online payment of \$ 160.42 on case 1648CR000247 received on 10/3/2017 10:33 AM.

If you have questions or concerns about your payment, please contact the court and reference your Transaction ID 3PB11917R65500248.

We are pleased to provide you with the convenience of an electronic payment option.

Thank you!

Figure 10. Text of Email Receipt

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Implementation Schedule for ePay

As of April 2018, ePay is not yet implemented in all court departments. The table below shows you the implementation schedule.

April 9, 2018	April 23, 2018	May 14, 2018	May 21, 2018	May 29, 2018	June 11, 2018	June 25, 2018
Salem District	Quincy District	BMC Brighton	Holyoke District	Ayer District	Clinton District	New Bedford District
Peabody District	Brookline District	BMC Central	Springfield District	Concord District	Dudley District	Fall River District
Lynn District	Wrentham District	BMC Charlestown	Chicopee District	Lowell District	East Brookfield District	Taunton District
Haverhill District	Dedham District	BMC Dorchester	Palmer District	Framingham District	Fitchburg District	Attleboro District
Newburyport District	Hingham District	BMC East Boston	Westfield District	Natick District	Gardner District	Barnstable District
Ipswich District	Brockton District	BMC South Boston	Northampton District	Woburn District	Leominster District	Falmouth District
Lawrence District	Plymouth District	BMC Roxbury	Belchertown District	Waltham District	Marlborough District	Orleans District
Gloucester District	Stoughton District	BMC West Roxbury	Hampshire District	Newton District	Milford District	Nantucket District
Essex Superior	Wareham District	Suffolk Superior	Pittsfield District	Cambridge District	Uxbridge District	Edgartown District
	Norfolk Superior		Northern Berkshire District	Somerville District	Westborough District	Bristol Superior
	Plymouth Superior		Southern Berkshire District	Malden District	Winchendon District	Dukes Superior
			Orange District	Chelsea District	Worcester District	Barnstable Superior
			Hampden Superior	Middlesex Superior	Worcester Superior	Nantucket Superior
			Franklin Superior			
			Hampshire Superior			
			Berkshire Superior			