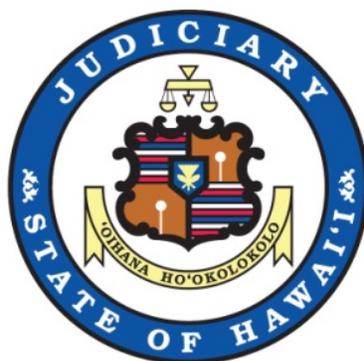


eReminder User Manual

Self-registration Portal



Version History

Version Number	Created on
0.1	03/23/2020
0.2	04/22/2020
0.3	05/08/2020
1.0 (Final)	05/26/2020

Formatting Conventions used in this manual:

1. Field Names, Dropdown labels and Checkboxes are shown in bold.
2. Required fields are shown with * (asterisk) to mirror the * on the screen.
3. Notes are underlined.
4. Values entered or selected for a field or dropdown are shown in quotes; for example "12345".

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1. Introduction

The eReminder Self-registration Portal allows users to register and receive text or email notifications for many upcoming court hearings. This manual is meant to assist users in registering for eReminder and setting up individual alerts.

eReminder is a notification system provided by the Hawai`i State Judiciary. It is not intended to replace a Notice of Hearing.

2. System Requirements

To use the eReminder Self-registration Portal you will need:

- A. A computer (desktop, laptop, tablet) with:
 - i. Internet access
 - ii. A web browser. The minimal browser requirements are:
 - a. Google Chrome 40 or higher (44 or higher is recommended)
 - b. Mozilla Firefox 34 or higher (43 or higher is recommended)
 - c. Internet Explorer 9 or higher (IE11 is recommended)
 - d. Safari 9 or higher (OS X)
 - iii. An email address
 - iv. OR, a cell phone capable of receiving text messages.

3. Access eReminder Self-Registration Portal

The eReminder link is located on the [Judiciary Internet Home Page](#) (see the image below).



4. Register for Access

A one-time registration is required to use the eReminder service.

- A. To register for access click the Register for Access link.



Please log in using your User ID and Password to continue .
You may use your registered cell phone number or email address as your User ID

User ID

Password

[Register for Access](#) [Reset my Password](#)

eReminder SERVICE AGREEMENT

eReminder is a notification system provided by the Hawai'i State Judiciary. It is a courtesy notification and it is not an official notice of hearing.

By using this service, you acknowledge that:

- You are responsible for appearing in your court case on the scheduled court hearing date.
- Your failure to receive this courtesy electronic reminder, for any reason, does not excuse you from missing your scheduled court date.
- Your subscription to this service is strictly voluntary.
- You may turn this service on or off at any time by managing your subscription or by contacting the court.
- You have a valid email address or mobile phone number to receive court hearing electronic reminders, and understand that standard text messaging rates may apply through your service provider.
- The email address or mobile phone number you provide will be part of the subscription record. This information will be used solely for the purposes of the notifications and will be kept confidential to the extent permissible by law.
- Certain cases may not be available for electronic reminders due to the confidential status of the case.
- The Hawai'i State Judiciary reserves the right at any time, in its sole discretion, to refuse to include on the service or remove from the service any user as the Hawai'i State Judiciary deems necessary without cause.

By subscribing to this service, you agree to the terms of this service, as specified above, and consent to the notifications.

[Click here for ADA Accommodation information](#)

B. Complete the registration screen:

Note: Complete all required fields. Required fields are marked with an asterisk (*).

Judiciary Internet

eReminder - Registration
JUDICIARY INFORMATION MANAGEMENT SYSTEM

To register, all fields marked with an asterisk (*) are required.

First Name *

Middle Name

Last Name *

Enter at least a cell phone number or email address to register.

Cell Phone # Email Address
(Area Code) (Phone Number)

Mailing Address

City

State

Zip/Postal Code

- i. Type in your name.
- ii. You must enter either a **Cell Phone #** or **Email Address** or you may enter both.

Note: Each account must have a unique **Cell Phone #** and/or **Email Address**. You will not be able to use a cell phone # or email address that has been used by another account.

- iii. **Cell Phone #:** To register your cell phone number, enter your 10-digit cell phone number in the fields provided. Enter your 3-digit area code in the first field and 7-digit phone number in the second field. Example: “123 1234567”.

NOTE: The cell phone number must be capable of receiving text (SMS) messages.

Cell Phone #	<input type="text" value="123"/>	<input type="text" value="1234567"/>
	<i>(Area Code)</i>	<i>(Phone Number)</i>

- iv. **Email address:** Enter a valid email address in the text field. Example: “name@email.com”

Email Address	<input type="text" value="name@email.com"/>
---------------	---

- v. Mailing address: the mailing address is optional at this time.

C. Click Submit once you have completed the registration form. Your cell phone # and/or email address will then be validated.

Account Verification

- D. If you have entered a **Cell Phone #**, a one-time password will be sent via text message to your phone. To continue your registration, enter the one-time password in the verification pop-up window and click Validate.

Verification

A one-time password has been sent to your cell phone # (123) 123-4567. The one-time password is valid for 10 minutes. Please enter the one-time password and click Validate. If you do not receive the one-time password, click Resend one-time password.

Remain on page until the verification process is complete.

Enter one-time password *

Timer : **09 : 08**

- E. If you have entered an **Email Address**, a one-time password will be sent to you via email. To continue your registration, enter the one-time password in the verification pop-up window and click Validate.

Verification

A one-time password has been sent to your email address: name@email.com. The one-time password is valid for 10 minutes. Please enter the one-time password and click Validate. If you do not receive the one-time password, click Resend one-time password.

Remain on page until the verification process is complete.

Enter one-time password *

Timer : **09 : 16**

- F. If you entered both a **Cell Phone #** and an **Email Address**, you will need to validate both entries separately. The cell phone one-time password will be sent first. Once your cell phone number is validated, the email one-time password will be sent.

NOTE: Do not click the Refresh button or the Back button of your web browser while verification is in progress.

- G. The one-time password is valid for 10 minutes.

- H. The one-time password may be resent after 10 minutes when the original one-time password has expired. If expired, a Resend one-time password link will display.

Verification

A one-time password has been sent to your cell phone # (123) 123-4567. The one-time password is valid for 10 minutes. Please enter the one-time password and click Validate. If you do not receive the one-time password, click Resend one-time password.

Remain on page until the verification process is complete.

Enter one-time password *

Timer : 00 : 00

[Resend one-time password](#)

- I. Once your account has been verified, you will receive your User ID and Password. You may now use these credentials to log into the eReminder system. NOTE: Clicking Cancel at any stage during the registration process will terminate the process and you will need to begin the registration process again.

5. Log in

To log in to eReminder, enter your **User ID** and **Password**.



eReminder
JUDICIARY INFORMATION MANAGEMENT SYSTEM

Please log in using your User ID and Password to continue .
You may use your registered cell phone number or email address as your User ID

User ID

Password

[Register for Access](#) [Reset my Password](#)

- A. Enter your **User ID**.

You may also use your registered cell phone number or email address as your User ID.

B. Enter your **Password**.

C. Click Login.

When you log in for the first time, you will be required to accept the eReminder Service Agreement before you can proceed.

The User Agreement will appear in a pop-up window.

User Agreement

eReminder SERVICE AGREEMENT

eReminder is a notification system provided by the Hawai'i State Judiciary. It is a courtesy notification and it is **not** an official notice of hearing.

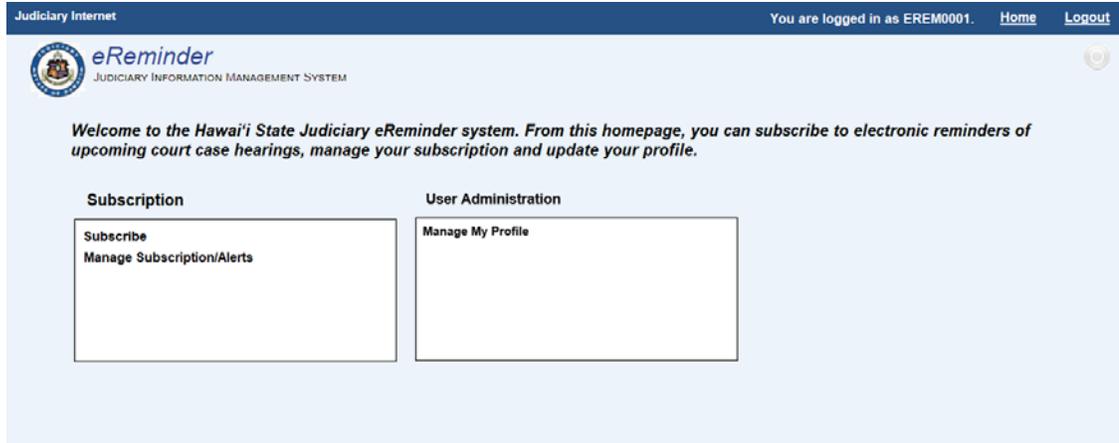
By using this service, you acknowledge that:

- You are responsible for appearing in your court case on the scheduled court hearing date.
- Your failure to receive this courtesy electronic reminder, for any reason, does not excuse you from missing your scheduled court date.
- Your subscription to this service is strictly voluntary.
- You may turn this service on or off at any time by managing your subscription or by contacting the court.
- You have a valid email address or mobile phone number to receive court hearing electronic reminders, and understand that standard text messaging rates may apply through your service provider.
- The email address or mobile phone number you provide will be part of the subscription record. This information will be used solely for the purposes of the notifications and will be kept confidential to the extent permissible by law.
- Certain cases may not be available for electronic reminders due to the confidential status of the case.
- The Hawai'i State Judiciary reserves the right at any time, in its sole discretion, to refuse to include on the service or remove from the service any user as the Hawai'i State Judiciary deems necessary without cause.

By subscribing to this service, you agree to the terms of this service, as specified above, and consent to the notifications.

By clicking submit, you acknowledge that you understand the acknowledgements and will comply with all terms of this service agreement.

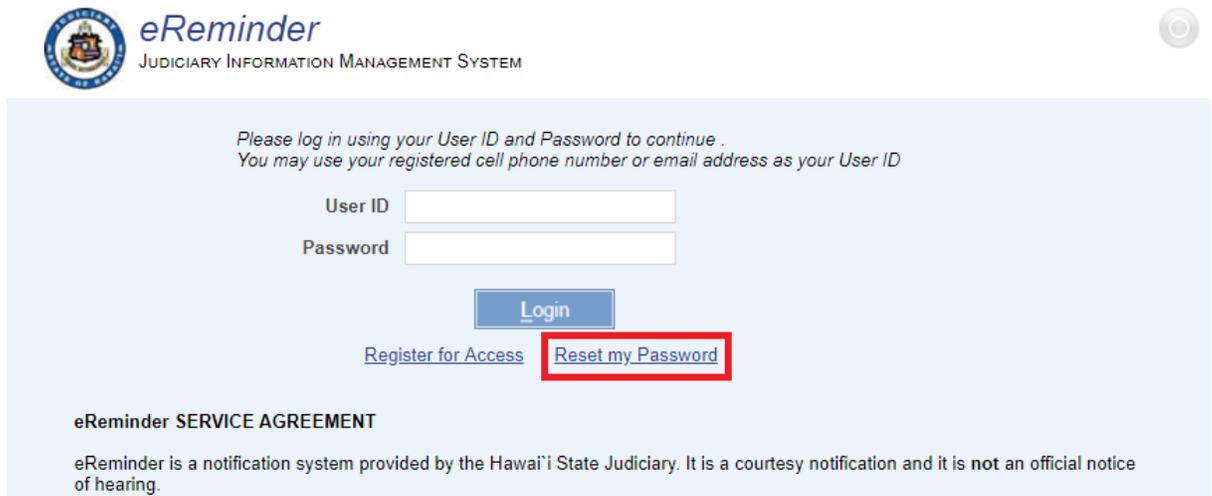
Click Submit to accept and proceed to the home screen.



6. Reset my Password

If you have forgotten your password, you may reset it. To reset your password, access either the cell phone or the email account you registered with.

- A. On the Log in screen, click Reset my Password.



- B. Select how you would like to receive your password, either by cell phone or email.

- C. To receive your password on your registered **Cell Phone #**, enter your full 10-digit cell phone number used to register your account. Example: “123 1234567”.

Reset my Password

Please enter your registered cell phone number or email address associated with your account to receive your new password. Once you receive the password, return to the login page and log in using the new password. You may change the password after logging in.

Cell Phone # Email Address

Enter your 10 digit cell phone number without dashes. Example: 123 1234567

(Area Code) (Phone Number)

- D. To receive your password in your registered email address, select **Email Address** and enter the email address used to register your account. Example: [name@email.com](#).

CellPhone # Email Address

Enter your email address. Example: name@email.com

- E. Click Submit.
- F. A new password will be sent via the method you select. You may now log in with your new password. Once you have logged in successfully, you can change your password by clicking User Administration.

To learn how to change your password, go to [User Administration: Manage My Profile](#).

7. eReminder Home screen

The eReminder main screen presents you with 3 functions:

- A. Subscription Pod

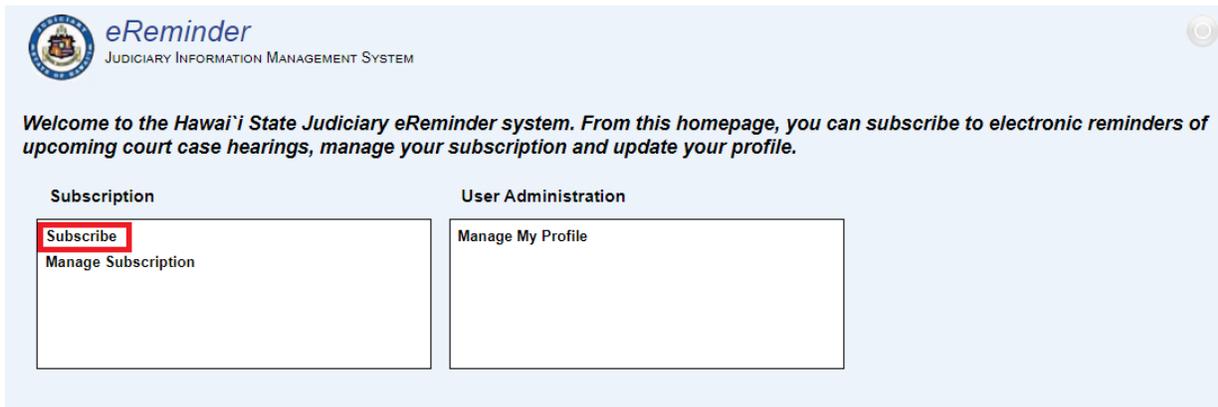
- i. Subscribe to an eligible case to setup alert(s).
To learn how to subscribe, go to [Subscription: Subscribe](#).
- ii. Manage Subscription to cases that you are subscribed to.
To learn how to manage subscriptions, go to [Subscription: Manage Subscription/Alerts](#).

B. User Administration Pod

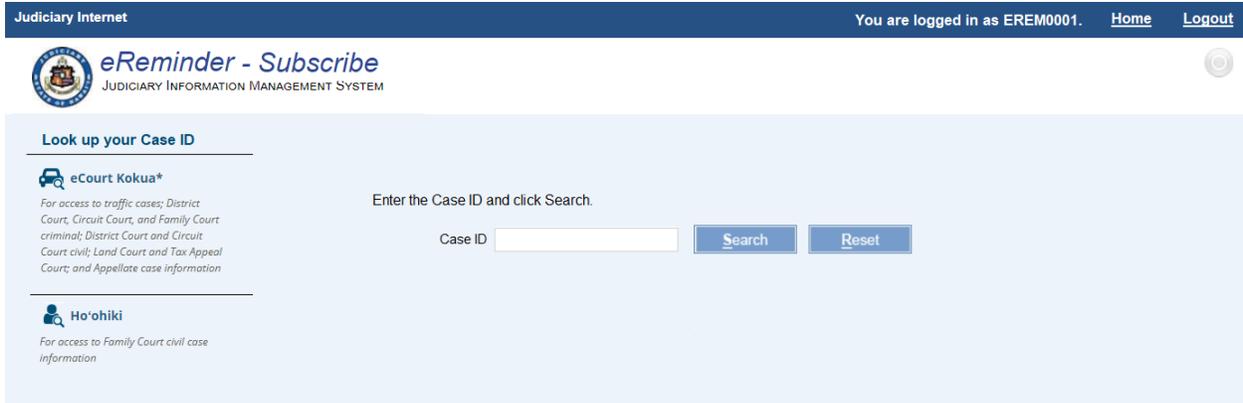
- i. Manage My Profile to update your account settings.
To learn how to manage your profile, go to [User Administration: Manage My Profile](#).

8. Subscription: Subscribe

To subscribe to eReminder on cases, click Subscribe.

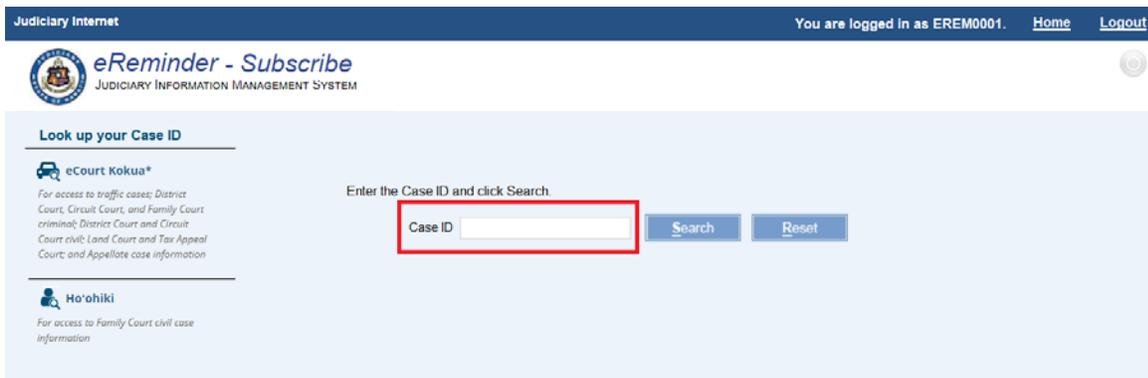


Set up your subscription to receive reminders of upcoming event(s) on eligible cases.



A. Find your Court Case

- i. Enter the **Case ID** and click Search.



You will need to know the **Case ID** to create a subscription. If you do not know your **Case ID**, search for it using the Judiciary services below.

- Ho'ohiki - Use Ho'ohiki for Family Court civil case information.
- eCourt Kokua - Use eCourt Kokua for all other cases.

Look up your Case ID

 eCourt Kokua*

For access to traffic cases; District Court, Circuit Court, and Family Court criminal; District Court and Circuit Court civil; Land Court and Tax Appeal Court; and Appellate case information

 Ho'ohiki

For access to Family Court civil case information

- ii. The case will be displayed in a table as shown below.

Judiciary Internet You are logged in as EREM0001. [Home](#) [Logout](#)

 **eReminder - Subscribe**
JUDICIARY INFORMATION MANAGEMENT SYSTEM

Look up your Case ID

 eCourt Kokua*

For access to traffic cases; District Court, Circuit Court, and Family Court criminal; District Court and Circuit Court civil; Land Court and Tax Appeal Court; and Appellate case information

 Ho'ohiki

For access to Family Court civil case information

Enter the Case ID and click Search

Case ID

Select your alerts, Case Party and Party Name.

Case ID	Case Title	Filing Date	Case Status	Text Alert	Email Alert	Case Party	Party Name	Remove
1CPC-20-0000132	State v. John Q. Smith-test	20-MAY-2020	ACTIVE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	<input type="button" value="Remove"/>

- iii. Click Reset to clear the **Case ID** field and enter a new case ID to search. You can make multiple searches and the results will be added to your table.

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 **eReminder - Subscribe**
JUDICIARY INFORMATION MANAGEMENT SYSTEM

Look up your Case ID

 eCourt Kokua*

For access to traffic cases; District Court, Circuit Court, and Family Court criminal; District Court and Circuit Court civil; Land Court and Tax Appeal Court; and Appellate case information

 Ho'ohiki

For access to Family Court civil case information

Enter the Case ID and click Search

Case ID

Select your alerts, Case Party and Party Name.

Case ID	Case Title	Filing Date	Case Status	Text Alert	Email Alert	Case Party	Party Name	Remove
2DCC-20-0000088	State v. John Q. Smith-test	22-MAY-2020	ACTIVE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	<input type="button" value="Remove"/>
1DCW-20-0000245	State v. New User	23-JAN-2020	ACTIVE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	<input type="button" value="Remove"/>
1CPC-20-0000132	State v. John Q. Smith-test	20-MAY-2020	ACTIVE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	<input type="button" value="Remove"/>

- iv. Each case found will show the following information:
- Case ID**
 - Case Title**
 - Case Filing Date**
 - Case Status**
 - Text Alert** checkbox - If there is a check mark in the checkbox, then alerts are being sent for this case.
 - Email Alert** checkbox - If there is a check mark in the checkbox, then alerts are being sent for this case.
 - Case Party** dropdown menu
 - Party Name** dropdown menu

B. Set a Text Alert

Judiciary Internet You are logged in as EREM0001. [Home](#) [Logout](#)

 **eReminder - Subscribe**
JUDICIARY INFORMATION MANAGEMENT SYSTEM

Look up your Case ID

 eCourt Kokua[®]

For access to traffic cases; District Court, Circuit Court, and Family Court criminal; District Court and Circuit Court civil; Land Court and Tax Appeal Court; and Appellate case information

 Ho'ohiki

For access to Family Court civil case information

Enter the Case ID and click Search

Case ID

Select your alerts, Case Party and Party Name.

Case ID	Case Title	Filing Date	Case Status	Text Alert	Email Alert	Case Party	Party Name	Remove
2DCC-20-0000088	State v. John Q Smith-test	22-MAY-2020	ACTIVE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes ▾	Smith-test, John Q ▾	
1DCW-20-0000245	State v. New User	23-JAN-2020	ACTIVE	<input type="checkbox"/>	<input type="checkbox"/>	▾	▾	
1CPC-20-0000132	State v. John Q. Smith-test	20-MAY-2020	ACTIVE	<input type="checkbox"/>	<input type="checkbox"/>	▾	▾	

- You may subscribe to any of the cases listed in the results table on the search screen.
- Check the **Text Alert** checkbox to begin receiving alerts for this case associated to the cell phone number you entered during registration. If you are the party on the case, select “Yes” in **Case Party** dropdown. Then select your name from the **Party Name** dropdown.

- iii. If you are not a party on the case, select “No” in the **Case Party** dropdown.
- iv. If at any time during this process you would like to remove a case from your list, click on the red minus  icon.
- v. Click Submit to save your selections.
- vi. Click Cancel to clear the screen and not save any of the changes you made.

C. Set an Email Alert

Judiciary Internet You are logged in as EREM0001. [Home](#) [Logout](#)

 **eReminder - Subscribe**
JUDICIARY INFORMATION MANAGEMENT SYSTEM

Look up your Case ID

 **eCourt Kokua***

For access to traffic cases; District Court, Circuit Court, and Family Court criminal; District Court and Circuit Court civil; Land Court and Tax Appeal Court; and Appellate case information

Enter the Case ID and click Search

Case ID

Select your alerts, Case Party and Party Name.

Case ID	Case Title	Filing Date	Case Status	Text Alert	Email Alert	Case Party	Party Name	Remove
2DCC-20-0000088	State v. John Q Smith-test	22-MAY-2020	ACTIVE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes <input type="button" value="v"/>	Smith-test, John Q <input type="button" value="v"/>	
1DCW-20-0000245	State v. New User	23-JAN-2020	ACTIVE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	
1CPC-20-0000132	State v. John Q. Smith-test	20-MAY-2020	ACTIVE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	

 **Ho'ohiki**

For access to Family Court civil case information

- i. You may subscribe to any of the cases listed in the results table on the search screen.
- ii. Check the **Email Alert** checkbox to begin receiving alerts for this case at the email address you entered during registration.
- iii. If you are the party on the case, select “Yes” in **Case Party** dropdown. Then select your name from the **Party Name** dropdown.
- iv. If you are not a party on the case, select “No” in the **Case Party** dropdown.
- v. If at any time during this process you would like to remove a case from your list, click on the red minus  icon.
- vi. Click Submit to save your selections.
- vii. Click Cancel to clear the screen and not save any of the changes you made.

9. Subscription: Manage Subscription/Alerts

Review and manage your existing subscriptions by selecting Manage Subscription/Alerts

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eReminder
JUDICIARY INFORMATION MANAGEMENT SYSTEM

Welcome to the Hawai'i State Judiciary eReminder system. From this homepage, you can subscribe to electronic reminders of upcoming court case hearings, manage your subscription and update your profile.

Subscription

Subscribe

Manage Subscription/Alerts

User Administration

Manage My Profile

The Manage Subscription/Alerts screen will show you all your active subscriptions.

Judiciary Internet You are logged in as EREM0001. [Home](#) [Logout](#)

eReminder - Manage Subscription/Alerts
JUDICIARY INFORMATION MANAGEMENT SYSTEM

To STOP receiving alerts, uncheck the text or email alert checkbox. To RESTART alerts, check the text or email alert checkbox.

Filter by Alert Status: Active Alerts

Number of Results: 5

Case ID	Case Title	Filing Date	Case Status	Text Alert	Email Alert	Case Party	Party Name
2DCC-20-0000088	State v. John Q. Smith-test	12-FEB-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	Smith-test, John Q
1CPC-20-0000001	State v. John Q. Smith-test	02-JAN-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	Smith-test, John Q
1CPC-20-0000132	State v. John Q. Smith-test	20-MAY-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	Smith-test, John Q
1DCW-20-0000245	State v. New User	23-JAN-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No	
1CCV-20-0000139	Richard Roe v. Doe XYZ company et al.	22-MAY-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No	

A. View alerts

There are 3 different ways you can look at your list of subscriptions. Use the **Filter by Alert Status** dropdown to change the subscriptions that are displayed.

- i. "Active Alerts": This is the default list when you enter the screen. This view shows you all the cases you are currently subscribed to.
- ii. "Inactive Alerts": This will show you any cases you may have previously been subscribed to, but are no longer receiving alerts for.
- iii. "All Alerts": This will show you all the cases where you have an active or an inactive subscription.

Judiciary Internet You are logged in as EREM0001. [Home](#) [Logout](#)

 **eReminder - Manage Subscription/Alerts**
JUDICIARY INFORMATION MANAGEMENT SYSTEM

To STOP receiving alerts, uncheck the text or email alert checkbox. To RESTART alerts, check the text or email alert checkbox.

Filter by Alert Status: Active Alerts

Number of Results: 5

Case ID	Case Title	Filing Date	Case Status	Text Alert	Email Alert	Case Party	Party Name
2DCC-20-0000088	State v. John Q. Smith-test	12-FEB-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	Smith-test, John Q
1CPC-20-0000001	State v. John Q. Smith-test	02-JAN-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	Smith-test, John Q
1CPC-20-0000132	State v. John Q. Smith-test	20-MAY-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	Smith-test, John Q
1DCW-20-0000245	State v. New User	23-JAN-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No	
1CCV-20-0000139	Richard Roe v. Doe XYZ company et al.	22-MAY-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No	

B. Stop receiving alerts

Judiciary Internet You are logged in as EREM0001. [Home](#) [Logout](#)

 **eReminder - Manage Subscription/Alerts**
JUDICIARY INFORMATION MANAGEMENT SYSTEM

To STOP receiving alerts, uncheck the text or email alert checkbox. To RESTART alerts, check the text or email alert checkbox.

Filter by Alert Status: Active Alerts

Number of Results: 5

Case ID	Case Title	Filing Date	Case Status	Text Alert	Email Alert	Case Party	Party Name
2DCC-20-0000088	State v. John Q. Smith-test	12-FEB-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	Smith-test, John Q
1CPC-20-0000001	State v. John Q. Smith-test	02-JAN-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	Smith-test, John Q
1CPC-20-0000132	State v. John Q. Smith-test	20-MAY-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	Smith-test, John Q
1DCW-20-0000245	State v. New User	23-JAN-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No	
1CCV-20-0000139	Richard Roe v. Doe XYZ company et al.	22-MAY-2020	ACTIVE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No	

- i. To turn off new alerts from a case, find the case in your list of active subscriptions.

- ii. Click on the associated checkbox, **Text Alert** or **Email Alert**, to remove the existing check mark. Remember, if there is a check mark in the checkbox, then alerts will be sent for this case.
- iii. Click Update to save the changes made.
- iv. Click Cancel to clear the screen and not save any of the changes you made.

C. Restart receiving alerts

Judiciary Internet You are logged in as EREM0051. [Home](#) [Logout](#)

 **eReminder - Manage Subscription/Alerts**
JUDICIARY INFORMATION MANAGEMENT SYSTEM

To STOP receiving alerts, uncheck the text or email alert checkbox. To RESTART alerts, check the text or email alert checkbox.

Filter by Alert Status Inactive Alerts Filter

Number of Results: 2

Case ID	Case Title	Filing Date	Case Status	Text Alert	Email Alert	Case Party	Party Name
1CPC-20-0000001	State v. John Q. Smith-test	12-FEB-2020	ACTIVE	<input type="checkbox"/>	<input type="checkbox"/>	Yes	Smith-test, John Q
1DCW-20-0000245	State v. New User	20-MAY-2020	ACTIVE	<input type="checkbox"/>	<input type="checkbox"/>	No	

Update Cancel

- v. If you have previously turned off alerts, you may restart receiving alerts from that case.
- vi. Find the case by selecting either Inactive or All in the **Filter by Alert Status** dropdown.
- vii. Click on the appropriate checkbox, **Text Alert** or **Email Alert**, to add a check mark. Remember, if there is a check mark in the checkbox, then alerts will be sent for this case.
- viii. Click Update to save the changes made.
- ix. Click Cancel if you do not wish to save the changes made.

10. User Administration: Manage My Profile

You can change details about your account in Manage My Profile from the User Administration pod.

Judiciary Internet You are logged in as EREM0001. [Home](#) [Logout](#)

 **eReminder**
JUDICIARY INFORMATION MANAGEMENT SYSTEM

Welcome to the Hawai'i State Judiciary eReminder system. From this homepage, you can subscribe to electronic reminders of upcoming court case hearings, manage your subscription and update your profile.

Subscription Subscribe Manage Subscription/Alerts	User Administration Manage My Profile
--	---

Click Manage My Profile to see the User Profile Self Service screen.

Judiciary Internet You are logged in as EREM0001. [Home](#) [Logout](#)

 **eReminder - User Profile Self Service**
JUDICIARY INFORMATION MANAGEMENT SYSTEM

Subscriber Information

First Name * John Middle Name Last Name * Smith [Update Subscriber Information](#)

Contact Information

You must have at least a cell phone number or email address registered to your profile.

Cell Phone # 123 1234567 Email Address name@email.com
(Area Code) (Phone Number)

Mailing Address Street Address, Apt # 1
City City Name State HI ZIP 99999 [Update Contact Information](#)

Change Password

New Password * Re-enter New Password * [Change Password](#)

The password must include:

- at least 8 characters in length
- at least one upper-case and one lower-case letter
- one or more numerical digits
- at least one special character, such as !, @, #, \$

A. Subscriber Information

Subscriber Information

First Name * John Middle Name Last Name * Smith [Update Subscriber Information](#)

- i. You can change your **First Name***, **Middle Name** and **Last Name***

- ii. Click Update Subscriber Information to save your changes.

B. Contact Information

You may change the cell phone number and email address where alerts are sent.

- i. Change or Add a Cell Phone #

Contact Information

You must have at least a cell phone number or email address registered to your profile.

Cell Phone # Email Address
(Area Code) (Phone Number)

Mailing Address

City State ZIP

[Update Contact Information](#)

- i. If there is an existing cell phone number in the field, manually delete the number. Add the new cell phone number.

NOTE: The cell phone number must be capable of receiving text (SMS) messages.

You must enter your 3-digit area code in the 1st text field and 7-digit phone number in the second text field. Example: “123 1234567”.

- j. Click Update Contact Information to save your changes.

A one-time password will be sent to your phone. To continue to change your cell phone number, you will need to enter the one-time password in the verification pop-up window and then click Validate.

NOTE: Do not click the Refresh button or the Back button of your web browser while verification is in progress.

- k. The one-time password may be resent after 10 minutes when the original one-time password has expired.

Click Resend one-time password link to receive a new one-time password. This also resets the timer.

Verification

A one-time password has been sent to your cell phone # (123) 123-4567. The one-time password is valid for 10 minutes. Please enter the one-time password and click Validate. If you do not receive the one-time password, click Resend one-time password.

Remain on page until the verification process is complete.

Enter one-time password *

Timer: **00 : 00**

[Resend one-time password](#)

Click Validate to confirm the one-time password and save your new cell phone number.

- ii. Remove a Cell phone number:
 - a. To remove your cell phone number, clear the **Cell Phone #** fields.
 - b. Click Update Contact Information.

Once the number is removed, you no longer will receive text alerts to your cell phone number.

Note: To remove a cell phone number, you must have a registered email address associated with your profile.

- iii. Change or Add an Email Address.

Contact Information

You must have at least a cell phone number or email address registered to your profile.

Cell Phone #
(Area Code) (Phone Number)

Email Address

Mailing Address

City State ZIP

- a. If there is an email address in the **Email Address** field, manually clear the field and enter your new email address.

Example: name@email.com

- b. Click Update Contact Information.

A one-time password will be sent to you via email. To continue to change your email address, you will need to enter the one-time password in the verification pop-up window and then click Validate.

Note: Do not click the Refresh button or the Back button of your web browser while verification is in progress.

- c. The one-time password may be resent after 10 minutes when the original one-time password has expired.

Verification

A one-time password has been sent to your email address: name@email.com. The one-time password is valid for 10 minutes. Please enter the one-time password and click Validate. If you do not receive the one-time password, click Resend one-time password.

Remain on page until the verification process is complete.

Enter one-time password *

Timer: 00 : 00

[Resend one-time password](#)

Validate Cancel

- d. Click Validate.

- e. Once your new email address is verified, email alerts will be sent to the new email address.

- iv. Remove an email address:

- a. To remove your email address, manually clear the **Email Address** field.
- b. Click Update Contact Information.

You will no longer receive text alerts to your email address.

Note: To remove an email address, you must have a registered cell phone number associated with your profile.

- v. Deactivate your eReminder account

If you would like to deactivate your eReminder account, please contact your local court.

vi. Update Mailing Address details

Contact Information

You must have at least a cell phone number or email address registered to your profile.

Cell Phone # Email Address
(Area Code) (Phone Number)

Mailing Address
 City State ZIP

[Update Contact Information](#)

- a. You may enter your new **Mailing Address, City, State** and **Zip/Postal Code**.
- b. Click Update Contact Information.
- c. To remove your Mailing Address details from your profile, clear the **Mailing Address, City, State** and **Zip/Postal Code** fields
- d. Click Update Contact Information.

C. Change Password

- i. You may change your password at any time. Your new password must contain the following:
 - a. Must be at least 8 characters in length.
 - b. Must include at least one upper-case and one lower-case letter.
 - c. Must include one or more numerical digits.
 - d. Must include at least one special character, such as !, @, #, \$.

Change Password

New Password*

Re-enter New Password*

The password must include:

- at least 8 characters in length
- at least one upper-case and one lower-case letter
- one or more numerical digits
- at least one special character, such as !, @, #, \$

[Change Password](#)

- ii. To change your password, do the following:

- a. Enter the **New Password***.
- b. **Re-enter New Password***.
- c. Click Change Password.

11. Appendix I

A. Required Field

- Data fields that are required for entry are denoted with an asterisk ‘*’.

B. Hotkeys

- Hotkeys are provided for the buttons on the screen.
- To use a hotkey, hold down the “Alt + Letter”. The letter combination is defined on the button and indicated by a letter that is both underlined and in bold. Example: **S** in **Search** or **R** in **Reset**.

-  

C. Sample Introductory Text and Email messages

i. Message to the registered cell phone #:

- "Please use the following to access eReminder Self-registration Portal:
User ID: **EREMXXX1**
Password: **Ly76@83m**
You may change your password in User Administration after you log in.

ii. Message to the registered email address:

a. Email Subject Line:

- "eReminder Self-registration Portal Access Confirmation.

b. Email Content:

- "Please use the following to access eReminder Self-registration Portal:
User ID: EREMXXX1
Password: Ly76@83m
You may change your password in User Administration after you log in.
- **Disclaimer:**
"Please do not reply to this email as it is an automated email and cannot be responded to."

Note: The text in red is dynamic which means that the information changes based on the case.

D. Sample eReminders Text and Email messages

Depending on the case location you may receive two different types of message:

i. **Message type 1: with physical address for the hearing location**

- a. Text message to the registered cell phone #:
 - "Case 1DCC-18-0000001 has a court date on 13-DEC-2018 at 1:30 pm in District Court at 1111 Alakea St, Honolulu, HI - 96813."
- b. Email to the registered email address:
 1. Email Subject Line:
 - "Judiciary eReminder for Court Hearing for 1DCC-18-0000001"
 2. Email Content:
 - "Case 1DCC-18-0000001 has a court date on 13-DEC-2019 at 1:30 pm in District Court at 1111 Alakea St., Honolulu, HI - 96813."
 - Disclaimer:
 - "Please do not reply to this email as it is an automated email and cannot be responded to."

ii. **Message type 2: No physical address for the hearing location.**

- a. Text message to the registered cell phone #:
 - "Case 19270924D has a court date on 13-DEC-2019 at 1:30 pm."
- b. Email to the registered email address:
 3. Email Subject Line:
 - " Judiciary eReminder for Court Hearing for 19270924D "
 4. Email Content:
 - "Case 19270924D has a court date on 13-DEC-2019 at 1:30 pm."
 - Disclaimer:
 - "Please do not reply to this email as it is an automated email and cannot be responded to."

Note: The text in red is dynamic which means that the information changes based on the case.

12. Appendix II: Troubleshooting

A. Unable to log in to eReminder Self-registration Portal

- i. If you are unable to log in using your current credentials, reset your password. Refer to Section 6. Reset my Password.
- ii. If you are still unable to login, contact your local court.

B. Unable to receive eReminder text messages

- i. If you are not receiving eReminder text messages, check Manage Subscriptions to see if the text alerts for the case are checked.
 - If they are unchecked, check the Text Alert checkbox and click Update.
- ii. If the text alert checkboxes are checked in Managed Subscriptions, and you still don't receive the eReminder messages, ask your cellular service provider if your plan is setup to receive text messages.

C. Unable to receive eReminder email messages

- i. If you are not receiving eReminder email messages, check Manage Subscriptions to see if the email alerts for the case are checked.
 - If they are unchecked, check the Email Alert checkbox and click Update.
- ii. If the email alert checkboxes are checked in Managed Subscriptions, and you still don't receive the eReminder messages in your inbox, check your spam or junk folder.
 - If the messages are in your spam or junk folder, add the Judiciary's email address to your trusted senders list.

D. eReminder Frequency

Once you have set the alerts, up to 3 notifications will be sent automatically starting at 6AM on the following days:

- i. 7 days before the event.
- ii. 1 day before the event
- iii. On the day of the event.

Note: The Judiciary reserves the right to change the number of notifications as deemed necessary.