

eReminder Self-Registration Portal FAQ

1. What is the eReminder program?

eReminder is a service offered by the Hawaii State Judiciary that allows members of the public to sign up and subscribe to receive text or email messages regarding upcoming events in public trial court cases. Please refer to the [eReminder User Agreement](#) for the terms and conditions for using this service.

2. How does it work?

Anyone may create an account by registering on the Judiciary's website. Once registered and validated, the user can then subscribe to receive a text or email reminder of upcoming events for a public case in the trial court.

3. Can I sign up in person?

Yes, you may sign up for eReminder at any courthouse statewide.

4. What cases can I sign up for?

See: <https://www.courts.state.hi.us/list-of-ereminder-case-types> for the current list of case types available for eReminders.

5. Is there a cost for this service?

The Judiciary does not charge for this service, however, *depending on your cell phone plan, text messaging fees may apply.*

6. Who can sign up for eReminders?

The service is open to anyone. You do not need to be a party to the case.

7. What equipment do I need to use eReminder?

You will need a cell phone that can receive text messages and access to the internet to sign up and manage your subscriptions.

8. What if I do not have a cell phone, can I still receive reminders?

Yes, you can sign up to receive email reminders. This which requires that you have a valid email address, internet access, and access to a computer. You may also contact the court directly to find out the dates of upcoming events for the case you are interested in.

9. What if I have two cell phone numbers, can I get reminders on both cell phones?

No. Each account is limited to one cell phone number.

10. How often will I receive reminders?

You will receive up to three reminders: Seven days before, the day before, and the day of the event.

11. **How many cases may I sign up for?**
There is currently no limit to the total number of cases you can subscribe to, however **you must subscribe to each case individually.**
12. **Do I need to sign up for each event?**
No, once you subscribe to a case, you will receive a reminder for every event scheduled on that case.
13. **Can I cancel eReminder?**
Yes. You may cancel your eReminder subscriptions in person at your local courthouse or online via the eReminder User Portal.
14. **What will I receive reminders for?**
eReminder service will send a text/email reminder when an event is scheduled for your subscribed case(s). Events may be for, but are not limited to, hearings, pre-trial conferences, and trials. You may need to contact your local court if you need additional details on the event.
15. **Will I receive a notification when an event is cancelled?**
No. Reminders are not sent when an event is cancelled. However, if the event is rescheduled, you will receive a reminder for any new event dates on the scheduled reminder days.
16. **If I have more than one case pending and I enroll for an eReminder in only one case will I receive eReminders for all my cases?**
No. To receive an eReminder for a pending case you must subscribe to each case individually.
17. **If I change my cell phone or email address in my profile, will it also change the subscription information?**
Yes. Changing a cell number or email address in your profile, will update all of your subscribed alerts.
18. **How long after a case is closed does the alert stay in the system?** An alert stays as long as the case remains in the system. Alerts do not get automatically turned off just because the case is closed. The user must go to their profile and turn off the alerts for the case if they no longer want to receive them.
19. **Can I see who else is signed up to receive alerts?** No.
20. **Can someone delete another person's subscriptions?** No.
21. **How long can I be logged into the eReminder Self-Registration Portal?**
You will be automatically logged out after 60 minutes of inactivity. You will need to log back in again at that time.