STATE OF HAWAIʻI JUDICIARY
ONLINE BAIL PORTAL

https://hawaii-bail.onconcourse.com/

HOW DO I POST BAIL ONLINE?
Frequently Asked Questions (FAQs)

I. ELIGIBILITY

Who is eligible for online bail posting?

Defendant's family members or friends may use the State of Hawai'i Judiciary Online Bail Portal (Portal) to post bail for eligible cases during designated days and times. All other bail postings must be handled in-person at the respective courthouse during normal hours of operation.

- **Portal Processing Hours (excluding holidays and during periods of system maintenance):**
  - Saturdays from 12:00 PM to 3:00 PM HST
  - Sundays from 12:00 PM to 3:00 PM HST
- **Eligible Cases:** First Circuit District Court Criminal Cases and criminal traffic cases where the defendant is in custody at a community correctional center with bail set in amounts up to $10,000.00 per case.

What if the bail amount in the case exceeds $10,000.00?

The current online transaction limit per case is $10,000.00. If the bail amount exceeds $10,000.00, please post the total bail amount at the courthouse during normal business hours. You will not be able to use the Online Bail Portal to post bail online at this time.

Can I post bail online if the Defendant is in the custody of the police department or the department of law enforcement?

No, you cannot post bail online for defendants currently in the custody of a police department or the Sheriff Division of the Department of Law Enforcement. Bail can only be posted online if the defendant is in the custody of the Department of Corrections and Rehabilitation at a community correctional center. In situations where bail has been set and the defendant is in police or sheriff custody, bail can generally be posted at any time, in person, at those departments.

What information do I need to have ready before I start?

To ensure the payment is applied to the correct person and case(s), you must have the following information ready:

- **Defendant's Details:** full legal name, year of birth, last four (4) digits of their social security number;
- **Case Information:** case number, charge(s), arrest or citation number(s), bail amount(s), next court date, time, and location;
- **Payment Method:** Visa/Mastercard debit or credit card number, cardholder's name, billing address, phone number, e-mail address, and driver's license or identification number; and

- **Additional Requirements:** reliable internet connection, printer access, valid e-mail address for receipt.

How long does the approval process take?

Once you submit your Bail/Bond Receipt, Acknowledgment, and Notice to Appear (BBRA) form, court staff and the Department of Corrections and Rehabilitation (DCR) will review your submission. If approved, you will receive an invoice to make payment. To ensure staff have sufficient time to review and process your request, please plan accordingly as a case status and online bail posting may take up to one (1) hour.

II. PAYMENT

What payment methods are accepted?

The Portal accepts Visa and Mastercard debit and credit cards, which are processed immediately. Please review the following requirements:

- **Fees:** A service processing fee of 2.60%, with a $2.00 minimum applies to all online transactions and are non-refundable. The Portal requires the total bail amount to be paid in a single transaction.

  Example:

  - Online Bail Amount: $100.00
    Non-Refundable Service Fee: $2.60
    $100.00 x 2.60% = $2.60 > $2.00
    Total charged: $102.60

  - Online Bail Amount: $50.00
    Non-Refundable Service Fee: $2.00
    $50.00 x 2.60% = $1.30 < $2.00 minimum
    Total charged: $52.00

- **Deadline:** Online bail payments must be finalized by **Sunday at 3:00 PM HST.** If you cannot complete the full payment online, you must complete a new BBRA and post the full cash or bail bond amount at the courthouse during normal business hours.

Can bail be paid on behalf of someone else?

Yes. Anyone who reads, fills out, and signs the BBRA as a third-party surety can post bail online for a defendant. The person posting bail must provide their own identifying information on the BBRA and must sign acknowledging the "Notification to Third Party Surety of Bail Bond Conditions/Obligations." The person posting bail must be physically present in Hawai‘i and must deliver the completed BBRA form and payment receipt to the correctional facility where the defendant is located.

How long does it take for the Defendant to be released after I pay?

After successful payment, you will see a confirmation screen with a digital receipt that you can download as a PDF or print. Save your receipt before closing the page.
Upon confirmation of payment, a courtesy notice is sent to the correctional facility.
Please note that physical copies of the BBRA Form and payment receipt **must be taken*

to the receiving/information desk at the appropriate correctional facility to initiate the defendant's release. Once these documents are received, the facility's internal processing (out-processing, property return, etc.) may take several hours.

III. RETURN OF BAIL

What if I change my mind and want to dispute the charge?

Disputing your debit or credit card charge does not cancel this agreement and you will remain legally bound to these terms. A disputed charge will result in the BBRA form being voided and the re-issuance of a bench warrant to the Defendant.

What happens to my money if the Defendant misses a court date?

As noted in the BBRA under "Notification to Third Party Surety of Bail Bond Conditions/Obligations," if the Defendant fails to appear for any scheduled hearing(s), the court may order a bail forfeiture which means the money you posted will be kept by the State and will not be refunded. The BBRA and Section 804-51 of the Hawai'i Revised Statutes outline pathways for the return of previously forfeited bail amounts.

When do I get my money back?

Bail is held as a guarantee that the Defendant will appear in court. As noted in the BBRA under "Notification to Third Party Surety of Bail Bond Conditions/Obligations", the funds will be eligible for a refund only 1) if you surrender the defendant to a police department, sheriff, or community correctional center prior to the conclusion of the case; or 2) after the case is officially closed (the defendant is sentenced, the case is dismissed, or the defendant is found not guilty). Refund checks are typically mailed within thirty (30) days of the final court order. **Please note that the Court reserves the right to apply bail funds toward any outstanding fines or fees and surrendering a defendant requires additional notice to be filed with the court.*

IV. TROUBLESHOOTING

Who can I contact if I have a problem with the Portal?

For technical issues, payment errors, or case inquiries, please e-mail the Online Bail Clerk at OnlineBailClerk.1DC@courts.hawaii.gov. **Please note that the Online Bail Clerk can only reply to emails during the processing hours listed above.*

For all other questions regarding court dates or specific charges, please contact the respective courthouse during regular business hours. Court locations and phone numbers can be found on the Judiciary website.