

MEMORANDUM

June 25, 2012

To: COURTS on-line Subscribers
From: Shravani Kosnik
Subject: COURTS on-line system upgrade

We're pleased to report that the new COURTS on-line program has been deployed. As you begin using the system, please keep in mind the following:

1. The web address of the new COURTS program continues to be: <https://courtsonline.dol.state.nj.us> and that your UserId and password will continue to be the same.
2. System procedures will be made available for your review on the Division's COURTS 4 website and in the COURTS on-line Help Center. There will be further communications regarding this and all the new features of the system shortly.
3. Initially, you may find the site to be slow as each of the pages compile for the first time. After the pages are visited at least once, navigation through the site should speed up.
4. PLEASE BE PATIENT. WHILE THE SYSTEM IS PROCESSING A REQUEST, DON'T HIT THE SUBMIT BUTTON AGAIN, OR OTHER BUTTONS OR HIT THE BACK BROWSER BUTTON AS THIS MAY HAVE UNINTENDED CONSEQUENCES. Be mindful of the system processing icon.
5. If you would like to report any problems with the site, poor performance or if you have a procedural question, please e-mail the courts@dol.state.nj.us account. Please provide your name, your firm name, a detailed description of the problem, time of the problem and if possible, screen shots. Also provide your Internet Browser version. We will try our best to get back to you as soon as possible.
6. The new COURTS website was designed to be best viewed at a certain screen resolution. If your resolution is set too low, you may find that you will have to scroll up and down to see the full pages. You may wish to change your screen resolution to ensure that the site is displayed properly.
 - **How to change your screen resolution:** Right click on your desktop, select "Screen Resolution", from the dialog box that comes up, select a resolution setting that allows you to view the site properly without having to scroll, and then hit OK.
7. Lastly, when you are done with your session in COURTS on-line, always remember to hit the **Logout** button.

Thank you for your patience during this transition. Good Luck with the new system!