

Knox County Fourth Circuit Court **E-Commerce User Guide**

The link below will take to the E-Commerce portal:

<https://courtclerk.knoxapps.org/eCommerceClient>

This link should work on all mobile devices with up-to-date browsers. After following the link, you should be brought to our Fourth Circuit Court E-Commerce main page. From here you will select the “Register” option at the upper right hand side of the page. Then, check the “Agree to Terms and Conditions” box and select “Next”, as long as you agree to the terms and conditions. When setting up your account, you will need to choose an available user name, password, password hint, and provide a valid email address that you can be reached at (Click “Check Availability” beside your Username and Email to make sure that the Username and/or email address is not already in use). After this step, you will be asked which type of account that you would like to create: pay-per-item or subscription (pre-pay).

In the pay-per-item model, a user may purchase documents at the rate of 50 cents per page. Our E-Commerce package will provide the user with a price-preview for each document based on the number of pages contained within that particular document. After adding all desired document to the “cart”, the user may checkout and enter in their payment information. This process will be repeated for each transaction conducted by the user. This type of account is ideal for the casual user of our E-Commerce package (the general public).

The “subscription” model is actually a pre-pay model. This type of account is ideal for attorneys and users that will frequently be downloading large numbers of documents. This benefit of this model

over the pay-per-item model that makes it ideal for attorneys and frequent users is: the user does not have to enter in payment information as frequently. In this model the user will purchase “coins”, which can be spent on documents. Coins can be purchased at a rate of 100 coins for \$50, plus the 2.5% transaction fee. Each page costs the user 1 coin. (Example: A 12 page document will cost 12 coins) Each document will give the user a price-preview in a monetary figure.

When searching a docket number, select the “Search” button on the main page. When searching a docket number, including the year is not required in the “search” field. For example, the docket number of F-18-142068 can be searched as ***142068**. The “ * ” (shift 8) is a catch-all so that a letter and year is not required. You may still search docket numbers with the letter “F” and the year, but using the “ * ” instead is much easier. You may also search for documents by a defendant’s name, plaintiff’s name, or attorney’s name by clicking the “Don't know the Docket Number? Click here to find it by party name” that is located just above the “Docket #” field. After searching by name and finding the docket # associated with the party, you will need to fill in the search by “docket number” section on the previous page. Remember, you will only be able to search through documents that have been redacted.

After searching for your docket number, you may select “Preview” to view the first page of the document to ensure that it’s the document you wish to download.

Pay-Per-Item Model:

Add the desired documents to your Cart. When all documents have been added to the Cart, proceed to Checkout. You will be routed to our vendor’s website to process your payment.

Pre-Pay Model:

Whether using a computer or mobile device, click “download” after finding your desired document. This should pull a redacted version of the document to your PC or mobile device. You will have the option to save the document, if you wish. After downloading the document, the associated amount of coins will be deducted from your account.

The Fourth Circuit Court Clerk’s Office just started scanning documents in November of 2017. Any documents filed before that time will not be accessible through this portal. Remember: no sealed documents or adoption cases will populate in your search results. It may also take some time for your document(s) to be put in the database, as we process quite a bit of paperwork. All documents must be redacted and approved for release to the database before they will populate in search results.