

# CourtNet 2.0 FAQs

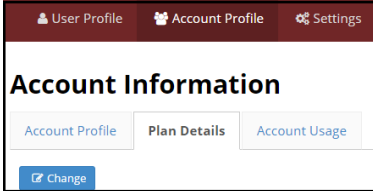
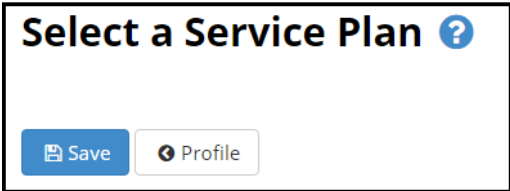
## Accounting/Billing

### Frequently Asked Questions

Administrative Office of the Courts  
 1001 Vandalay Drive  
 Frankfort, KY 40601  
 (502) 782-8699



Legend: Look for *Helpful Hints*      Bold Text = Action      Bracketed Text<> = button or link  
 Click=Select w/ Mouse or Touch Pad      Italicized Text = Object of Action      Single Quotes = Description

Question	Answer																																			
<p><b>What are the plans and which one is right for me?</b></p> <p><i>Helpful Hint:</i>                      Please visit the site for details:  <a href="http://kycourtnet2.blogspot.com/2012/12/user-profile-plan-details.html">http://kycourtnet2.blogspot.com/2012/12/user-profile-plan-details.html</a></p>	<p>Five different plans are available to subscribers. Choose the option which best suits your business need. Each plan provides access to the electronic case record for a set number of cases during a billing period at a flat monthly rate. Overages are calculated when the limit of cases per month are exceeded.</p> <table border="1"> <thead> <tr> <th></th> <th>Monthly Rate</th> <th>Cases Per Month</th> <th>Overage Rate</th> <th>Image Rate</th> </tr> </thead> <tbody> <tr> <td>PERSONAL</td> <td>\$15.00</td> <td>75</td> <td>\$0.25</td> <td>\$0.50</td> </tr> <tr> <td>BASIC</td> <td>\$30.00</td> <td>200</td> <td>\$0.25</td> <td>\$0.40</td> </tr> <tr> <td>ADVANCED</td> <td>\$50.00</td> <td>500</td> <td>\$0.25</td> <td>\$0.30</td> </tr> <tr> <td>PROFESSIONAL</td> <td>\$80.00</td> <td>1,000</td> <td>\$0.25</td> <td>\$0.20</td> </tr> <tr> <td>ENTERPRISE</td> <td>\$100.00</td> <td>2,000</td> <td>\$0.25</td> <td>\$0.15</td> </tr> <tr> <td>EFILE ONLY</td> <td>\$0.00</td> <td>0</td> <td>\$0.00</td> <td>\$0.00</td> </tr> </tbody> </table>		Monthly Rate	Cases Per Month	Overage Rate	Image Rate	PERSONAL	\$15.00	75	\$0.25	\$0.50	BASIC	\$30.00	200	\$0.25	\$0.40	ADVANCED	\$50.00	500	\$0.25	\$0.30	PROFESSIONAL	\$80.00	1,000	\$0.25	\$0.20	ENTERPRISE	\$100.00	2,000	\$0.25	\$0.15	EFILE ONLY	\$0.00	0	\$0.00	\$0.00
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<p><b>How do I select a plan?</b></p> <p><i>Helpful Hint:</i> Plan changes go into effect at the beginning of the next billing period.</p>	<ol style="list-style-type: none"> <li>1. <b>Select</b> the “User Profile” tile from the KYeCourts main “Apps” page</li> <li>2. <b>Select</b> “Account Profile” from the maroon navigation bar</li> <li>3. <b>Select</b> the “Plan Details” tab</li> <li>4. <b>Click</b> the &lt;Change&gt; button</li> <li>5. <b>Choose</b> the plan which best suits your business need</li> <li>6. <b>Click</b> the &lt;Save&gt; button</li> </ol> <div style="display: flex; justify-content: space-around;">   </div>																																			
<p><b>How do I cancel a plan?</b></p> <p><i>Helpful Hint:</i> We do not recommend canceling a plan as it's difficult to reactivate. Instead, opt for an “eFile Only” plan.</p> <p><i>Helpful Hint:</i> Users must select a new plan to log in again after deactivating a plan.</p>	<ol style="list-style-type: none"> <li>1. <b>Select</b> “Account Profile” from the maroon navigation bar</li> <li>2. <b>Select</b> “Plan Details”</li> <li>3. <b>Click</b> the &lt;Change&gt; button</li> <li>4. <b>Choose</b> the “Cancel My Plan” option</li> <li>5. <b>Click</b> the &lt;Save&gt; button</li> </ol> <ul style="list-style-type: none"> <li>• Notes will be added to the account regarding cancellations and attempted logins for administrative tracking purposes</li> <li>• Outstanding balances are billed for three (3) subsequent billing periods</li> <li>• Blocked logins indicate account flagged (‘Is Approved = false’) as deactivated</li> </ul>																																			

For additional questions, please contact the Service Desk at (502) 782-8699.

Question	Answer
<b>When will adjustment(s) to my account be reflected?</b>	Adjustments due to billing errors will be reflected on the next month's invoice.
<b>What are the acceptable methods of payment?</b>	Visa, MasterCard, American Express, Discover, and Electronic Check. <i>Paper checks not accepted.</i>
<b>How do I pay online?</b>	<ol style="list-style-type: none"> <li>1. <b>Log in</b> to account</li> <li>2. <b>Click</b> &lt;Pay Now&gt; on the Account Summary screen</li> <li>3. <b>Follow</b> instructions on 'Payment Wizard'</li> </ol> <div data-bbox="805 485 1240 793" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="text-align: center;"><b>Account Summary for</b></p> <p><b>Last Login:</b> 08/09/13 03:22 PM</p> <hr/> <p><b>Plan Status</b></p> <p>Status: Balance Outstanding!</p> <p>Last Statement: 08/07/2013</p> <p>Balance: \$100.00 <b>Pay Now</b></p> </div>
<b>Can I set up recurring payments via credit card?</b>	<b>No.</b> Payments made monthly via online payment feature in CourtNet 2.0. <i>No recurring payment program.</i>
<b>Can I be billed quarterly?</b>	<b>No.</b> Invoices must be paid monthly.
<b>Can I designate someone else to pay my account?</b>	<p><b>Yes.</b> You may designate a 'Payer' whose access is limited to login and account payments.</p> <p>For information on adding a sub account, visit this site:  <a href="http://kcojcourt.net.blogspot.com/2015/04/how-do-i-add-subaccount.html">http://kcojcourt.net.blogspot.com/2015/04/how-do-i-add-subaccount.html</a></p>
<b>Does the person paying my account have to be a registered user?</b>	<b>Yes.</b>
<b>Can I prepay my account?</b>	<b>No.</b>

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