

## Court Transcript Fee (CTF) System - Quick Start Instructions

1. Before you use the system, you must be approved for an account even if you already have an account on MyPayStubs.
  - a. To request an account, go to: <https://crs.illinoiscomptroller.gov>, click on “Create New Account” (see photo below).
  - b. Submit your information and wait for approval by email. Passwords require upper and lower case letter, a number and a special character (?, !, @, etc.).
  - c. **ERRORS:** If you get an error message anywhere in the registration process, please email Tammy at [tammy.bumgarner@illinoiscomptroller.gov](mailto:tammy.bumgarner@illinoiscomptroller.gov) with where you were in the registration process and the exact error message you are getting.
  - d. **HELPFUL HINT:** If you choose to use the same email for the MyPayStubs account, you will be able to access both with the same password.
  - e. Once you are approved, log in at the same website with your email and password you set. You will need to change this password once a month.

### Court Transcriber - Login

Username or Registered Email

Password

 Show

[Forgot Password](#)  
[Create New Account](#)

2. View Requests Tab (default home page) - After successful registration, log in to your account at the same website listed in step 1. If you have vouchers in the system, they would show at here with the status. You can filter by specific status at top.


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 ILLINOIS STATE COMPTROLLER

CTF [View Requests](#) [New Requests](#) [User Profile](#)
 Tammy Bumgarner ▾

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**Status**

Select a Status to Filter By ▾

Filter Out Rejected

Show  entries Search:

Case Number	Case Name	Amount Billed	Status	Warrant Number	Date Updated
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

- 3.

New Requests Tab (see example on page 3) **IMPORTANT NOTE:** Do not enter vouchers until you have been instructed by your supervisor to start using the system.

- a. Courthouse - location of hearing. Click on the drop down and start typing the courthouse name. Select the correct courthouse. If a courthouse is missing, contact Tammy Bumgarner.
- b. Case number - **IMPORTANT NOTE:** Only one case number per request. If the defendant has multiple cases, each copy will need a separate request. **HELPFUL HINT:** Please use a consistent case number format for your entire county. For example, pick one format between 2018-CF-1234 and 18CF1234. The reason for consistent formatting is that once a case is entered into the system, the case information the first time, the following request will automatically have the information about defendant and judge filled in.
- c. Defendant's first name - please match court order. **IMPORTANT NOTE:** Co-defendants will need to be entered separately. You cannot combine them on one request.
- d. Defendant's last name - please match court order
- e. Judge name - format preference is last name, first name
- f. Transcript type - pick from the drop down
- g. Hearing date - mm/dd/yyyy format
  - i. Duplicate check - **IMPORTANT NOTE:** If you have requested a payment for this hearing date for ANY case, you will need to answer the duplicate check by clicking on the red square that appears at the end of the hearing date row. It will list any previous cases vouchered for on the same day. You will need to indicate whether it is a related or unrelated case. If it is related, you will be required to comment as to why it is not a duplicate payment request (examples: co-defendant to John Doe, AM/PM session, etc.).

**Hearing Dates**

- Must be in the format mm/dd/yyyy
- Must be prior to today's date
- Dates cannot be the same as another hearing date on this request

Hearing Date *	# of Pages *	Rate Type *	Amount Billed	
<input type="text" value="04/11/2018"/>	<input type="text"/>	<input type="text" value="Select Rate Type"/>	<input type="text"/>	<div style="color: red; font-weight: bold;">Duplicate Hearing Date Indicator</div>

- h. Number of pages
- i. Rate type - select original or copy rate
- j. Amount billed is calculated based on pages and rate type
- k. Click on add another hearing date, if needed
- l. Supporting Documents - click on "select files" and navigate to the PDF document(s) you would like uploaded. Repeat for subsequent PDF uploads. Attach court order and e-file confirmation, if applicable.
- m. Click "Save"

### New transcript fee request entry screen



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CTF View Requests New Requests User Profile Tammy Bumgarner

Transcript Fee Requests / New Request

#### Case Information

\* indicates a required field.

Courthouse *	Case Number *
<input type="text" value="Select Courthouse"/>	<input type="text"/>
Defendant's / Respondent's First Name *	Defendant's / Respondent's Last Name *
<input type="text"/>	<input type="text"/>
Judge Name *	Transcript Type *
<input type="text"/>	<input type="text" value="Select Transcript Type"/>

#### Hearing Dates

- Must be in the format mm/dd/yyyy
- Must be prior to today's date
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Hearing Date *	# of Pages *	Rate Type *	Amount Billed	
<input type="text"/>	<input type="text"/>	<input type="text" value="Select Rate Type"/>	<input type="text"/>	

[ADD ANOTHER HEARING DATE](#)

#### Supporting Documents

Directions: Upload the supporting documentation for the transcript fee request. Select 'Choose Files'. Choose the file you wish to include. To upload multiple documents, hit CTRL on your keyboard while selecting the documents you wish to include. Once you are finished with your file selection, select 'Open'. Then select 'Upload Files'.

Documents are required unless the County is Cook and Transcript Type is Guilty Plea, Change of Plea, or Preliminary Hearing.

Only PDF documents are acceptable for upload.

[SAVE](#)

4. Review Request Information and Electronically Sign
  - a. Check case information and hearing dates for accuracy
  - b. Click “back” to make any changes
  - c. If accurate, click on “Electronically Sign Statement”
  - d. This request will show on your home screen with the status of “Submitted to Circuit Approver”
  
5. Submitted to Circuit Approver - Waiting for supervisor review to approve/deny
  - a. Approve - becomes pending in CRS approval
  - b. Deny - supervisor must enter comments for rejection, and goes back to the reporter for corrections. Sends the transcriber email notification.
  - c. **IMPORTANT NOTE:** If you get a CTF request rejected, use the Edit or Reject icons next to the entry. See example below - John Doe was rejected by the supervisor. Do not add a new request for rejected requests unless you are receiving an error which cannot be worked around.

CTF
[View Requests](#)
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Transcript Fee Requests / View Requests

**Status**

Filter Out Rejected

Show  entries

			Case Number	Case Name	Amount Billed	Status
			18CF1234	John Doe	\$ 40.00	Returned For Correction
			18CF123456	John Smith	\$ 40.00	Submitted to Circuit Approver
			18CF123	John D. Doe	\$ 40.00	Submitted to IOC Accounting

6. Submitted to CRS Director - waiting for CRS review to approve/deny
  - a. Approve - becomes pending in IOC Accounting
  - b. Deny - CRS must enter comments for rejection, and goes back to the reporter for corrections. Sends transcriber email notification.
  
7. Submitted to IOC Accounting for review and approval  
 Reviewed by IOC accounting, once approved, transfers to the state’s payment system.  
**HELPFUL HINT:** This will likely process once a week for now, so please anticipate it sitting on this status for a week.
  
8. Once it is paid, a warrant number will show on the warrant line with a status of “Issued”.

**IMPORTANT NOTE:** We would appreciate your patience as we are working through any issues that come up with the new system as we are bringing new circuits on board each week. Feel free to contact CRS immediately if you are having errors which interrupting your work. However, if your issue is that your payment request is not moving as fast as you think it should, please wait at least 14 days from the time it is submitted to CRS/IOC prior to contacting us.

**HELPFUL HINTS FOR CREATING/SHARING PDF DOCUMENTATION:**

- A single directory for PDF court orders on a county network, ShareFile, Google Docs, or DropBox could be shared by reporters. You can request that CRS add a “court order” folder to your ShareFile circuit account to share court orders if you choose to store the orders there.
- Many computer systems now have a “print to PDF” function built in. This can be done with email confirmations from the clerk in order to attach for documentation.
- Most smart phones have a “scan” function if your employees do not have access to scanners to create PDFs for attachments. CamScanner and the DropBox app have scanning functions. With the DropBox app, you can share the information between your phone and computer. If anyone has more information about scanning apps they have used, please feel free to share it with CRS.

**PASSWORDS**

At this time, your password will expire once a month. When the system notifies you that your password has expired, click on “Reset Password” on the log-in screen, enter your email, and the select the correct security icon. You will receive a reset email with a link.

- Passwords must have at least one upper case, one lower case, one number, and one special character (!, ?, \$, @, etc.).
- If you get a “Password Reuse Violation” you have attempted to use a password you have already used in the system.
- The link in the email can only be used once, or you will get a “Token already used” error. If you get this, delete all previous emails to reset your password, and then try again.
- Court reporting services does not have access to your passwords, nor can we reset them for you. You must do it through the website.

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