Why do I have to register an account? To protect your personal information, Knox County requires users to create one. When an account is created, multi-factor authentication (MFA) is enabled. MFA is used to authenticate if the identity of a user is genuine. Knox County is constantly looking for ways to strengthen its security posture. With MFA, your information is safer because a cybercriminal would need to steal both your password and your secondary authentication method, like your mobile device.

Is it normal to have to enter two confirmation codes? Yes. You receive the first confirmation code when you *enroll* for an account to confirm your email. Once your account is created, you will receive the second code when *logging into* the account/portal.

What if I don't have an email address? Then you will need to create one. To sign into the Jury Portal, you must have an email account.

Can I use my email address for my username? No.

I'm having issues creating a username. What can I do? Make sure you're not trying to use your email address as your username. Also, when creating a username, you must use a minimum of 4 characters and a maximum of 20. You can use numbers, letters, a dash (-), an underscore (_), and a period to create your username.

Why can't I create a password? Ensure that your password is no less than eight characters. Your password must also include one capital letter, one lowercase letter, a number between 0-9, and a symbol.

I registered for an account, but I didn't receive an email. Check your spam folder. It's possible that your email service felt the confirmation email was junk or unsolicited and sent it there.