

### **1. What is on the E-Commerce portal for the 4<sup>th</sup> Circuit Court of Knox County?**

Filings with the Knox County Fourth Circuit Court Clerk's Office that have been accepted since November 1, 2017 and redacted can be accessed here – with the exception of records that have been marked as sealed, any records involving an adoption, or documents that have not yet been approved through our redaction process. Because this site is available to the general public, all the court documents available here are redacted in accordance with T.C.A. 47-18-2101.

### **2. How much does each page cost?**

Each document can be purchased for 50 cents per page. There is a separate 2.5% transaction fee charged by the contractor that provides credit card processing when purchasing a document. There is also a minimum purchase amount of \$1 set by the contractor.

### **3. What is the difference between the pay-per-item model and the “subscription” model?**

When creating an account, the user will be asked to choose between a “pay-per-item” account or a “subscription” (Pre-Pay) account.

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.

#### **4. What are the benefits of having an account?**

With an E-Commerce account, the user can view court filings anytime, day or night, seven days a week. Users can call up cases in their office, at home, and on nearly any mobile device with an up-to-date browser. Users can print their downloaded documents at their convenience without having to drive to the Fourth Circuit Court's office in the City County Building.

#### **5. How do I access to Fourth Circuit Court's E-Commerce page?**

Visit <https://knoxcounty.org/criminalcourt/>. On the next page, select the Fourth Circuit Court button on the right side of the page. This will bring you to the homepage of the Fourth Circuit Court Clerk's Office. There will be a link on this page to the E-Commerce portal.

#### **8. What happens if I run out of tokens?**

If a user consumes all of his or her tokens, then additional tokens can be purchased. Additional tokens will be 50 cents per token and will be sold in increments of 100. There will be an additional 2.5% transaction fee for this purchase.

#### **9. Can I access the records on any device?**

Subscribers can view and download case documents on nearly any device with an up-to-date browser, including phones and tablets, at any time.

#### **11. Where can obtain technical support if I have difficulties signing into the system or retrieving documents?**

You can get assistance at [https://knoxcounty.org/email/email\\_new.php?email\\_name=criminal.onbase](https://knoxcounty.org/email/email_new.php?email_name=criminal.onbase)

#### **12. Why are the records redacted?**

For publicly available court records, which are most filings except for sealed records or records related to an adoption proceeding, Tennessee law requires social security numbers, bank account and credit card numbers and other types of identifying information to be redacted. A complete list is available at T.C.A. 47-18-2101 et seq.