



Department of
**Safety &
Homeland Security**

e-Services Court Portal User Manual

Version 1.0.1

Updated: June 6, 2022

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About the e-Services Court Portal

Courts can view & print any driver's Tennessee license status and reinstatement requirements through the Tennessee Department of Safety's e-Services Court Portal.

New and existing logons are administered through Tiffanie Morgan at the Department of Safety's Financial Responsibility Division. To set up an account please contact Tiffanie.Morgan@tn.gov

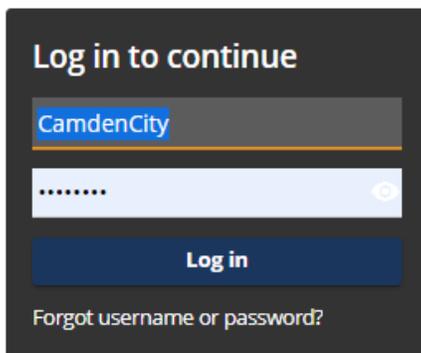
Log into the e-Services Court Portal

1. Go to e-Services: [https://dl.safety.tn.gov/ /](https://dl.safety.tn.gov/)
2. Navigate to the *Courts* menu listing towards the bottom of the e-Services home page.

Note: You can also type 'Court' in the search bar to bring you to the menu listing.



3. Click on the **Court Portal** hyperlink to take you to the logon screen.
4. First time users will log in with the credentials provided by TN Dept. of Safety.



5. First time users will be required to choose a two-step verification method (this can be changed at any time after login).

< Home

Protect your e-Services profile with two-step verification

Two-step verification is used to better protect your e-Services profile. Once we have it setup you'll be asked to provide a unique security code to verify your identity each time you log in.

<p> Authentication App</p> <p>Use an authentication app, such as Google Authenticator, to get security codes.</p> <p style="color: blue; text-decoration: underline;">Set Up</p>	<p> Text Message</p> <p>Receive security codes by text message.</p> <p style="color: blue; text-decoration: underline;">Add Phone</p> <p><small>Message and data rates may apply. To stop receiving SMS messages, remove your number above.</small></p>	<p> Email</p> <p>Receive security codes by email.</p> <p style="color: blue; text-decoration: underline;">Add Email</p>
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Cancel
Confirm

6. Enter the security code sent to your chosen two-step verification method and click **Confirm**.
7. Complete the first-time logon set up process by selecting a *Secret Question* and providing an *Answer* then click **Save**.

< Two-Step Verification Setup

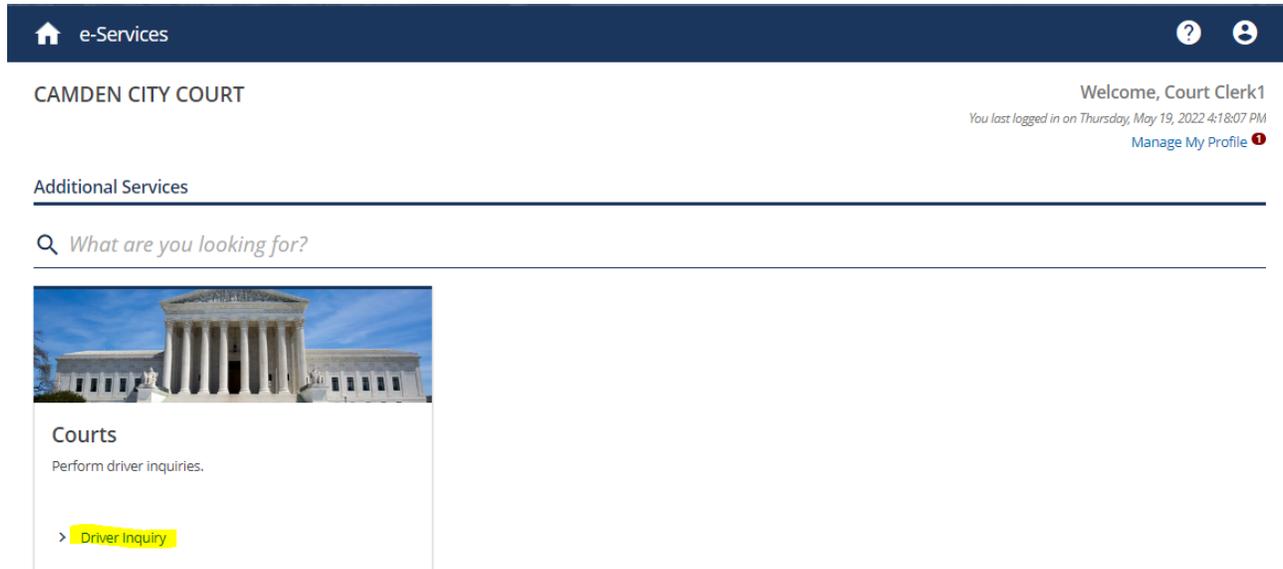
Web Profile

<p> Profile information required</p> <p>Username CamdenCityClerk1</p> <p>Name Court Clerk1</p> <p>Email nicole.white@tn.gov</p> <p style="background-color: yellow;">Secret Question *</p> <p style="color: gray;">Required</p> <p style="background-color: yellow;">Answer</p> <p style="background-color: yellow;">Confirm Answer</p>	<p> Primary Phone Number</p> <p>Country USA</p> <p>Type</p>	<p> Secondary Phone Number</p> <p>Country USA</p> <p>Type</p>
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Perform a Driver Inquiry

Once logged on as an authorized e-Services Court Portal User, you can perform a Driver Inquiry.

1. Click on the **Driver Inquiry** hyperlink in the *Courts – perform driver inquiries* service menu.



The screenshot shows the e-Services portal interface. At the top, there is a dark blue navigation bar with a home icon, the text 'e-Services', and user icons. Below this, the page is titled 'CAMDEN CITY COURT'. On the right side, it says 'Welcome, Court Clerk1' and 'You last logged in on Thursday, May 19, 2022 4:18:07 PM' with a 'Manage My Profile' link. A section titled 'Additional Services' contains a search bar with the placeholder text 'What are you looking for?'. Below the search bar, there is a card for 'Courts' with the subtext 'Perform driver inquiries.' and a yellow highlight on the '> Driver Inquiry' link.

2. Enter the driver's correct *TN License/ID Number, Last Name* and *Date of Birth* as required. Then click to certify you have permission to perform the Driver Inquiry search and click **Retrieve Driver**.

Note: A search cannot be performed without all required correct information and certify box being checked. Should the user enter incorrect driver information repeatedly, the user will be locked out of performing driver Inquiry searches for a period of 10 minutes.

Driver Inquiry

TN License/ID Number * Last Name * Date of Birth *

Required *Required* *Required*

I certify and affirm that the last name, date of birth, driver license/ID number, and Social Security Number digits are my own, or that I am representing this person or acting on their behalf with their permission. I understand that it is a criminal offense to knowingly submit false information to the Department of Safety and Homeland Security, punishable by fines, incarceration and/or loss of driving privileges as allowed under TN Code 555-50-602.

Retrieve Driver

- Following a successful search, the driver's license status, reinstatement requirements and any fees due are displayed.

Note: Reinstatement requirements can be printed by clicking the **Print Reinstatement Requirements** button.

Driver Information

TN License/ID Number: 149285181 Customer Name: TEST DRIVER

License Status

Credential	Status	Issue	Expiration
Class D License	Eligible for Reissue		

This driver's driving privileges are currently revoked, suspended or cancelled. The information below lists what they must do, as of 5/20/2022 in order to reinstate their driving privileges.

Reinstatement Requirements and Instructions

Submit a court order for this driver to reinstate their driving privileges in regard to the Motor Vehicle Habitual Offender conviction on 5/20/2022 in COUNTY.

Print Reinstatement Requirements

Back

- Click the **Back** button to return to the *Driver Inquiry* screen. To perform a new driver inquiry, click the **Clear Driver Information** button to clear the driver's information from previous search.

e-Services

< CAMDEN CITY COURT

Driver Inquiry

TN License/ID Number: 149285181
 Last Name: DRIVER
 Date of Birth: 26-May-2004

[Clear Driver Information](#)

I certify and affirm that the last name, date of birth, driver license/ID number, and Social Security Number digits are my own, or that I am representing this person or acting on their behalf with their permission. I understand that it is a criminal offense to knowingly submit false information to the Department of Safety and Homeland Security, punishable by fines, incarceration and/or loss of driving privileges as allowed under TN Code §55-50-602.

[Retrieve Driver](#)

e-Services

TN-DS Quality Assurance

< CAMDEN CITY COURT

Driver Information

TN License/ID Number: 149285181
 Customer Name: TEST DRIVER

License Status

Credential	Status	Issue	Expiration
Class D License	Eligible for Reissue		

This driver's driving privileges are currently revoked, suspended or cancelled. The information below lists what they must do, as of 5/20/2022 in order to reinstate their driving privileges.

Reinstatement Requirements and Instructions

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[Print Reinstatement Requirements](#)

[Back](#)

View or Cancel User Logons

Users with *Full Access* can View or Cancel other e-Services Court Portal users logons for their court.

Note: New user logons can only be created by the TN Department of Safety. Please contact Tiffanie Morgan.

1. From the **Access Management** section, select **View Access** to display the list of other user logons registered for the court.

CAMDEN CITY COURT

Additional Services

Q What are you looking for?



Courts

Perform driver inquiries.

> [Driver Inquiry](#)



Access Management

Manage access of accounts I have access to.

> [View Access](#)

2. Click on the hyperlink displaying the username to view more details for the user and manage their access.

< CAMDEN CITY COURT

Customer Access

CAMDEN CITY COURT
1492934400

Logons

Logons with Access to Customer

CamdenCityClerk1

Court Clerk1

nicole.white@tn.gov

Administrator

3. User's access information is displayed. To cancel a user's access, click on the hyperlink which displays the user's access type.

Third Party Logon

Administrator

CamdenCityClerk1
Court Clerk1
nicole.white@tn.gov

Access Activity

Access Settings for CamdenCityClerk1

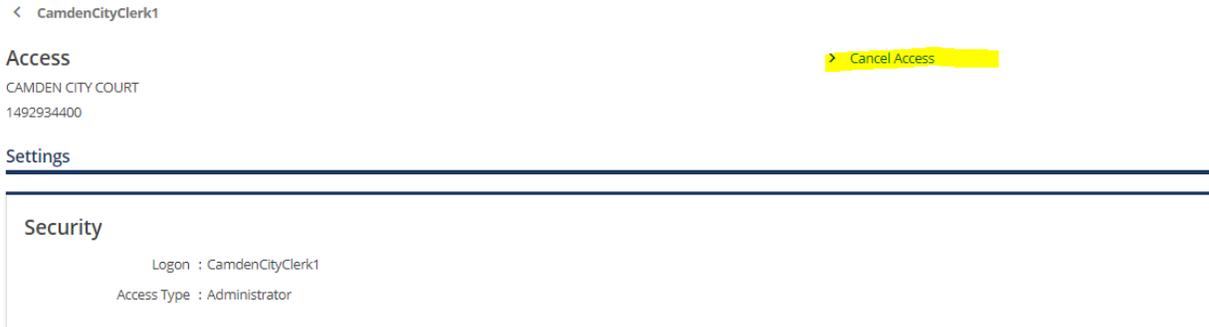
Filter

CAMDEN CITY COURT - 1492934400

General Access

Administrator

4. The User's security settings are displayed. Click on the **Cancel Access** hyperlink then click **OK** and **OK** again to confirm.



Update User Profile Information

1. Log in to the e-Services Court Portal and then click on the icon on the top right of the screen to access the *Manage My Profile* screen. Select **My Profile** from the drop down.



2. From the *Manage My Profile* screen, select the relevant hyperlink to change your profile or security settings.

