

Kansas District Court Public Access Portal User Troubleshooting Guide

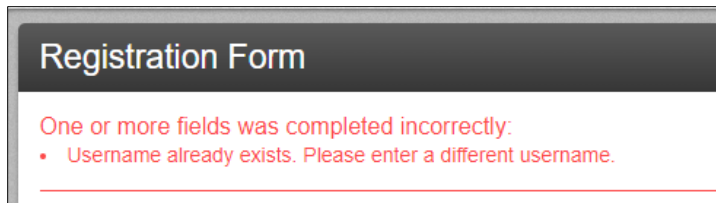
Link to [Kansas District Court Public Access Portal \(kscourts.org\)](https://kscourts.org)

Did not get verification email

1. Check your spam or junk folder.
2. Reregister. If you still do not get an email, try selecting forgot password (image in section below).
3. If you still do not get email verification, contact expandedaccess@kscourts.org

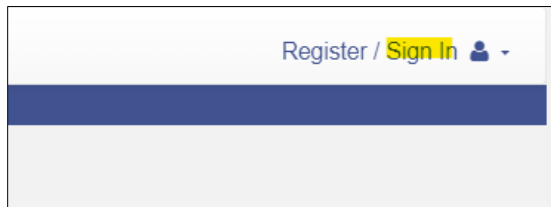
Username already exists when you register

If the username email address you want to use is already registered, you will get a prompt to enter a different username email address. Either register with a new email address or reset your password using your existing email address.

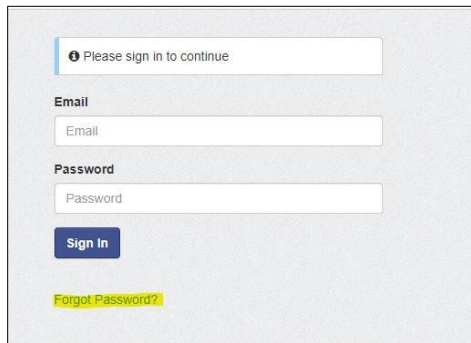


Reset password

If you need to reset your password, select **Sign In** in top right corner.




Enter your email address and select **Forgot Password**.



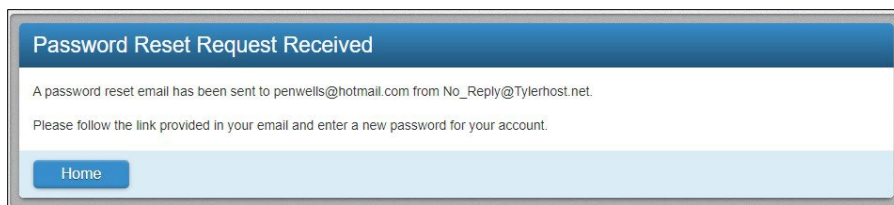
A sign-in form with a header that says "Please sign in to continue". Below this are two input fields: "Email" and "Password". A blue "Sign in" button is positioned below the password field. At the bottom of the form, there is a yellow link that says "Forgot Password?".

When you submit your password reset request, you will be prompted to enter letters and numbers displayed on the screen. Enter your Username (your email address) and the characters displayed on the screen.



A "Reset Password Request" form. It has a blue header. Below the header is a "Username" input field. Underneath is a CAPTCHA image showing the characters "PVSXHP" in green over a grid. Below the CAPTCHA is another input field. At the bottom left, there is a blue "Next" button.

You will be asked to answer a security question. Then, you will get a prompt telling you a password reset email has been sent to you.



A confirmation screen titled "Password Reset Request Received" with a blue header. The main content area contains the text: "A password reset email has been sent to penwells@hotmail.com from No_Reply@Tylerhost.net. Please follow the link provided in your email and enter a new password for your account." At the bottom left, there is a blue "Home" button.

You will receive an email with a link to reset your password. If you do not get the email in your inbox, **remember to check your junk or spam folder**.

Once you reset your password, you will be directed to the sign-in screen. Sign in to verify your account is working.

Documents open as .tif files and user unable to view all pages

Windows Photo Viewer is the preferred .tif viewer. Change browser defaults to open .tif files with the Windows Photo Viewer program. (User or personal IT help if needed.)

