

Municipal Justice Accessibility Tools *powered by Incode® Court*



ACCEPT PAYMENTS
VIA PHONE OR TEXT



OFFER E-FILING OPTIONS



HOLD VIRTUAL
COURT HEARINGS

REMOVE BARRIERS AND INCREASE ACCESS TO JUSTICE

While it is standard practice for many people to conduct court business at the courthouse, that may not be a possibility for others depending on their situations. For some people, the issue could be an inability to pay. For some, it may be illiteracy that keeps them from being able to read and sign documents in-person. For others, it could be the distance to the court combined with unreliable means of transportation. The list goes on and on regarding the situations that could prevent access to justice.

Tyler's Municipal Justice solution's accessibility tools are in place to help remove those barriers and make access to justice more convenient for nearly every citizen. These tools enable your court to:

- Receive payments by text or phone call
- Allow payments to be made at an off-site kiosk
- Offer e-filing options to defendants
- Resolve traffic ticket disputes online
- Conduct remote hearings using Virtual Court

ACCEPT PAYMENTS, HOLD HEARINGS, AND MORE, OUTSIDE THE COURTHOUSE

Accessibility tools make it easier for defendants to make cash-only payments in different locations throughout the community, which reduces, and sometimes eliminates, the number of in-person visits to resolve a case, and more, at the courthouse.

Municipal courts can partner with local businesses to add kiosks and payment centers to strategic areas of the city. Using payment collection software that automatically updates the court's case management system (CMS), defendants can easily access the justice system without further delaying the court's docket. In some cases, the defendant may even be able to e-file the appropriate documentation directly into the court's CMS using a citizen-facing portal.

Virtual Court allows defendants to attend a hearing online using an internet-connected device with a camera to virtually interact with the judge through a secure video stream. The virtual court option provides flexibility for defendants who can't make it to the courthouse for any number of reasons (i.e. lack of childcare, the inability to miss work, they do not live in the same city as the court) so they can take care of citations in a timely manner.