



# Enterprise Justice Defendant Access

Defendant Access empowers citizens to take ownership of their court experience by providing easy access to case information and the tools to resolve these cases quickly and efficiently. From the moment a case lands on your docket until the final payment is received, these tools work together to help courts increase compliance while simultaneously freeing up clerks to handle more complex tasks.

Courts can leverage Defendant Access at no cost. Transactional costs will apply for defendants. Please contact your Tyler sales representative or email [info@tylertech.com](mailto:info@tylertech.com) to learn more.

## DEFENDANT ACCESS OFFERS

<p><b>ONLINE CASE RESOLUTION</b></p> <ul style="list-style-type: none"> <li>• Accept full and partial payments</li> <li>• Support automated payment plan options</li> <li>• Allow defendants to request court dates online</li> <li>• Allow defendants to search cases in real time and select options like driving safety/traffic school requests, extensions, and deferrals to resolve cases online</li> <li>• Upload/accept documentation</li> <li>• Update cases in Enterprise Case Manager in real time</li> </ul>	<p>FREE TO COURT</p>
<p><b>INTERACTIVE VOICE REPOSE</b></p> <ul style="list-style-type: none"> <li>• Leverage Interactive Voice Response (IVR) to answer defendant questions</li> <li>• Offer simple pay-by-phone options via IVR</li> </ul>	
<p><b>TEXT NOTIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Send automated text notifications and reminders, proven to increase compliance</li> <li>• Accept payments by text via embedded links</li> <li>• Record a history of case notifications</li> </ul>	

## KEY BENEFITS

- **Expand Access to Justice**  
Empower defendants to conveniently resolve cases online 24/7/365.
- **Increase Compliance**  
Offer flexible payment options and automated SMS text reminders.
- **Connect & Streamline Workflows**  
Fully integrated with Enterprise Case Manager to reduce redundancies, providing updates in real time.

*Note: Defendant Access requires same options given at counter to be enabled for citizens online. Text notifications requires standard notifications to be enabled by defendant.*