**SOUTH CAROLINA**
**JUDICIAL BRANCH**

# CMS Error Reporting Portal
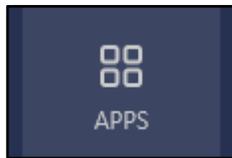
1. Log into **Citrix.**



Figure 1 – Apps Button

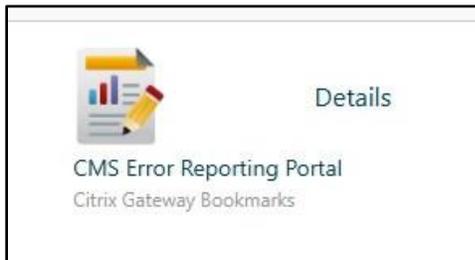2. Click **Apps** button.



Figure 2 – CMS Error Reporting Portal Icon

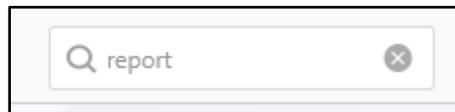3. The **CMS Error Reporting Portal** icon appears.



Figure 3 –Search Box

4. If the icon does not appear, type "report" in the search box, and the icon will display.



Figure 4 – CMS Error Reporting Portal Icon

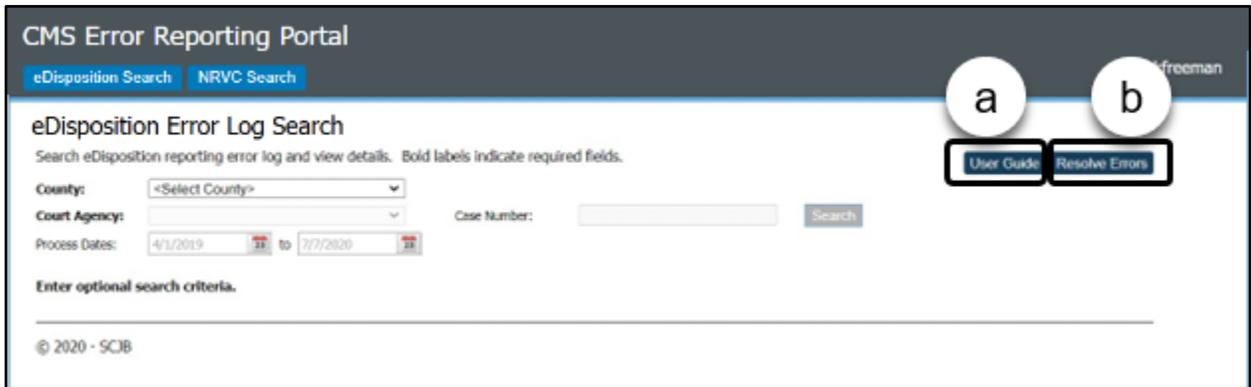5. Click once on the **CMS Error Reporting Portal** icon.

Figure 5a – Full View of **Error Log Search** screen including **User Guide** and **Resolve Error**s buttons
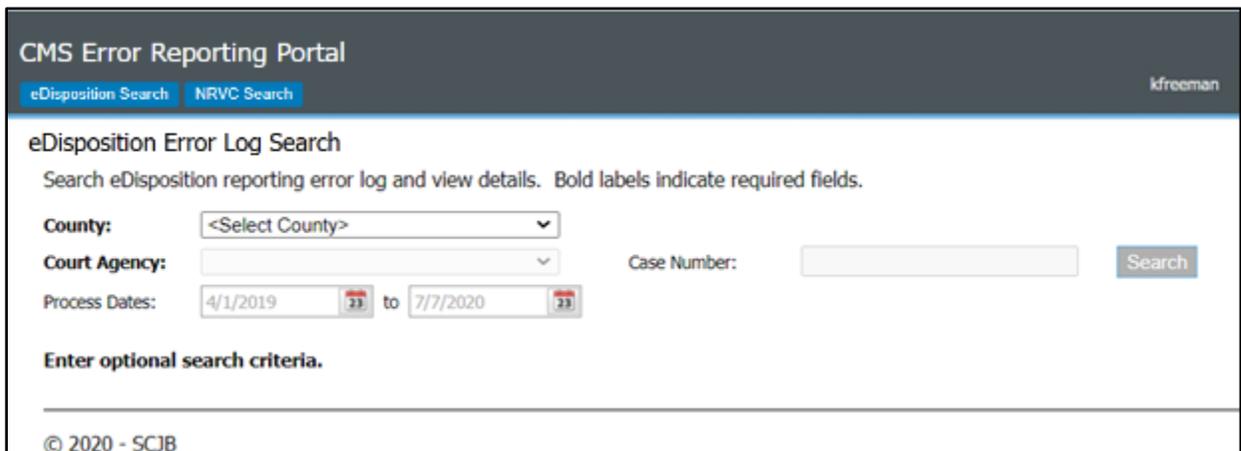


Figure 5b – **eDisposition Error Log Search** screen before County selected

6. The **CMS Error Reporting Portal, eDisposition Error Log Search** screen appears. All fields with **bold** type labels are <u>required</u> fields. These fields are not enabled until the user selects a **County** from the drop-down list. The **User Guide** and **Resolve Errors** buttons in the upper right-hand corner of the screen provide documentation to assist the user.

   a. **User Guide** displays this manual.

   b. **Resolve Errors** displays a document that contains information about what to do to resolve a specific eDisposition error and who to contact with questions related to resolving that error.

Figure 6 – **eDisposition Error Log Search** screen for county user

7. The **County** field populates automatically with the county name for county users. All fields are enabled.



Figure 7 – **eDisposition Error Log Search** screen depicting single case number search

8. Select a **Court Agency** from the drop-down.

9. If you know the **Case Number**, enter it and clear the **Process Dates** fields by highlighting each date and clicking the **Delete** button on the keyboard. (Note: the **Case Number** search is an exact match – the entire case number must be entered.)

Figure 8 – **eDisposition Error Log Search** screen showing results of single case number search

10. Click the **Search** button. Information for the specific case appears in the grid. Notice two additional buttons appear on the top right of the grid: **Ignore** and **Resubmit**.

    a. **Ignore**: allows users to remove cases that meet the established criteria may be ignored, following verification that the criteria have been satisfied.

    b. **Resubmit**: allows a user to resubmit a UTT citation for any type of error (to include "Ticket not found") to the SCDMV.
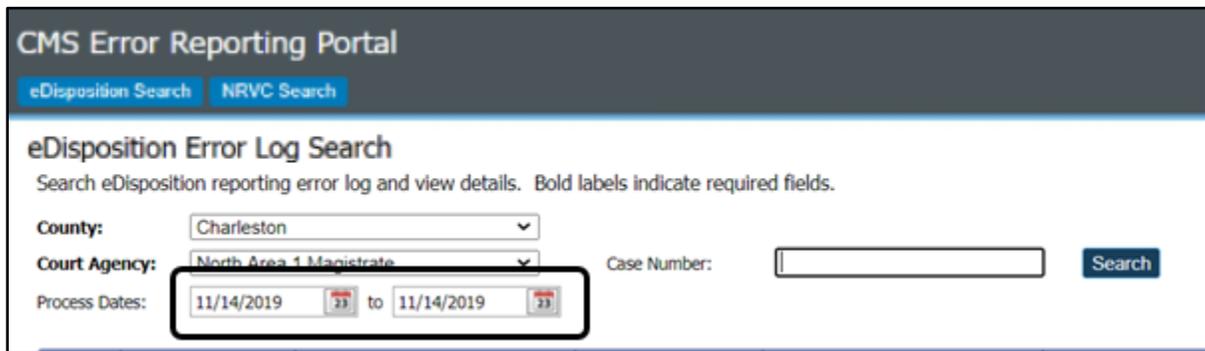


Figure 9 – Search for case number(s) using specific date

11. You can search for an unknown case number using a specific date or date range.

12. For example, if you have a specific date, enter that date in both **Process Dates** fields, as shown in **Figure 9**.

Figure 10 – Search for case number(s) using a date range

13. Or, if you have a <u>date range</u>, enter different beginning and ending dates in the **Process Dates** fields, as shown in **Figure 10**.

**Ignore Button**
**"This ticket has already been processed. To amend or modify a court order is required"** and "**Ticket Not Found"** errors can be **ignored** if the case meets the established criteria. Reference the *CMS eDisposition Reporting Portal Correcting Errors document.*



Figure 11 – Grid view for a single Ignore

**Steps to ignore a case:**

1. Highlight the case to be ignored.
2. Mark the box in the "Select" column.
3. Click [Ignore] button.
4. A confirmation message appears. Click Ok.
5. The case disappears from the grid.

**Note:** Multiple cases on the current page can be marked also prior to clicking the **Ignore** button.

**Resubmit Button**

The "resubmit" option applies to <u>any</u> UTT citation error received (even "Ticket not found" errors) after a case has been submitted or transmitted to SCUTTIES.

Unlike the "ignore" option, a case **does not** disappear immediately from the grid when a user clicks the **Resubmit** button. It is resubmitted to the SCDMV the next time the service runs (which is every 30 minutes). The case <u>will</u> <u>not</u> be removed until it has been reported successfully to the SCDMV.



Figure 12 – Grid view for a Resubmit for multiple cases.

**Steps to resubmit a case:**

1. Highlight the case to be resubmitted.
2. Mark the box in the "Select" column.
3. Click Resubmit button.
4. A confirmation message appears. Click Ok.
5. The case will not disappear from the grid until the service is run and the case has been reported successfully to the SCDMV.

**Note:** Multiple cases on the current page can be marked prior to clicking the **Resubmit** button (as shown above).

**Session Timeout**

If the portal has been inactive for 10-minutes and the user clicks the **Search** button, the page refreshes with a **Session Timeout** error page.  Just click the **Return to Search Page** button to return to the **Error Log Search** screen and reenter the search criteria (**Court Agency**, **Case Number**, and **Process Dates**).
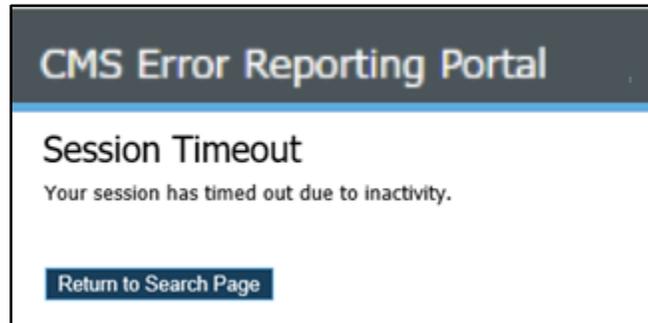


Figure 11 – Session Timeout

**Note on Errors**

Once the error appearing on the screen for a case has been resolved and the case is re-reported successfully, the error will no longer display.

**Important:**

The "CitationRead:  Ticket not found" error indicates the citation is **not** present in **SCUTTIES**. Work with the **SCDMV** to remedy the situation, if needed.