



## WEB REPORTING / PAYING FREQUENTLY ASKED QUESTIONS

### Client Web Access FAQs

- **Refund Policy:** All refunds must be handled through the Probation Department you are registered with.
- **Locked Out:** After five failed attempts a user will be locked out of his/her account. The lock will release automatically clear after 5 minutes.
- **Forgotten User Name/Password:** Allows the user to type in the user name and a reset password link will be sent to the email address that was used to register. For User Names, enter the email address used to register and the user name will be sent to that email.
- **Dashboard Icon options:** This link (Dashboard Menu -> Settings) will allow the user to: Change Email Address, Password.
- **Change User ID:** Each account must use a different email address, even if the username is different.
- **Activation Email:** The confirmation email will have a PIN that must be entered on Case Connect to finish the account setup; if this email is lost or the PIN has expired, the registration process will need to be started over. If you are having trouble receiving any emails, try adding alerts@dnrmail.com to your address book to ensure the email is not blocked or sent to the spam folder.
- **Additional Support:** Please reach out to your Officer.
- **Questions regarding payments/refunds/cancellations/pending payments:** Please contact the Probation Department or your Officer concerning any of these topics.