

Texas Online Public Information – Courts (TOPICs)

Online Citation by Publication

Frequently Asked Questions and Answers

Questions:	Answers:
1. After I save a citation, when will it actually post to the website?	A saved citation will post immediately. If it does not, first make sure that you correctly entered and saved the citation. For additional help, contact us at OCA-Legal@txcourts.gov .
2. Can I edit a saved post?	If you need to correct a posted citation, you will need to repost the citation. However, if you wish to change the <u>end date</u> of a citation that is <u>currently active</u> you may do so without reposting the citation.
3. How does the website calculate the posting period?	The website calculates the period based on the type of case, action, or notice selected and produces a default end date. Once an entry type is selected, the system allows users to extend the end date regardless of the type of case, action, or notice selected. Do note that users CANNOT change a start date to decrease a posting run time. Users can only change end dates.
4. What's the purpose of the "Other – Citation by Publication or Notice" category?	The "Other – Citation by Publication or Notice" feature allows a clerk to designate the timeframe for a posting if that posting relates to an unspecified or unique case type not listed as an

	<p>option on the website or was ordered by a court. Selecting this option allows you to decrease or increase the number of days the posting will be displayed (e.g., any notice that requires 10-day postings).</p> <p>Note: if you use the “Other – Citation by Publication or Notice” category, please pay special attention to the end date for the posting. <u>At present the default end date is one day.</u></p>
<p>5. How do I log in to OCA’s citation by publication website?</p>	<p>If you are an authorized user, submit your email address on the login page and you will receive a link granting you access to the website. If you are <u>not</u> an authorized user, then you will <u>not</u> receive an email granting you access to the website.</p> <p>NOTE: <u>each time</u> you wish to log in to the website you will enter your email address to receive the access link. The website will automatically log you out after 15 minutes of inactivity and you will have to log in again.</p>
<p>6. I entered my email address but did not receive an email that allows me to log in.</p>	<p>Though anyone can review the information posted on OCA’s citation by publication website, only authorized users can log in to and add information to the website.</p> <p>You cannot log in unless your name and email address have been added to</p>

	the system to grant you authorized user status.
7. I am <u>clerk</u> staff and I need authorized user status.	The elected clerk is the manager of the account and is the only person who can add users and determine their level of access. The elected clerk can assign management duties to the deputy clerk or other designee.
8. I am <u>court</u> staff and I need authorized user status.	Please contact and coordinate with your respective district or county clerk’s office or contact OCA for authorized user access.
9. <u>I am an attorney, or I am a member of the general public,</u> and I want to gain access as a user to post a citation or notice to the website.	<u>Neither attorneys nor the general public can be added as an authorized user,</u> and a clerk or other authorized user must post your citation or notice to the website. Therefore, filers and attorneys must coordinate with the clerk in order to have their citations or notices posted to the website. Attorneys and filers must file an application or request with the clerk.
10. I’m an authorized user, but I can’t log in to the website.	First, make sure you log in with the same email address that was used to register you as an authorized user. Second, if you receive a link but when clicked the website shows it is expired, it’s possible that your IT department has a security protocol preventing the link from working. To get around this, try to copy and paste the sign-in link into your browser. If that does not

work, check with your IT department to see if a work-around is available.

Lastly, if you don't know what your authorized user address is or you are having difficulties logging in, please contact us at OCA-Legal@txcourts.gov.