



Superior Court Operations
Protection Order Registry Unit
225 Spring Street, 3rd Floor
Wethersfield, CT 06109
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Justice.support@jud.ct.gov

PROTECTION ORDER REGISTRY'S SERVICE TRACKING SYSTEM (STS)

The Judicial Branch's Protection Order Registry Service Tracking System – is a new web based application. The new STS web application will allow users to record service information through multiple devices (smartphones, tablets, PC's and laptops) from any location. The web application will be in HTML format and will be usable in standard internet browsers, for example Google Chrome, Windows Internet Explorer, Safari and Firefox.

The application will be supportive of future enhancements, such as recording service information for orders served out of state and possible automated payments for state marshal invoices.

Creating STS/IVR Account

Each user will be required to provide a valid email address and then will be assigned a userid and password to access their new STS account. The userid is generally defined as the first initial of your first name and your last name in lower-case letters (ex: Toby PadeGenesis - tpadegenis). A temporary password of "serveorder" is initially assigned but must be changed to a unique alpha-numeric password before access is completed. The password is case sensitive and must be 8 characters in length. To access the STS and to change your password, go to the following internet address: <https://porsts.jud.ct.gov>

You will be asked to enter your user name and temporary password. Once entered the STS will prompt you to enter a new password, to confirm your new password, and you will also be required to answer a standard secret question for security purposes.

Home Page

Once you have successfully changed your password you will be forwarded to the STS log in page. Here you will be asked for your userid and new password. Once you have entered your userid and new password you will be directed to the STS home page.

We have provided additional links on the STS home page as described below for your use:

1. State Marshal Commission Homepage – direct link to the State Marshal Commission’s homepage.
2. PORSTS Policy – The Protection Order Registry Service Tracking System Policy. (in progress)
3. PORSTS Procedures – The Protection Order Registry Service Tracking System Procedures. (POR Service Tracking System Instructions_Revised 6.2015)
4. Court Information – A listing of court locations including contact information for the courts and victim advocates.
5. CO-17 Form – A link to a fillable CO-17 Form.

Recording Service Information

To enter and transmit service information to the Protection Order Registry and corresponding law enforcement agencies, follow the procedures below.

1. Enter the family court docket number.
 - a. Location: The location will default to the state marshals’ currently assigned court location. To change the court location, click on the drop down arrow link and select the court location from the list provided.
 - b. Case Type: The case type will default to “FA”. To change the case type, click on the drop down arrow link and select the case type from the list provided.
 - c. Year: The year will default to the current year. To change the year, click on the drop down arrow link and select the year from the list provided.
 - d. Number: Enter the body of the docket number.
 - e. Suffix: The suffix will default to “S”. To change the suffix, click on the drop down arrow link and select the suffix from the list provided.
 - f. Click the green “Submit” link.



[State Marshal
Commission
Homepage](#)

[PORSTS Policy](#)

[PORSTS Procedures](#)

[Court Information](#)

[CO-17 Form](#)

Enter the family court docket number:

Location	Case Type	Year	Number	Suffix	
HHD-Hartford ▼	FA ▼	14 ▼	0000000	S ▼	<input type="button" value="Submit"/>

Protective Order Registry Unit

Contact : 1-877-312-7289 / justice.support@jud.ct.gov

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Once you have entered a valid docket number the STS Activity screen will appear. Here you will have several activity options to select from. The activity you select will determine which fields will be available for entry.

2. Choose an Activity from the drop down menu.
 - a. Service – Allows a user to record service information.
 1. Enter Service Method (By Hand or Abode)
 2. Enter the Date and Time of Service (Defaults to current date and time)
 - b. Receipt – Allows a user to record receipt of the order.
 1. Enter the Date and Time of Receipt (Defaults to current date and time)
 - c. Attempt – Allows a user to record attempted service.
 1. Select a Reason for attempt service from the drop down menu
 2. Enter the Date and Time of Attempted Service (Defaults to current date and time)
 - d. Transfer – Allows a user to record the transfer of an order to another state marshal.
 1. Choose a Marshal from the drop down menu
 2. Enter the Date and Time of Transfer (Defaults to the current date and time)
 3. Enter any comments regarding transfer in the open text Comment field
 - e. Other – Allows a user to record other service information.
 1. Enter the Date and Time of Other service information (defaults to the current date and time)
 2. Enter any comments in the open text Comment field

3. Firearms Allegation

a. Allows a user to report an allegation of the possession of firearms or ammunition.

1. Select Yes, No or Unknown (defaults to unknown).
2. Enter the date of the firearms allegation

4. Click Submit

a. Clicking submit will process the service information provided.

Enter the family court docket number:

Location	Case Type	Year	Number	Suffix	
KNL-New Lon <input type="text"/>	FA <input type="text"/>	14 <input type="text"/>	4012199 <input type="text"/>	S <input type="text"/>	<input type="button" value="Submit"/>

[Enter Fee for this docket after serving](#)

KNL-FA14-4012199-S - RESPONDENT : RIDDLER, THE

Choose an Activity

Service Method By Hand Abode

Date & Time

Allegedly possesses firearms or ammunition Yes No Unknown

Date of firearms allegation

Once activity information has been submitted the user will receive a system message indicating the success of the recorded activity. At this time the service information has been passed to the Protection Order Registry, and will automatically notify the corresponding law enforcement agencies via facsimile that service was effectuated.

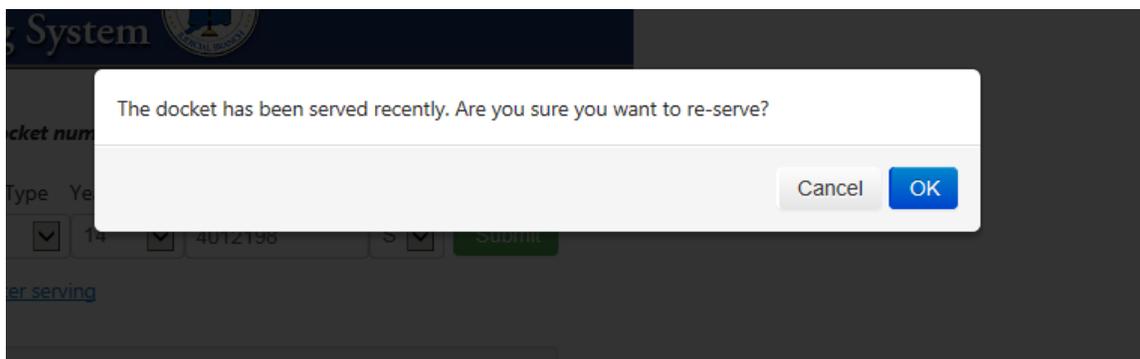
KNL-FA14-4012198-S - RESPONDENT : JOKER, THE has been served!

Enter the family court docket number:

Location	Case Type	Year	Number	Suffix	
HHD-Hartford	FA	14	0000000	S	Submit

Protective Order Registry Unit

A user can update service information at any time even if service information was previously recorded. The user will receive a system message verifying if service information should be re-recorded. Click “OK” to re-record service information or “Cancel” to cancel the activity.



Forgot Password – Password Reset

To reset your password, click on the “Forgot Password” link on the POR STS logon page. Once you click on the link you will be directed to enter your email address. It is important that you enter the email address that you have provided to the Protection Order Registry Administrative Unit for verification and security purposes.

Once the user has entered their email address, click the submit link. The STS will then send the user an email with a new generic password and a link to the STS password maintenance page.

You will be asked to enter your user name and temporary password provided. Once entered the STS will prompt you to enter a new password, to confirm your new password, and you will also be required to answer the standard secret question for security purposes.



State of Connecticut Judicial Branch
POR Service Tracking System

State Marshal Commission Homepage

PORSTS Policy

PORSTS Procedures

Court Information

CO-17 Form

Please sign in

Enter UserId

Enter Password

[Forgot Password ?](#)

Sign in

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Logging Out and Viewing Profile Information

To log out of the STS either click on the “Logout” link in the upper right corner or click on the welcome name link at the top center of the STS (shown below), select “Logout”. To view your profile information select, “Profile” from the welcome name link. Your profile information is the current information we have on file for you. Please contact POR Administration if your information needs to be updated.



State of Connecticut Judicial Branch
POR Service Tracking System

Welcome [Toby Padegenis!](#) ↓ [Logout](#)

Enter the family court docket number:

Location	Case Type	Year	Number	Suffix	
HHD-Hartford ▼	FA ▼	15 ▼	0000000	S ▼	Submit

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Changing your Password

To update your current password click on the welcome name link and select the “profile” link. In the upper left corner you will see a “change password” link. Click on this link and a change password box will appear, enter your current password, new password and confirm your new password. Click “Submit”. You will receive confirmation that your password has been successfully updated.

State of Connecticut Judicial Branch
PROTECTIVE ORDER Service Tracking System 

[Back to POR Tracking](#) [Change Password](#)

Account Information

User name	Toby Padegenis
SMC Number	903
E-Mail address	toby.padegenis@jud.ct.gov 
Phone #	
Street Address	90 Washington Street Hartford CT USA-06106
Default Court Location	HHD-Hartford

Info! To Change any of the information other than password and email address, please call 1-877-312-7289.

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POR Administration Contact Information:

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