Protective Order Registry FAQ

Question	Answer
Where can I find information regarding the Protective Order Registry?	Information can be found on OCA's website at https://www.txcourts.gov/judicial-data/protective-order-registry/.
Where are the statutes regarding the Protective Order Registry?	Statutes regarding the Protective Order Registry can be defined by Tex. Govt. Code §§72.151 -72.158: Sec. 72.151-72.158. More information can be found at https://www.txcourts.gov/judicial-data/protective-order-registry/laws-rules/.
What is the effective date for posting all protective orders on OCA's web site as required by law?	The effective date was originally June 1, 2020, but due to COVID 19, the Supreme Court extended the date to October 15, 2020.
Do clerks need to enter protective orders issued before October 15, 2020?	No.
What types of orders must be entered into the Registry?	All applications, temporary ex parte protective orders, final protective orders, and magistrate's orders for emergency protection must be entered. Under Tex. Govt Code §72.152: Applications for a protective order filed under: • Chapter 82, FC • Article 17.292, CCP, arrests for a FV offense Protective orders issued under: • TFC Chapter 83 (TexPO) • TFC Chapter 85 (PO) • Article 17.292, (MOEP) This has been expanded to include all POs and MOEPs pursuant to the CCP, such as: • sexual assault • stalking • trafficking • indecent assault • bias/prejudice
Who enters the protective orders?	The elected or head/lead clerk is the manager of the account and is the only person who can add users and determine their level of access, including order entry. The elected clerk can assign management duties to the deputy clerk or other designees.

How do clerks enter orders into the Protective Order Registry?	Visit https://www.txcourts.gov/judicial-data/protective-order-registry/authorized-user-information-instructions/instructions/ to find written instructions and a video tutorial.
I am having trouble using the registry in my browser. What is the problem?	You must use Chrome as your browser to access complete functionality of the system.
How do I log into POD?	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 not an authorized user, contact OCA at OCA-LegalSupport@txcourts.gov. NOTE: Each time 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.
I entered my email address but did not receive an email that allows me to log in.	Only authorized users can log in to and add information to the website. You cannot log in unless your name and email address have been added to the system to grant you authorized user status. If you know that you have been added to the system, but still not receiving an email, contact your IT department and let them know they need to unblock the No Reply emails coming from OCA.
I am an authorized user, but I cannot log in to the website.	Make sure you log in with the same email address that was used to register you as an authorized user. If you receive a link but when clicked the website shows it is expired, it is 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. If you don't know what your authorized user address is or if you are having difficulties logging in, contact us at: OCA-LegalSupport@txcourts.gov.
When is a clerk required to post a protective order to the website?	Within 24 hours of its issuance.

Most clerks work Monday-Friday 8:00 a.m. – 5:00 p.m. Does the judge need to enter an order over the weekend, or can it wait for the clerk to enter it during business hours?	We suggest that if the 24-hour deadline will pass before the judge can get the documents to a clerk for entry, then the judge can choose to enter the information. The clerk will need to add the judge to the registry and manage their rights.
Is every protective order required to be published to the website?	Yes.
Do clerks have to publish images along with the Protective Order information?	Yes. Note: The public will not have access to any images in the registry.
After I save an order, when will it post to the website?	A saved order will post immediately. If it does not, first make sure that you correctly entered and saved the order. For help, contact us at OCA-LegalSupport@txcourts.gov.
Can I edit a saved post?	Yes.
Are there fees associated with posting on the Protective Order Registry?	No.
If our JP Magistrate orders a MOEP on behalf of another court's charge, what do we need to do to get access to other JP Courts in our county?	You may enter a MOEP for any court in your county. The magistration is tied to the county, not a specific court, so changes will not need to be made to anyone's access rights. However, your clerk's office alone may enter a non-MOEP for your court.
Do clerks have a duty to provide the form for survivors to opt in for public information?	No, although a clerk may provide the form if asked. The form will be part of the Protective Order Kit (currently pending approval by the Supreme Court) and may also be provided by the prosecutor, private attorney, or other person assisting the applicant.
Is a protective order ever deleted from system?	No. If the order expires or is vacated, that will be noted in the system.
Is the clerk responsible for making public a petitioner's protective order if the petitioner opts in?	No. If petitioner decides they want the protective order to be public, the clerk will designate this in the registry and upload the signed document, which will send an electronic request to OCA who will then review the document and set the order for public view.

Who will be able to see the information in the Registry? What will they be able to see?	There are three user levels: **Authorized Users** (court clerks and designees) • all records **Restricted Users** (authorized users, designees of the attorney general, district attorneys, criminal district attorneys, county attorneys, municipal attorneys, and peace officers) • images of applications and orders • information entered by authorized user **Public (only if victim opts in)** • no images of applications or orders • permanent order by county • respondent's name • respondent's year of birth • issuing court • cause number • race or ethnicity • date order issued • date order served • date order vacated • date order expired
Will the Protective Order Registry replace the use of TCIC?	No.
What is the Protective Order Kit, and where is it available?	The Protective Order Kit, approved by the Texas Supreme Court, is a collection of information, resources, and forms for victims and can be downloaded at https://texaslawhelp.org/form/protective-order-kit.
I would like to request training on the protective order registry, who should I contact?	If you would like to request training, please contact our Domestic Violence Training Attorney, Kimberly Piechowiak at Kimberly.piechowiak@txcourts.gov.
I have a suggestion relating to the development and implementation of the Protective Order Registry. Who do I contact?	Contact: Nitu Gill, Project Manager: nitu.gill@txcourts.gov.
Additional contact who can provide support regarding the Protective Order Registry:	Marilyn Galloway-Martin, System Liaison: marilyn.galloway-martin@txcourts.gov.