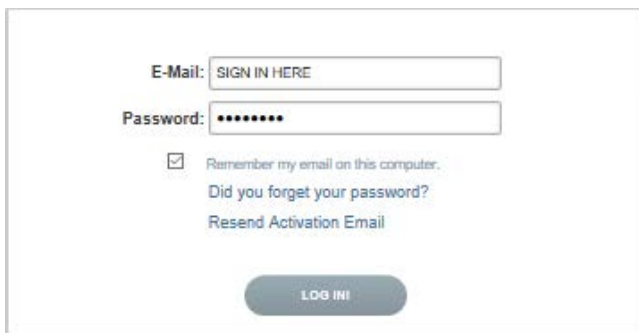


Cómo cambiar de nivel de la cuenta mensual

Con el cambio de nivel de la cuenta mensual, habrá dos operaciones: se devuelve el monto entero de la cuenta original y se cobra a la tarjeta de crédito guardado el monto entero de la nueva cuenta. Además, cuando se elige una opción de comprar menos documentos certificados al mes, el número de documentos que se haya comprado por la cuenta original se restará de la nueva cuenta solamente durante el periodo de facturación actual.

1. Diríjase a: www.azcourtdocs.gov
2. Entre a su cuenta.
Seleccione **LOG IN!** (Iniciar sesión)



The screenshot shows a login form with the following elements:

- E-Mail: SIGN IN HERE
- Password: [Redacted]
- Remember my email on this computer.
- [Did you forget your password?](#)
- [Resend Activation Email](#)
- LOG IN!

3. Seleccione **Account Settings** (Configuración de cuenta) debajo de la dirección de correo electrónico donde se encuentra el menú desplegable.



The screenshot shows a search bar with the following elements:

- Case and Party Search Case and Event Search
- Search
- Advanced Search



4. Seleccione el símbolo de acción al lado de la cuenta que quiere manejar o modificar.

Account Information Shopping cart is Empty | Search | Logout (acctestar1501@yahoo.com)

First Name: AOC Card on File: *****1881 Update
 Last Name: TESTER Card Type: VISA
 Password: ***** [Update](#) Card Status: Active
 Phone Number: 5024523691 [Edit](#) Member Since: 02/22/2018 08:40 AM MST
 Firm Name: Last Logged on: 02/08/2019 02:28 PM MST
 Bar Number: [Site Terms of Use](#)

Total Amount Due Today: \$0.00

Current Subscriptions

Site	Subscription	Authorization Required	Authorization Status	Fee	Payment Status	Subscription Status	Subscription Overridden Until Date	Subscription Type	Last Billing Date	Next Billing Date	Action
Arizona eAccess	- Access to Court Case Documents - With Limit of 20 documents/month	No	Authorized	\$80.00	Paid	Active	N/A	Firm Level Document Based Recurring	Jan 21, 2019	Feb 21, 2019	
Arizona eAccess	- AOC Certified Access to Court Case Documents	No	Authorized	\$0.00	Free	Active	N/A	Certified Subscription	N/A	N/A	

[+ Add New Subscriptions](#) [View Payment History](#) [Manage Firm Level Users](#)

5. Seleccione una nueva cuenta mensual.
Haga clic en **Change Subscription (Cambiar cuenta mensual)**.

Current Subscription Details for Arizona eAccess

Current Subscription : Access to Court Case Documents - With Limit of 20 documents/month

Subscription Type : Every Month

Number of Terms : Until Cancelled

Fee : \$80.00

Last Billing Date : Jan 31, 2019

Next Billing Date : Feb 28, 2019

Payment Status : Paid

Subscription Status : Active

[Cancel Subscription](#)

Other Available Subscriptions for Arizona eAccess

Select	Subscription	New Fee
<input type="radio"/>	Access to Court Case Documents - With Limit of 50 documents/month	\$200.00
<input type="radio"/>	Access to Court Case Documents - With Limit of 100 documents/month	\$360.00
<input type="radio"/>	Access to Court Case Documents - With Limit of 200 documents/month	\$640.00
<input type="radio"/>	Access to Court Case Documents - With Limit of 375 documents/month	\$1,050.00
<input type="radio"/>	Access to Court Case Documents - With Limit of 5000 documents/month	\$10,000.00
<input type="radio"/>	Government Agencies Access to Court Case Documents	\$0.00

[Change Subscription](#)

6. Aparecerá una confirmación de la nueva cuenta mensual.
 Haga clic en *Confirm Change and Pay* (Confirmar cambio y pagar).

Change Subscription Confirmation Logout (csanchez@courts.az.gov)

Review Change Subscription

Current Subscription :	Access to Court Case Documents - With Limit of 20 documents/month	
Current Subscription Fee :		\$80.00
Subscription Fee Refund Amount :		\$80.00
Number of Documents Purchased Within Current Subscription :		0
New Subscription	Access to Court Case Documents - With Limit of 50 documents/month	
New Subscription Fee :		\$200.00
Number of documents available in new subscription* :		50
Balance Amount Due for the New Subscription :		\$200.00

This change in subscription involves two transactions. When a subscription is upgraded the full amount of the original subscription will be refunded and the new subscription amount will be charged to the card on file. When a subscription is downgraded the full amount of the original subscription will be refunded and the new subscription amount will be charged to the card on file.

*The number of documents purchased in the original subscription will be deducted from the new subscription for the current billing cycle only.

Payment processing can take a few minutes to complete. Please wait while your payment is processed. DO NOT click the "Pay Now" button more than once or the back button while your payment is processing. This will result in a double charge. You will be redirected to a confirmation page once your payment is successfully processed.

7. Aparecerá una confirmación del cambio de cuenta mensual.

Change Subscription Confirmation Logout (csanchez@courts.az.gov)

Your subscription has been changed successfully

Old Subscription :	Access to Court Case Documents - With Limit of 20 documents/month	
Old Subscription Fee :		\$80.00
Amount refunded from the old subscription :		\$80.00
Refund Transaction Number :	B31P2E56159E	
New/Current Subscription :	Access to Court Case Documents - With Limit of 50 documents/month	
New/Current Fee :		\$200.00
Amount Charged for new/current subscription :		\$200.00
Transaction Reference Number for the new/current subscription :	B31P2E5615A2	

Print Confirmation

Account Information
Search

8. El usuario recibirá una confirmación por correo electrónico de DoNotReplyRMS@granicus.com

Your subscription has been changed successfully. Please find the transaction information below for your records.

Old Subscription :	Access to Court Case Documents - With Limit of 20 documents/month
Subscription Fee for Old Subscription :	\$80.00
Amount refunded from the old subscription :	\$80.00
Refund Transaction Number :	B31P2E56159E
New/Current Subscription :	Access to Court Case Documents - With Limit of 50 documents/month
Subscription Fee for New/Current Subscription :	\$200.00
Amount Charged for new/current subscription :	\$200.00
Transaction Reference Number for the new/current subscription :	B31P2E5615A2