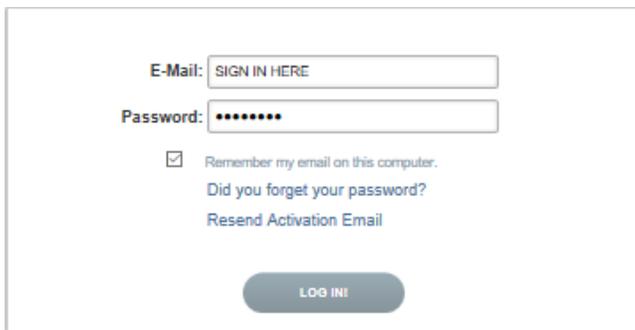


How to Downgrade or Upgrade Monthly Subscription

A change in subscription will involve two transactions. When a subscription is upgraded or downgraded the full amount of the original subscription will be refunded and the new subscription amount will be charged to the card on file. Additionally, when a subscription is downgraded, the number of documents purchased in the original subscription will be deducted from the new subscription for the remainder of the current billing cycle only.

1. Access URL: www.azcourtdocs.gov
2. Log into account
Select LOG IN!



E-Mail: SIGN IN HERE

Password: ●●●●●●

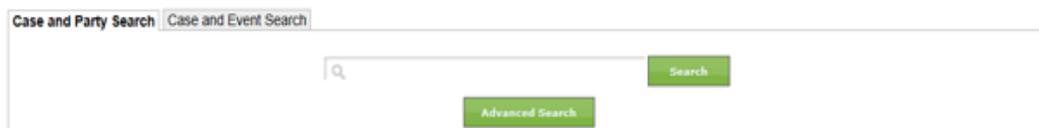
Remember my email on this computer.

[Did you forget your password?](#)

[Resend Activation Email](#)

LOG IN!

3. Select Account Settings under email address drop down options.



Case and Party Search Case and Event Search

Search

Advanced Search

4. Select Action icon next to the subscription to manage/modify subscription

Account Information Shopping cart is Empty | Search | Logout (jocester1501@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 Overrides 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	- ADC Certified Access to Court Case Documents	No	Authorized	\$0.00	Free	Active	N/A	Certified Subscriber	N/A	N/A	

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

5. Select New Subscription
Select Change Subscription

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](#)

- Subscription confirmation will appear
Select Confirm Change and Pay

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

Cancel
Confirm Change & Pay

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.

- Subscription Change Confirmation will display

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. User will receive confirmation email from 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