

Accessing your court files and ComCourts account

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Who is this Infosheet for?

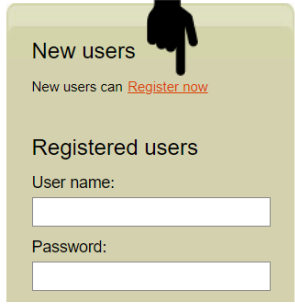
This Infosheet provides a guide for accessing and using the Commonwealth Courts Portal (**ComCourts**) online service. If you currently have a case before the Federal Circuit Court (**FCC**) or Federal Court of Australia (**FCA**), you can use the ComCourts Portal to access information and documents relating to your case.

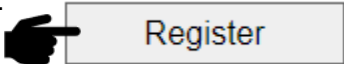
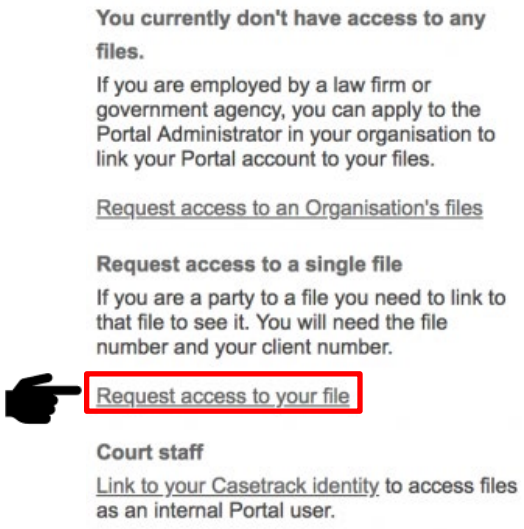
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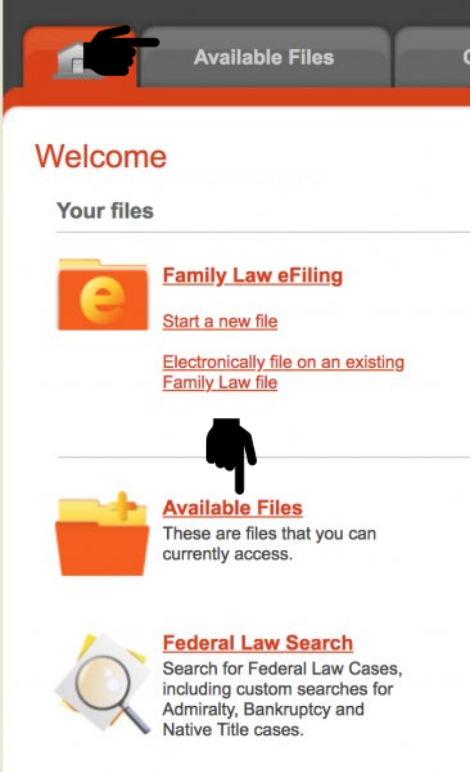
- **The ComCourts Portal allows you to access and manage your court files and court case with the FCC or FCA.**
- **If you are having trouble accessing the ComCourts Portal, contact the National Enquiry Centre on 1300 352 000.**

How do I access the ComCourts Portal?

To access ComCourts, you will have to create a ComCourts account.

How to create a ComCourts account	
Step	
1	Type or copy the following address into your web browser to access the ComCourts website: www.comcourts.gov.au . If you are having trouble accessing the site, try a different browser (e.g. Internet Explorer, Microsoft Edge, Google Chrome, Mozilla Firefox).
2	On the Welcome page, click on ' <u>Register now</u> '. 
3	You will be taken to a registration page where you can enter your details including your name, phone and email address. Make sure you include your own email address and not someone else's.
4	After putting in your details, you must create a username and a password. You will need both of these to log-in to your account once it is created. You can choose anything that is

	<p>easy to remember to be your username. For your password, choose something that is easy to remember, but secure. For a strong password, follow these rules:</p> <ul style="list-style-type: none"> • Your password must contain at least 1 uppercase letter (A-Z), 1 lowercase letter (a-z) and 1 number and be between 8-12 characters. • Avoid using personal information as your password, such as your name, birthday, high school or place of birth. • Don't use the same password for your account that you've used for another service. • Avoid common words and phrases such as 'password'. • Use a combination of letters and numbers but avoid using a sequential series of numbers (e.g. 1234567, 123123, 111111) to make your password hard to guess. <p>You must remember your username and password so that you can access your account so make sure you store it in a safe place.</p>
5	<p>Once you have entered your details and created a username and password, read the terms and conditions. You can click the link at the bottom of the page or follow this link: https://www.comcourts.gov.au/pas/info/terms. If you are happy with these terms you must tick the box stating that you have read and accept the terms and conditions.</p>
6	<p>Click 'Register' at the bottom of the page to create your account.</p> 
7	<p>You have now created a ComCourts account. Next, you need to link your account to your file and case with the courts. On the next page, click the 'Request access to your file' button.</p>  <p>You currently don't have access to any files.</p> <p>If you are employed by a law firm or government agency, you can apply to the Portal Administrator in your organisation to link your Portal account to your files.</p> <p>Request access to an Organisation's files</p> <p>Request access to a single file</p> <p>If you are a party to a file you need to link to that file to see it. You will need the file number and your client number.</p> <p>Court staff</p> <p>Link to your Casetrack identity to access files as an internal Portal user.</p>
8	<p>On the next page, enter your file number in the first box. You can find this number on any document or correspondence you have received from the court, or you can ask your lawyer or migration agent. Your file number will have 3 letters followed by 3-4 numbers, and then the year (e.g. VID719/2021). If you have a client number, enter it in the second box.</p>
9	<p>If you do not have or do not know your file or client number, you can call the court and ask them to link your files to your account for you. To do this, call the National Enquiry Centre on 1300 352 000 (free call) and explain you are trying to link your court file to your ComCourts Portal account. You will be asked to give your details such as your name, date</p>

	of birth, and other identifying information. If you need an interpreter to make this call you can contact the Translating and Interpreting Service (TIS) to access an interpreter. You can call TIS on 131 450 and request an interpreter in your language, then ask them to call the National Enquiry Centre on 1300 352 000 for you.
10	Once you have linked your files to your account, you are now ready to use the ComCourts portal to access your court files and manage your case. You can bookmark the following link to quickly access the site when you need it: https://www.comcourts.gov.au/ .
11	To access your files, click on the 'Available Files' button at the top or halfway down the page. 

What if I don't have a computer or internet access?

If you don't have access to a computer, you can access the ComCourts portal on your phone. If you need help accessing a computer or the internet, you can visit your local library or internet cafe.

Disclaimer: This fact sheet provides general information to people seeking asylum in Australia through the onshore protection visa application process according to the law in July 2021. This fact sheet is not legal advice. You should not rely on this fact sheet to make decisions about your immigration matter. We strongly recommend that you get independent advice from a qualified legal practitioner or a registered migration agent. For information please visit: <https://www.mara.gov.au>.

Date: 12 July 2021