TENNESSEE COURT SYSTEM

TNCOURTS.gov

Administrative Offices of the Courts

Access Management Portal User Guide

October 31, 2019

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Document History

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Overview

The Administrative Offices of the Courts (AOC) uses the Access Management Portal (AMP) as a sign on a security system to control access to AOC applications. Under AMP, the user will log into a single web site to gain access to any AOC applications tied to AMP.

Once a user establishes their AMP account, the application administrator will assign the appropriate role for that individual within the application itself to control what level of user access.

General considerations

- The best browser to use is Google Chrome but you can use IE, Firefox, or Safari.

Accessing AMP

To access AMP as a stand-alone application use https://amp.tncourts.gov/ (which will show a list of the applications you have access to)

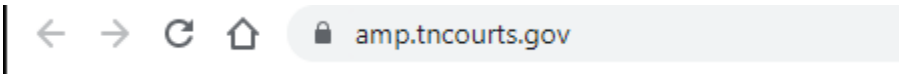


Figure 1: AMP direct URL address

But if you have an application you routinely go to after login use this type of link: https://amp.tncourts.gov/?ReturnUrl=https://application.tncourts.gov (for automatic redirecting to your primary application)

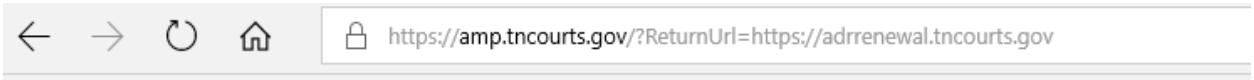


Figure 2: ADR application return URL

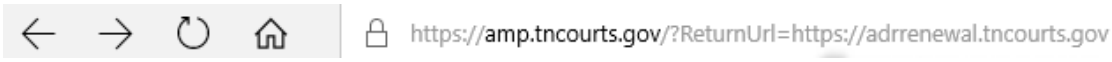


Figure 3: Rule 12 Return URL

Please add this address to your favorites list in your browser or set up a shortcut on your desktop for easy access.

Access Management Portal Main Page

From the Access Management Portal Main login page, you can perform three tasks;

- Login
- Register for an AMP account
- Reset your password

Login Page

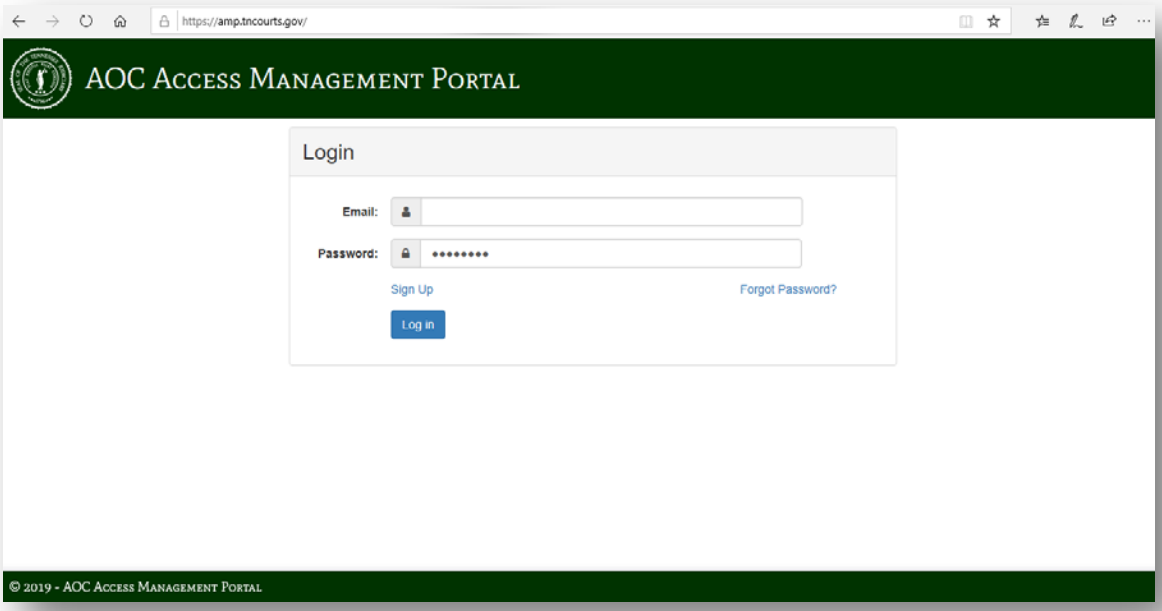


Figure 4: AMP Login Screen

After entering your login credentials and clicking on the Login button you will be directed to the AMP Message screen where and announcement.

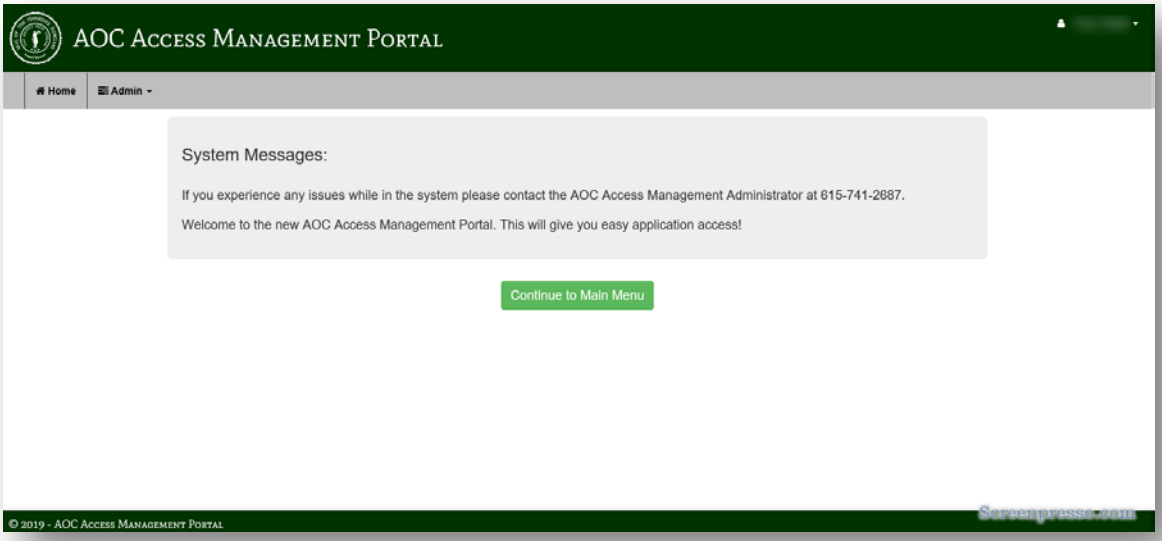


Figure 5: AMP Message Screen

By clicking on the "Continue to Main Menu" button, you will be taken to an AMP screen with a list of applications that you have access to.

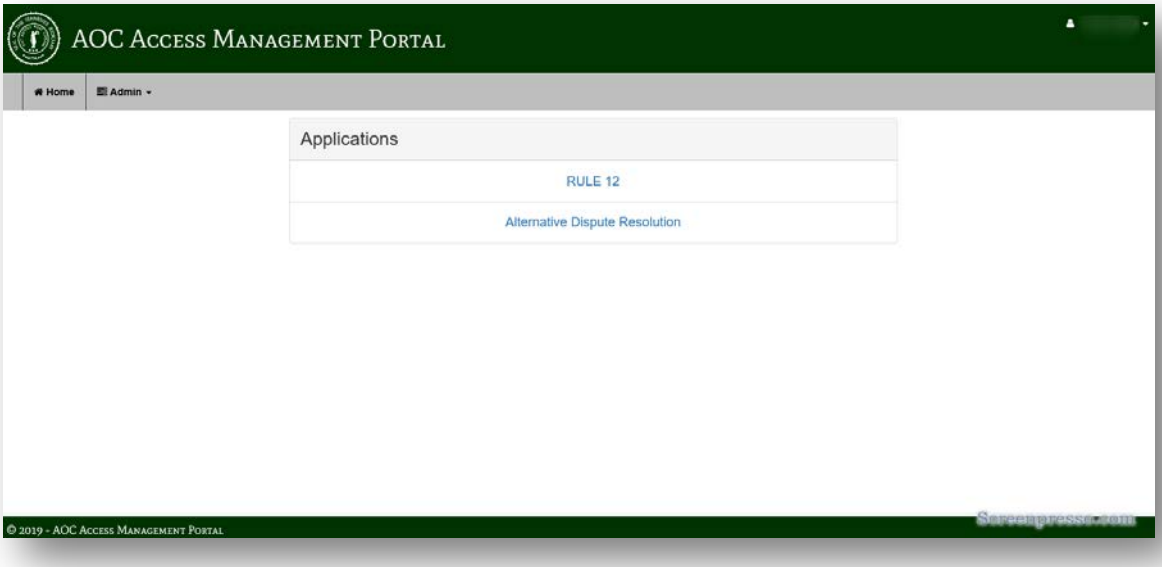


Figure 6: AMP Application Selection Screen

Registering your AMP Account

To create a new account in AMP click on the **Sign-Up** button.

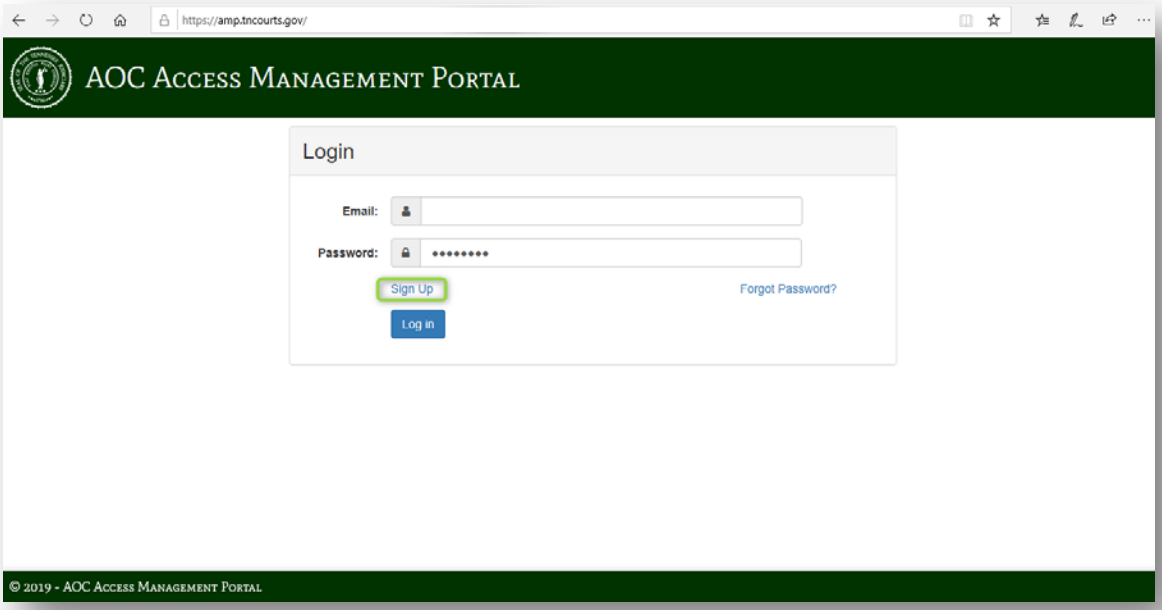


Figure 7: AMP Login screen

Complete the required fields and click on the Register button.

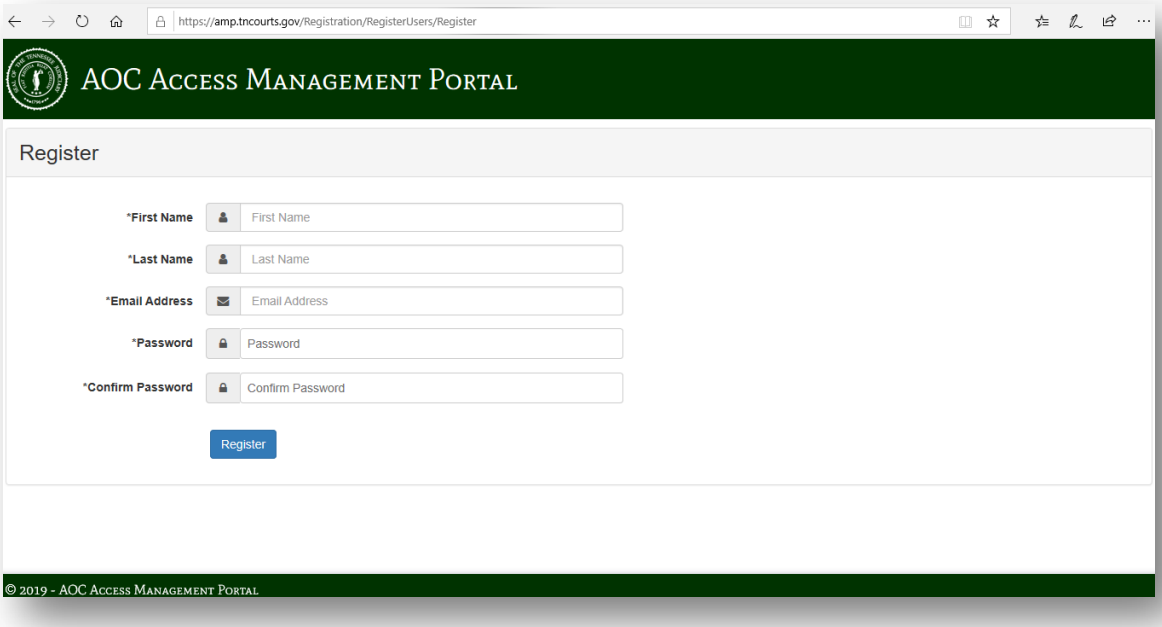


Figure 8: Registering your AMP Account

Password requirements:

- Must be at least eight (8) characters in length
- Must contain at least one number
- Must contain at least one lowercase letter
- Must contain at least one uppercase letter
- Must contain at least one special character
- Cannot reuse previous passwords

If you enter an email that is already in the system, you will get the following messages:

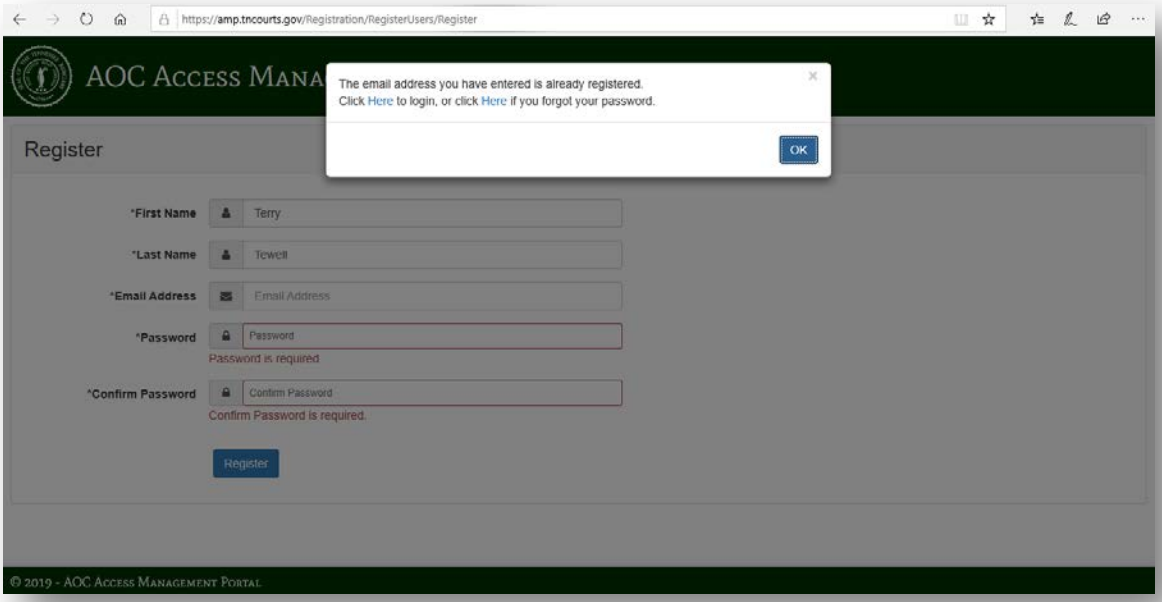
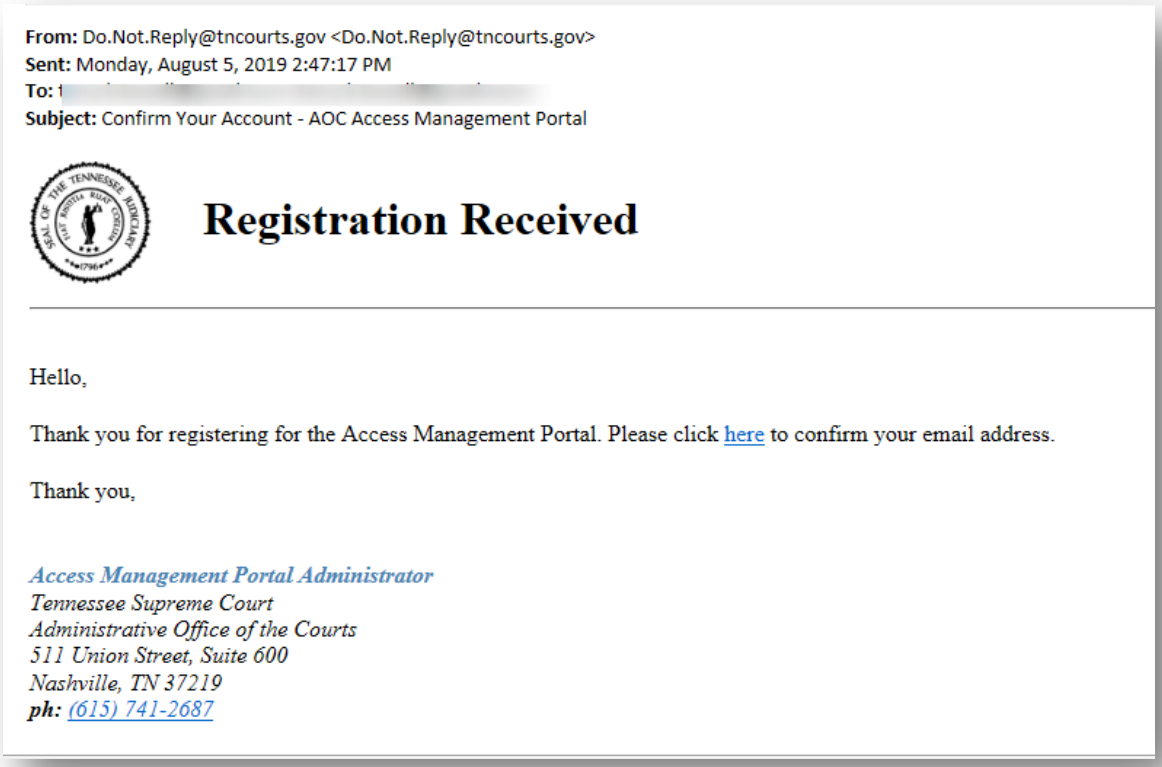


Figure 9: Email already exists message

Click on the Register button. The system will send an email to the email you registered.



From: Do.Not.Reply@tncourts.gov <Do.Not.Reply@tncourts.gov>
Sent: Monday, August 5, 2019 2:47:17 PM
To: [redacted]
Subject: Confirm Your Account - AOC Access Management Portal

Registration Received

Hello,

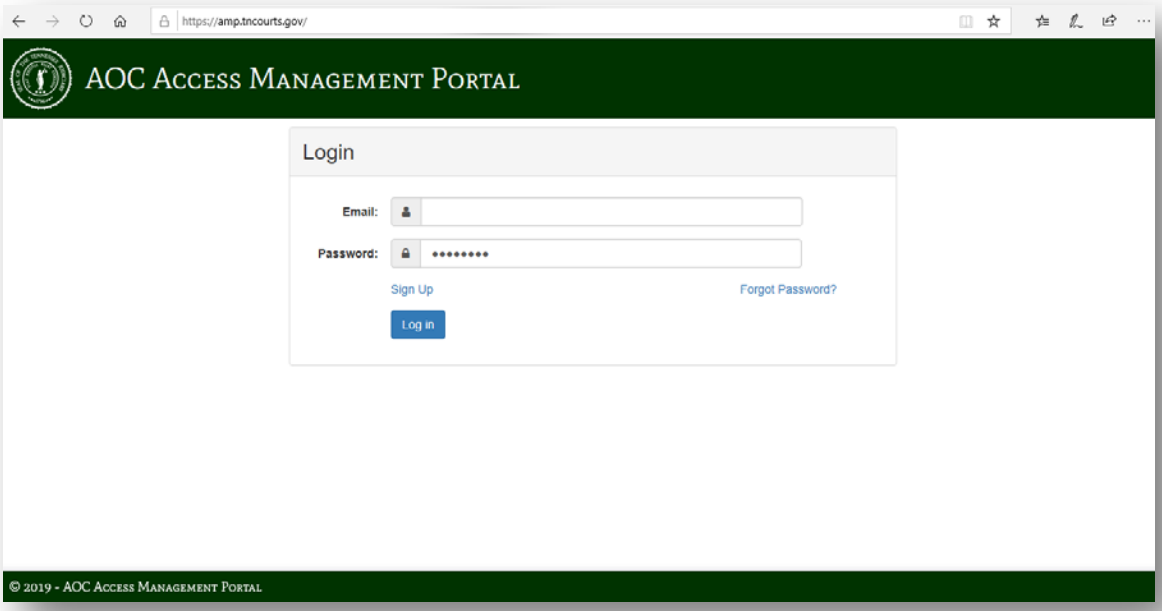
Thank you for registering for the Access Management Portal. Please click here to confirm your email address.

Thank you,

Access Management Portal Administrator
Tennessee Supreme Court
Administrative Office of the Courts
511 Union Street, Suite 600
Nashville, TN 37219
ph: *(615) 741-2687*

Figure 10: Registration Acknowledgement email

After clicking on the "**here**" you will be taken back to the Log in screen.



Resetting your AMP Password

After you received an invite email, you will need to set your password. Alternatively, when you want to reset your password you will do this by clicking on the "***Forgot Password***" link. You do not need to enter any other data on this screen.

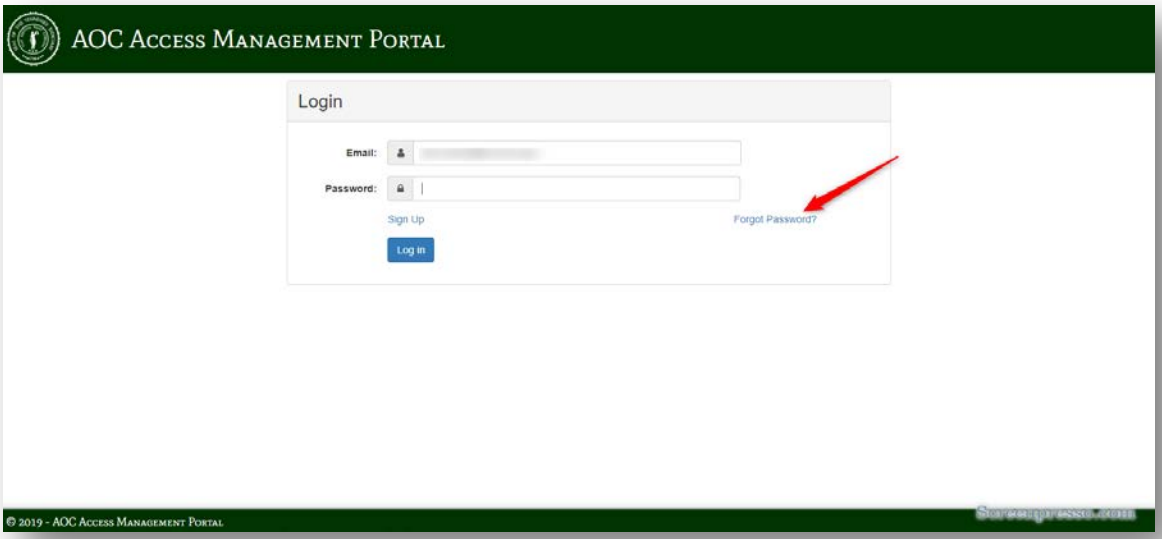


Figure 11: Forgot Password

Setting your password

After you clicked on the Forgot Password link the following screen will display. You will need to enter your email (The same as on the invite email) and click "***Submit***"

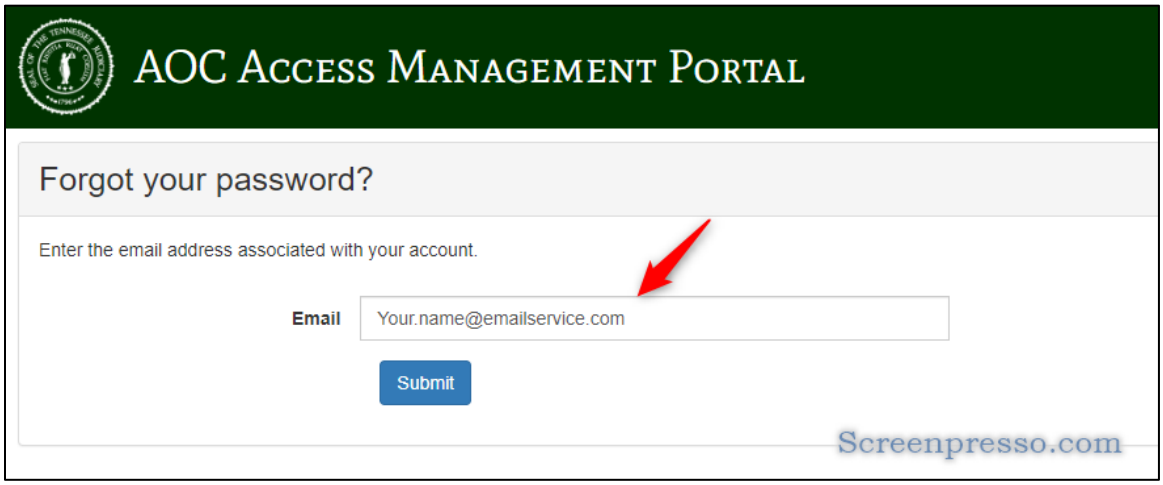


Figure 12: Forgot Password email entry

Once you have click on the Submit button you will see the following screen confirming that you have requested you password to be set/reset. No further action is required. You will shortly receive an email to take you to the password reset screen.

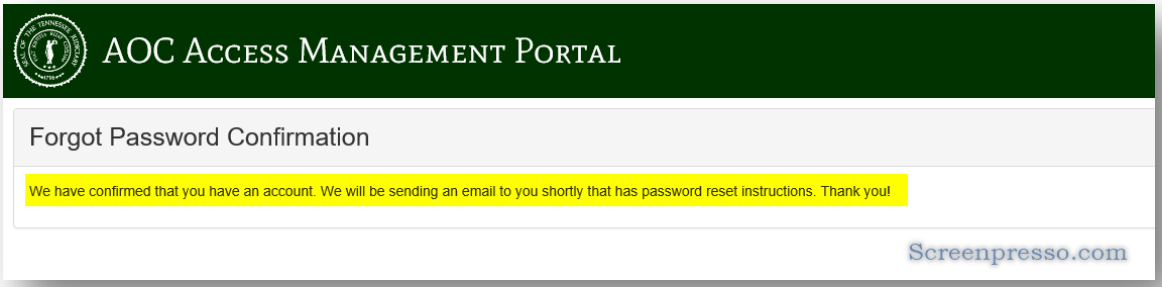


Figure 13: Forgot Password Confirmation

Password reset instructions email

You will receive an email from ***Do.Not.Reply@tncourts.gov***. with instructions on resetting your password. You may need to check junk/spam file in your email if you do not see the email in your inbox.

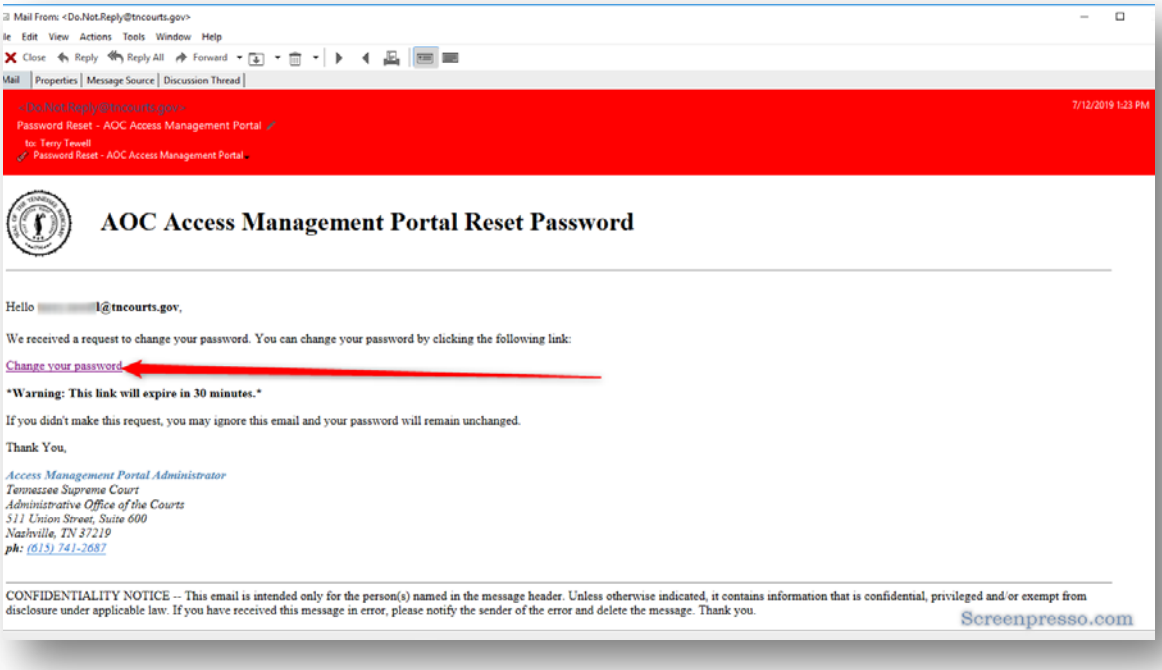


Figure 14: Reset Password email

Click on the ***Change your password*** link

Reset Password Screen

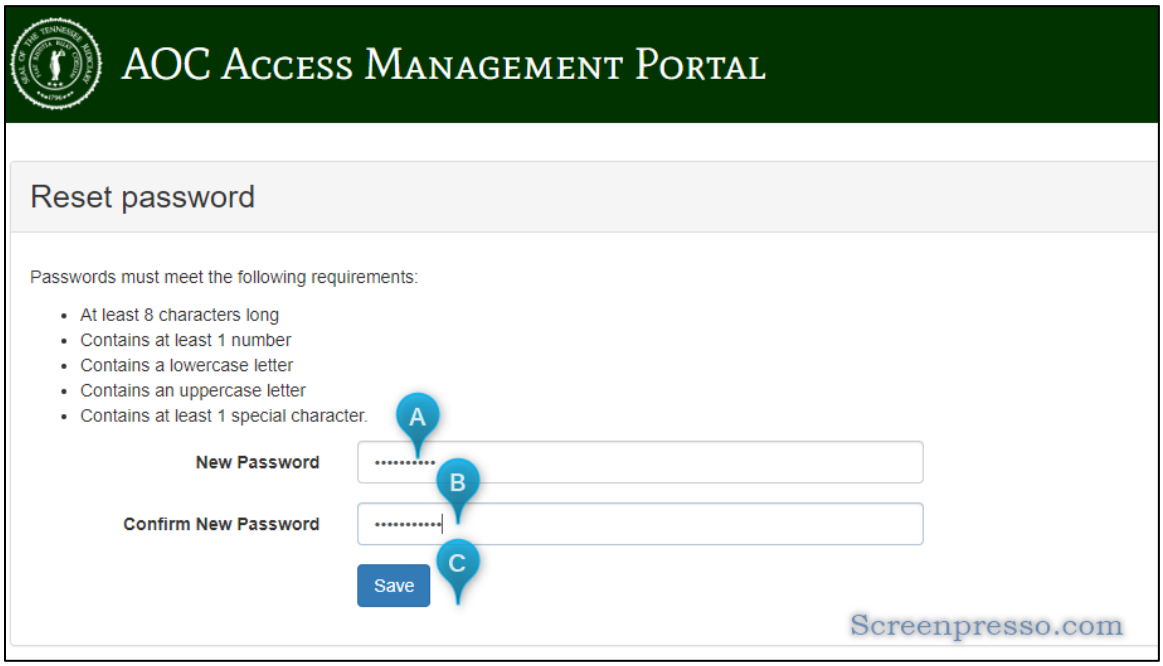


Figure 15: Reset password screen

You need to enter (A) and confirm (B) what you want to use for your password. Passwords do not expire but you can reset them at any time. Your password must follow the requirements listed on the screen. Once you have entered your passwords click on the ***Save*** (C) button.

The following screen will display confirming the resetting of your password. You can click on the "***Click here to log in"*** link to go to the login page.

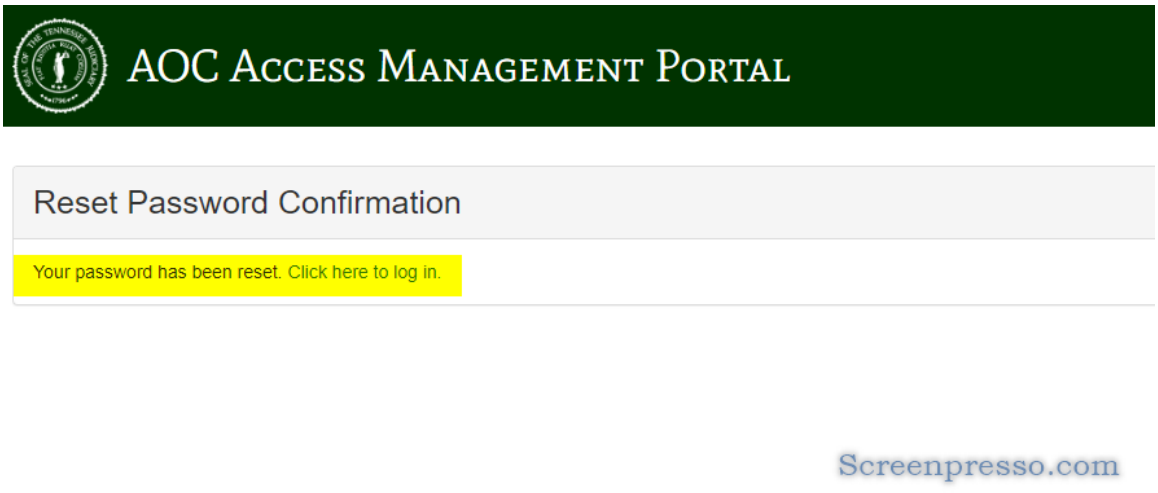


Figure 16: Reset Password Confirmation

Login Screen

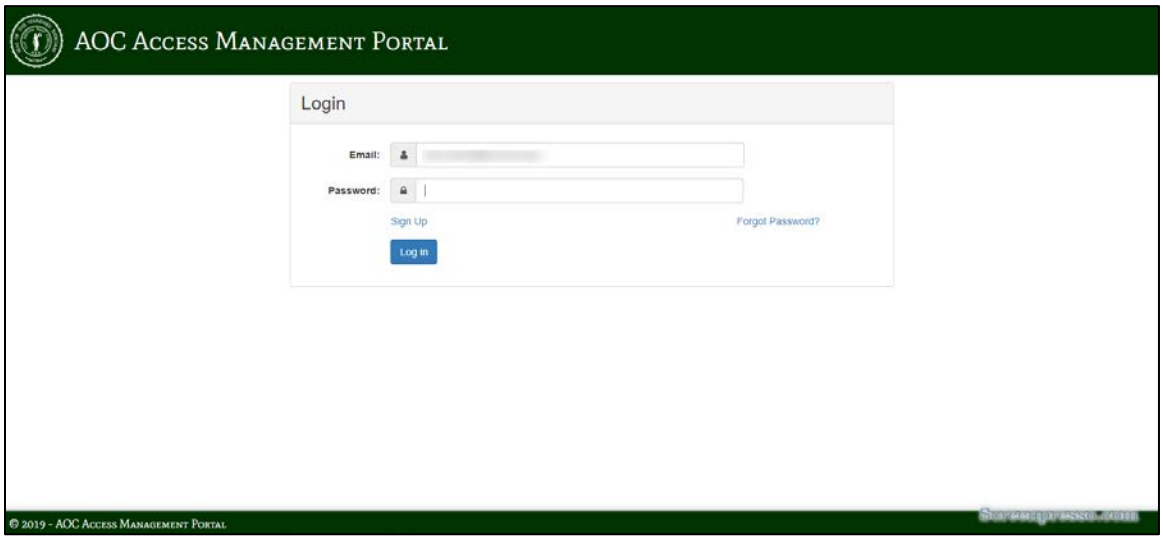


Figure 17: AMP Login Screen

Enter your email and password you just created and click on the **Login** button.

You will be taking to the application main page.

Appendices

A. Applications Using AMP

Application	Description	Return URL
ADR	***Alternative Dispute Resolution*** Used for Listing Renewal, Rule 31 Mediation Reports, and Continuing Mediation Education (CME)	https://amp.tncourts.gov/?ReturnUrl=https://adrrenewal.tncourts.gov
Rule 12	***First Degree Murder Case Data Repository*** Used for electronic entry of the Report of the Trial judge in First Degree Murder Case which is use for researching proportionality and searching for	https://amp.tncourts.gov/?ReturnUrl=https://Rule12.tncourts.gov