FAQ – Frequently Asked Questions
New Minnesota Government Access (MGA)

For Use with New MGA

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General

1. What court information will New MGA provide?

New MGA accounts allow government agencies to view appropriate electronic Minnesota trial court records and documents stored in the Minnesota Court Information System. All New MGA accounts provide access to statewide public case records and public documents. Some government agencies may also receive access to certain confidential case records and confidential documents based on their government unit. *See* "New MGA Subscriber Access Overview (PDF)" for more information.

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2. What are the differences between New MGA, OA and MPA Remote?

- New Minnesota Government Access (New MGA) is a web-based tool, accessible from the Internet and requires no installation. The service is offered to government agencies that have signed a Master Subscriber Agreement with State Court Administration. It provides access to Register of Actions information on case records, which includes party information, events, hearings, dispositions, sentences, fines and fees; hearing and calendar search functionality; and access to some court documents. Where appropriate, government subscribers may also receive access to confidential case records and confidential documents.
- Odyssey Assistant (OA) is a client-based access tool that requires technical support, installation, and has several technical prerequisites. OA provides the similar Register of Actions information as MGA and the ability to search calendars. It provides some access to confidential case records for authorized agencies. OA accounts do not provide statewide document access. **New OA accounts and changes to access are no longer being provided to government agencies.**
- Minnesota Public Access Remote (MPA Remote) is also accessible via the Internet and is a public-view version of the Minnesota Court Information System. MPA Remote contains replicated public case data from the Minnesota Court Information System. Upon inquiry, MPA Remote displays certain public case information for public viewing, including Register of Actions information, calendars and judgments. MPA Remote does not provide access to electronic documents at this time.

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3. When will New MGA be available for my agency?

New MGA accounts are currently available for a limited number of Early Adopter pilot agencies. At this time, specific dates are not available for when New MGA will be available to agencies statewide. Information will be provided when New MGA is available for additional government agencies, along with application instructions.

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4. I saved New MGA to my bookmarks/favorites, but now I get an error message suggesting the web address is incorrect. What should I do?

The problem is that your bookmark/favorite link (https://mga.courts.state.mn.us/MNPRODPORTAL?AspxAutoDetectCookieSupport=1) has been corrupted. To avoid this from happening, change the link to the root site address https://mga.courts.state.mn.us/MNPRODPORTAL.

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New MGA Application and Registration

5. What is the process for my agency to apply for New MGA?

The agency application process for New MGA is outlined on the New MGA website.

NOTE: New MGA applications are currently only being accepted from limited Early Adopter pilot agencies. If your agency has not been selected as an Early Adopter agency, do not submit an application for New MGA.

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6. Why does my agency need to sign another Master Subscriber Agreement?

New MGA is a new, web-based application that will provide access to documents and expanded access to confidential case records for appropriate government agencies. Individual agency users will also have their own login accounts and passwords. Based on these changes to electronic government access, all government agencies must execute a revised Master Subscriber Agreement to receive access to New MGA.

This agreement is to be signed by the director/administrator/manager of your agency, on behalf of the entire agency, not just on behalf of your business unit (i.e., identify your agency name at its highest level, such as Hennepin County Attorney's Office, or City of Montevideo, or other agency/entity name). Some cities and local law enforcement agencies may require city council action to grant the authority to enter into the agreement.

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7. What are the responsibilities of the Agency Account Manager?

Each agency is required under the Master Subscriber Agreement to have an Agency Account Manager. The Agency Account Manager will (1) serve as the point of contact between the agency and the State Court Administrator's Office; (2) maintain a current list of the Agency's Individual Users and their

signed User Acknowledgment Forms; (3) promptly notify State Court Administration when an Agency's Individual Users with individual logins should have accounts added or deleted; and (4) report violations of the agreement by an Agency's Individual Users and steps taken to remedy violations. Other responsibilities are required under the Master Service Agreement.

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8. Who should serve as the Agency Account Manager in my agency?

Your agency head may designate any individual he or she wishes to serve as the Agency Account Manager. Whoever your agency chooses as the Agency Account Manager must be able to perform the responsibilities stated above (*see* "What are the responsibilities of the Agency Account Manager?").

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9. How do individual users register for New MGA?

Instructions are available under "Step Three: Individual User Tasks" on the New MGA website. Each individual user within an agency needs to self-register in New MGA before receiving access.

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10. What if I represent/work for multiple agencies?

Please contact MGAAccessSupport@courts.state.mn.us if you represent/work for more than one agency (such as an attorney that represents three different cities as a city prosecutor). Staff is available to assist agents that represent/work for multiple agencies.

Your New MGA self-registration process will depend on the access each agency receives. You may need to complete a separate self-registration for each agency if the agency access differs. NOTE: You may only register an email address once in New MGA. Each registration/New MGA account will require a separate email address.

Each of your agencies also needs to submit a revised Master Subscriber Agreement and the required supporting documentation.

Users with multiple New MGA accounts need to use the appropriate log-in account for the work they are performing when using New MGA. If you have multiple accounts, make sure you are using the log-in account associated with the agency you work for/are representing each time you access New MGA.

Please contact MGAAccessSupport@courts.state.mn.us with questions or for further information.

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11. How do I self-register if I work in multiple counties for my agency?

Submit one self-registration for the agency and, during self-registration, select one of your multiple counties from the dropdown menu. A "State" option is also available in the dropdown menu for agencies that have statewide jurisdiction, such as the State Appellate Public Defender's Office. Public defenders will be prompted to select a district when self-registering. Make sure to include your full agency name during the self-registration process.

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12. Who needs to enter a city jurisdiction when self-registering?

City attorneys and law enforcement agencies need to enter their city jurisdiction when completing their self-registrations. Enter multiple jurisdictions in the text box, if applicable. For law enforcement agencies with statewide jurisdictions, such as the State Patrol, enter "Statewide" for the jurisdiction.

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13. What do I need to do to make sure I get the account registration emails?

Add the email notification addresses as accepted email addresses to help prevent the email notifications from going to your junk mailbox or spam folder. The current email notification addresses are: odysseyidentityprovider@tylertech.com; No_Reply@TylerTech.com; Odyssey@courts.mn.gov; and portal@courts.state.mn.us.

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14. What if I need to change my email address?

When you self-register, you must register with an active email address. This email address should be your daily email address used with your agency.

- If your agency changes your email address. You can update your contact email address by editing your New MGA profile. This is the address used for all system notifications and user communications. Your login ID, however, will remain the original email address that you used to self-register. Your login ID cannot be changed.
- If you change agencies and have a new email address. Your access with your old email address will be removed per your former agency's Agency Account Manager. You will need to re-register in New MGA with the help of your new Agency Account Manager, using your new email address. You will then be able to login with your new email address.
- If you change agencies but your email address does not change. Your access will be removed per your former agency's Agency Account Manager. You will need to re-request access in New MGA with the help of your new Agency Account Manager. Your login email address will not change, but your access will be changed to be appropriate for your new agency.

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15. I am an agency account manager for the district public defenders. What county do I select when completing the CAT?

You may select any county within your district for the CAT (the Configuration Assessment Tool submitted with the Agency's New MGA application. Make sure to include your full agency name and contact information on the CAT. Your individual users will be prompted to enter a district when self-registering.

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16. Who do I contact if I have a question regarding the Master Subscriber Agreement or application process?

Please contact MGAAccessSupport@courts.state.mn.us.

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Using New MGA

17. What are the New MGA hardware and software requirements?

New MGA is browser and device independent. It is compatible with Internet Explorer 9 and up; Google Chrome; Mozilla Firefox; and Safari. The application will run on computers, tablets and smart phones. When running in supported browsers, the application is designed to scale appropriately for tablets and smart phones.

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18. What are the New MGA document viewer application requirements?

New MGA provides access to both PDF and TIFF documents. To view these documents, you will need a document viewer(s) that can handle both types of documents.

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19. What is the maximum number of records that will be returned when searching?

Search results will not exceed 200 records. Use the Advanced Search Options to narrow your search criteria and receive fewer results. Be aware that if the Advanced Search Options information is not part of the case record, such as a party's date of birth, the case will not return in your search results.

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20. Can I use the back arrow to return to my list of search results?

Select the "Search Results" tab to return to search results. Users may not use the back arrow in their browser to return to a previous screen or their list of search results.

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21. Can I search when I only have a partial name?

When you have only a partial name, you may search using a wildcard (*):

- The user can type a wildcard in the name field after a minimum of 4 characters.
- If a user types 4 **alpha** characters and a wildcard, the system will return a list of matching names, not record numbers.
- If no wildcard is present, the system assumes an exact name search.

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22. Why can't I uncheck the "Search Cases" option when selecting "Search By – Party Name" in the Advanced Search Options?

The "Search Cases" box becomes a requirement when searching by Party Name in the Advanced Search Options. Select one of the options in the "Search Cases" box to complete your search criteria.

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23. What Case Type selection do I use when searching for a Paternity case with the Advanced Search Options?

Select the Civil/Family/Probate/Juvenile Protection dropdown. If your account access includes Paternity records, these records may appear in your search results depending on the search criteria used.

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24. What Case Type selection do I use when searching for a CHIPS (Child Protection), Truancy or Runaway case with the Advanced Search Options?

Select the Civil/Family/Probate/Juvenile Protection dropdown. If your account access includes access to Juvenile Protection records, these records may appear in your search results depending on the search criteria used.

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25. What does *Case Status* mean?

Case status indicates the particular stage of the proceedings for the case. The use of case status can vary from court to court and, therefore, it is not recommended this search option be relied upon when searching for cases.

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26. How do I search for a monetary judgment using New MGA?

At this time, you need to use MPA Remote to search for judgments. You may also use an MPA Courthouse terminal at any Minnesota District Court to perform a judgment search.

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27. Are case records on New MGA considered the official court record?

No. The information available on New MGA is provided as a service and is not considered an official court record. The Minnesota Judicial Branch does not certify New MGA records or search results and is not responsible for any errors or omissions in the data found on New MGA. Certified records, documents or civil judgment search results may be obtained from court administration.

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28. Should I use New MGA for background checks?

No. Background checks should be conducted through the Minnesota Bureau of Criminal Apprehension's (BCA) Computerized Criminal History (CCH) system, which you can access online at https://cch.state.mn.us/; at their office located at 1430 Maryland Avenue East in St. Paul; or by calling (651) 793-2400 for information. The BCA's CCH system links prior criminal history through fingerprints to verify the identification of the individual. New MGA cannot provide this level of verification.

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