



## INSTRUCTIONS FOR REQUESTING DISMISSEALS FOR CASES IN COMPLIANCE

### Introduction

This Quick Reference Guide provides step-by-step instructions to request dismissals for cases that are in compliance with DMV and that meet certain eligibility criteria.

### Step-by-step Instructions

1. Go to [nccourts.gov](http://nccourts.gov) and navigate to Services by
  - a. Clicking on Payments and Services, or
  - b. Clicking on Services in the header and selecting Citation Tickets, or
  - c. Scrolling down and clicking on Explore services.

The screenshot shows the homepage of the North Carolina Judicial Branch website. At the top, there is a navigation bar with links for Courts, Help Topics, Services (highlighted with a red arrow), Forms, Court Dates, Contact, and Going to Court. Below the navigation bar is a banner with an alert about COVID-19 updates. The main content area features the North Carolina Judicial Branch seal over a background image of a courthouse. There are three main service sections: 'Forms' (with a 'Find a form' button), 'Services' (with a 'Explore services' button highlighted with a red arrow), and 'Going to court?' (with a 'Get started' button). A 'Languages' link is also visible in the top right corner.



2. The Services page displays. Select **Find My Citation** in **Citation Services**.

**Citation Services**  
If you received a citation, see what online options you may have, including paying your ticket.\*

**Court Date Notifications**  
Subscribe to court date notifications and reminders for criminal cases via email or SMS/text message.

**Court Collections and Payments**  
If you have been to traffic or criminal court and owe money, you may be able to pay costs, fines, or fees.

**Find My Citation**

**Notify Me**

**Find My Court Case**

3. The Citation Lookup page displays. Enter the **Citation Number** and click **Search Citation**.

**Note:** If you do not know your Citation Number, you can find it using [Citation Query by Defendant Name](#).

To view all the online options available to you, please have your citation in hand. If you have multiple citations, you must search for each citation separately.

**Citation Number \***

A417736

**Q Search Citation**

If you do not know your Citation Number, you can find it using the [Citation Query by Defendant Name](#).

4. The Citation Match screen displays all the records for the Citation Number searched. Select the defendant's record from the list of possible matches.

Defendant Name	Defendant Address	Citation Number	Issued Date
<input type="radio"/> PAGEDATA,ECAD07,H	TEST DATA	A417736	01-01-2016

If your citation is not listed, please check your citation number and make sure you entered the citation number correctly. To enter the number again, click **Cancel** to return to the previous screen.

There are several reasons your citation might not appear even if you entered it correctly. Your citation may:

- Require a court appearance.
- Not have been entered into the system yet.
- Data Entry Error

You should direct questions about your citation to the [Clerk of Superior Court](#) in the county in which the citation was issued.

**Cancel**



5. The *Available Option(s)* page displays all the Online Service options the citation is eligible for. If the citation is eligible for requesting a dismissal, it will display the **Request Dismissal** and the **Pay your ticket** options. If you click on **Request Dismissal**, a request to dismiss the case will be sent to the District Attorney's office.

Defendant Name	Defendant Address	Citation Number	Issued Date
PAGEDATA,ECAD07,H	TEST DATA	A417736	01-01-2016

Your options for processing your citation online are listed below. Click your choice or click **Cancel** to return to Citation Lookup page.

**Request Dismissal**   **Pay your ticket**   **Cancel**   **← Back**

**Note:** If you click on **Pay your ticket**, a full payment can be made on the amount assessed for the original charge(s) and the case will be closed. This instruction guide only discusses steps to request a dismissal.

6. For certain traffic violations, providing proof of insurance to indicate compliance may be required. To attach a copy of the proof of insurance, click **Upload proof of compliance**.

Defendant Name	Defendant Address	Citation Number	Issued Date
PAGEDATA,ECAD07,H	TEST DATA	A417711	01-01-2016

You are eligible to request a dismissal for certain traffic violations provided you attach a copy of the proof of your compliance.

Your options for processing your citation online are listed below. Click your choice or click **Cancel** to return to Citation Lookup page.

**Request Dismissal**   **Upload proof of compliance**   **Pay your ticket**   **Cancel**   **← Back**

- a.  
**The *Upload Proof of Compliance* page**  
 displays instructions to upload a picture of the proof of insurance. To attach a file, click on **Choose File**.

**Instructions**

To submit proof of compliance with your request, select an image file from either a location on your device, a cloud account or take a picture using your mobile device's camera. To take a picture, you must provide the necessary permissions for your device camera, if and when prompted.

The proof of compliance must comply with the following criteria to proceed further.

1. The acceptable file formats are .jpg, .jpeg, .png, .bmp and .gif
2. File size must be 10MB or less
3. File must pass all anti-virus and security checks
4. Only one attachment will be allowed for submission for each request

**Disclaimer**

Your attachment must be valid and legible for your request to be considered by the District Attorney. Submission of a valid proof does not guarantee that your request will be accepted.

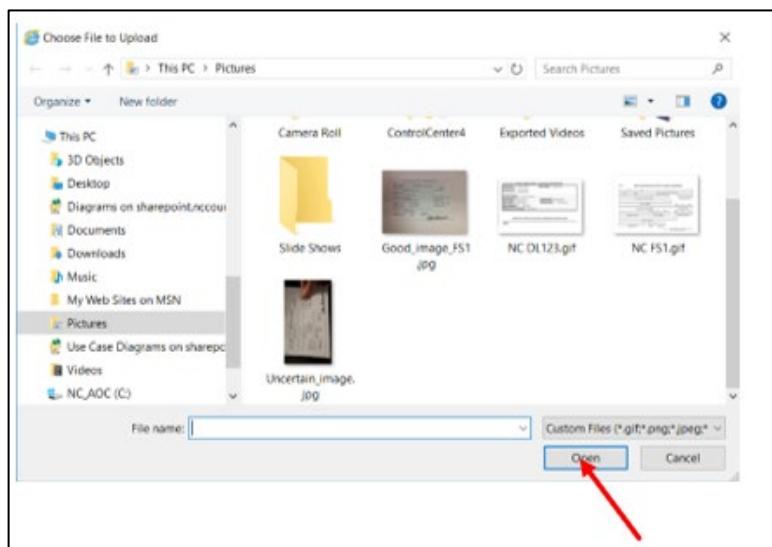
**Samples**



**Choose File...**

**Submit Proof** **Cancel** **← Back**

- b.  
**The *File Explorer* window**  
 displays. Navigate to the location of the file, **select** and **click Open** to attach the file.



- c.  
 If the file passes all file format and size criteria, a thumbnail of the file is displayed. If an incorrect file was selected, click the X on the top right corner of the thumbnail and **repeat steps a and b**. Click **Submit Proof** to proceed. Complete step 5 before continuing.

**Samples**



**Choose File...**

**NC\_DL123.gif**

**Submit Proof** **Cancel** **← Back**

7. The *Citation Details* page displays the details of the case and asks for confirmation that this is your citation. Select **Yes** if this is your citation. Select **No** if this is not your citation.

Defendant Name:	PAGEDATA,ECAD07,H
Defendant Address:	TEST DATA
Citation Number:	A417736
County:	DURHAM
Case Number:	2016417736
Court Date:	08-03-2020

Offense Date	Offense
01/01/2016	NO OPERATORS LICENSE

Is this your (or your client's) citation? \*

Yes  
 No

**Continue** **Cancel**

8. The *Agreement to Terms and Conditions* page displays important details when submitting your request.

Please read and enter information in **ALL** boxes to agree with the terms associated with this request. Then click Submit Request to continue. You **MUST** agree to all terms before continuing.

**You must provide a valid email address to proceed.** It should be an address you regularly check to ensure you get updates on the status of your request. Your email address will be part of the case record which is public information, but will not be used by the courts for any purposes other than communicating the request for dismissals and recording it as part of the case history.

Though it is expected the emails will be delivered successfully, there is no guarantee that you will receive the email always. It is your responsibility to check the status of your request by visiting [Services](#).

**Email Address \***  
Enter Email Address

**Confirm Email Address \***  
Re-enter Email Address

I have read, understand, and provide [Consent to Entry of Voluntary Dismissal](#). \*

**Important:** Click on **Consent to Entry of Voluntary Dismissal** to view details of the terms and conditions prior to providing consent (see [Appendix](#) for complete details of consent). You may contact the Clerk of Superior Court if you have any questions about your citation. If you are an attorney representing your client, you must also mail a **Notice of Appearance** to the Clerk of Superior Court in the county in which the citation was issued.

**IMPORTANT** – If you are an attorney representing your client, by checking the consent box you agree that you have read the Consent to Voluntary Dismissal and are providing consent on behalf of your client. You must also mail a [Notice of Appearance](#) to the [Clerk of Superior Court](#) in the county in which the citation was issued.

Questions about your citation should be directed to the [Clerk of Superior Court](#) in the county in which the citation was issued.



9. To complete the submission of the request, a **valid email** must be provided, and you must read and provide **Consent to Entry of Voluntary Dismissal**.

Please read and enter information in **ALL** boxes to agree with the terms associated with this request. Then click Submit Request to continue. You **MUST** agree to all terms before continuing.

**You must provide a valid email address to proceed.** It should be an address you regularly check to ensure you get updates on the status of your request. Your email address will be part of the case record which is public information, but will not be used by the courts for any purposes other than communicating the request for dismissals and recording it as part of the case history.

Though it is expected the emails will be delivered successfully, there is no guarantee that you will receive the email always. It is your responsibility to check the status of your request by visiting [Services](#).

Email Address \*

chk.myservices@gmail.com

Confirm Email Address \*

chk.myservices@gmail.com

I have read, understand, and provide [Consent to Entry of Voluntary Dismissal](#). \*

**IMPORTANT – If you are an attorney representing your client, by checking the consent box you agree that you have read the Consent to Voluntary Dismissal and are providing consent on behalf of your client. You must also mail a [Notice of Appearance](#) to the [Clerk of Superior Court](#) in the county in which the citation was issued.**

Questions about your citation should be directed to the [Clerk of Superior Court](#) in the county in which the citation was issued.

**Submit Request**

**Cancel**

10. A message displays, indicating successful submission of the request.

Information: Your request was submitted successfully. Your request will be processed within five business days of the court date indicated on your citation.

If you are an attorney representing your client, you must also mail a [Notice of Appearance](#) to the [Clerk of Superior Court](#) in the county in which the citation was issued.

**Note:** You will also receive a confirmation to the email address provided. Any change in status will also be notified via email. You may also visit [nccourts.gov/services](#) to view the status of your request.



## Appendix

### Waiver of Trial/Hearing, and Consent to Voluntary Dismissal:

**IMPORTANT – If you are an attorney representing your client, you acknowledge that your client understands and agrees to the following Waiver of Trial/Hearing, and Consent to Voluntary Dismissal.**

By requesting a dismissal online, I acknowledge that I have been charged with the crime/infraction noted in my citation by the charging officer. I understand that I am presumed by law to be not guilty/not responsible until proven guilty/responsible beyond a reasonable doubt. I understand that if my case is dismissed, then I have waived my constitutional rights to a trial/hearing in open court, to confrontation of the witness(es) against me, and to representation by an attorney.

I request that the District Attorney's office accept my petition for the case to be dismissed after considering my compliance to the offense. I understand there is no guarantee that the case will be voluntarily dismissed even if I am in compliance and that the determination is made by the District Attorney or Assistant District Attorney representing my district.

This request is made with the full understanding that if the petition is denied, I will appear in court on the day noted in the citation or waive my right to a trial/hearing and pay my fines/fees either online at [Services](#) or in person at the clerks office.

I acknowledge that I must provide a valid and working email address to request a dismissal online, in order to receive essential updates on my request. I understand that the email address I provide will be part of the case record which is public information.

I also understand that providing an email address does not guarantee I will always receive updates on the status of my request. It is my responsibility to check the status of the request by visiting or, if in doubt, to appear in court on the day noted in the citation.

***Note: Once the District Attorney or an Assistant District Attorney accepts your request for dismissal, your case will be disposed. A judgment of Voluntary Dismissal will be entered and the case will be removed from the court calendar. You may not change your plea or otherwise undo the disposition of your case without a court order. The clerk of court's office cannot assist you with this. If you wish to re-open your case and change your plea after disposing of the case through this website, an attorney may be helpful to you in determining how to proceed.***

