



INSTRUCTIONS FOR REQUESTING DISMISSALS 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. Log onto 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 displays the North Carolina Judicial Branch website. At the top, the navigation menu includes 'Courts', 'Help Topics', 'Services', 'Forms', 'Court Dates', and 'Contact'. A red arrow points to the 'Services' dropdown menu. Below the navigation is a dark blue banner with a 'Payments and Services' button and a 'Languages' button, with another red arrow pointing to the 'Payments and Services' button. The main content area features three service categories: 'Forms' (with a 'Find a form' button), 'Services' (with an 'Explore services' button and a red arrow pointing to it), and 'Going to court?' (with a 'Get started' button). A large seal of the North Carolina Judicial Branch is overlaid on the background image of a courthouse.



2. The [Services](#) page displays. Select **Find My Citation** in **Citation Services**.

The screenshot shows three service cards. The first card, 'Citation Services', has a magnifying glass icon and a 'Find My Citation' button. The second card, 'Court Date Notifications', has a calendar icon and a 'Notify Me' button. The third card, 'Court Collections and Payments', has a document icon and a 'Find My Court Case' button. A red arrow points to the 'Find My Citation' button.

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](#).

The screenshot shows a form with a text box containing 'A417736' and a 'Search Citation' button. A red arrow points to the button. Below the form, there is a link: 'If you do not know your Citation Number, you can find it using the [Citation Query by Defendant Name](#).' A red arrow points to this link.

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.

The screenshot shows a table with the following data:

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


Below the table, there is a 'Cancel' button. A red arrow points to the first row of the table.



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.

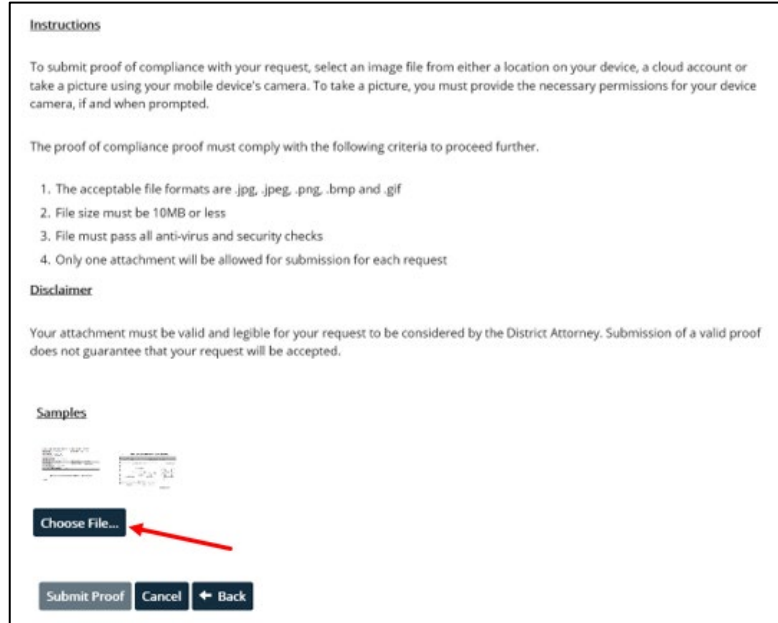
Your options for processing your citation online are listed below. Click your choice or click **Cancel** to return to Citation Lookup page.

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

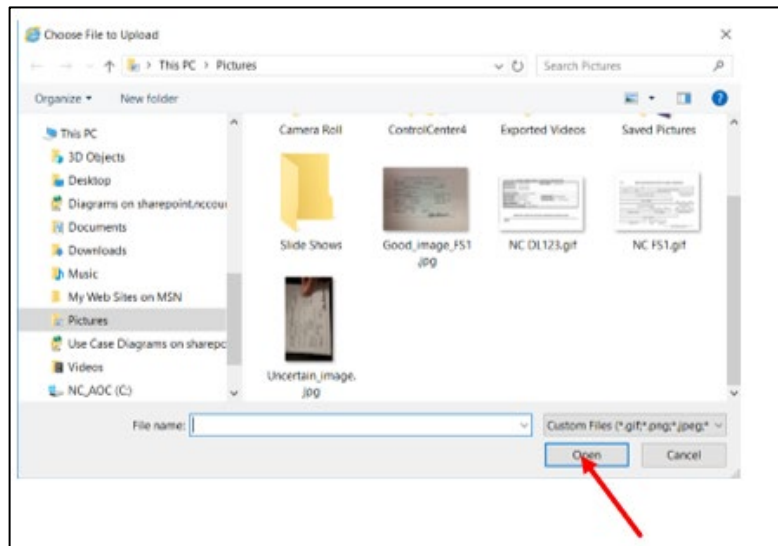




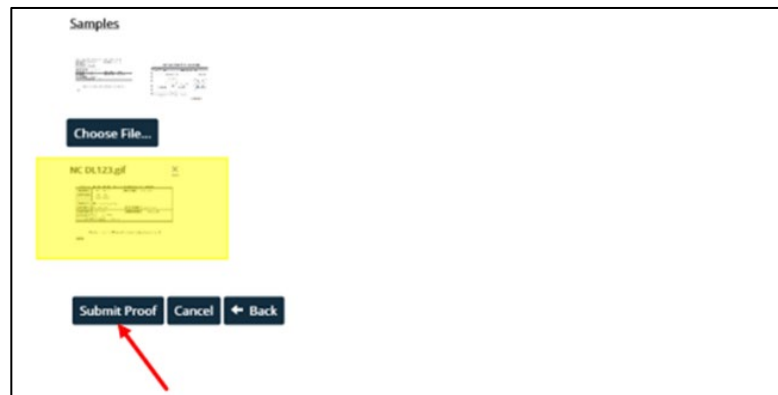
a.
The *Upload Proof of Compliance* page displays instructions to upload a picture of the proof of insurance. To attach a file, click on **Choose File**.



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.



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 *

Confirm 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. 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.

