

# OPTIONS FOR COURT REMINDERS

## For North Carolina: The AOC Reminder System

In North Carolina, the Administrative Office of the Courts (AOC) offers a court date reminder system for counties using the Automated Criminal/Infraction System (ACIS). Users go online and enter the file number and county for their case to receive an email or text notification. Users get a reminder 7 days and 1 day before their hearing. The system also sends a message if the court date or location changes.

According to AOC data, few people sign up for reminders. In the North Carolina Court Appearance Project, teams developed reminder cards and posters designed to help increase enrollment in the AOC court date reminder system. Learn how to order those materials here.

### AOC Example Message

Court Reminder: Orange Case 23CRS001234, 12/11/2023, 09:00am in Rm. 0001 Opt-out go to: <https://www3.nccourts.org/onls/out.sp?>

## Uptrust

Jurisdictions that want more customizable messages than statewide reminder systems offer are turning to platforms like Uptrust. The Uptrust app allows communication between public defenders and their clients. In addition to texts, attorneys can set up automatic reminders for clients. Uptrust integrates with case management systems and provides data to defender offices on whether messages are reaching clients.

Uptrust is used by defender offices in over 500 counties across the country. In North Carolina, defender offices participating in the Court Appearance Project have expressed that they are very happy with the service.

## Other Options

There are other reminder systems you can use. In North Carolina, the volunteer group Code with Asheville developed a local court date reminder site for Buncombe County. They made the code open-source, meaning it is available for free for jurisdictions interested in creating their own court date reminder systems. Learn more about the Buncombe County system here.

Court reminders don't have to be texts or calls. A cost-benefit study in Nebraska found that postcard reminders were effective in increasing court appearance.