

Welcome to Erie County ProTrack-ProMobile Monthly Reporting

These instructions will assist you in enrolling in the automated **ProTrack Phone** reporting service or **ProMobile Web** reporting service. Upon enrollment, you will be able to report to your Probation Officer as required by Court Order conditions of supervision by phone for Pro-Track or by smart phone, computer or tablet using Pro-Mobile.

To enroll in ProTrack/ProMobile services, please complete one of the two payment options below:

Step 1: Make ProTrack Payment	Make a payment for ProTrack Supervision Send Check* or money order payable to: Corrections Development Inc. P.O. Box 7017 Penndel, PA 19047 <i>* A Service fee of \$25 will be charged for returned checks.</i> Please Include the County and OTN listed above on these instructions in the memo section of the check. Once mailed, please allow 7 days prior to your first scheduled phone call. Or <ol style="list-style-type: none">1. Go to http://cdibtm.com2. a. If using mobile device, click 3 bars in top left-hand corner. Click down arrow next to "ProTrack Payments" and then click "Select County". Continue to Step 3 below. b. If using computer, hover over on "ProTrack Payments" in menu located in the top right corner of the page and click "Select County". Continue to Step 3 below. Note: If you clicked on ProTrack Payments, click Select County button in the middle of the page.3. Click on Erie County4. Click the appropriate term (Note that if the term is more than 12 months, you can add multiple terms.)5. Enter in your Name and OTN6. Click Add to Cart7. Click View Cart and make sure you have selected the appropriate term8. Click Checkout with PayPal (Note that you do not have to have/create a PayPal account to checkout. You can pay with a Debit/Credit card)9. Select your State and Zip Code and click Continue10. Click Continue where you see No Shipping11. Click Continue to PayPal and you will be able to select your method of payment. You may pay with a PayPal account, Debit/Credit Card or PayPal Credit.12. Enter in your payment information and continue with site instructions. Note: Please allow 1 day for your payment to register in your account. Paying through PayPal does NOT activate your account. You will not be able to report until we activate your account. <i>*If you cancel PayPal payment any chargebacks incurred will be charged to your account.</i> Upon successful payment, you can begin reporting as required using either ProMobile or ProTrack services as directed by Probation.
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Step 2A: Report Using ProMobile	<p>Website address https://apcourtportal.com</p> <ol style="list-style-type: none"> 1. On your smart phone, computer or tablet, enter https://apcourtportal.com in your browser. <u>Do not put in www in address or you will get an error when you submit data.</u> 2. Click Self Enrollment link at the bottom of the page. 3. Enter your email address, select county of supervision (Erie) and enter in password. Password must contain 8 characters with 1 lower case, 1 upper case and 1 number. 4. Click Register and then login to the site using your email address, password and select Erie for the County. 5. Once logged in, click the Reporting tab at bottom of page and answer all required questions. You will only be able to Submit Report when all questions are answered. Only submit an image if requested/required by your Probation Officer. 6. Click Submit Report. If you do not get a successful submission response, contact support by clicking on Support button in the upper left corner of the page. <p>You may also send messages to your Probation Officer using the Message tab at the bottom of the page. Use messaging only as directed by your Probation Officer.</p>
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OR

Step 2B: Report Using ProTrack	<p>Dial (814) 616-3162 on the assigned report day.</p> <p>If you are calling from a registered phone number on file in the Probation Department, you will be asked to enter in your PIN (last 4 digits of your social security number).</p> <p>If you are calling from a Phone Number that is not on file with the Adult Probation Department, you will be required to register this Phone Number. You will need your OTN and PIN to register your Phone Number. Once your Phone Number is registered, you will only have to enter your PIN on subsequent calls.</p> <p>Once verified that your account is active and your Phone Number has been registered, you will be asked the following questions listed below:</p> <p>Questions:</p> <ol style="list-style-type: none"> 1. Have you paid your fines and costs as outlined by your payment schedule? Press 1 for yes and 2 for no. 2. Have you completed Alcohol Highway Safety School? Press 1 for yes, 2 for no and 3 for N/A. 3. Have you completed a drug and alcohol evaluation? Press 1 for yes, 2 for no and 3 for N/A. 4. If required to complete Drug and Alcohol treatment, are you in treatment or have you completed treatment? Press 1 for yes, 2 for no and 3 for N/A. 5. Has your phone number changed in the last 30 days? Press 1 for yes and 2 for no. 6. Has your employment status changed in the last 30 days? Press 1 for yes and 2 for no. 7. Have you had any contact with the police or been arrested in the last 30 days? Press 1 for yes and 2 for no. 8. Have you used any drugs or alcohol in the last 30 days? Press 1 for yes and 2 for no. 9. Has your home address changed in the last 30 days? Press 1 for yes and 2 for no. 10. Have you completed your community service hours? Press 1 for yes, 2 for no and 3 for N/A.
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Please contact protrack@cdibtm.com for technical assistance and include your name and Erie County in all correspondence.