



Victim Support Services

C.C.S.O. Survivor Messaging Portal User Guide

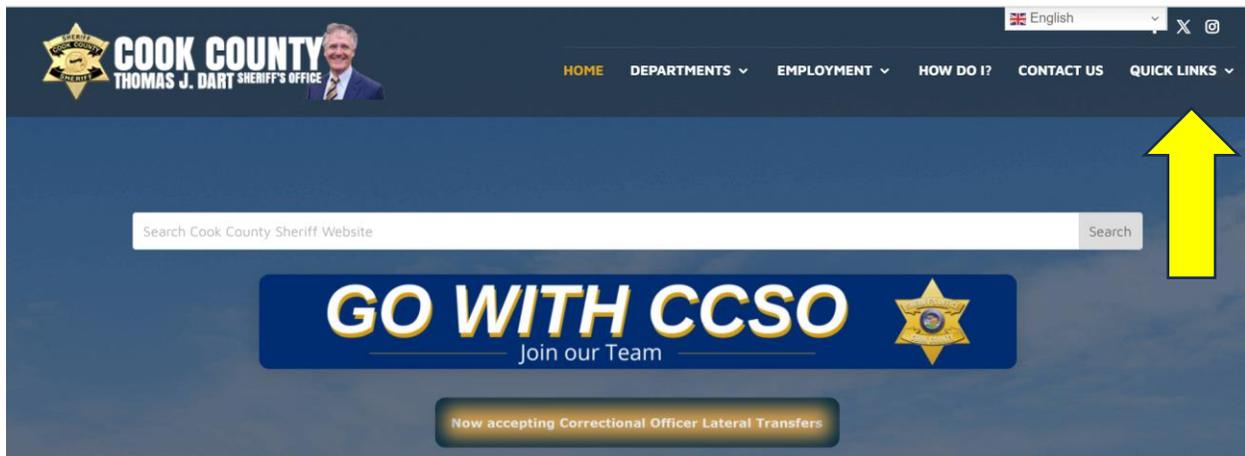
Introduction for Domestic Violence Survivor Messaging Portal

The Cook County Sheriff's Office has created a new civilian role within their Victim Support Services Unit, titled Domestic Violence (DV) Liaison to better serve survivors of DV. The DV Liaisons are all survivors themselves and are available to aid Petitioners who have been granted an Order of Protection (OP) in understanding the Sheriff's Civil Process procedure. This Unit is available to facilitate communication between the Petitioner and the Civil Process Unit, connect victims to Domestic Violence Agencies and share education regarding their rights. All the Domestic Violence Liaisons are 40-hour DV trained.

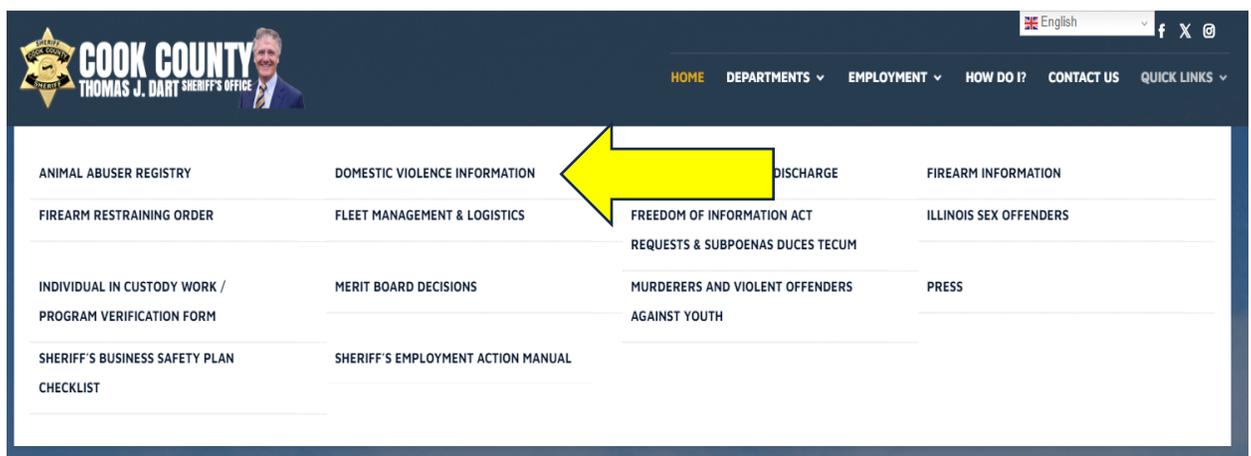
If you are a Petitioner and would like to access this Portal to check the status of service for your Order of Protection or set up a safe time that you would like to speak to a CCSO Domestic Violence Liaison that can connect you to services, please follow the instructions below. If you are experiencing any issues utilizing the Portal, please call the CCSO DV Liaison line at (708) 232-4545. They are here for you to assist during this challenging time.

How to Access the Civil Service Process Lookup

- 1.) Survivor will access the portal via CCSO Public Website
<https://www.cookcountysheriffil.gov/>



- 2.) The user will click on Quick Links then Domestic Violence Information.



3.) You have been re-directed to the Domestic Violence Survivor Resource Page.

Welcome to Cook County Sheriff Tom Dart's, Domestic Violence Survivor Resource Page!

QUICK ESCAPE

Below you will learn about your rights as a victim of domestic violence and get step by step instructions on how to petition the court for an Order of Protection. You will also be able to browse other useful information at your leisure.

How did I get here?

These are the words spoken by so many when they find themselves in a situation, they didn't see coming due to the outcomes of a relationship they no longer recognize.

4.) Scroll down to the Domestic Violence Survivor Messaging Portal section and click on the link to access the portal.

Domestic Violence Survivor Messaging Portal

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Survivor Message Portal

Survivor Message Portal User Guide



5.) This is the Civil Process Service Lookup

THIS IS THE CCSO TEST E-FILE SITE WHICH CONTAINS ONLY TEST DATA.

Civil Process Service Lookup

SEARCH BY
-- Select --

DISCLAIMER
Users are advised that the information on this website does not constitute an official record. Further, the Cook County Sheriff's Office and the County of Cook are not liable in any way for any inaccuracy of information published herein. The official court file is maintained by the Clerk of the Circuit Court of Cook County. Please see link for full site disclaimer information.

I DO NOT ACCEPT

I'm not a robot 

User Instruction Guides

Click on the following links to view instructions that will guide you throughout the case filing process:

- [Introduction](#)
- [Log in and Select Language](#)
- [Creating an Account](#)
- [Access the New E-File Case Page](#)
- [Create New E-File](#)
- [Add a Service](#)
- [Uploading Documents to Service Requests](#)
- [Summary](#)
- [Payment](#)
- [Receipts](#)
- [Full Instruction Guide](#)

E-File Instructional Video



6.) Survivor will enter the case number, accept the terms, and then complete captcha to begin the search

Civil Process Service Lookup

SEARCH BY
-- Select --
-- Select --
Case Number
Sheriff Number

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7.) Enter PIN and click “Search”

Search Results

By using this search tool, you acknowledge that you understand that it is solely your responsibility to verify any information you may obtain herein before relying on said information for any type of legal action.

Case Number casehenry02	Status PENDING
Sheriff Number 20082397	

PLEASE ENTER THE FOUR-DIGIT PIN YOU CREATED ON YOUR ORDER OF PROTECTION INFORMATION SHEET TO ACCESS ADDITIONAL INFORMATION.

 Search

8.) Survivor provides information to CCSO and clicks save.

ORDER OF PROTECTION INFORMATION PORTAL

Message Sent 04/04/2024 11:27 AM
Message Sent 04/04/2024 11:13 AM. Acknowledged by CCSO 04/04/2024
Message Sent 04/04/2024 11:35 AM. Acknowledged by CCSO 04/04/2024

SERVICE ATTEMPT INFORMATION
No Service Attempt has been made yet.

Secure Message Center
To provide a secure message regarding service to Sheriff's Office staff please enter information below, such as alternative service locations and ideal times to make service. If you request a response, please provide contact information. This system is not for emergency use. Call 911 if this is an emergency.

TYPE YOUR MESSAGE

DO YOU REQUEST A RESPONSE?
Yes

SAFE DATE AND TIME TO CALL YOU? 04/12/2024 11:26 AM

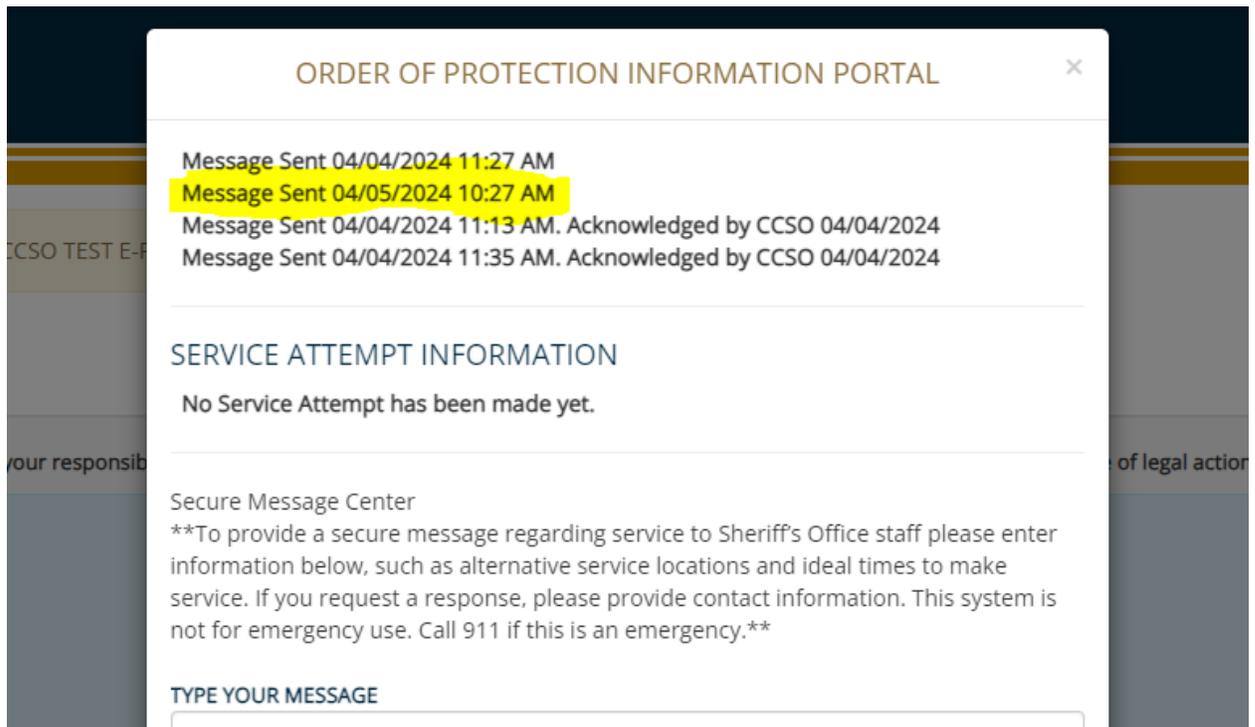
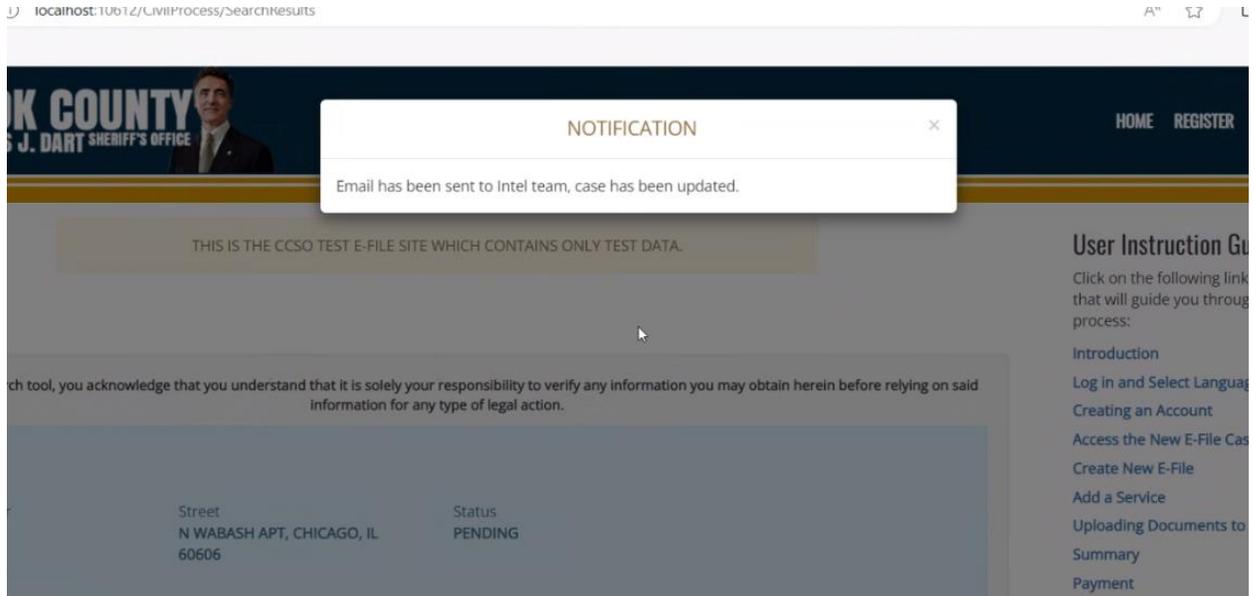
RESPONSE INFO (222) 222-2222

 Save

Your message will be read within at least 24 hours during business days

For any additional information on this Order of Protection or support please call a Domestic Violence Liaison for the Sheriff's Office at (708) 232-4545 For information on the Order of Protection process and resources for petitioners please visit [Cook County Domestic Violence Site](#).

- 9.) An email is sent securely to CCSO, and a notification is provided to the survivor in the browser. The timestamp of the message is provided upon next search after pin verification and does not include any context of what was sent in the message. A link will be displayed that contains additional resources and information to assist the survivor.



10.) CCSO receives email notification and clicks the hyperlink to acknowledge receipt. Upon acknowledgment, the CCSO system will log the person who clicked the link with the date and time.

TEST - OOP Survival Portal Email



Cook County Sheriff E-File <no-reply@ccsheriff.org>
To Adil Zaidi (Sheriff)



Fri 4/5/2024 10:27 AM

If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

The following message was generated from an application in a CCSO dev or test environment.

This is a test message for Sheriff Number: 20082397, the following update message will be going to the Intel team:

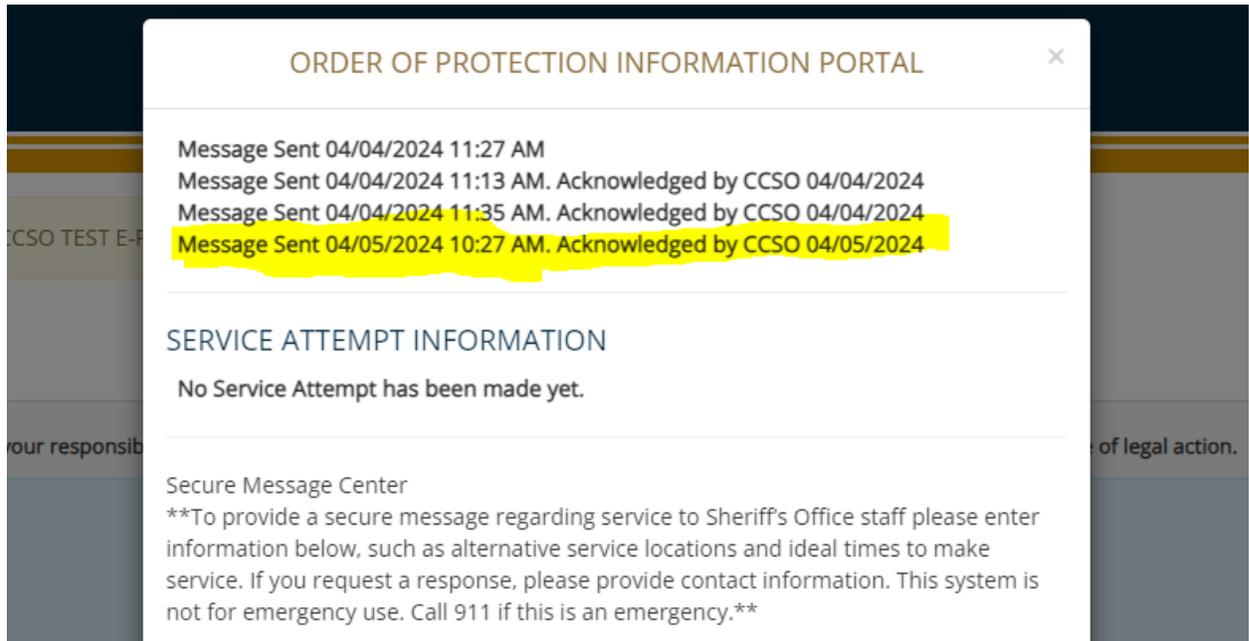
'test'

- [Click here to notify that the request has been received by Intel team.](#)
- [Click here to go to case on Internal Efile.](#)
- [Click here to go to Istar case page.](#)

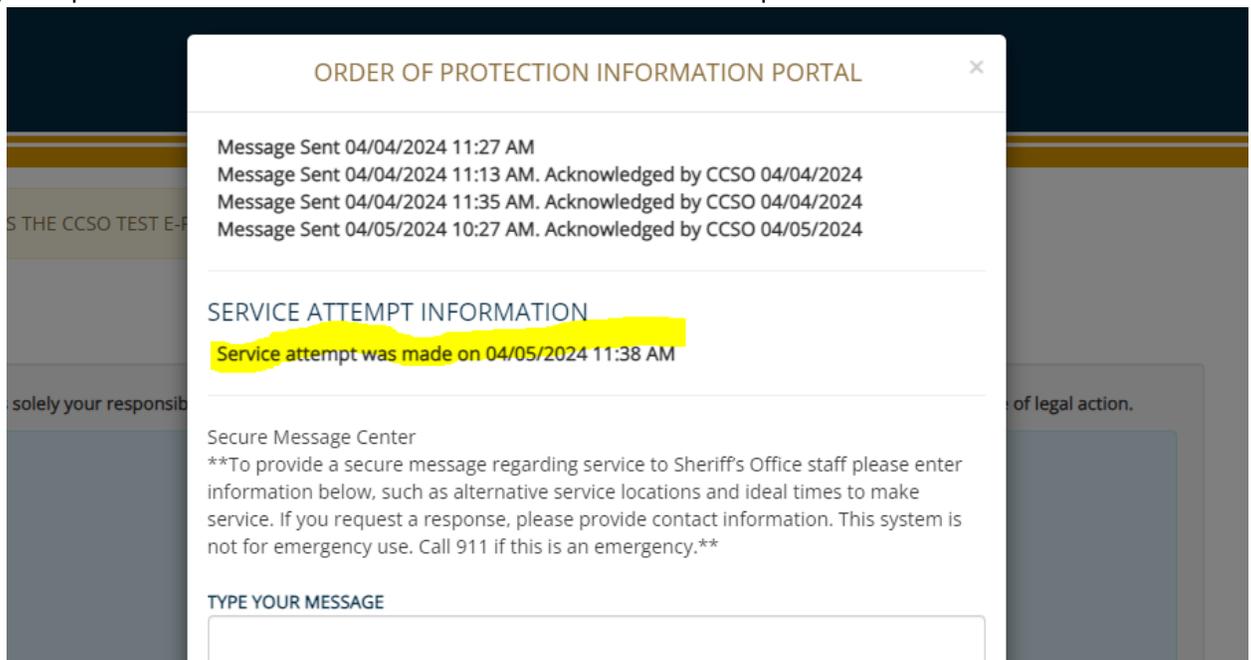
Survivor would like a response: Yes
Response Type-Time: 4/12/2024 11:26:00 AM
Response Info: 222222222



11.) Survivor can search again and see acknowledgement of the timestamp.



12.) Example of what is shown when there has been a service attempt made.



13.) Example of what is shown when the OP has been served.

Information for any type of legal action.

Case Number 909090909	Street N WABASH APT, CHICAGO, IL 60606	Status SERVED
Sheriff Number 20036078	Service Type Substitute Service	
Service Date 10/25/2023 12:00 AM		

Search Again

How to Access the Survivor Message Portal

1.) Scroll to the middle of the page and click on Survivor Message Portal

Welcome to Cook County Sheriff Tom Dart's, Domestic Violence Survivor Resource Page!

QUICK ESCAPE

Below you will learn about your rights as a victim of domestic violence and get step by step instructions on how to petition the court for an Order of Protection. You will also be able to browse other useful information at your leisure.

How did I get here?

These are the words spoken by so many when they find themselves in a situation, they didn't see coming due to the outcomes of a relationship they no longer recognize.

The Sheriff's Office is here to help

Sheriff Tom Dart created a Unit to better serve victims of domestic violence (DV) and human trafficking named Victim Support Services (VSS). This Unit is comprised of qualified domestic violence, and/or sexual assault and human trafficking survivors. Staff are 40-hour DV trained and include license clinicians. Bilingual staff is available. VSS Domestic Violence Liaisons can be reached at (708) 232-4545 Monday through Saturday.

This is NOT an emergency phone number.

IF YOU ARE EXPERENCING AN EMERGENCY, PLEASE CALL 911

As a Domestic Violence victim, you have legal rights!

Below are frequently asked questions (FAQ's) and a short summary of the rights and resources designed to assist domestic violence victims.

Q: Now that I'm here, is there any assistance that is out there for me?

A: Yes. There are several helpful resources available for individuals who have experiences like yours.

Q: Where could I find out more information about the resources available to me?

A: The best places to start if you live in Illinois is the the Illinois Domestic Violence Hotline at 877-863-6338 or 877-863-6339(TTY), [The Network](#). If you live in other states start at 800-799-7233 the [National Domestic Violence Hotline](#)

Please Note: If you have challenges navigating resources, please call CCSO's Victim Support Service Domestic Violence Liaison at 708-232-4545

Q: As a Domestic Violence Victim, are there any laws created to help me?

A: Yes. The Illinois Domestic Violence Act outlines the laws in place to guide and implement safety measures for domestic violence victims.

Your Rights At-A-Glance

Here's a look at your rights and available resources designed to guide you through this tough time. Did you know that domestic violence victims and their families have rights? THE ILLINOIS DOMESTIC VIOLENCE ACT OF 1986 (750 ILCS 60/) states you have the following rights:

1. You have the right to file for an Order of Protection (Emergency, Civil No-Contact Order, Stalking No-Contact Order and/or Firearm Restraining Order).
2. You have the right to have your filed emergency Order of Protection petition NOT be publicly available until the petition is served to the respondent.
3. You have the right to request that your children and/or additional family members be added to your Order of Protection order.
4. You have the right (free of charge) to file, amend, vacate, certify, or photocopy an Order of Protection.
5. You have the right to simplified forms and clerical assistance to help with the writing and filing of an Order of Protection petition.
6. You have the right to connect with a Certified Domestic Violence Advocate for free services offered through a Domestic Violence Agency.
7. You have the right to THE VICTIMS' ECONOMIC SECURITY & SAFETY ACT (VESSA) (820 ILCS 180/1 et seq. 56 Ill. Adm. Code 280)

- What is VESSA? – an act that protects employment security and workplace safety of domestic violence victims.
- What does VESSA provide? – a legal right to: protecting against discrimination, reasonable accommodations to workplace facilities and a yearly allotment (up to 12 weeks) of unpaid leave.
- What does VESSA safeguard? – group health plan benefits are maintained through duration of allotted leave "under the conditions coverage would have been provided if the employee continued to work".

8. If you are a victim of a violent crime, you have the right to apply for Assistance for Victims of Violent Crimes.

Please Note: If you are having challenges navigating resources, please do not hesitate to call CCSO's Victim Support Services, Domestic Violence Liaison at 708-232-4545.

How do I petition the court for an Order of Protection?

For instructions on how to petition the court for an Order of Protection, please click on one of the courthouses nearest to you listed below. If you would like to petition the courts after-hours or E-file, please click the corresponding link below.

Maywood Courthouse	555 Harrison Domestic Courthouse	Daley Center Courthouse
Rolling Meadows Courthouse	Skokie Courthouse	Markham Courthouse
Maywood Courthouse	E-Filing Instructions	Emergency After-Hours Order of Protection Instructions

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Should I be thinking of a safety plan?

If you are in a situation that you may be feeling unsafe for yourself or your children, you need a safety plan. It is best to create your safety plan with a certified domestic violence advocate. We've provided the below links to help you start thinking about what that plan looks like.

- [Create a Safety Plan](#)
- [Safety Planning with Children](#)
- [Safety Planning with Pets](#)
- [Safety Planning During Pregnancy](#)

Additional Domestic Violence Resources

- [Warning Signs](#)
- [Situations Involving Children](#)
- [Supporting Survivors](#)
- [LGBTQ Survivors](#)
- [Male Survivors](#)
- [Search the National Domestic Violence Hotline's Service Provider Directory](#)
- [Immigrant Survivors](#)
- [Legal Aid](#)
- If you or someone you know are experiencing a domestic violence situation and are afraid to reach out because of your immigration status, please contact [Legal Aid Society](#). Call their voice message hotline anytime at (312) 986-4105. Leave your name and phone number, and their intake specialists will call you back.
- [Domestic Incident Notice](#)

If you are having challenges navigating resources or are the petitioner wanting an update on status of an Order of Protection service, call CCSO's Victim Support Services, Domestic Violence Liaison at 708-232-4545.

To speak immediately with a domestic violence professional, call one of these 24-hour hotlines:

Illinois Domestic Violence Helpline (877) 863-6338 TTY 1(877) 863-6339

National Domestic Violence Hotline (800) 799-7233 TTY 1 (800) 787-3224

Attention Service Providers

For agencies looking to assist DV victims/survivors that CCSO Victim Support Services Unit comes into contact with, please fill out the referral form attached and send back to CCSO.VictimSupportServices@ccsheriff.org.

[Referral Form](#)