

HOW TO OBTAIN A PROTECTIVE ORDER USING AZPOINT

STEP 1: Create an Account

- Go to azpoint.azcourts.gov
- Scroll to the bottom of the home page and click the “Get Started” Button



- Provide your name and email address, create a security question and password (Make sure to write them down if you need to access your account later)

Username *

Password *

Confirm Password *

Security Question *

Security Question's Answer *

- Click the box to acknowledge the terms of use
- Click the “Create User” button



- Log into your email account, open the email from AZPoint and click on the verification link. You have now verified your AZPoint account and can now log into the portal.

STEP 2: Log In and Start Your Petition

- Enter username and password you just created

Username:

Password:

Login Cancel

Register Reset Password

- Scroll to the bottom and click the “Start a New Petition” button



- You will then be prompted to fill out 6 screens with the following information :

Plaintiff information- Your information as the petitioner.

Defendant information- The information of the person you are obtaining a protective order against.

Family Court- Information regarding ANY open family court cases you may have with the defendant.

Protective Orders- Information regarding any existing protective orders between you and the defendant.

Additional Persons- Any dependent children under the age of 18 that you would like included as a protected party.

Incident History- A list of incidents of threatening, harming, or harassing behavior from the defendant within 12 months (An Order of Protection requires 1 incident, an Injunction Against Harassment requires at least 2).

STEP 3: Submit Your Petition to the Court

- After completing all 6 screens you will be prompted to review the petition and review for any errors. If everything looks correct, submit the petition by clicking the “Make Court Ready”.



- Making your petition court ready will generate a reference number. Write down or take a picture of your reference number. You will need this number when you go to court to meet with a Judge and request the protective order. The next step is to go to the Phoenix Municipal Court and see a Judge.

- Phoenix Municipal Court’s Protective Orders office is located at the Phoenix Municipal Courthouse at 300 W. Washington St. Provide the clerk with your reference number. They will place you in a queue to meet with the Judge. The Judge will call you up by name and may ask clarifying questions about your petition. They will then make a ruling to: 1) grant the order, 2) modify the order, or 3) deny the order.

- If the order is granted the court will provide a packet of information including copies of the order. The protective order is not in effect until it has been served to the defendant. Once the order is served, it is enforceable for one year. **Always keep copy of order with you.** The defendant may request a hearing to contest the order. If the defendant returns to a protected location prior to being served, you can call police. The responding officer may serve the defendant at that time if you have a copy of the protective order.

- If you have any questions regarding this process, please call the City of Phoenix Prosecutor’s Office Victim Services Unit at 602-261-8192.