



Hearings Office

1900 SW 4th Avenue, Room 3100, Portland, OR 97201 phone: 503.823.7307
www.portlandoregon.gov/hearings fax: 503.823.4347
email: HearingsOfficeClerks@portlandoregon.gov



TOW HEARING REQUEST ONLINE

These are step-by-step instructions to submit a tow hearing request. If at any time you need assistance please contact the Hearings Office Clerks who can answer your questions: HearingsOfficeClerks@portlandoregon.gov or 503-823-7307

1. You will need a computer with internet access. Open a web browser of your choice (Internet Explorer, Chrome, Microsoft Edge, etc.) and type in the following address:

<https://portlandhearingsoffice.synisys.com/cms/>

2. You will be directed to a page with the image below.

Hearings Office
City of Portland

Login

Password

LOGIN

[Forgot your password?](#)

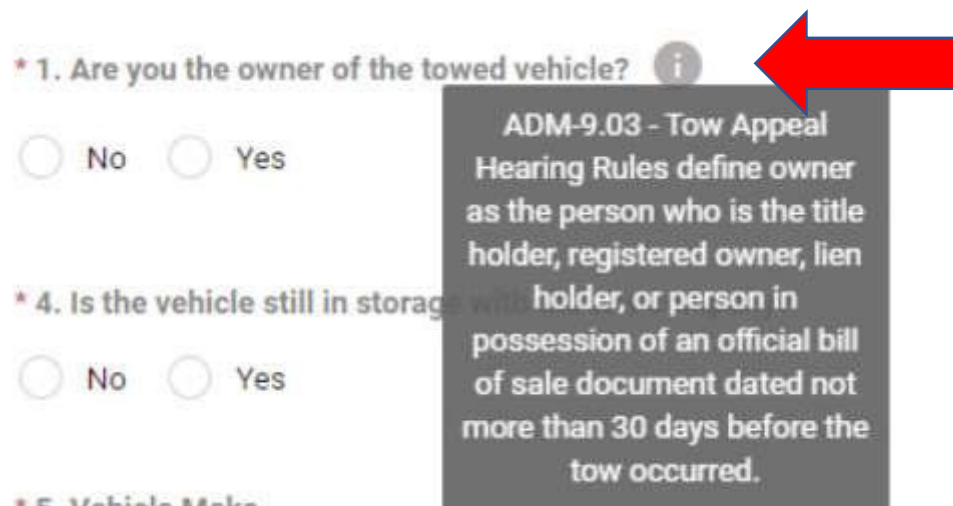
[Request a new account](#)

3. If this is your first time using the system you will need to “Request a new account” (little red arrow above). The system will send you a verification link to your email address to verify your profile. At that time you will be able to login by entering your login and password (big red arrow above).

- To begin your online request locate and Click on the green "New Case" button.



- Note: All fields with a red asterisk must be completed before moving forward.
- If you are uncertain about a question hover your mouse over the "i" for more information. See this example below:



- Use the drop down menu to select "Request a tow hearing" and complete the following sentence: "I want to . . ." (See below)

Type of Hearing


* I want to:

Request a tow hearing ▼

8. Locate the next section "Parties" – your name should appear in blue. Click your name. If your name does not appear click the green "ADD" button

Parties i

 Fill-in the information of the person requesting the hearing in the form below. You can add additional parties by clicking ADD button as needed. In tow cases, the person requesting the hearing is the Appellant.

Role	Party Name/ Corporate Name
Appellant	Jon Doe 

ADD

9. Please complete the information including:

- First Name
- Middle Name
- Last Name
- Phone Number
- Email Address
- Mailing Address

NOTE: You may need to click the white "Edit" button to complete this section. (See below)

Case Party - Google Chrome
 cms.synisis.com/stagingportlandho_de/session/11/modules/party/partyForm.xhtml?sessionId=null&MasterID=1&Hierarchy=A1_Person&iLanguageID=3&SubModuleID=103&projectid...

Jon Doe
 Last modified by Jon Doe on

CLOSE EDIT

Personal Details

First Name	Jon	Middle Name	No Data
Last Name	Doe	Area Code	No Data
		Primary Daytime Phone	No Data
Alternative phone	No Data		
Email (This is the email address the Hearings Office will send all notifications to.)	PublicUserTestCMS@gmail.com		

10. When you are finished adding your information to this section – **Don't forget to save your changes!**

Case Party - Google Chrome
 cms.synisis.com/stagingportlandho_de/session/11/modules/party/partyForm.xhtml?sessionId=null&MasterID=1&Hierarchy=A1_Person&iLanguageID=3&SubModuleID=103&projectid...

Jon Doe

CANCEL SAVE & CLOSE

11. Scroll down to the next section entitled "Tow Hearing Request"

Tow Hearing Request

12. Use the drop-down menu to select your name.

* Submitter

Jon Doe

13. Are you the Vehicle's Owner? If yes, proceed to the next question. If you are not the Owner select "No" and two questions (#2 and #3) will pop up asking if you have a

financial interest in the vehicle and to provide proof.

* 1. Are you the owner of the towed vehicle? 

No Yes

2. If you do not own the towed vehicle, are you a person with a documented financial interest in the vehicle?

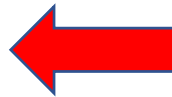
No Yes

3. If yes, please upload supporting documentation of your financial interest in the vehicle

CHOOSE FILE

14. Questions 5, 6, 7 and 8 request information about the towed Vehicle: Make, Model, State of Registration, License Plate or Vehicle Identification Number (VIN).
15. Question 9 – It is Okay if you don't know the specific address or location from which the Vehicle was towed, so long as you know the city. (Example: Portland).
16. Question 10 – skip this question; the Hearings Office Clerks will enter this number.
17. Question 11 – Click on the image of the calendar and select date the Vehicle was towed by the City.

* 11. Date of Tow



18. If your Vehicle was towed by the City more than 10 calendar days, then click 12.a to provide "good cause" (the reason why) your request is late.
19. In Question 14 explain the reason you believe the tow should be found invalid or unjustified.
20. *Optional:* If you plan on bringing someone to your hearing to represent you (other than an attorney) or if you plan on having someone else appear on your behalf then

complete Question 15.

15. If you will have someone else represent you at the hearing, check this box.

* 16. Authorized Party Representative

21. *Optional:* If you have an attorney/lawyer please complete this section.

Attorney, or Legal Representative, if applicable

22. *Optional:* If you are unable to receive email notifications and prefer delivery by the regular mail complete this section.

Unable to Participate Electronically?

23. *Optional:* If you have documents to submit as part of your hearing you may submit them in this section.

Exhibits, Orders, and Other Attachments

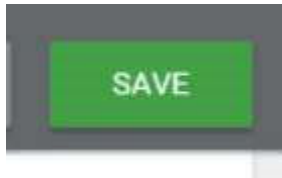
24. Activity Log – no action required.

25. At the very bottom of the page click the box to certify that all information you are submitted in true to the best of your knowledge by clicking the box at the bottom of the page.

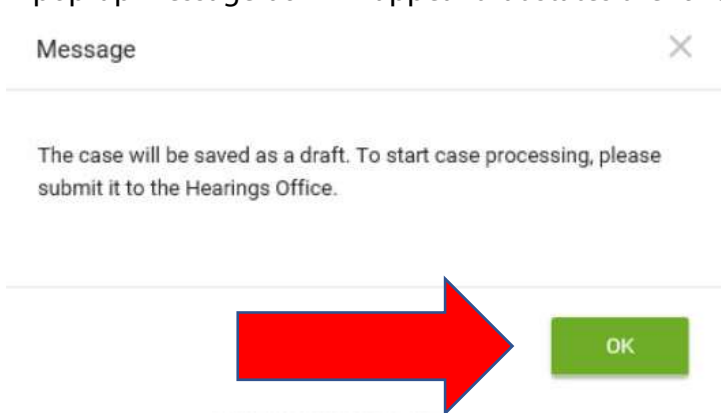
* All information is true to the best of my knowledge. I acknowledge that hearings are scheduled promptly per Portland City Code Title 16.



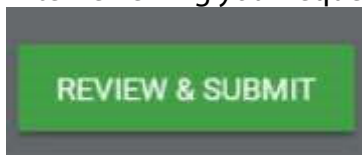
26. At the top of the page click the Save button.



27. A pop-up message box will appear that states the following; Click OK



28. After reviewing your request click "Review & Submit" button in the upper right corner.



29. You will now receive a notice by email that your request has been submitted and is pending review for approval. You will also receive an attachment which is your: "Tow Hearing Request Form" – download or save this file for your records. Close out of your browser to exit the online filing system.

30. If your request is approved by the Hearings Office then you will receive a notice that a Hearing is scheduled with the location, date, and time to appear. We try to respond within 24 hours (that is, one business day).

31. Thank you for using our electronic filing system. If you have questions or concerns, feel free to contact the Hearings Office Clerks for assistance:

- tel: 503-823-7307
- fax: 503-823-4347
- email: hearingsofficeclerks@portlandoregon.gov