



Hearings Office

City of Portland

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



APPEAL HEARING REQUEST ONLINE

These are step-by-step instructions to submit an Appeal hearing request. Note: do not use this document if you are contesting the tow of a vehicle. There is a specific user manual tow appeal cases.

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://cms.synisys.com/portlandho/>
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).



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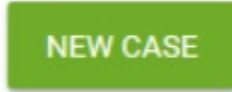
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- To begin your online request locate and Click on the green "New Case" button.

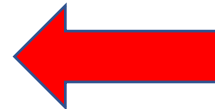


- Note: All fields with a red asterisk must be completed before moving forward.
- Use the drop down menu to select "Request an appeal hearing" and complete the following sentence: "I want to . . ." (See below)

Type of Hearing

* I want to:

Request an appeal hearing



- Do not worry about assigning a Hearings Officer or a Hearings Clerk. We will take care of that after you submit your request for Hearing.

/// SPACE INTENTIONALLY LEFT BLANK ///



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- 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



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



- Please complete the information or confirm it is accurate including:
 - First Name
 - Middle Name
 - Last Name
 - Phone Number – Don't forget your area code.
 - Email Address
 - Mailing Address

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

The screenshot shows a web browser window with the URL: cms.synisys.com/stagingportlandho_de/session/11/modules/party/partyForm.xhtml?sessionId=null&MasterID=1&Hierarchy=A1_Person&iLanguageID=38&SubModuleID=103&projectid... The page title is "Jon Doe" and it says "Last modified by Jon Doe on". There are "CLOSE" and "EDIT" buttons. Below is a "Personal Details" section with the following information:

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		



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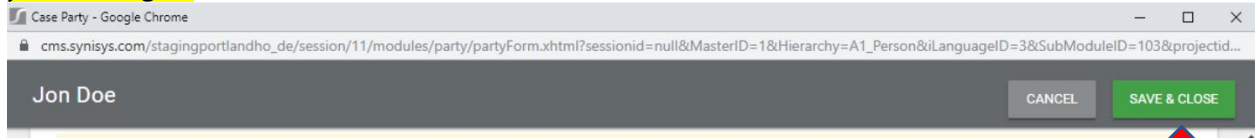
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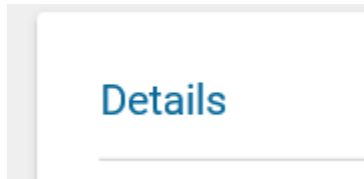
email: HearingsOfficeClerks@portlandoregon.gov



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



11. Scroll down to the next section entitled "Details"

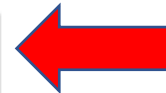


12. If you know the **Bureau's Case Number** Enter it here. Leave blank if uncertain.

Bureau case

13. Next use the drop down menu and select the type of City decision you are appealing:

Violation type



14. Choose the option that best describes the City decision you are appealing: (if you don't see an option that applies to you or you are uncertain you can select "other" and the Hearings Officer will clarify at the Hearing the type of violation type).



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--Select Violation type--

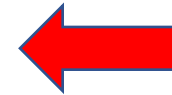
--Select Violation type--

- Bill Dispute
- Civil Penalty
- Exclusion
- License Denial
- License Revocation
- License Suspension
- Other

15. Select Your Name from the drop-down menu here: (You are the Appellant.)

*** Appellant Party**

--Select Appellant Party--



16. Answer the following question by clicking your mouse in the circle next to your answer:

Does your request involve being excluded from a City Park?

No Yes

/// SPACE INTENTIONALLY LEFT BLANK ///



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17. Answer the following question: (example, Private for Hire Transportation permit)

Does your request involve a suspension or revocation of a license?

No Yes

18. If the City's determination relates to a property (example park or residence) include it here and if it doesn't apply to your case just leave it blank.

Property

Not Applicable

19. In the next section identify the City employee who signed the determination letter.

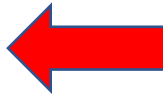
Government representative

John Doe



20. Using the calendar feature enter the date on the determination letter or exclusion paperwork. Click on the image of the calendar.

Date of Exclusion or other Determination





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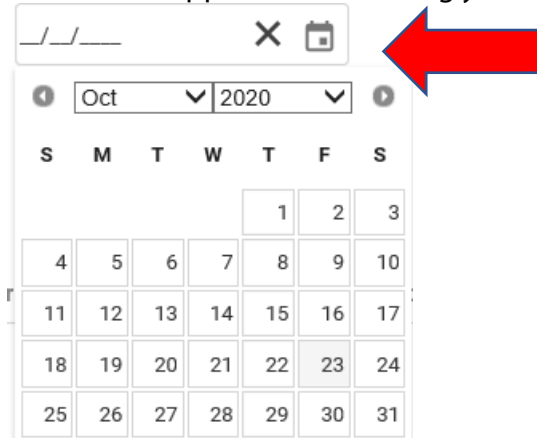
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21. Click on the applicable date using your mouse cursor.



In order to navigate to earlier months click on the downward arrow by the month.



22. In the next section you should provide a brief explanation of why you believe that the City's determination letter is incorrect. You may be brief - at the hearing when you meet with the Hearings Officer you will get an opportunity to testify and explain fully the reason you should prevail at the hearing.

Why do you believe the City Bureau's decision/determination is invalid, unauthorized, or otherwise improper? (

23. In order to submit a complete Appeal Hearing Request Form you must upload and attach the City's Determination Letter. **If you do not have a copy of this letter STOP** you cannot request a Hearing without submitting it with your request. If you do not have a copy, save your request, request a copy from the City Bureau that issued it, and then upload it and submit your hearing request without delay.



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*** Attachment: City Determination Letter**

CHOOSE FILE

24. A new window will pop open and you need to complete the fields to upload your letter from the City.

25. From the drop down menu select the type of document you are uploading – the most common is PDF

*** Type**

--Select Type--

--Select Type--

- CSV
- Excel
- HTML
- Images
- Other
- PDF
- PPT
- TXT
- Word

26. Enter the Title as indicated here: "City Determination Letter"

*** Title**

City Determination Letter

X



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27. Scroll down and you will see several more boxes; feel free to skip the “Details” section and the “Disposition” Section. Just click on “Browse” to access the Complaint Letter wherever you have it saved and click the green “Save” button.

Details

Disposition

* Attachment

Browse...

SAVE

28. The rules state that you have 10 days from the date on the City determination letter to request a hearing; if your letter is dated **more than 10 calendar days from the date you are submitting your hearing request**, then you must provide an explanation for why the request for an appeal hearing is late. In other words, you must demonstrate “good cause” for the Hearings Officer to grant your hearing request.

If your request is late, please explain why

29. *Optional:* Do you have more evidence to submit at this time? (Example, photographs, records, receipts) Navigate to “Add Additional Documents” from the “Supporting Documents”



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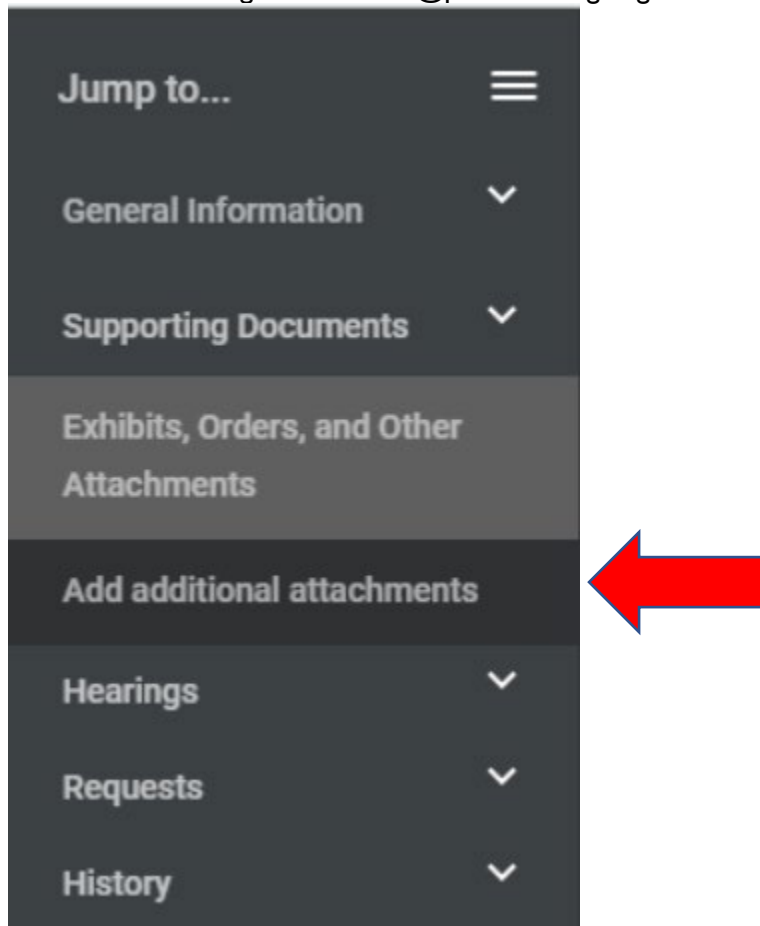
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30. Click on the green “ADD”



31. A new window will open that walks you through the process of uploading the document/photograph/report.

32. “Select Category” dropdown menu select “other”



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Filing

* Category

--Select Category--

|

--Select Category--

Administrative Review

Bureau Response Decision Files

Complaint



Determination Letter

Other

Statement of Rights and Procedures

Supporting Clarification Motion Document

Supporting Reconsideration Motion



33. Click "No" where you are asked if this is the leading document.

* Leading Document

No Yes

34. "Party Role" dropdown menu select "Appellant"

* Party Role


--Select Party Role--

|

--Select Party Role--

Appellant

City Representative



35. Select Party – Select yourself



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* Party

36. Provide a short description of the document. For example:

* Description

Parking Violation Citation

37. Now add your file by clicking "Choose File"

* Attachment

CHOOSE FILE

38. A new popup box will appear. From the drop down menu select the "Type" of file:



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Upload File

* Type

--Select Type--

|

--Select Type--

- CSV
- Excel
- HTML
- Images
- Other
- PDF
- PPT
- TXT
- Word

39. Now title your document, for example "Police Report"

* Title

Tow Hearing Report

40. Now add the attachment by clicking on "Choose File"

* Attachment

Choose File



Click the Add button

ADD



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

Attorney, or Legal Representative, if applicable

42. Optional: If you are unable to receive email notifications and prefer delivery by the regular mail complete this section. This will result in a delay in receiving communications because email is close to instantaneous delivery and first-class mail takes approximately 3-days for delivery.

Unable to Participate Electronically?

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

Exhibits, Orders, and Other Attachments

44. Activity Log – no action required.

45. Scroll to the very bottom of the page and 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.

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

SAVE & EXIT EDITING



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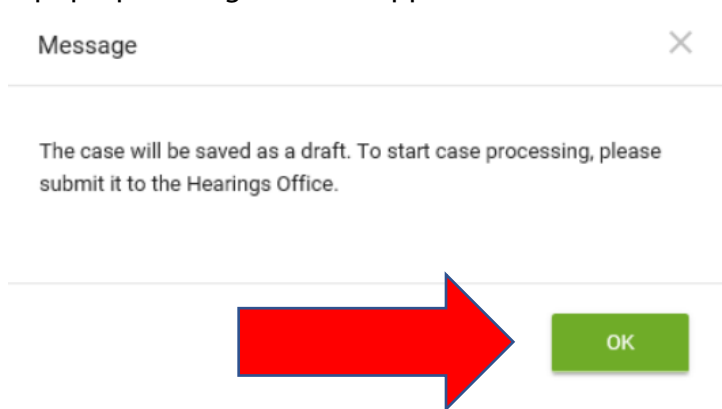
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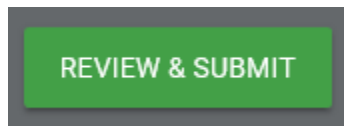
email: HearingsOfficeClerks@portlandoregon.gov



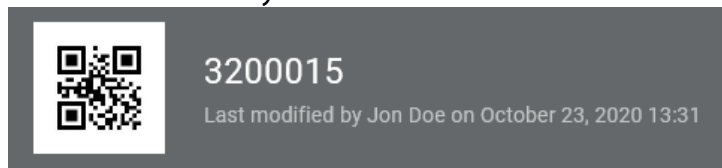
47. A pop-up message box will appear that states the following; Click OK



48. Now you need to click the green button in the upper righthand side of the screen to submit the request for review to the Hearings Office.



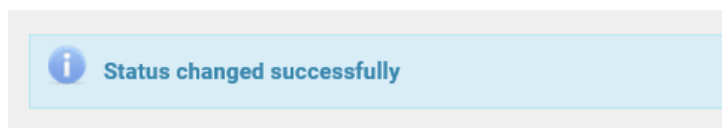
49. You know you submitted your request if you see a case number assigned in the upper left hand corner of your screen.



Intake: Draft Case



Review



50. 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: "Appeal Hearing Request Form" – download or save this file for your records. Close out of your browser to exit the online filing system.

51. Click "Save and Exit" to complete your hearing request.



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SAVE & EXIT EDITING

52. Close out of the case.

CLOSE

53. 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).

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

- **telephone:** 503-823-7307
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- **email:** hearingsofficeclerks@portlandoregon.gov