

From: Alphonse Talarico <contact@lawofficeofalphonsetalarico.com>
Subject: Re: Attorney Portal not working -SPINNING BALLS! 2022L010905
Date: March 6, 2023 at 8:51 AM
To: Carlo Z. DeFranco (Circuit Court) <czdefranco@cookcountycourt.com>



Dear Carlo Z. DeFranco,

I followed the instructions exactly as stated and wasted much time re-entering much information but IT STILL DOES NOT WORK !!!

Please have this corrected .

The case I refer to is 2022L:010905 Dulberg v. Baudins et al

Thank you,
Alphonse A. Talarico #53293

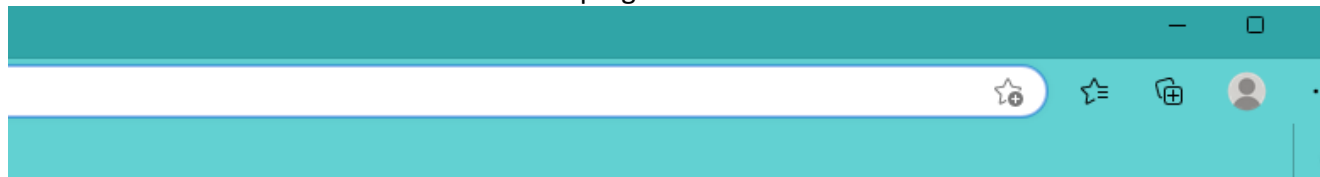
From: Carlo Z. DeFranco (Circuit Court) <czdefranco@cookcountycourt.com>
Sent: Wednesday, March 1, 2023 9:56 AM
To: Alphonse Talarico <contact@lawofficeofalphonsetalarico.com>
Subject: RE: Attorney Portal not working -SPINNING BALLS! 2022L010905

Mr. Talarico,

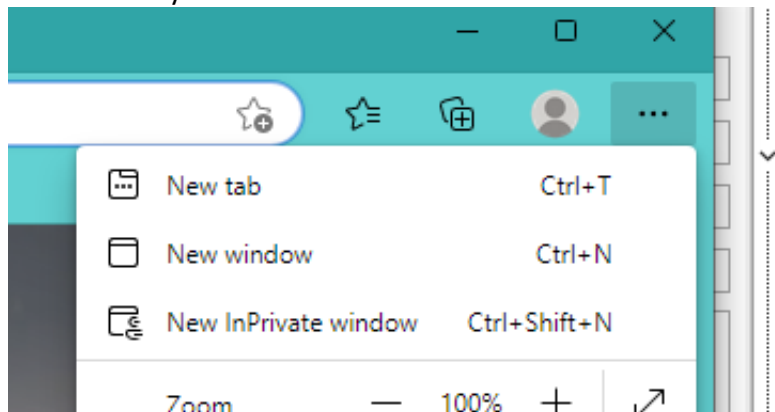
CCC portal has been fixed. See instructions from our IT staff below:
Please see instructions below to get to the portal site:
<https://cccportal.cookcountyclerkofcourt.org/cccportal>.

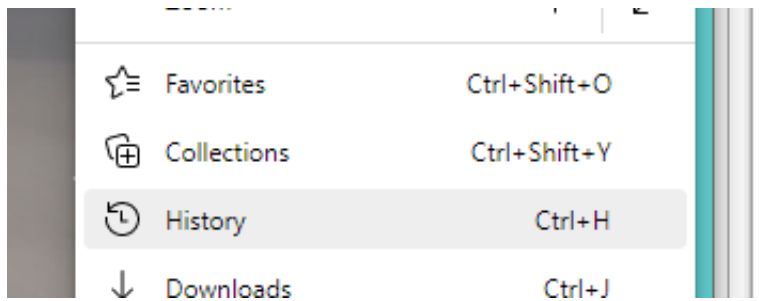
In Microsoft Edge:

Click the three horizontal dots in the top right corner

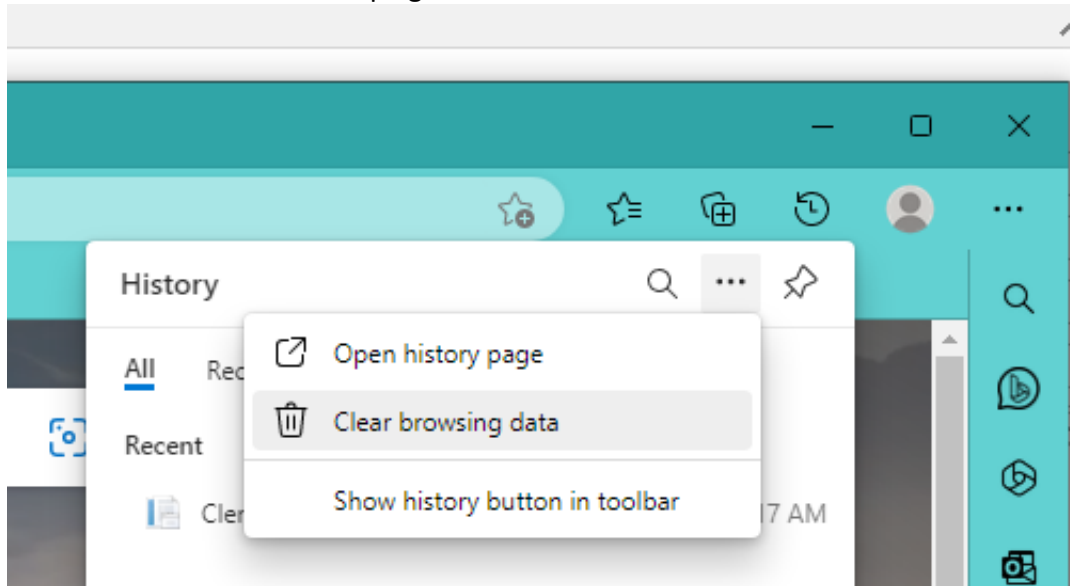


Select History

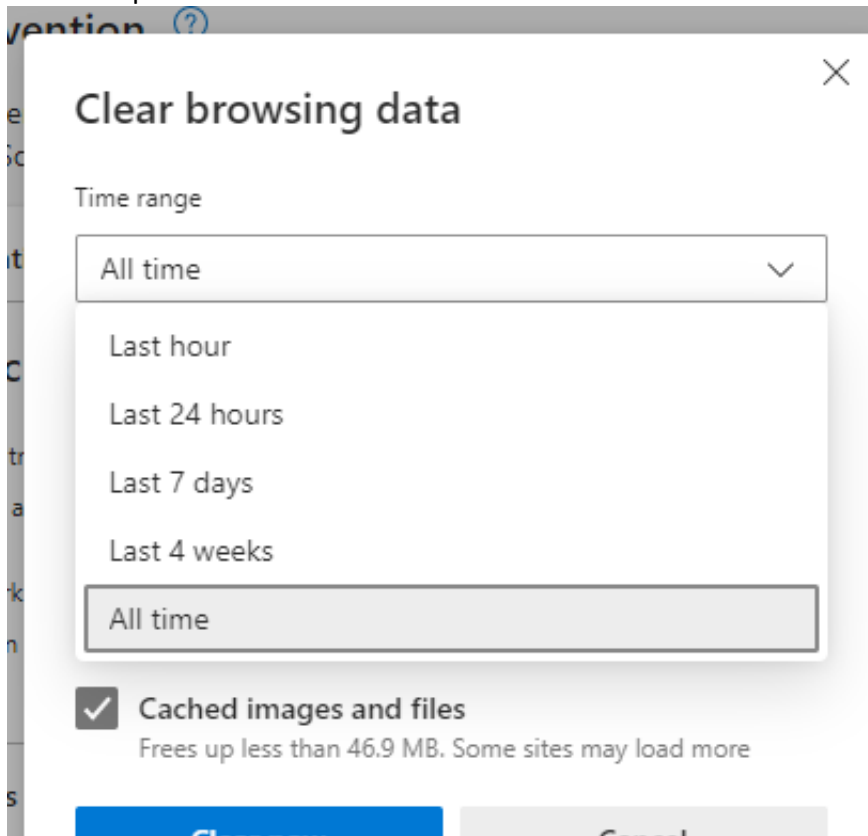




Click the three dots at the top again



In the drop down select All Time





Select Clear now
RESTART THE BROWSER (MICROSOFT EDGE)

Enter the website <https://cccportal.cookcountyclerkofcourt.org/cccportal>
Click Advanced
Click Continue

A screenshot of a warning page with a red triangle icon containing a white exclamation mark. The text reads: 'Your connection isn't private'. Below this, it says: 'Attackers might be trying to steal your information from cccportal.cookcountyclerkofcourt.org (for example, passwords, messages, or credit cards).' The error code 'NET::ERR_CERT_DATE_INVALID' is displayed. At the bottom, there are two buttons: 'Hide advanced' and 'Go back'. A paragraph explains that the server could not prove its identity because its security certificate expired, and suggests checking the system clock. A link at the bottom says 'Continue to cccportal.cookcountyclerkofcourt.org (unsafe)'.

FOR GOOGLE CHROME:

Click the three dots in the top right hand corner
Select History > History

A screenshot of a Google Chrome browser window. The address bar shows 'Paused'. The History menu is open, showing a list of recently closed tabs: '365Managem...', 'XM Login | Qualtrics', '30-Day Ab Challen...', 'Active Directory sec...', and 'Am'. The History menu is also open, showing options like 'History', 'Downloads', 'Bookmarks', 'Zoom', and 'Print...'. The zoom level is set to 100%.

h Google or type a URL

SELECT CLEAR BROWSING DATA

History

Search history

List Journeys

Today - Wednesday, March 1, 2023

- 9:30 AM Gmail accounts.google.com
- 9:30 AM Gmail: Private and secure email at no cost | Goo
- 9:29 AM Odyssey Identity Provider odysseyidentityprov
- 9:29 AM Clerk of the Circuit Court of Cook County, Illinois

SELECT ALL TIME > CLEAR DATA

Settings - Privacy and security

Chrome | chrome://settings/clearBrowserData

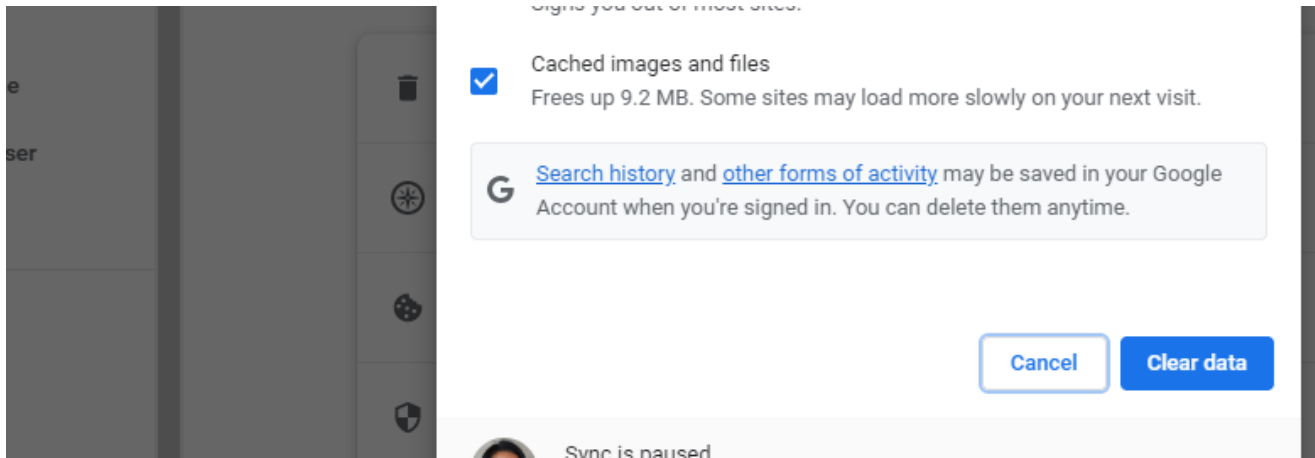
lanageEngine - A... Disable Check for U... Office365Managem... Login | Qualtrics 30-Day Ab Challen... Active Dire

Clear browsing data

Basic Advanced

Time range All time

- Browsing history
Clears history, including in the search box
- Cookies and other site data
Sign you out of most sites



RESTART BROWSER

ENTER WEBSITE: [HTTPS://CCCPORTAL.COOKCOUNTYCLERKOF COURT.ORG/CCCPORTAL](https://cccportal.cookcountyclerkofcourt.org/cccportal)

Click ADVANCED > Proceed

From: Alphonse Talarico <contact@lawofficeofalphonsetalarico.com>

Sent: Tuesday, February 28, 2023 8:46 AM

To: LawDiv Services (Circuit Court) <LawDivservices@cookcountycourt.com>

Subject: Attorney Portal not working -SPINNING BALLS! 2022L010905

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TO WHOM IT MAY CONCERN,

I am an Illinois attorney with two cases currently pending.

The case in the Law Division has been transferred two times within the Law Division and is currently assigned to Judge Michael Otto.

It was originally assigned to Judge Trevino and the attorney portal worked correctly.

Since it was reassigned to Judge Otto all I get is spinning balls for each category and no information.

This has continued since it was reassigned, for approximately two weeks.

I have called the Clerk's Office and I was told they cannot help me.

I have also called the Law Division and left a detailed message on a recorder but no call

back has been received.

Please have the attorney portal fixed for this case.

My other case works correctly.

If you require more information please call.