



**Railroad Commission of Texas**  
Inspection Enforcement Tracking and Reporting System Phase 2:  
CASES Online Portal Training Materials

VERSION 6.0

REVISION DATE: 8/18/2022

## VERSION HISTORY

Version	Date	Author(s)	Description
1.0	01/13/2019	Sense Corp	Document Creation
2.0	03/06/2020	Sense Corp	Amended for updates to CASES Portal
3.0	08/11/2020	Sense Corp	Amended with Online Payment Information
4.0	08/21/2020	Sense Corp	Amended with Updates to File Upload Language
5.0	12/01/2020	RRC	Updated screenshots
6.0	08/18/2022	RRC	Updated with Subscription feature instructions
7.0	05/02/2023	RRC	Removed confidential wording in the footer.

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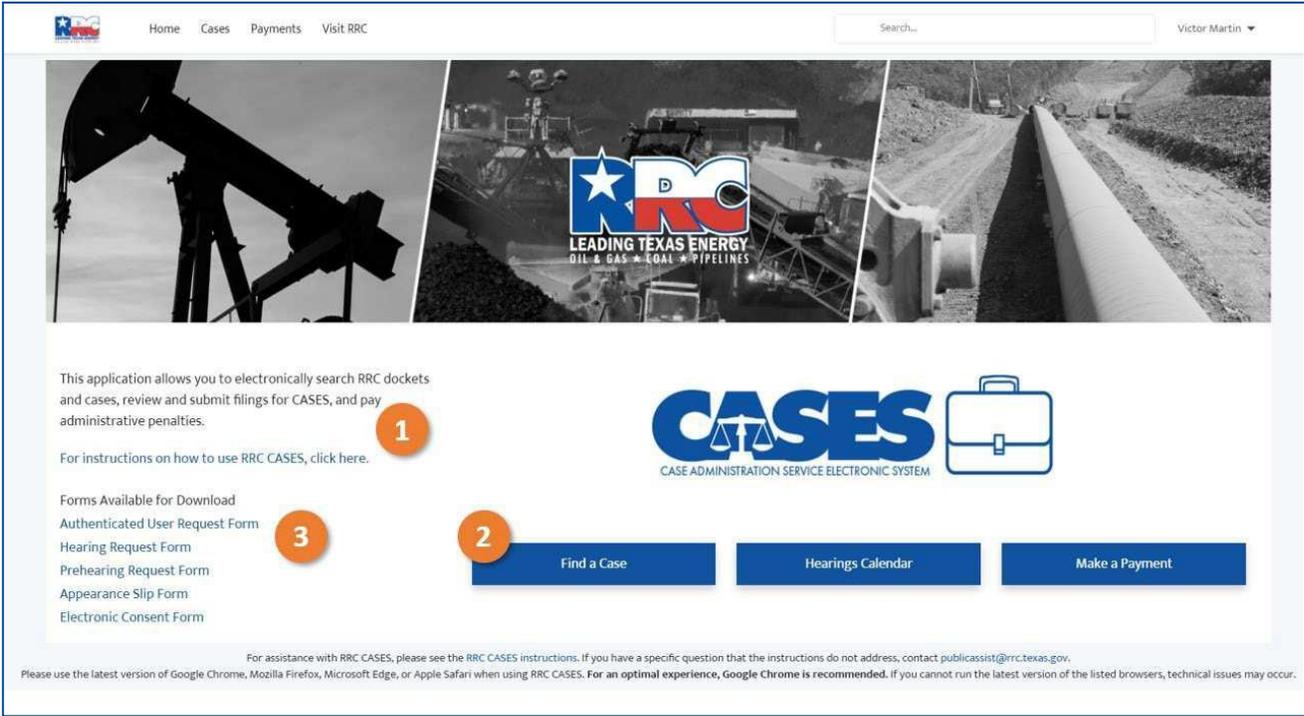
# 1. ONLINE PORTAL OVERVIEW

Thank you for using the Railroad Commission of Texas’ (RRC) Case Administration Service Electronic System (CASES) Online Portal. This guide will walk you through the basic layout and functionality of the **Online Portal**. The Online Portal is a place for authenticated users and the general public to search for and view RRC case information online, including processed case documents. Authenticated users may also log in to submit filings to cases for RRC review, as well as pay administrative penalties assessed by Legal Enforcement.

Please use the latest version of Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari when using the RRC CASES Online Portal. For an optimal experience, Google Chrome is recommended. If you cannot run the latest version of the listed browsers, technical issues may occur.

## 1.1 WELCOME SCREEN

When you first navigate to the Online Portal, you are taken to the **Welcome Screen**. Its components are defined below.



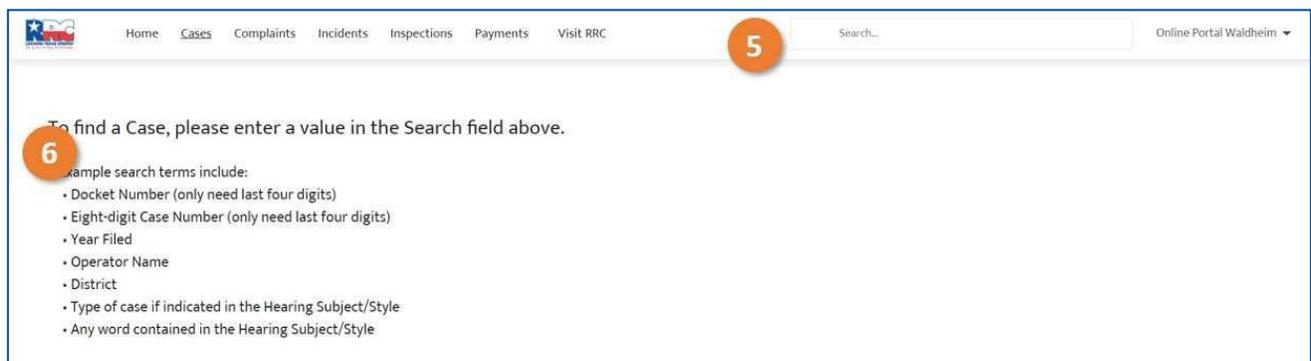
1. The language on the welcome screen introduces the Online Portal’s purpose and functionality and displays links to this instructional guide for future accessibility. Please note that while development is underway on both the CASES system and its Online Portal, some docket types may be temporarily unavailable for tracking within the Online Portal.
2. The **Action Buttons** will initiate various processes for a user:
  - a. The **Find a Case** button will initiate your search for a specific case by landing you on the case list page;
  - b. The **Hearings Calendar** button will provide you with a view at the current RRC Hearings calendar;

- c. The **Make a Payment** button will initiate the payment process for penalties owed to RRC.
3. Various forms relevant to hearings proceedings are available on the RRC's website, which is also linked on the welcome screen. Users may navigate through the provided link to the RRC's website to view and download these forms.



4. Users can return to the welcome screen from inside the Online Portal by selecting **Home** in the navigation bar.

## 1.2 CASES PORTAL LIST VIEW



The Find a Case or Cases links will direct you to the CASES Portal search instructions page.

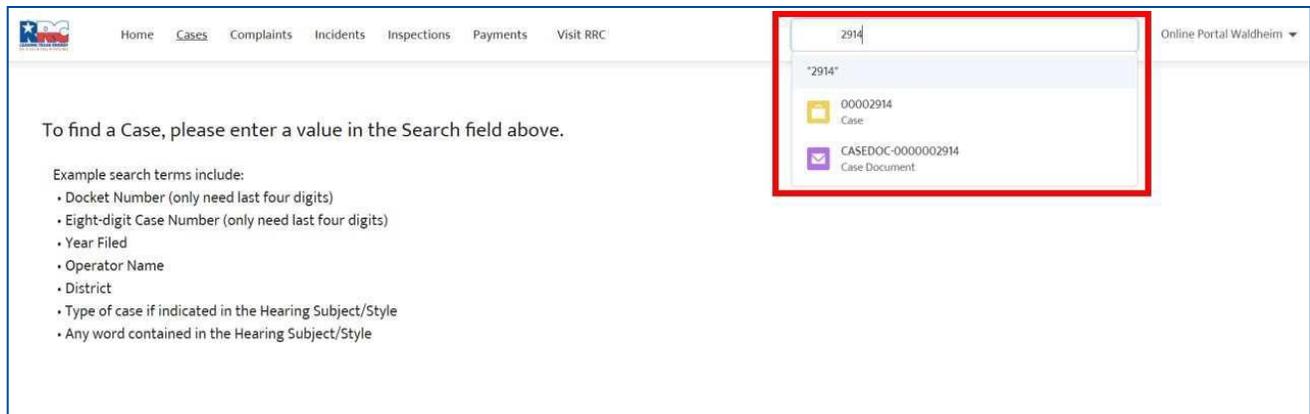
5. Cases can be searched using the **Search** bar.
6. Cases are searchable by a number of variables including **Docket Number, Operator Name, District, Type of Case**, and any **Keyword** that might be included in the **Hearing Subject/Style** field (a summary of the case).

### 1.2.1 Global Search

Specific keywords and numbers can be entered into the global search bar at the top of each screen.

To search for a Case, type any search criteria in the **Search** bar and press the **Enter** key. As a variable is entered, suggested searches including Cases and Correspondence Documents will be populated in a dropdown menu below the Search bar. Clicking one of these variables will immediately direct the user to the details of the highlighted Case, Case Document, or Files & Correspondence object.

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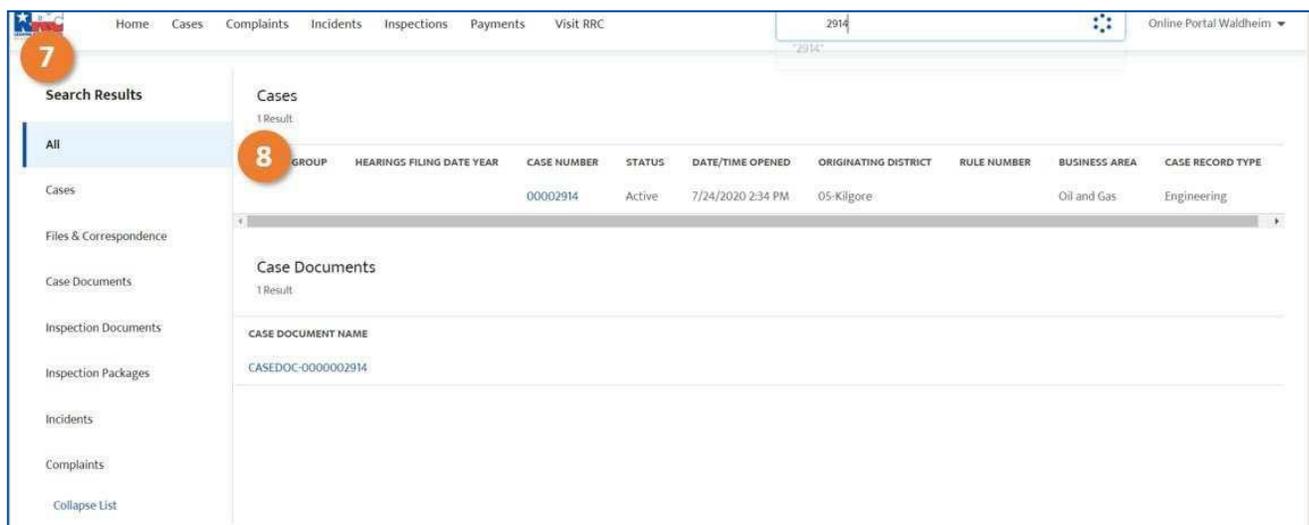


The entered values will not only be checked against information contained in case records, but also information associated with files accessible through the system. Results will be displayed in a global search results page, which will house additional search refinement tools to be used on the returned search results. To view the full list of returned results, enter a search term into the Search bar, and either press the Enter key or click the Icon immediately under the Search bar.



## 1.2.2 Search Results

After entering search terms in the Search bar, the user will be directed to the Search Results page. The search results page will be populated with a number of additional tools to assist in refining a search.



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- 7. The Search Results sidebar allows the user to filter a search by different Record Types. Clicking either the All, Cases, Files & Correspondence, or Case Documents button will cause the main list view to exclusively show records of the corresponding type.
- 8. The Search results are organized by **Docket Group**, **Hearings Filing Date Year**, **Case Number** (Docket Number), **Status**, **Originating District** (the district linked to the subject matter of the case), and **Hearings Subject/Style** (a summary of the case). Each of these columns can be sorted in ascending or descending order to assist in finding a case or group of cases.

### 1.2.3 Additional Search Options

If an expected case does not appear while using the list view search function, try combining your search with a column sort, or using the sidebar to filter results.

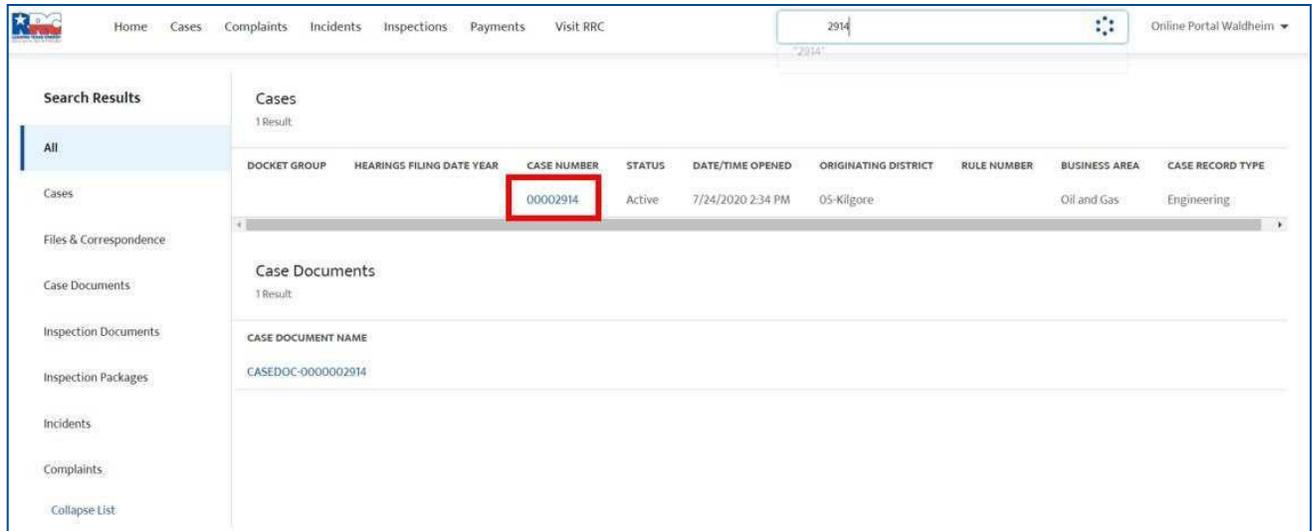
In addition to the ability to sort on the several case fields in the search results view, the portal is equipped with search refining capabilities. In order to drill down search results for a Case, a user can click the **Cases** button in the **Search Results** sidebar.

The screenshot shows the 'Search Results' interface. On the left is a sidebar with a 'Refine By' section highlighted by a red box. This section contains filters for 'Docket Group' (a dropdown menu), 'Hearings Filing Date Year' (a text input), 'Case Number' (a text input), 'Status' (a dropdown menu), and 'Originating District' (a text input). The main area displays a table of cases with columns: DOCKET GROUP, HEARINGS FILING DATE YEAR, CASE NUMBER, STATUS, ORIGINATING DISTRICT, and HEARINGS SUBJECT / STYLE. The table lists 15 cases, all with 'OG - Oil and Gas' as the docket group and '08-Midland' as the originating district. The status varies between 'Active' and 'Inactive'. The hearing subject/style column contains various legal descriptions related to applications and flaring.

To refine a search in the list view, a user can select an option in the dropdown menus for **Docket Group** and **Status**, and/or type variables into the text entry boxes for **Hearings Filing Date Year**, **Case Number**, and **Originating District** to filter a given search.

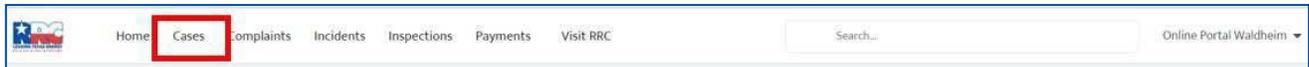
### 1.2.4 View Case Details

To view the details of a case, select its linked case number from the Case Number column.



## 1.2.5 Navigation

To return to the initial **Cases Search** screen, select **Cases** in the navigation bar



## 1.3 CASE RECORD DETAILS

Selecting a case number within the CASES Online Portal will link the user to the details of that case. These detail fields may update over the life of a case as the case is processed internally at the RRC. The image below shows the sections of the case page layout an Authenticated User can view.

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The screenshot shows the Railroad Commission of Texas online portal. At the top, there are navigation tabs: Home, Cases, Complaints, Incidents, Inspections, Payments, and Visit RRC. The case number 2376 is displayed in the top right, along with the user name Leanna Miles-UAT.

**9** Case Number: 00002376  
 Status: Active  
 Party: TEST COMPANY  
 Hearing:   
 Originating District: 01-Pampa  
 Business Area: Oil and Gas  
 Date Transferred to Hearings:   
 Hearings Filing Date Year:   
 Record Type: Hearings  
 Rule Number:   
 Description: Subject / Style THE APPLICATION OF TEST COMPANY (OPERATOR NO. 000000) TO CONSIDER AMENDING THE FIELD RULES FOR THE <FIELD NAME> FIELD, <COUNTY NAME(S)> COUNTY, TEXAS; DISTRICT 01

**10** The records below are files you have submitted to Railroad Commission of Texas (RRC) Docket Services to be associated with this case. They are currently being reviewed by Docket Services. Once approved, they will appear in the Case Documents.

Files & Correspondence (0)

The records below are files associated to this case:

**11** Case Documents (4)

File Name	Original File Name	Date Filed	Document Type
Document1.docx	Document1.docx	3/11/2020	Proposal for Decision ("PFD") -... <input type="checkbox"/>
Test Upload 3.txt	Test Upload 3.txt		Other (with description) <input type="checkbox"/>
Test Upload.txt	Test Upload.txt		Notice of Intent to Sever <input type="checkbox"/>
Document1.docx	Document1.docx		Misc./ Other <input type="checkbox"/>

[View All](#)

**12** Upload Case File  
 Please be aware that all records, data, and information filed with the Commission are subject to the Texas Public Information Act (PIA), Texas Government Code, Chapter 552. Certain information is considered confidential under the PIA. For your own protection, do not upload confidential information to RRC CASES. Examples of confidential information include but are not limited to the following: driver's license information; social security numbers; credit card, debit card, or bank account information numbers; passwords or access codes; medical records or other personal health information; and personally identifying information (PII). PII is a combination of information that could be used to name or distinguish an individual from other individuals.  
 For instructions on submitting confidential information, refer to Commission Rule 1.68  
 By clicking "Next" I agree that I have read the above information.  
[Next](#)

9. The following table contains detailed descriptions of the fields on the case page layout. *Note - You can hover over the information symbol next to each field name to see a short description.*

Field Name	Description
Case Number	This field shows how the case is uniquely identified.
Party	This field shows the company or organization associated with this case.
Originating District	This field shows the district or region associated with this case.
Date Transferred to Hearings	This field shows when the case was transferred to the Hearings Department by another business area.
Status	This field shows if the case is active or inactive.

Field Name	Description
Hearing	This field shows the hearing date of this case, if assigned.
Record Type	This field displays which division or department of the RRC is the current primary handler of this case. For example, if this field says <b>Hearings</b> , the case is currently in the Hearings Division.
<b>Rule Number</b>	This field shows the Rule Number associated with the case.
Business Area	This field displays the RRC business area under whose purview this case falls.
Hearings Subject / Style	This field provides a summary of the case.

10. **Files & Correspondence** contains files **submitted** to RRC to be associated with this case. RRC reviews these files internally before they are available to view on the portal. Once files are processed by RRC, they will appear in the **Case Documents**.

While RRC reviews the uploaded information, only you and RRC can see the files you have submitted. The records will not be visible to any other user until they are posted on the Online Portal by the RRC. Similarly, you will not be able to see **Files & Correspondence** records that another user submitted until they are approved and posted on the portal.

A limited number of **Files & Correspondence** records will appear in the related list preview. To see all of the files uploaded as **Files & Correspondence** to this case, as well as to sort them for easier searchability, select the View All option.

 Files & Correspondence (3)

FILE AND CORRESPONDENCE ...	DOCUMENT TYPE	PARTY SUBMITTING DOCUMENT	CREATED DATE	
<a href="#">FILECORR-001873</a>	Complaint	Attorney	12/16/2019 10:20 PM	▼
<a href="#">FILECORR-001874</a>	Application	Attorney	12/16/2019 10:21 PM	▼
<a href="#">FILECORR-001875</a>	Memo	Attorney	12/16/2019 10:21 PM	▼

[View All](#)

11. **Case Documents** are files from all sources that are associated to the case.

A limited number of **Case Documents** records will appear in the related list preview. To see all of the files in this group, as well as to sort them for easier searchability, select the **View All** link. By default, the **Case Documents** will be ordered by the date they were filed by RRC and not necessarily the date they were created or received.

Case Documents (3)		
File Name	Document Type	Date Filed
Test Upload 3.txt	Other (with description)	
Test Upload.txt	Notice of Intent to Sever	
Test Upload 2.txt	Other (with description)	

[View All](#)

12. The **Document Uploader** allows authenticated users to submit files to be included on a case record. These files are automatically associated to the case from which the authenticated user initiated the document upload process. As of December 15, 2019, the **Document Uploader** only may be used from the case details page, meaning that all uploaded files must be tied to a case.

See the Document Upload Process section of this guide for additional instruction on uploading files through the CASES Online Portal.

## 1.4 FILES & CORRESPONDENCE DETAILS

Selecting a **Files & Correspondence ID** within the CASES Online Portal will bring you to the details of the associated Files & Correspondence record. These detail fields may update over the life of a file as the case and file are processed internally at the RRC.

**Files & Correspondence**  
FILECORR-209838

**13**

File and Correspondence ID  
FILECORR-209838

Original File Name  
REALLY Important Document.docx

Document Type

Document Type of Other

**Document Intake Details**

Filing Status  
Reviewed/Accepted

Date Filed

Business Area Date Filed

Case  
00002803

Inspection Package

Party Submitting Document

Status Detail

A file preview may not be available for all file formats. If an image does not appear, you can download the document to view it.

**14**

**15**

Important Document

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

13. The table below contains detailed descriptions of the fields on a Files & Correspondence record.

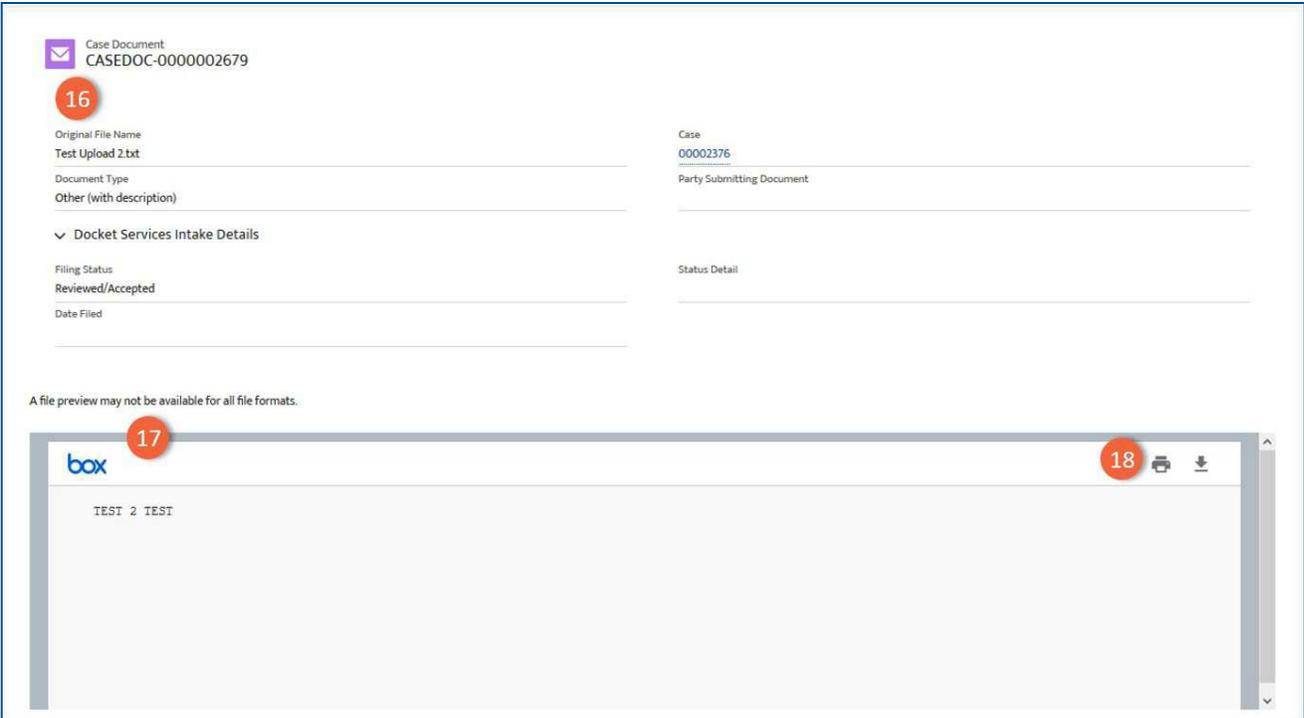
Field Name	Description
Files and Correspondence ID	This field shows how the file is uniquely identified. This identifier should be sent to RRC with any communication about the file.
Case	This field shows the case to which this file is associated.
Original File Name	This field shows the name with which the file was saved and uploaded.
Inspection Package	This field shows the inspection package to which this file is associated.
Party Submitting Document	This field shows who submitted this file to the case.
Document Type	This field shows the type of file as determined by RRC.
Document Type Other	This field shows clarifying information if the Document Type is marked as “other” by RRC.
Filing Status	This field shows the status of the file in relation to the case as determined by RRC.
Status Detail	This field provides additional context to the <b>Filing Status</b> decision.
Date Filed	This field displays the date the document was filed with RRC and not necessarily the date it was created or received.
Business Area Date Filed	This field displays the date the document was filed with the Business Area responsible for intaking the document’s related Case or Inspection Package

14. The Box Preview shows the uploaded file as it was received in the Online Portal. Please note that the Box preview function may not show a preview of all document format types. If an image does not appear, you can download the document to view it.

15. All files accessible on Files & Correspondence records can be downloaded and printed through the Box Preview.

### 1.5 CASE DOCUMENTS DETAILS

Selecting a linked **Original File Name** within the CASES Online Portal will link the user to the details of the associated **Case Documents** record. These detail fields may update over the life of a file as the case and file are processed internally at the RRC.



16. The table below contains detailed descriptions of the fields on a Case Document record.

Field Name	Description
Case	This field shows the case to which this file was associated.
Original File Name	This field shows the name with which the file was saved and uploaded.
Party Submitting Document	This field shows who submitted this file to the case.
Document Type	This field shows the type of file as determined by RRC.
Filing Status	This field shows the status of the file in relation to the case as determined by RRC.
Status Detail	This field provides additional context to the <b>Filing Status</b> decision.
Date Filed	This field displays the date the document was filed with RRC and not necessarily the date it was created or received.

17. The Box Preview shows the uploaded file as it was received in the CASES Online Portal and processed by RRC. In some cases, especially with confidential documents, RRC may make alterations to a file before making it viewable on the portal.
18. All files accessible on Case Documents records can be downloaded and printed through the Box Preview.

## 2. DOCUMENT UPLOADS

Authenticated users can upload files to the case from which the user initiated the document upload process. The document upload process is completed over the course of several steps, as detailed below. *Note - Only authenticated users have the ability to upload files to a case.*

1. First, you must acknowledge that documents uploaded through the CASES Online Portal are not considered confidential. Therefore, any files containing potentially confidential information should be delivered to RRC using previously established processes in accordance with RRC rules.

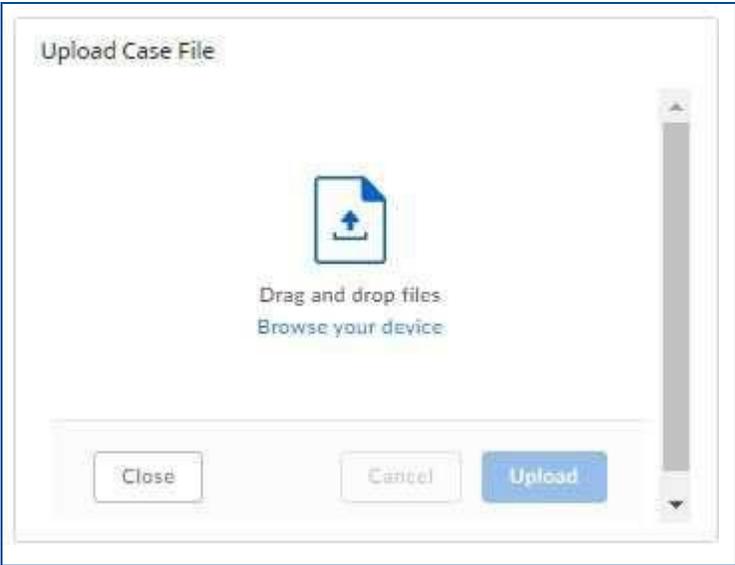
**Upload Case File**

*Please be aware that all records, data, and information filed with the Commission are subject to the Texas Public Information Act (PIA), Texas Government Code, Chapter 552. Certain information is considered confidential under the PIA. **For your own protection, do not upload confidential information to RRC CASES.** Examples of confidential information include but are not limited to the following: driver's license information; social security numbers; credit card, debit card, or bank account information numbers; passwords or access codes; medical records or other personal health information; and personally identifying information (PII). PII is a combination of information that could be used to name or distinguish an individual from other individuals.*

*For instructions on submitting confidential information, refer to Commission Rule 1.68*

*By clicking "Next" I agree that I have read the above information.*

2. Then, you can select a document to upload to its corresponding Case or Inspection Package with the **Browse Your Device** button. This button will launch your computer's default file explorer so you can find and select the file you wish to upload. Click **Upload** once your document has been selected. *Please be aware that only one file can be uploaded at a time and that files cannot exceed 15GB in size.* Contact RRC for assistance with files that exceed 15GB.



- 3. You will receive a success message when your file has been successfully uploaded. Click **Finish** to conclude the process. Repeat the above steps to upload additional documents to your Case.

Upload Case File

*You successfully uploaded your document to RRC CASES. It is now in the queue to be reviewed for filing by the Railroad Commission of Texas (RRC). For documents filed with Docket Services and Legal Enforcement, please note that your document must conform with 16 Texas Administrative Code (TAC) §§1.1-1.131 to be entered as filed. Once the document review process is completed, an email will be sent indicating the status of the uploaded document, or you may return to the RRC CASES upload screen to check the status of your document.*

*Documents filed with and accepted by Docket Services during normal RRC business hours will be considered filed on that day. Documents filed after normal RRC business hours and accepted for filing, will be considered filed the next business day. Any document that fails to conform with 16 TAC §§ 1.1-1.131 will not be accepted for filing by Docket Services.*

**Finish**

If the file was uploaded successfully, you will receive the below verification message to the email stored on your profile:

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*You successfully uploaded your document to RRC CASES. It is now in the queue to be reviewed for filing by the Railroad Commission of Texas (RRC). For documents filed with Docket Services and Legal Enforcement, please note that your document must conform with 16 Texas Administrative Code (TAC) §§1.1-1.131 to be entered as filed. Once the document review process is completed, an email will be sent indicating the status of the uploaded document, or you may return to the RRC CASES upload screen to check the status of your document.*

*Documents filed with and accepted by Docket Services during normal RRC business hours will be considered filed on that day. Documents filed after normal RRC business hours and accepted for filing, will be considered filed the next business day. Any document that fails to conform with 16 TAC §§ 1.1-1.131 will not be accepted for filing by Docket Services.*

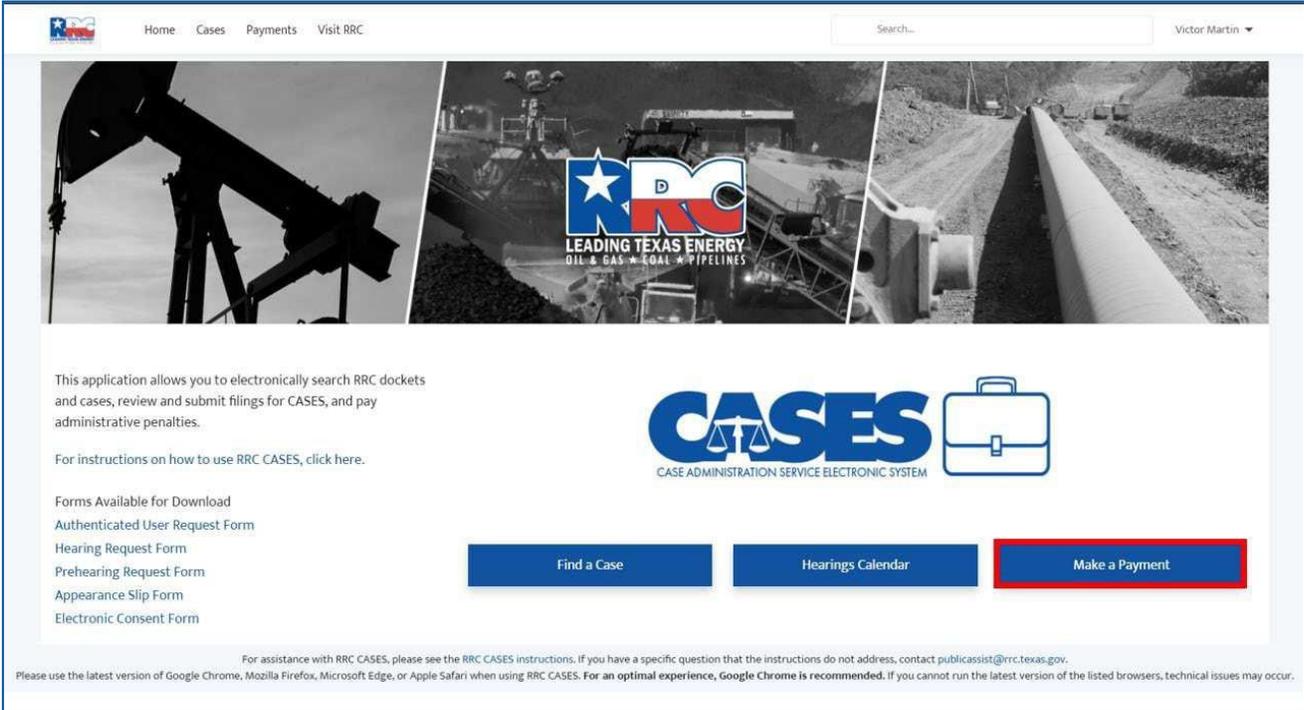
*Files and Correspondence Record which initiated this email: <[link to document will be here](#)>*

# 3. MAKING PAYMENTS ONLINE

## 3.1 MAKE A PAYMENT

To make a payment on a case, first navigate to the CASES Online Portal home page. Click the “Make a Payment” button at the right-hand side of the screen.

**Note:** Credit card transactions cannot equal or exceed \$1,000,000. Electronic Check (ACH) transactions cannot exceed \$5,000,000. Payments cannot be divided into multiple electronic transactions. For more information on payment options, contact RRC Finance at [rrcrevenue@rrc.texas.gov](mailto:rrcrevenue@rrc.texas.gov).



Once on this page, select a case using the “Search Cases...” bar to search by Case Number.

Enter your payment amount in the “Enter an amount:” bar, then click **Next**.

Confirm your case details in the following page, then click **Next**.

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**Make a Payment**

You have picked Case [REDACTED]. Please confirm the details below before continuing.

Case Number: 00002830  
Case Subject/Style: OIL & GAS NO. 00002830: ENFORCEMENT ACTION AGAINST [REDACTED] LEASE, WELL NO., FIELD, COUNTY, TEXAS, DISTRICT.  
Operator Name: [REDACTED]  
Operator Number: [REDACTED]

You will be redirected to the Railroad Commission of Texas Payment Portal.

**Railroad Commission of Texas** Help Help PDF

Payment Portal:

1 Select Quantity   2 Contact Information   3 Verify Information   4 Pay Fee   5 Confirmation

Payment Id: 24  
Docket No: 2830

Fee Description	Amount	Quantity	Total
Lump sum fee code used to allow aggregate payments of admin penalties	\$ 500.00	1	\$ 500.00
RRC Fee			\$ 500.00

Payment Type:  Electronic Check  Credit Card

Confirm your payment amount, then choose a **Payment Type** from the **Electronic Check** or **Credit Card** radio buttons, then click **Continue**.

## 3.1.1 Paying by Electronic Check

Once you have selected **Electronic Check** as your payment type, and clicked **Continue**, use the following screen to input your contact information. Then, click **Continue**.

1 Select Quantity   2 Contact Information   3 Verify Information   4 Pay Fee   5 Confirmation

Payment Id: 24  
Docket No: 2830

First Name *	Test
Middle Name	
Last Name *	Contact
Company Name *	Test Company
Phone Number *	(555) 555-5555
Email Address *	test.contact@testcompany.test
Confirm Email *	test.contact@testcompany.test

# The Railroad Commission of Texas

On the next page, verify your information is correct, then click **Continue**.



Please verify the information below. Click the Continue button to proceed with your payment. Click the Exit button to exit.

Payment Id: 24  
Docket No: ██████████

Name	TEST CONTACT
Company Name	TEST COMPANY
Phone Number	(555) 555-5555
Email	test.contact@testcompany.test

Fee Description	Amount	Quantity	Total
Lump sum fee code used to allow aggregate payments of admin penalties	\$ 500.00	1	\$ 500.00
RRC Fee			\$ 500.00
Texas.gov Price			\$ 500.00

This payment is for a non-refundable fee pursuant to 16 Texas Administrative Code: §§9.5, 9.7, 9.8, 9.9, 9.10, 9.11, 9.18, 9.51, 9.54, 9.101, 9.130, 13.25, 13.70, 13.80, 14.2019, 14.2021, 14.2040 and 3.78(c); Texas Natural Resources Code: 113.084, 113.088, 113.093, 113.131, 113.163 and 116.072 Texas.gov Price. This online service is provided by Texas.gov, the official website of Texas. The price of this service includes funds that support the ongoing operations and enhancements of Texas.gov, which is provided by a third party in partnership with the State.

[Previous](#)   [Continue](#)   [Exit](#)

Verify your information and record your **Register Number**. Click **Make Payment** and you will be directed to a site to input your payment information.

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1 Payment Type 2 Customer Info 3 Payment Info 4 Submit Payment

### Payment

**Payment Type**

Payment Type \*

Electronic Check

Select if this payment (S being funded specifically by a **FOREIGN** source (bank or company), an International ACH Transaction ("IAT").

Next >

**Customer Information**

**Payment Info**

Cancel

### Transaction Summary

Texas.gov Fee	\$500.00
<b>Texas.gov Price</b>	<b>\$500.00</b>

### Need Help?

Select Payment Method and Continue to proceed with payment. You will receive a printable receipt at the end of your successful payment transaction.

Verify your payment type, then click **Next**.

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**Customer Information** Complete all required fields [ \* ]

Country  ✓

First Name \*  ✓

Last Name \*  ✓

Address \*  ✓

Address 2  ✓

City \*  ✓

State  ✓

ZIP/Postal Code \*  ✓

Phone \*  ✓

[Next >](#)

Input your contact information, then click **Next**.

**Payment Info** Complete all required fields [ \* ]

Name on Account \*  ✓

Routing Number \*  ✓

Account Number \* ?  ✓

Re-enter Account Number \*  ✓

Checking  Savings

Pay \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

012345678      01234567800

Routing Number      Account Number

[Next >](#)

Input your payment information, then click **Next**.

**Payment Info** ✓

[Edit](#)

**Electronic Check**  
[Redacted]

**Name on Account**  
Test Contact

**Terms and Conditions** [Open a new window to print](#)

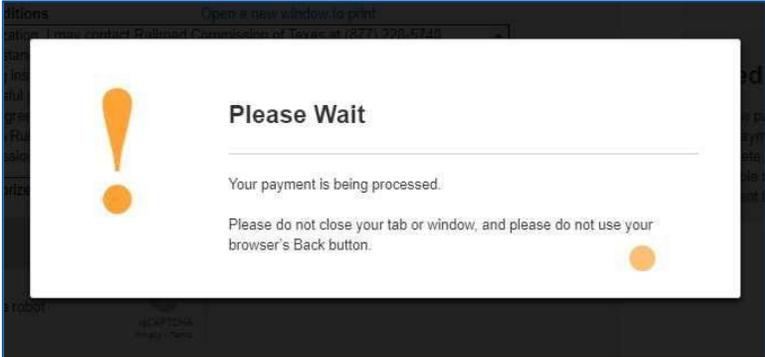
Yes, I authorize this transaction.

**Verification**

I'm not a robot.  reCAPTCHA  
Privacy - Terms

[Cancel](#) [Submit Payment](#)

Verify your authorization by reading the **Terms and Conditions** and clicking the checkbox that reads “Yes, I authorize this transaction.” Complete the reCAPTCHA verification, then click **Submit Payment**.



Wait for your payment to be processed. Once your payment has been processed, you will be redirected to a Payment Confirmation page and an automated email confirmation will be set to the email address provided.

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1 Select Quantity    2 Contact Information    3 Verify Information    4 Pay Fee    5 Confirmation

Payment Id: [REDACTED]  
Docket No: [REDACTED]

Name	TEST CONTACT
Company Name	TEST COMPANY
Phone Number	(555) 555-5555
Email	test.contact@testcompany.test

Fee Description	Amount	Quantity	Total
Lump sum fee code used to allow aggregate payments of admin penalties	\$ 500.00	1	\$ 500.00
RRC Fee			\$ 500.00
Texas.gov Price			\$ 500.00

Payment Information	
Payment Amount	\$500.00
Date and Time	07/23/2020 11:21:47 AM
Trace Number	[REDACTED]
Authorization Code	SUCCESS
Register Number	[REDACTED]

View the confirmation page to verify your confirmation. You can press the **Print Confirmation** button to receive a printable receipt and confirm your payment.

**Use the Print Confirmation button below to create a printable receipt and confirm your payment.**

**Print Confirmation** **Return**

Click **Return** to return to the RRC CASES Online Portal.

Home Cases Visit RRC Make a PaymentSearch...Authenticated Community User Chang

## Thank you for your payment!

Please use the latest version of Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari when using RRC CASES. For an optimal experience, Google Chrome is recommended. If you cannot run the latest version of the listed browsers, technical issues may occur. For assistance with RRC CASES, contact Docket Services.

## 3.1.2 Paying by Credit Card

Once you have selected **Credit Card** as your payment type, and clicked **Continue**, use the following screen to input your contact information. Then, click **Continue**.

1 Select Quantity      2 Contact Information      3 Verify Information      4 Pay Fee      5 Confirmation

Payment Id: 24  
Docket No: 2830

First Name *	Test
Middle Name	
Last Name *	Contact
Company Name *	Test Company
Phone Number *	(555) 555-5555
Email Address *	test.contact@testcompany.test
Confirm Email *	test.contact@testcompany.test

Previous      Continue      Exit

On the next page, verify your information is correct, then click **Continue**.

1 Select Quantity      2 Contact Information      3 Verify Information      4 Pay Fee      5 Confirmation

Summary of Created Fees (Register Number): [REDACTED]

Payment Id: 25  
Docket No: [REDACTED]

Fee Description	Amount	Quantity	Total
Lump sum fee code used to allow aggregate payments of admin penalties	\$ 500.00	1	\$ 500.00
RRC Fee			\$ 500.00
Texas.gov Price			\$ 511.51

Click the Make Payment button below to proceed to the State Payment Portal secure site for processing your payment. To ensure a completed transaction, please wait for verification of payment processing before proceeding. Upon completion of the transaction, you will receive a return page with a trace number and authorization information.

This payment is for a non-refundable fee pursuant to 16 Texas Administrative Code §§9.5, 9.7, 8.8, 9.9, 9.10, 9.11, 9.18, 9.51, 9.54, 9.101, 9.130, 13.25, 13.70, 13.80, 14.2019, 14.2021, 14.2040 and 3.78(c); Texas Natural Resources Code: 113.004, 113.085, 113.093, 113.131, 113.163 and 116.072 Texas.gov Price. This online service is provided by Texas.gov, the official website of Texas. The price of this service includes funds that support the ongoing operations and enhancements of Texas.gov, which is provided by a third party in partnership with the State.

Previous      Make Payment      Exit

Note: When paying with a credit card, the address entered must match the billing address.

Verify your information and record your **Register Number**. Additionally, note the additional Texas.gov Price, which adds a small fee for payment via Credit Card.

Click **Make Payment** and you will be directed to a site to input your payment information.

Verify your payment type, and input your address as **Customer Information**.

**Railroad Commission of Texas**

**Payment Type** ✓

**Credit Card**

**Customer Information**

Complete all required fields [ \* ]

Country  
United States

First Name \*  
TEST

Last Name \*  
CONTACT

Address \*  
Test ✓

Address 2  
✓

City \*  
Austin ✓

State  
TX - Texas ✓

ZIP/Postal Code \*  
78701 ✓

Phone \*  
(555) 555-5555 ✓

**Next >**

**Transaction Summary**

Texas.Gov Fee	\$511.51
Texas.gov Price	\$511.51

**Need Help?**  
Please complete the Customer Information Section

Note that the address you enter in the **Customer Information** section must match the Billing Address of your credit card.

Input your contact information, then click **Next**.

# The Railroad Commission of Texas

**Payment Info** Complete all required fields [ \* ]

Credit Card Number \*  ✓

Credit Card Type    

Expiration Month \*  ✓

Expiration Year \*  ✓

Security Code \*  ✓

Name on Credit Card \*  ✓

**Next >**

Input your payment information, then click **Next**.

**Payment Info** ✓

**Edit**

Credit Card: MasterCard ██████████  
Exp: ██████████

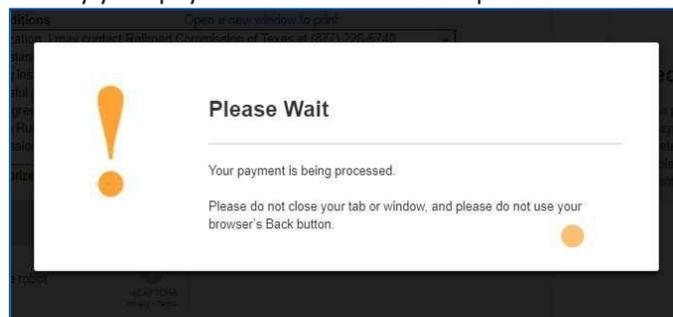
Name on Credit Card: Test Contact

**Verification**

✓ I'm not a robot 

**Cancel** **Submit Payment**

Verify your payment information. Complete the reCAPTCHA verification, then click **Submit Payment**.



# The Railroad Commission of Texas

Wait for your payment to be processed. Once your payment has been processed, you will be redirected to a Payment Confirmation page and an automated email confirmation will be set to the email address provided.

Payment Id: 25  
Docket No: 2830

Name	TEST CONTACT
Company Name	TEST COMPANY
Phone Number	(555) 555-5555
Email	test.contact@testcompany.test

Fee Description	Amount	Quantity	Total
Lump sum fee code used to allow aggregate payments of admin penalties	\$ 500.00	1	\$ 500.00
RRC Fee			\$ 500.00
Texas.gov Price			\$ 511.51

Payment Information	
Payment Amount	\$511.51
Date and Time	07/23/2020 11:39:24 AM
Trace Number	[REDACTED]
Authorization Code	[REDACTED]
Register Number	[REDACTED]

View the confirmation page to verify your confirmation. You can press the **Print Confirmation** button to receive a printable receipt and confirm your payment.

Use the **Print Confirmation** button below to create a printable receipt and confirm your payment.

**Print Confirmation** **Return**

Click **Return** to return to the RRC CASES Online Portal.

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Search...

Authenticated Community User Chang

Thank you for your payment!

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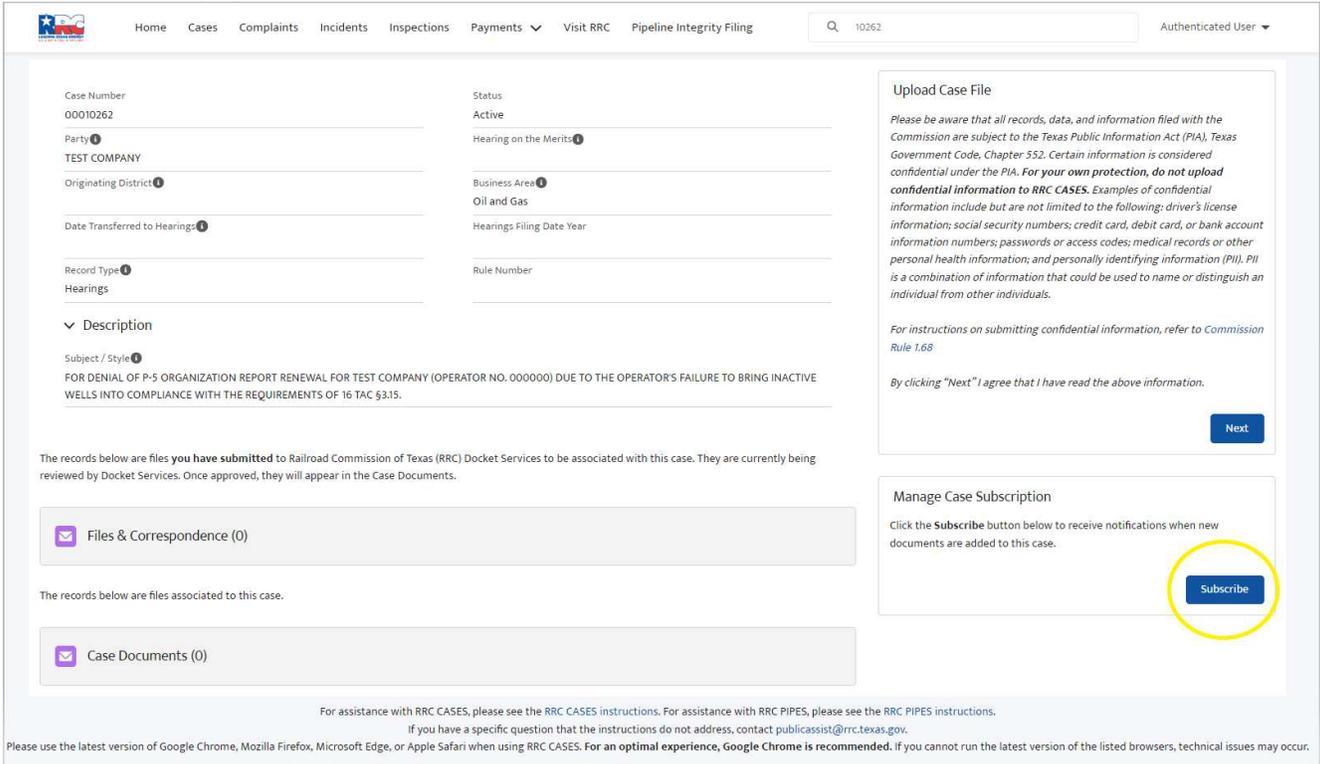
# 4. Subscription Feature

## 4.1 – Subscribe to Case(s)/Docket(s)

The Subscription feature will allow Authenticated Users to subscribe to a Case/Docket on the RRC CASES Portal. Authenticated Users will receive an email notification that details all daily uploaded documents for the subscribed Case(s)/Docket(s).

### 4.1.1 – How to Subscribe

Authenticated Users will need to click on the “Subscribe” button on the right panel of the Case/Docket page to subscribe to a case. See Screenshot below.



## 4.1.2 – How to Unsubscribe

To Unsubscribe to a Case/Docket, an Authenticated User would return to the subscribed Case/Docket and click on the “Unsubscribe” button as shown in the screen shot below.

The screenshot displays the Railroad Commission of Texas portal interface. At the top, there is a navigation menu with links for Home, Cases, Complaints, Incidents, Inspections, Payments, Visit RRC, and Pipeline Integrity Filing. A search bar on the right contains the number 10262, and the user is identified as 'Authenticated User'. The main content area is divided into several sections:

- Case Information:** Case Number 00010262, Status Active, Party TEST COMPANY, Originating District, Date Transferred to Hearings, Record Type Hearings, Business Area Oil and Gas, Hearings Filing Date Year, and Rule Number.
- Description:** Subject / Style: FOR DENIAL OF P-5 ORGANIZATION REPORT RENEWAL FOR TEST COMPANY (OPERATOR NO. 000000) DUE TO THE OPERATOR'S FAILURE TO BRING INACTIVE WELLS INTO COMPLIANCE WITH THE REQUIREMENTS OF 16 TAC §3.15.
- Files & Correspondence:** A section with 0 items.
- Case Documents:** A section with 0 items.
- Upload Case File:** A section with a warning about confidential information and a 'Next' button.
- Manage Case Subscription:** A section with a success message 'Case subscription was successful.' and an 'Unsubscribe' button, which is highlighted with a yellow circle.

At the bottom of the page, there is a footer with assistance information and a note about browser requirements: 'Please use the latest version of Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari when using RRC CASES. For an optimal experience, Google Chrome is recommended. If you cannot run the latest version of the listed browsers, technical issues may occur.'