



Communities
& Justice

Penalty Payments Portal User Guide

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About the Online Penalty Payment Portal

What is The Online Penalty Payment Portal?

The Penalty Payment Portal is an online portal delivering a self-service online payment option to allow defendants to pay their court penalties online via a debit or credit card. The portal is accessible via the Online Registry Website. This has been developed to improve customer experience and to provide a sustainable, modern payment channel.

What is a Penalty?

If you have been fined, or had a Court Cost levy, or Victims Support levy imposed, the court will require that you pay the fine within 28 days unless an alternative payment arrangement is in place.

You will be sent a Notice of Penalty which tells you the amount required to be paid. If you have received your Notice of Penalty, you can now pay online via a debit or credit card.

The screenshot shows the NSW Online Registry website. At the top left is the NSW coat of arms logo. To its right is the text "NSW Online Registry" and "Courts and Tribunals". On the right side of the header are links for "FAQs" and "Contact Us". Below the header is a navigation menu with buttons for "Home", "Representing yourself", "Legal professionals", "Business", "Government", "Court Lists", and "Probate". The main content area features a "Welcome to the NSW Online Registry" heading. Below this is a paragraph: "An Online Registry account gives you instant access to secure case management services, 24/7, in the NSW Supreme, Land and Environment, District and Local Courts." There is a sub-section for "Legal professionals" with a paragraph: "As a solicitor, barrister, paralegal or legal secretary, you can register for an account which will allow you and your team to manage your cases online. [Read more >](#)". At the bottom of the main content area are two buttons: "View the steps to Register >" and "Want to file forms? Login >". On the right side, there are two call-to-action boxes. The top one says "Need an account? Register now >". The bottom one is titled "Pay Your Penalty" and contains the text: "If you have received a Notice of Penalty, you can now pay online." followed by a red link: "Click here to pay your penalty online >".

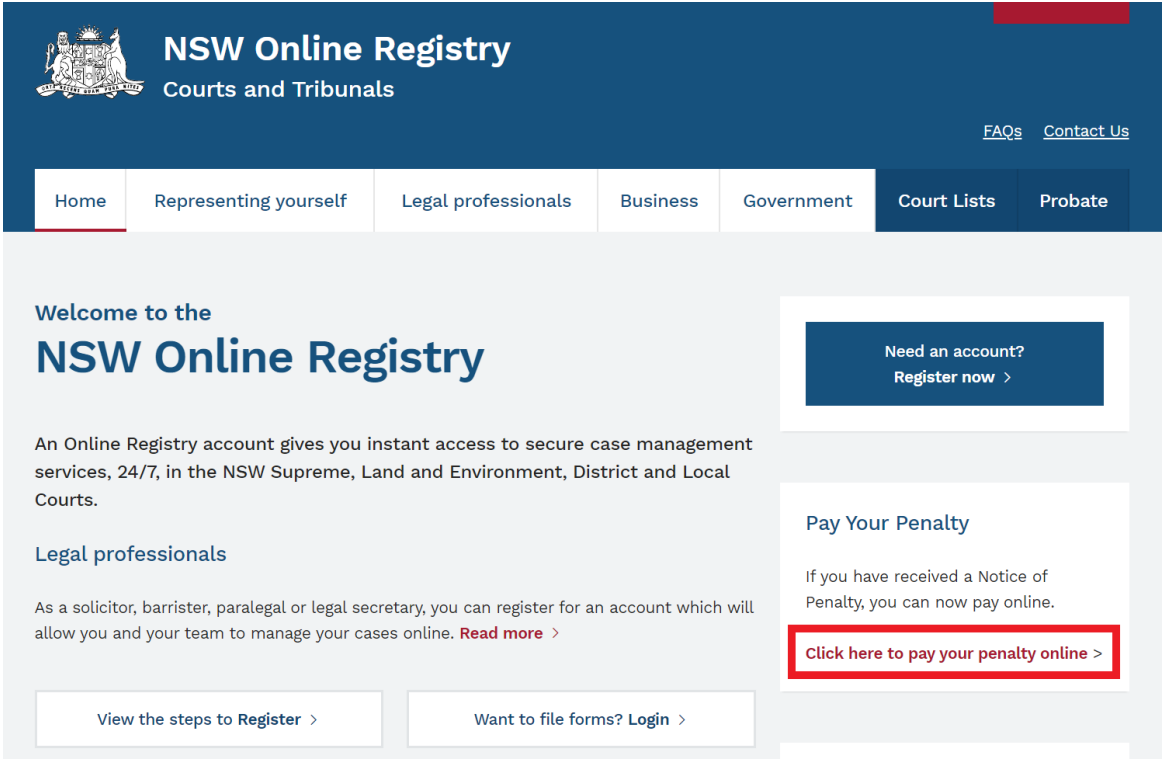
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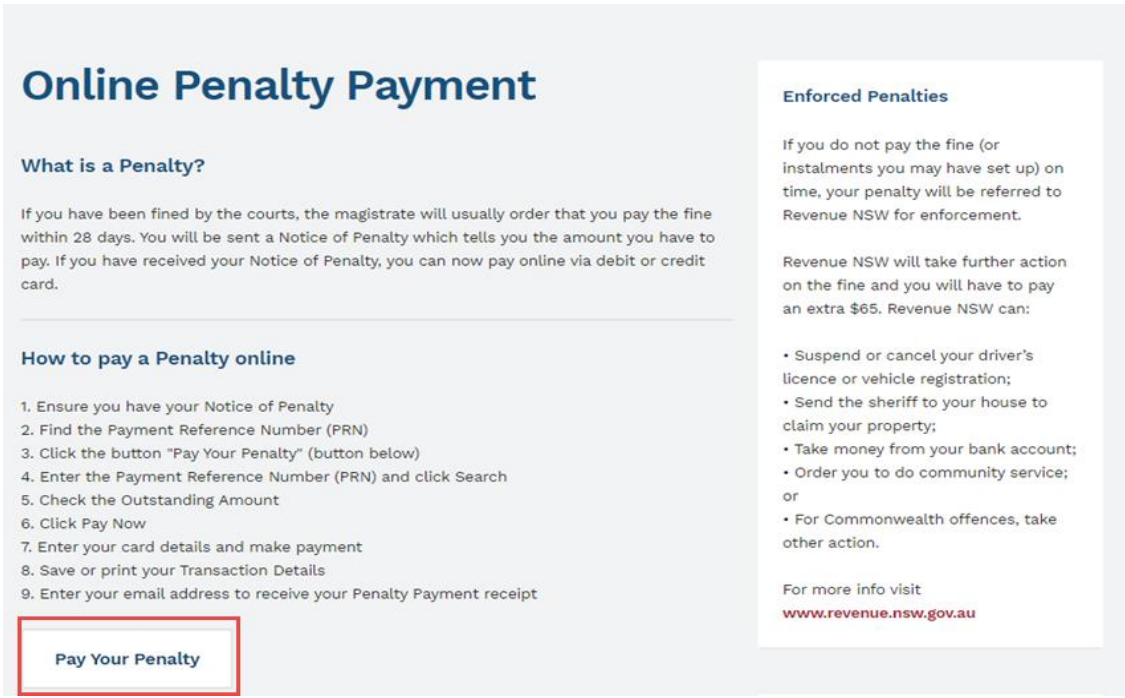
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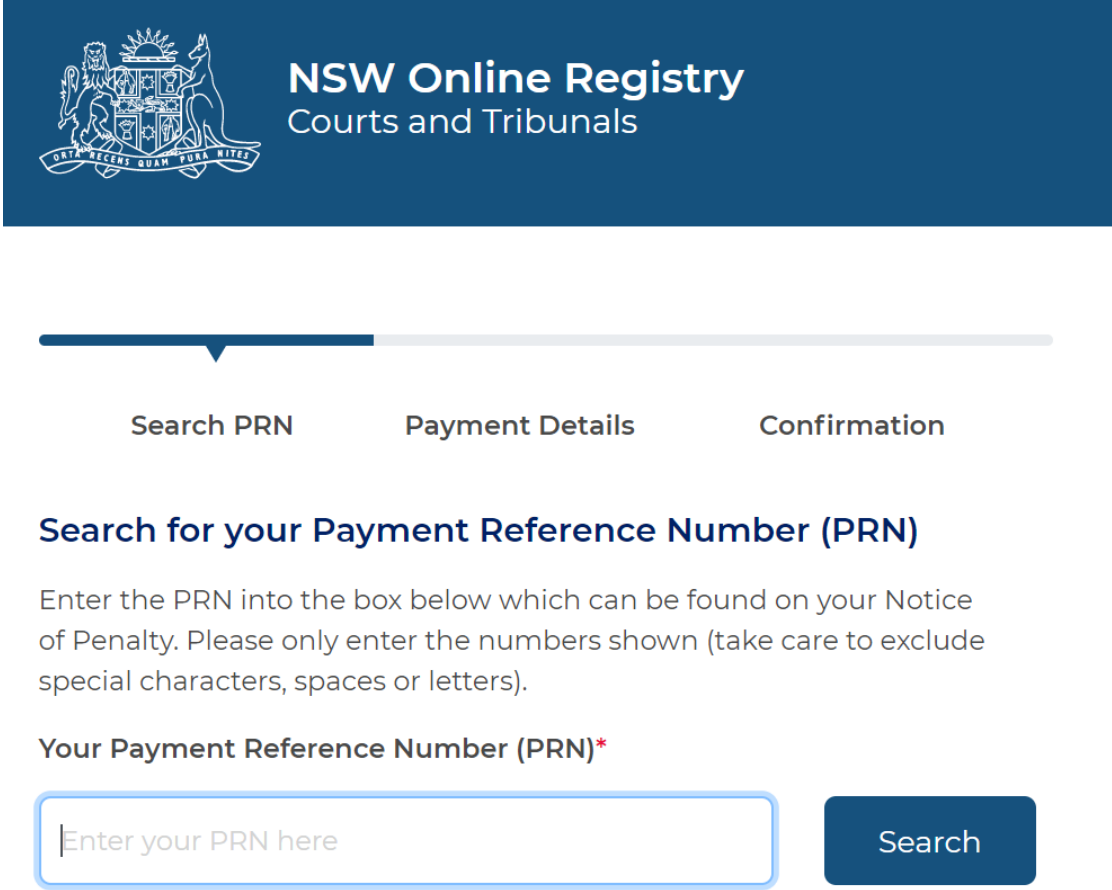

Note that screens and processes documented in this guide are accurate at the time of publishing. However, due to regular changes and updates that may occur to the NSW Online Penalty Payment Portal, processes set out in this guide may look different to those on the site.

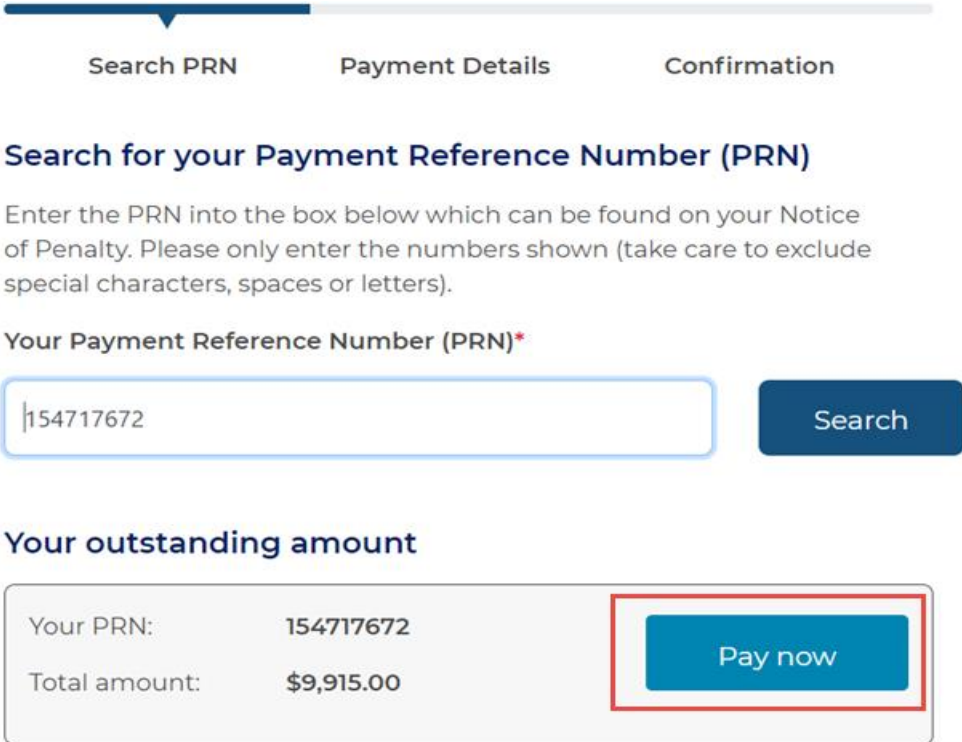

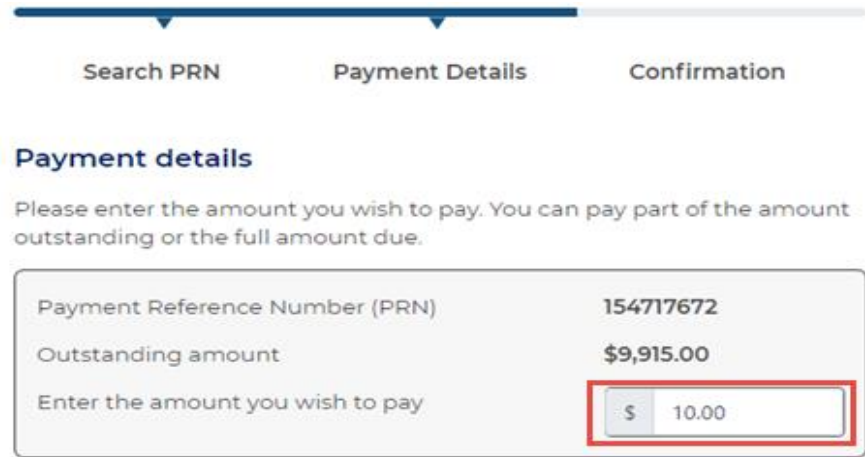

How to use the Online Penalty Payment Portal






A client can navigate to the Online Penalty Payment Portal; via the Online Registry Website at onlineregistry.lawlink.nsw.gov.au.

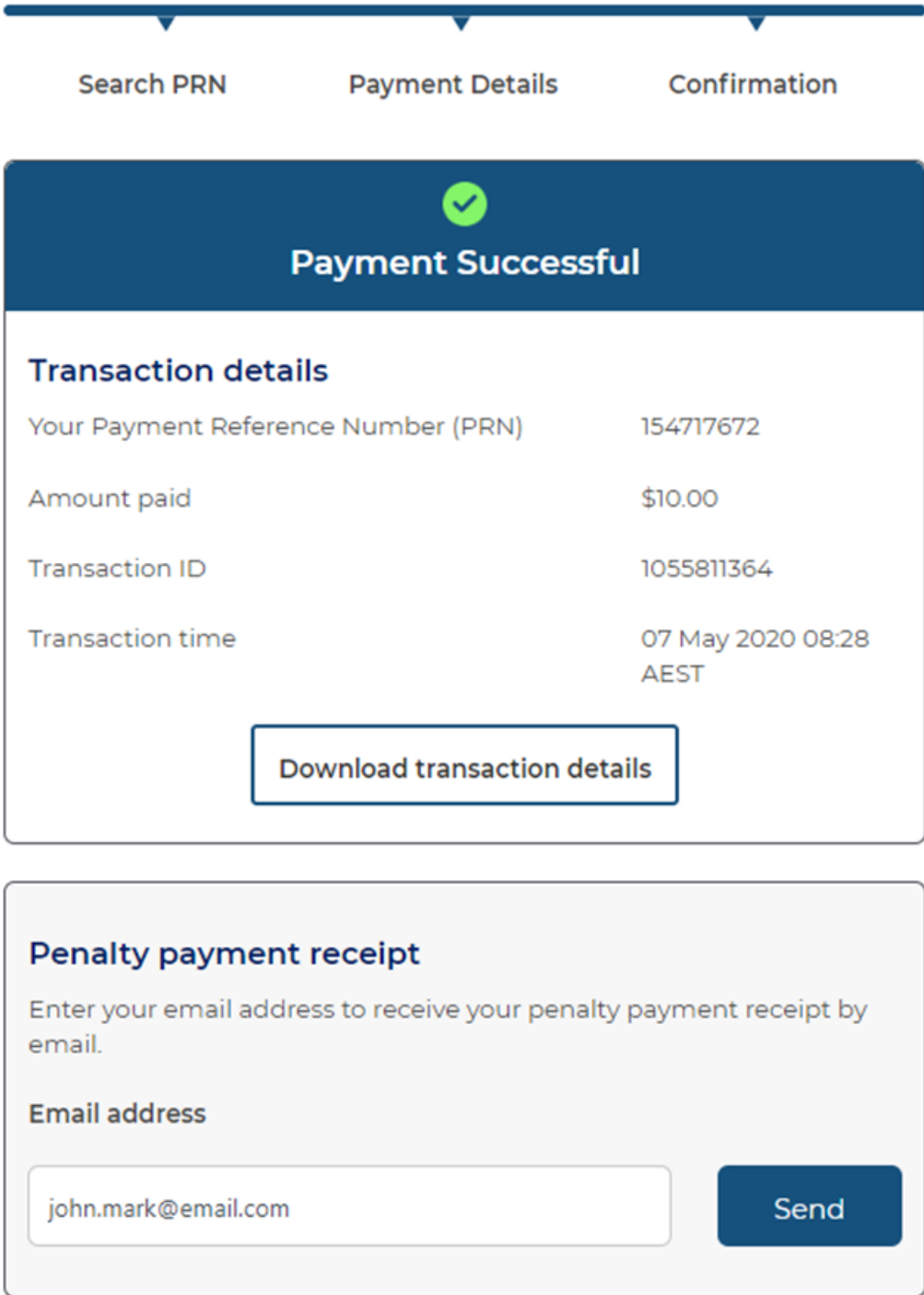
Step	Action
1	Using a browser, navigate to the Online Registry Website - enter onlineregistry.lawlink.nsw.gov.au in the address bar and press enter
2	Once the page loads, click the “click here to pay your penalty online >” link 


Step	Action
3	<p>The “Pay Your Penalty” page will display. Read through the information displayed and when ready click the “Pay Your Penalty” button at the bottom of the page</p>  <p>Online Penalty Payment</p> <p>What is a Penalty?</p> <p>If you have been fined by the courts, the magistrate will usually order that you pay the fine within 28 days. You will be sent a Notice of Penalty which tells you the amount you have to pay. If you have received your Notice of Penalty, you can now pay online via debit or credit card.</p> <p>How to pay a Penalty online</p> <ol style="list-style-type: none"> 1. Ensure you have your Notice of Penalty 2. Find the Payment Reference Number (PRN) 3. Click the button “Pay Your Penalty” (button below) 4. Enter the Payment Reference Number (PRN) and click Search 5. Check the Outstanding Amount 6. Click Pay Now 7. Enter your card details and make payment 8. Save or print your Transaction Details 9. Enter your email address to receive your Penalty Payment receipt <p>Enforced Penalties</p> <p>If you do not pay the fine (or instalments you may have set up) on time, your penalty will be referred to Revenue NSW for enforcement.</p> <p>Revenue NSW will take further action on the fine and you will have to pay an extra \$65. Revenue NSW can:</p> <ul style="list-style-type: none"> • Suspend or cancel your driver’s licence or vehicle registration; • Send the sheriff to your house to claim your property; • Take money from your bank account; • Order you to do community service; <p>or</p> <ul style="list-style-type: none"> • For Commonwealth offences, take other action. <p>For more info visit www.revenue.nsw.gov.au</p> <p>Pay Your Penalty</p>

Step	Action
4	<p>The Online Penalty Payment Portal allows a user to search their penalty amount via a Payment Reference Number (PRN) found on their Notice of Penalty. The Online Penalty Payment Portal will display an outstanding amount to be paid, and any additional alerts relevant to their penalty.</p> <p>In the 'Search for your Payment Reference Number (PRN)' search box, enter the PRN displayed on your Notice of Penalty, TTP Notice or Receipt (the PRN can be found under the section titled 'IMPORTANT INFORMATION').</p>  <p>Your Payment Reference Number (PRN)*</p> <p>Enter your PRN here</p> <p>Search</p>
	<p>Your Notice of Penalty may display more than one PRN. If this is the case please enter and pay each PRN separately. In some cases the penalties across multiple PRN's are linked and therefore paying one PRN may result in paying penalties linked to another one of your PRN's.</p>

Step	Action						
5	<p>The Outstanding Penalty Amount should be displayed on the screen</p>  <p>Search PRN Payment Details Confirmation</p> <p>Search for your Payment Reference Number (PRN)</p> <p>Enter the PRN into the box below which can be found on your Notice of Penalty. Please only enter the numbers shown (take care to exclude special characters, spaces or letters).</p> <p>Your Payment Reference Number (PRN)*</p> <p>154717672 Search</p> <p>Your outstanding amount</p> <table border="1"> <tr> <td>Your PRN:</td> <td>154717672</td> <td rowspan="2">Pay now</td> </tr> <tr> <td>Total amount:</td> <td>\$9,915.00</td> </tr> </table>	Your PRN:	154717672	Pay now	Total amount:	\$9,915.00	
Your PRN:	154717672	Pay now					
Total amount:	\$9,915.00						
	<p>In some instances you may receive an alert or an error message. These scenarios are outlined in the guide under Online Penalty Payment Portal Additional Information.</p>						
6	<p>You will now see a dialog box which states; “Enter the amount you want to Pay”. In the box, please enter the amount you wish to pay against your penalty.</p> <p>You are able to make a partial or full payment</p>  <p>Search PRN Payment Details Confirmation</p> <p>Payment details</p> <p>Please enter the amount you wish to pay. You can pay part of the amount outstanding or the full amount due.</p> <table border="1"> <tr> <td>Payment Reference Number (PRN)</td> <td>154717672</td> </tr> <tr> <td>Outstanding amount</td> <td>\$9,915.00</td> </tr> <tr> <td>Enter the amount you wish to pay</td> <td>\$ 10.00</td> </tr> </table>	Payment Reference Number (PRN)	154717672	Outstanding amount	\$9,915.00	Enter the amount you wish to pay	\$ 10.00
Payment Reference Number (PRN)	154717672						
Outstanding amount	\$9,915.00						
Enter the amount you wish to pay	\$ 10.00						
	<p>You have 28 days to pay your penalty from the court date. You can pay any amount toward the full payment within that 28 day period but after that the remaining amount will be transferred to Revenue NSW unless an approved Time to Pay arrangement is in place.</p>						

Step	Action
	<p>You will not be able to pay the total amount of your Outstanding Penalty Amount (an alert will show).</p> <p>If your Outstanding Penalty Amount is over \$100,000, you will need to pay your Outstanding Penalty Amount in multiple instalments of up to \$100,000 at a time.</p>
7	<p>You will now need to enter your card details in the dialog box that requests your card payment details; please input your card details and press Make Payment.</p> <div data-bbox="304 618 1358 1496" style="border: 1px solid #ccc; padding: 20px;"> <p>Enter your credit card details</p> <p>Name on card *</p> <input data-bbox="304 734 1358 813" type="text" value="Tony Porter"/> <p>Credit card number *</p> <div style="text-align: right; margin-bottom: 5px;">    </div> <input data-bbox="304 913 1358 992" type="text" value="XXXXXXXXXXXXXXXX242"/> <p>Expiry date *</p> <div style="display: flex; align-items: center; gap: 20px;"> <div style="border: 1px solid #ccc; padding: 5px; width: 60px; text-align: center;">01 ▾</div> / <div style="border: 1px solid #ccc; padding: 5px; width: 60px; text-align: center;">2021 ▾</div> </div> <p>CVN * ?</p> <input data-bbox="304 1234 515 1312" type="text" value="123"/> </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div data-bbox="304 1406 620 1496" style="background-color: #0070c0; color: white; padding: 10px 20px; border-radius: 5px; text-align: center;">Back</div> <div data-bbox="1040 1406 1358 1496" style="background-color: #003366; color: white; padding: 10px 20px; border-radius: 5px; text-align: center;">Make payment</div> </div>
	<p>If your transaction is unsuccessful you will be notified with an appropriate error message and recommended to re-enter your card details. The payment will also fail if you have not entered all mandatory fields.</p>

Step	Action
8	<p>After a successful payment transaction you will be able to select from two options:</p> <ol style="list-style-type: none"> 1. Transaction Details: The details of your transaction will display on the screen, there is a button to enable you to print/save these details 2. Penalty Payment Receipt: A dialog box will appear, which will allow you to enter an email address of where to you wish your Penalty Payment Receipt to be sent to. 

Step	Action
 NOTE	<p data-bbox="252 315 676 349">Paying Additional Penalties</p> <p data-bbox="252 389 1444 499">If you have an additional PRN on your Notice of Penalty or another Notice of Penalty with a different PRN, then you will now need to enter this and go through the process again to ensure you have paid all your penalties.</p> <p data-bbox="252 521 1294 555">Click the “Make another payment” button, if you wish to make another payment.</p>

Online Penalty Payment Portal Additional Information

Not all penalties will be available to be paid through the Online Penalty Payment Portal. You will need to follow the instructions contained in the messages.

1. If you have entered an incorrect/invalid PRN, you will receive the following error message.

“The PRN is not recognised. Please try again and ensure you do not include any spaces between numbers.”

2. If all your debts have been referred to Revenue NSW, you will see the following message and must exit the portal.

“Your penalty has been referred to Revenue NSW for further action. Please contact Revenue NSW (www.revenue.nsw.gov.au) for further information.”

3. If your penalties contains one or more of the following statuses,
 1. You have one or more debts that are in the process of appeal.
 2. You have more than one individual TTP.
 3. You have a TTP and there are no outstanding amounts within the TTP.

You will be alerted with the following message:

“Unfortunately this penalty cannot be paid online. Please contact [NSW Courts Service Centre](#) for further information.”

Help and Support

For Help using Online Penalty Payment Portal

For further support when using the Online Penalty Payment Portal use the following methods:

- A System Demonstration Video is available on the Pay Your Penalty page (need to link when ready)
- Email: nswcsc@justice.nsw.gov.au
- Call: **1300 679 272** (Mon-Fri 8.30am-4.30pm)

Information about court processes

Please see the website of the relevant court:

- [Local Court website](#)
- [District Court website](#)
- [Supreme Court website](#)
- [Land and Environment Court website](#)

Legal help

Call [LawAccess NSW](#) on **1300 888 529**. (Mon-Fri 9.00am-5.00pm)