



CIP Portal Troubleshooting

If you are experiencing issues with receiving discovery through the CIP Portal, below are a few notes that may provide a quick resolution.

Issue	Possible Cause	Solution
I did not receive an email with a link to the discovery	The link was sent to an incorrect email address	Confirm the correct spelling of the email address
	The email may be in Junk or Spam folders	Check Junk or Spam folders You can still log into the CIP Portal at https://portal.cipi.net/ with the account credentials related to the address with which the discovery was shared
	Discovery is still uploading to the Portal	Wait and check back later. Large files can take hours to complete the upload process to the CIP Portal. Files over 5 gigabytes (5 GB) upload overnight.
I lost the email with the link	NA	You can still log into the CIP Portal at https://portal.cipi.net/ with the account credentials related to the address with which the discovery was shared
The CIP Portal says my link is expired	Files are shared for a maximum of thirty (30) days. After 30 days have passed, the files are deleted	Contact the Legal Assistant for the related case to reshare the files (<i>Note: Discovery shared that is still within the 30-day window as described above cannot be reshared to the same recipient's email address again in the same timeframe.</i>)
The CIP Portal says I am not authorized	You have not yet created a CIP Portal account	Follow the instructions to create a new account

Issue	Possible Cause	Solution
The CIP Portal says I am not authorized	The account credentials you are using do not match the email address to which they were shared	Confirm the email address to which the discovery was shared is the same email address in the CIP Portal account <i>(Note: Discovery is shared to the email addresses listed in your Designation of Email Notice filed with our office)</i>
I am receiving a "Network Error"	Large file downloads may be abruptly interrupted with a "Network error" message	Go to your "Downloads" folder and select the "Resume" option or you can use a free download manager which will resume the download for you. Read more instructions.
Files will not download	Your computer may not have enough available disk space	The CIP Portal displays the size of the file you are trying to download. Check the available space on the drive location where you will be saving the file. If the number is less than the size of the download, your computer will not download the file.
Unable to view/open files	The files are in a "zipped" format	Unzip/extract the files from the zip folder
	The correct viewer/player is not installed on your computer	Ensure you are using the correct player. (You can conduct a brief internet search on the file extension to find a player to view the file)

If you experience an issue that is not addressed in any of the above methods, you may email the [Help Desk](#) at the State Attorney's Office. All Help Desk requests must include the following information at the time of submittal:

- County of case origin
- Case number
- Defendant name
- Detailed description of the issue
- A list of the troubleshooting resolutions attempted
- Screenshots of any errors encountered
Instructions for capturing screenshots on [Mac](#) and [Windows](#)