Minnesota Government Access (MGA)

Overview

The Minnesota Government Access (MGA) 2017.1 Release was installed on November 20, 2020. The update provided additional functionality and a new Register of Actions for MGA users. Information is available on the MGA website, www.mncourts.gov/mga.

The MGA 2017.1 Release resulted in some user experience issues. The issues have been reported to the product vendor. This Troubleshooting Guide was prepared to assist MGA users while the issues are pending resolution. If you have questions about the information in this document, contact MGAAccessSupport@courts.state.mn.us.

Case Information

Issue	Resolution
Active participants on a case do not always show up in the "Party Information" section on the Register of Actions (ROA).	Active participants may not always display; therefore, to ensure you have a complete list of participants, refer to orders and pleadings filed in the case along with your own files.
When there is an amended plea, the charge information for the earlier plea displays the most recent amended charge information, rather than the charge information that existed when the earlier plea was entered.	The "Filed As" information listed with each charge in the "Case Information" section may provide additional information or review the orders and pleadings filed in the case, along with your own files.
The disposition will not display in the "Case Information" section on the ROA, for criminal cases when the court decision status is "No Sentence Pronounced."	This information may also be available on the Sentencing Order. Review the Disposition on the ROA to view the complete disposition and court decision information.
The surety bond amount and the bond company are not displaying on the ROA.	The document associated with the "Non-Case Bond Posted" case event may provide additional information and the bond company may be listed in the "Party Information" section on the ROA.
Parties present at hearings are not listed in the "Hearings" section, and do not always display in the "Case Events" section.	Check the orders filed in the case and your own files. Contact court administration to request this information, if needed.

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Non-public cases related to a case or a case party are not listed in the "Case Information" section of the ROA.

Conduct a separate party name search to locate related cases for the party. Review the orders and pleadings filed in the case, along with you own files.

The courtroom number is not listed in the "Hearings" section of the ROA for Civil, Family, and Probate cases.

Use the Search Hearings to search for the in-person courtroom number. Refer to orders and pleadings filed in a case, along with your own files. Contact court administration to request this information, if needed.

Errors or Messages

Issue

Resolution

A "Loading Error" may display in the different sections or in the top right corner on the ROA.

This seems to occur on cases with larger numbers of case events and activity. Click refresh, or close and reopen, the ROA.

A printable version of the ROA may not appear when clicking on the printer icon.

The printable version and the information should load after waiting a few minutes. Close the printable screen and select the icon again.

The ROAs that open in different tabs do not timeout after a period of inactivity.

After completing the review of the ROA, it must be manually closed by the user.

When searching in the Hearing Search with the party's middle name all of the results do not always display and may timeout.

Use a specific location or dates to narrow the search results down or remove the middle name from the search.