

ICCES NEWSLETTER APRIL 2014



COMING SOON TO ICCES!

ICCES is adding a **Notifications** function, allowing users the ability to monitor court filings based on court location, case class, case type, event type, document title, party type, party name, attorney, judicial officer or a specific case number.

Quick Search will include functionality for allowing searches by attorney name or registration number. This search will display cases where the attorney has an active status.

BILLING ENHANCEMENTS

- ◆ The newest billing enhancement includes a logout button. This feature was designed to assist billing contacts who are managing multiple accounts.
- ◆ Refunds will now appear in the detail section of the Billing Invoice as well as a "Credit" subtotal line item on the Invoice Summary page.
- ◆ The current Auto Pay status will be printed below the Invoice Summary box on the first page of the Billing Invoice.

SAFETY WITH STRONG PASSWORDS

ICCES requires passwords to protect your account and your organization from unauthorized use.

Strong passwords are essential and are the first line of defense from invisible online threats. When it's time to change your password, resist the temptation to change only one character. ICCES recommends changing at least 3 characters with each password change.

Avoid using words that can be found in the dictionary. Hackers often have programs that check all dictionary words first. Create a strong password by using a phrase that has meaning to you.

The most secure passwords contain lowercase letters, capital letters, numbers and symbols.





TIPS FROM THE CUSTOMER SUPPORT TEAM

- ◆ When you get unexpected results in ICCES, clear your cache. (From tools, choose internet options and then delete browsing history)
- ◆ Reminder, ICCES invoice payments are due on the 20th of each month.
- ◆ If your document exceeds the size limit, try adjusting your scanner setting default to black and white with 200 dpi.
- ◆ Case number entry in ICCES should never include dashes or spaces.
- ◆ Service in ICCES happens instantly upon pressing the Submit button. Any document rejected by the court will already have been e-served.
- ◆ ICCES creates a PDF version of all original documents. The original editable document can be viewed in the Filing ID screen.
- ◆ Login to billing with exactly the same ICCES username and password used at login. Usernames and passwords are case sensitive on the billing site.
- ◆ The only answer to an ICCES security question that never changes is your mother's maiden name.
- ◆ The ICCES customer support team is ready to help Monday through Friday 7 AM to Midnight and on the weekends from 8 AM to 5 PM. Give us a call!

WHO CAN VIEW DOCUMENTS THROUGH ICCES?

Any attorney with an ICCES account can pay to view a **public** document. **Sealed** documents can only be viewed by the court. **Protected** documents are only available for viewing by the filing party, and the served party; and only "case parties" can view a **suppressed** document.



98-01 CHECK BOX

Any attorney filing as Court Appointed Counsel, or for a party that falls under CJD 98-01 should select the 98-01 fee waiver checkbox on the ICCES Review & Submit screen so that e-filing and e-service fees will not be assessed.

Sections
Budget
Meeting Minutes
Organizational Materials
Project Management
Advisory Committee
ICCES Training
ICCES Pilot
Release Notes
Newsletters

NEWSLETTERS - FUTURE ENHANCEMENTS

Click the link below to access past newsletters and find out what features ICCES has added in the current release, and review what features and fixes have gone into prior releases. Choose a topic from the menu on the left.

www.courts.state.co.us/icces

TRAINING MANUAL FOR ATTORNEYS

Click the link below to view the most up to date version of the ICCES Training Manual for Attorneys. The updated manual includes instructions with screen shots for e-filing in trial court cases and appeals cases.

http://www.courts.state.co.us/userfiles/file/Training_Manual_Attorney.pdf



LIVE SUPPORT HOURS (ALL TIMES MST)

Weekdays (Monday-Friday): 7:00am to midnight.
Weekends (Saturday-Sunday): 8:00am to 5:00pm

**Please note, ICCES has staff on-call and monitoring the system 24/7, 365 days a year for system out-ages and emergencies.*