

ICCES NEWSLETTER SEPTEMBER 2013

NEW ENHANCEMENTS

The August 2013 Release Bulletin includes information for:

- * A new combined case number field
- * Multiple billing contacts
- * Batch download documents
- * Reformatted Recent Actions screen
- * Expanded details on case caption links

ICCES E-Filing Software Release Notes are available at:
<http://www.courts.state.co.us/Administration/Unit.cfm?Unit=efile>

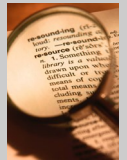
BILLING

The ICCES Pricing Model is available under the Resources tab. Login to ICCES, click the Resources tab, choose Billing and then click on Service Fees.

Statutory Fees and the Billing and Invoice User Guide are also available menu options under Billing.

Payment options include ACH withdrawal, physical check and credit cards.

RESOURCES



LEGAL INFORMATION

Chief Justice Directives are available for review in ICCES. Click Legal under the ICCES Resources tab to access CJD 98-01, CJD 06-01, CJD 08-02 and CJD 11-01.

CHIEF JUSTICE DIRECTIVE 11-01 (IX)

Any document submitted through the E-Filing system must bear a Document Title that is descriptive of the contents of that document. For example, a document titled "XYZ Plaintiff's Motion for Summary Judgment on Claims 1 and 2 Against Third Party Defendant ABC Corporation" is appropriate. That same document simply bearing the title "Motion" is not appropriate.

FAQs

Q What should I do if my account is disabled over a weekend?

A Disabled accounts are due to non-payment of an organization's invoice. View invoices and make payments by visiting <https://www.colorado.gov/icces/billing>. ICCES support is notified of payments made online and will activate your account. If you have difficulty logging into that Website and cannot pay your invoice online, contact Colorado Interactive (CI) at 303-945-2880 Ext. 0 the next business day to arrange payment.

Q How can I confirm my filing was submitted to the court?

A Recent Actions displays real time e-filing activity. Click the Recent Actions link on the Home screen to **instantly** view all filings submitted from the past 21 days.

Q I am entering my appearance on a Probate case and cannot select a party on the Select Filing Parties screen. What happened to the parties?

A Probate cases are protected. Although case parties will not display until an entry of appearance is accepted by the court, the filing (entry of appearance or substitution of counsel) can still be successfully submitted.

Q How do I e-serve an attorney who is not listed on the ICCES Service screen?

A On the Service screen, click the Add Other Recipient button. Search the name, click the checkbox to select and press Save. Only attorneys with active ICCES accounts can be e-served through the program.

ALERTS

You may opt to receive a courtesy e-mail notification when ICCES delivers an Alert to your online Alerts box. It is important to note that this e-mail is a *courtesy*. **The email does not constitute the Alert itself.** If you opt to receive a courtesy e-mail for your Alerts, these are the four courtesy e-mails you will receive:

- **New Case Accepted E-mail:** The court has accepted a new case you filed. The attorney or staff assistant submitting the new case to the court will receive this e-mail.
- **E-Service Alert:** A document is e-served to an attorney. The designated attorney will receive this e-mail.
- **Rejected Filing Alert:** The court rejected a filing. The attorney or staff assistant who submitted the filing to the court will receive this e-mail.
- **Courtesy Copy Alert:** Someone filed a new case and e-served a registered ICCES user with a copy of the documents filed in the new case (not common). The designated recipient will receive the e-mail.

You may set your Alert courtesy e-mail notification preferences by navigating to **My Account Preferences** and making selections in the **E-mail Preferences** box.

Sections
Budget
Meeting Minutes
Organizational Materials
Project Management
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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.

<http://www.courts.state.co.us/Administration/Unit.cfm?Unit=efile>

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 outages and emergencies.*