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September 2014



USER FEEDBACK Q & A

Q I like to check/review my attached documents before I get to the very end of my filing. How can I do this?

A All uploaded documents display on the Manage Filing screen immediately upon upload. Under the Event section on the left side of the Manage Filing screen, click either the event description name, or the PDF to review your uploaded document. Both document link versions should display in blue print and be underlined.

Q We do not receive invoices for billing to make timely payments. Electronic delivery of invoices would be useful.

A Electronic delivery of any attachment via e-mail to our customers presents multiple risks. In addition to privacy concerns, e-mail attachments carry certain risks, even when they come from known sources. ICCES users are provided a secure login to the billing site. Billing contacts and administrators are free to view past invoice activity any time, and can view current billing information once it has posted. All ICCES billing contacts receive a minimum of 2 e-mail reminders each month from Colorado Interactive. Each e-mail contains information about invoice due dates so that all customers can make timely payments.

Q I e-served opposing counsel though ICCES. How do I know when opposing counsel viewed the documents?

A The Filing Information screen displays the service information through the View E-Service Transaction History link. Once the link is clicked, a pop-up displays a list of users that were e-served the document(s) for that Filing ID. The date and time the user viewed the filing information will display.

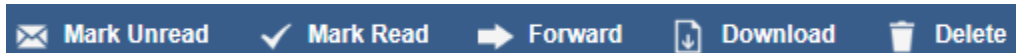
COURT OF APPEALS AND SUPREME COURT

All ICCES users wanting to e-file a new case or e-file into an existing Court of Appeals or Supreme Court case, should plan on e-filing prior to midnight.

The Court of Appeals and Supreme Court database is brought down every evening at midnight for system maintenance, and is not restored for ICCES access until 5:00 a.m. Therefore, e-filing is not available between midnight and 5:00 a.m. for the Court of Appeals or Supreme Court. [Back](#)

ALERTS

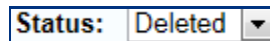
1. A new toolbar on Alerts makes it easy to mark items as unread, read, download and delete.



2. A new feature on the Alerts screen now allows users the ability to manually forward any Alert item to another user within their organization.



3. "Deleted" has been added to the Status filter on the Alerts screen, and functions so that users can view any of their deleted Alert items.



PASSWORD TIPS

ICCES passwords are valid for 365 days.

If your account is disabled due to an invalid password entered multiple times, your password will have to be reset.

Additionally, if you **saved** your ICCES password in your browser, and it expires for any reason, please do the following to reset it:

- a. Remove the *ICCES* URL from your Favorites. Your expired **saved** password is connected to this URL.
- b. Clear all cached data including **saved** passwords from your browser.
- c. Visit the ICCES E-Filing page, and access a clean/new URL
<https://www.ibits.courts.state.co.us/icces/web/login.htm>
- d. Re-save the URL to your Favorites and then change your password.

*If you save passwords for ICCES, anyone with access to your computer can login to ICCES on your computer and access all your e-filing information.

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, ICCES recommends changing at least 3 characters.

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.

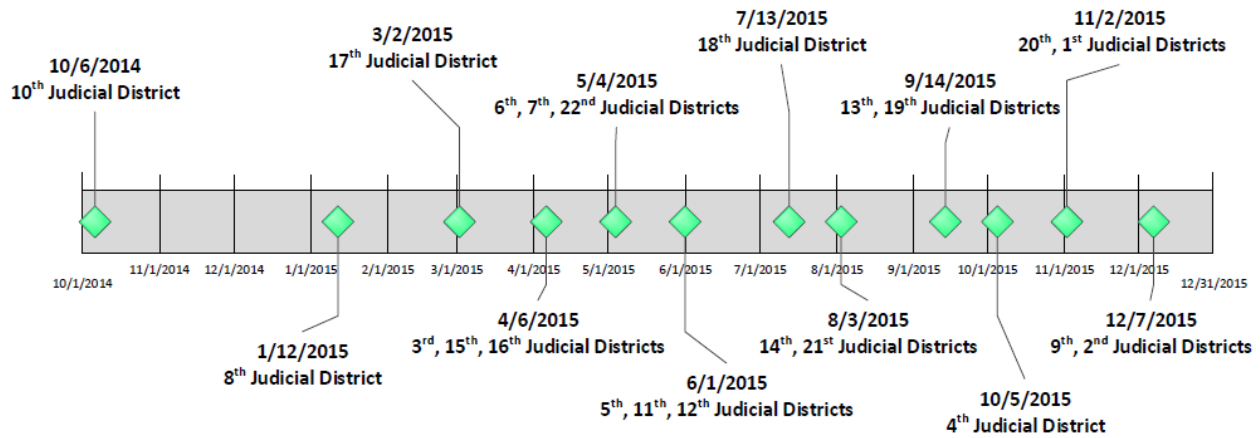
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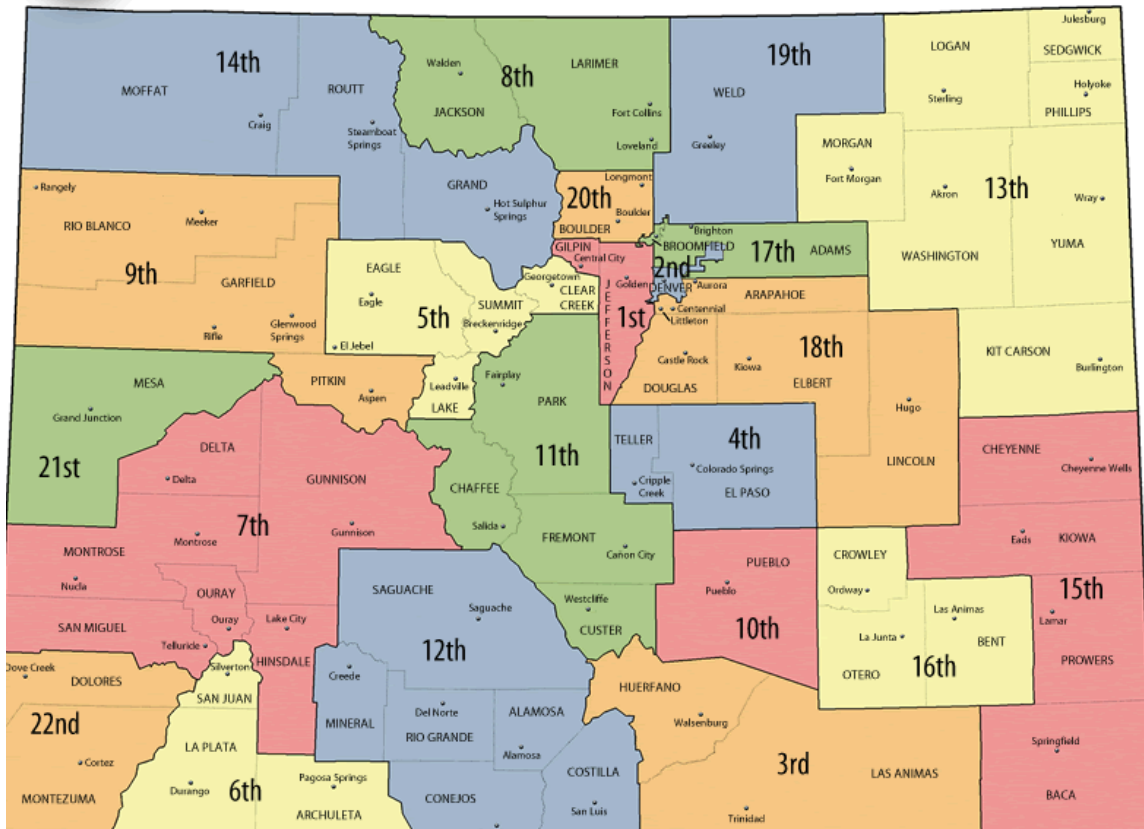
CRIMINAL E-FILING ROLLOUT SCHEDULE

Criminal E-filing Tentative Implementation Schedule

Please note that both locations and dates are subject to change. At each milestone, we will evaluate the progress and determine if changes need to be made to the schedule.



COLORADO JUDICIAL DISTRICTS



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NOTE TO CLERK

- If your filing qualifies under 98-01 or 06-01, click the fee waiver checkbox on the ICCES Review and Submit screen and include a note to clerk so filing fees won't be assessed.
- If you have a family situation that requires the filing of a conservatorship and/or guardianship for more than one child, only **one** filing fee is required. Open a separate case for each minor/sibling and add a **Note to Clerk** so only one filing fee is assessed.
- If an answer fee was assessed at the time of a first appearance in a civil case, pursuant to 13-32-101(1), add a note to clerk with your subsequent filing so the answer fee won't be reassessed.
- Add a note to clerk if you are filing a modification on a pre-decree case so the court does not assess the statutory fee.



Tip: The ICCES website is best viewed in Internet Explorer 9 and above, Mozilla Firefox and Google Chrome. Adobe Reader is required for viewing all PDF documents in ICCES and Adobe Flash is additionally required for viewing all batch downloaded PDF portfolios.

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



SUPPORT HOURS (ALL TIMES MST)

Weekdays (Monday-Friday): Live support 7:00am to midnight.
Weekends (Saturday-Sunday): E-mail and voicemail messages will be returned within 24 hours.

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

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