



E-filing News April 2016

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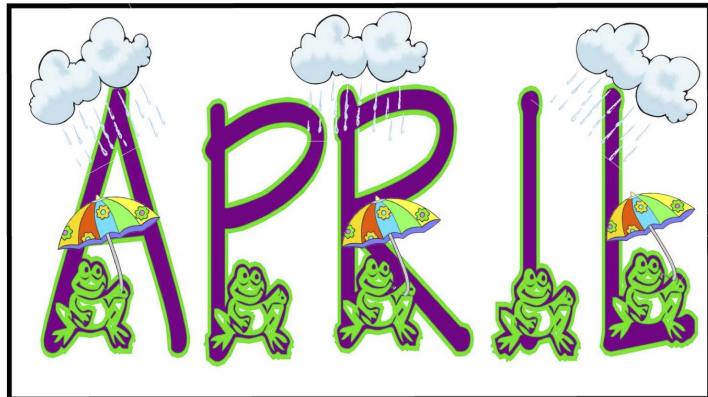
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RESOURCES

The Resources tab displays a list of helpful topics to assist all of our esteemed customers. Billing Information tops the list as the favorite customer topic for April 2016!



BILLING INFORMATION

To access invoices and make payments visit the ICCES Colorado.gov website at <https://www.colorado.gov/icces/billing>.

For help, please reference the [Billing and Invoice User Guide](#).

Organizations will be billed monthly and receive their invoice via e-mail.

Payment Options

- Automatic clearing house (ACH) withdrawal
- Physical check
- If you are mailing payments, please send remittance to the Lock Box Address: Attn: Colorado Interactive PO Box 974581 Dallas, TX 75397-4581

Contact Billing Support

Hours: Monday - Friday 8:00 am to 5:00 pm MT
Phone: 303-534-3468 x 0 or Toll free: 1-800-970-3468 x 0
Email: support@www.colorado.gov
Live Chat: <http://www.colorado.gov/livechat>

HOW TO VIEW CREDIT REFUNDS ON YOUR ACCOUNT



There are several ways to see if a credit from a refund was applied to your account.

1. Billing Report View

- ◇ Click the *Billing Reports* button and view charges between selected dates. Credits display on the All Fees Report in parenthesis, For example: (\$6.00)

2. Invoice view

- ◇ Click the *View or Pay Invoice* button to view charges by month. Credits display on the Invoice Summary in parenthesis. For example (\$6.00)

3. Consolidated Report View

- ◇ Click the *Billing Data Export* button and receive an excel sheet of all account activity between selected dates. Credits display with a minus sign in the amount column, For example: - 6.00

SET UP AUTO-PAY

Auto-pay is convenient and simple to use. Just click the *Set Up AutoPay* button and enter your payment information on the screen. Need more help? Easy instructions are located on page 14 of the [Billing Reports Payment Management User Guide](#).

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UPDATING MY PROFILE

Good news! All users can update their own email address without contacting customer support. From the My Account tab, choose My Profile. If the type is black, it is editable for updating your email address, attorney role, name and phone number.

MY PROFILE

*Required Field

Account Type:	Attorney
*Email:	New.User.com
Attorney Registration Number:	123456
Attorney Role:	Private Attorney
*First Name:	Test
Middle Name:	A
*Last Name:	User
Suffix:	--Select a Suffix--
*Phone Number:	303 555 5556
Fax Number:	
Organization Name:	Test Organization
Password Expiration Date:	06/21/20

CHANGE SECURITY OF SERVE-ONLY DOCUMENTS

To request a security change for serve-only documents, please send an e-mail to the support team at customersupport@judicial.state.co.us or iccessupport@judicial.state.co.us.

The email should include the following details:

- Case #
- Filing ID
- Document ID(s)
- Change Security from ____ to ____.

Once the requested security is updated, a customer support technician will send a reply to your email confirming the changes.

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SECURITY CHANGES

Several major changes were installed recently to strengthen the security of ICCES. Included were the following:

- New inactive account policy
- 90-day password expirations

Click [here](#) for key information about these critical changes.

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Tip: In order to provide you with the best experience, IT support recommends that you update to the latest versions of your browser. Access links for the latest downloads by clicking on the Website Requirements link located in the footer of every ICCES screen.

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

NEWSLETTERS - FUTURE ENHANCEMENTS

Click the e-filing link below to access past newsletters and find out what features have been 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.

[E-Filing](#)

TRAINING MANUAL FOR ATTORNEYS

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

[Training Manual](#)



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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, we have customer support staff on-call and monitoring the system 24/7, 365 days a year for system outages and emergencies.*

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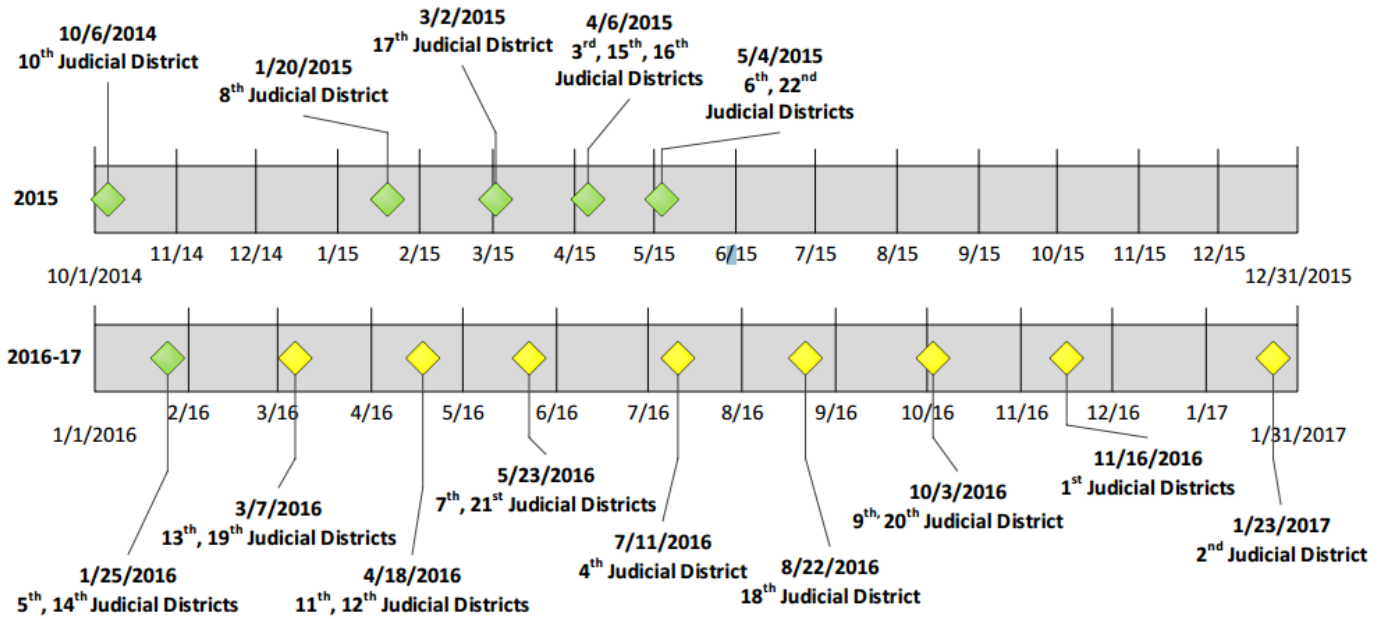


CRIMINAL E-FILING ROLLOUT SCHEDULE

Current as of 1/25/2016

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

