



# E-Filing News

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## SECURITY CHANGE FAQs



- Q.** I received an inactivity email. What should I do?
- A.** If you received an inactivity email, please login to ICCES and change your password.
- Q.** My account was disabled due to inactivity. How can I fix it?
- A.** Your local administrator can reset your account or contact customer support at 720-625-5670 and ask to have your account reinstated.
- Q.** I login to ICCES every month and pay our bill. Why did I get an inactivity email?
- A.** ICCES and the billing system are currently two separate systems. In order to keep your account active, please login to the ICCES application. There is a billing link located under both the Administrator and Resources tabs.

## FEEDBACK WANTED

How can we improve your e-filing experience? If you have an idea, we want to hear it! Visit the footer section on any screen the next time you e-file. Simply click the *Feedback* link, enter your feedback on the email form, and press send. Most program improvements come from customers just like you. We appreciate you and want to hear your feedback.





# E-Filing News

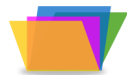
## WHEN AN ATTORNEY LEAVES A LAW FIRM

**Q.** What happens to an organization’s court cases when an attorney of record leaves the organization?

**A.** When an attorney leaves an organization, both the attorney and the organization retain access to the case until the attorney or the organization takes one of the actions below to transfer ownership.



**Action #1 - The attorney leaving keeps the case:** When the attorney leaves and obtains a new ICCES account in their new organization, they should file a “Notice of Change of Address – Attorney” under this new account. This filing will transfer the case to the new organization.



**Action #2 - The current organization keeps the case:** An attorney in the organization should file a “Substitution of Counsel.” This filing will keep the case at the existing organization and update counsel of record.



**Action #3 - Neither the transferring attorney nor the existing organization will continue representation:** The attorney currently listed on the case should file a “Notice of Withdrawal” or “Motion to Withdraw.” This will remove case access from the attorney and the organization.





# E-Filing News



## PROBATE — NEW ENHANCEMENTS

Exciting new enhancements for viewing probate cases has arrived! As of Monday August 7, 2016, customers may search and view probate estate and trust cases .

Probate protective proceedings cases remain a protected case class in our e-filing program and therefore, only attorneys of record have access to them. This means that anyone who is not an attorney of record on a protective proceedings case cannot search for it.

Attorneys can enter an appearance into this case type by entering the case number through the File Into Existing Case function. The party names will display as “party name suppressed” until the entry of appearance is accepted during clerk review at the court.

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## BILLING — NEW ENHANCEMENTS

Five (5) days before the invoice due date, the administrator and billing contact can view the **Balance Due** amount in the upper right hand corner of the Home screen. An **Invoice Due** list will display at login for administrators and billing contacts.

The screenshot shows the 'Welcome to the Integrated Colorado Courts E-Filing System' home page. In the top right corner, it displays 'Balance Due: \$67855.98' and 'You are logged in as: Eric Staff'. A central popup window titled 'Invoice Due' lists unpaid invoices with columns for Billing Cycle, Due Amount, and Due Date. The total balance due is \$67855.98. A search bar is visible on the right side of the home screen.

Billing Cycle	Due Amount	Due Date
06/2016	\$3000.00	07/30/2016
05/2016	\$25100.00	06/30/2016
02/2016	\$12334.95	03/30/2016
01/2016	\$5866.78	03/01/2016
12/2015	\$3349.11	01/30/2016
11/2015	\$4382.05	12/30/2015
10/2015	\$3317.27	11/30/2015
09/2015	\$1046.35	10/30/2015
08/2015	\$5267.98	09/30/2015
07/2015	\$4191.49	08/30/2015

**Total Balance Due: \$67855.98**

To access invoices and make payments visit the Colorado.gov website at: <https://www.colorado.gov/apps/courts/billing/index.xhtml>

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# E-Filing News



## PRINT AND MAIL FEES

Each time a user e-files into a case and chooses the print and mail service, the system advises the user of any charges on the Review and Submit screen. The system is very transparent with all charges. It is important for all users, both private and government to understand that if fees are charged, and display on the Review and Submit screen, the total charges will be included on the organization's monthly invoice billing statement.

If you have any questions about fee amounts displaying on the Review and Submit screen, please contact customer support at 720-625-5670.

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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 are located by clicking on the Website Requirements link located in the footer of every ICCES screen.

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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 7:00 a.m. 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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# E-Filing News

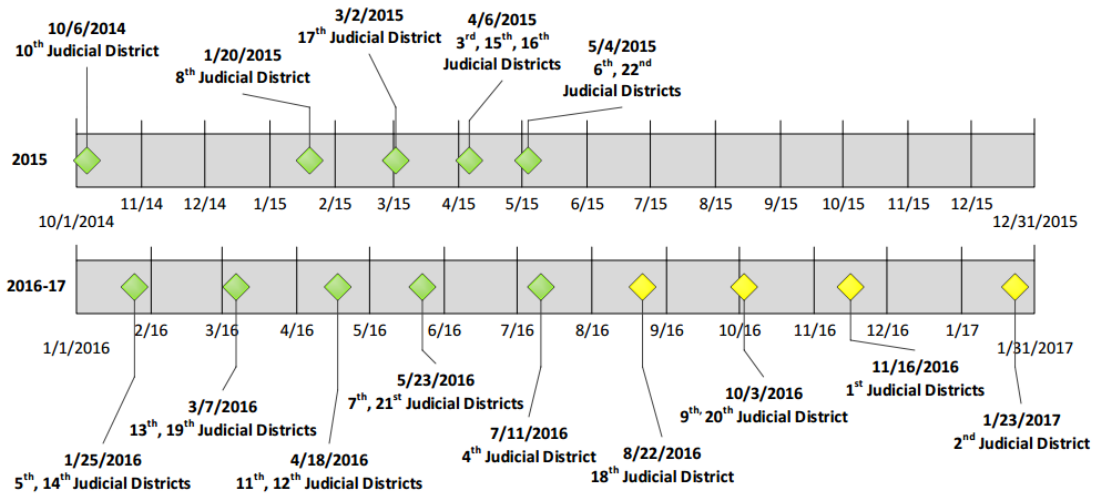


## CRIMINAL E-FILING ROLLOUT SCHEDULE

Current as of 4/27/2016

### 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.



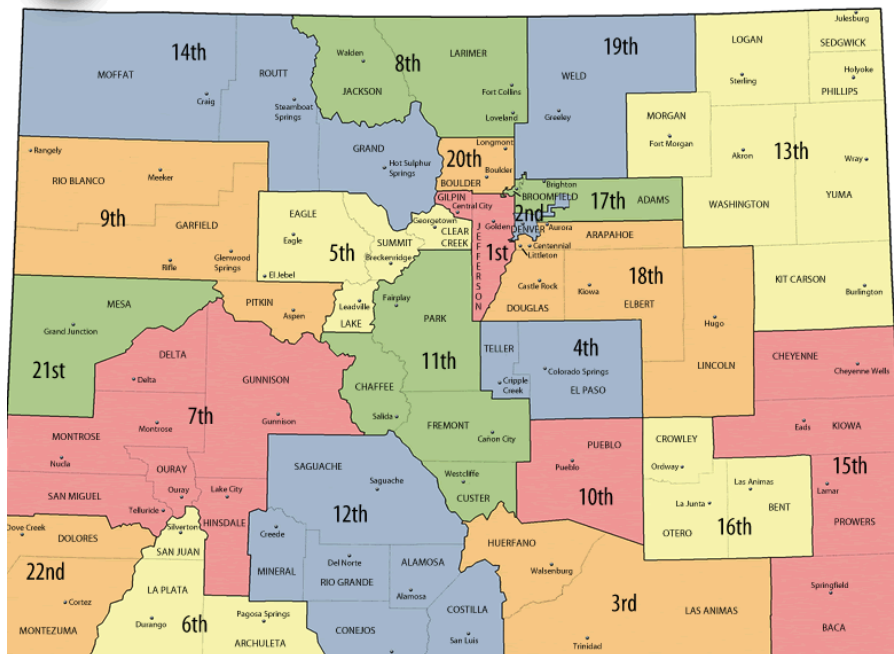
**Milestone legend**

- Current live criminal e-filing district
- Future criminal e-filing district

To learn which counties are part of each Judicial District, please click [here](#) or view the map on the next page.



## COLORADO JUDICIAL DISTRICTS



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