

## ICCES Newsletter 10/16/2012

Welcome to the first ICCES newsletter - this is a communication tool that will be used to update you with any information that may be helpful during the transition to ICCES. As the pilot moves forward, we will find more and more opportunities to help provide you with tips & tricks as you navigate the new system. Please note that you may contact us at [iccessupport@judicial.state.co.us](mailto:iccessupport@judicial.state.co.us) for any support questions or [icces-feedback@judicial.state.co.us](mailto:icces-feedback@judicial.state.co.us) for any general feedback.

### **Why aren't my cases displaying?**

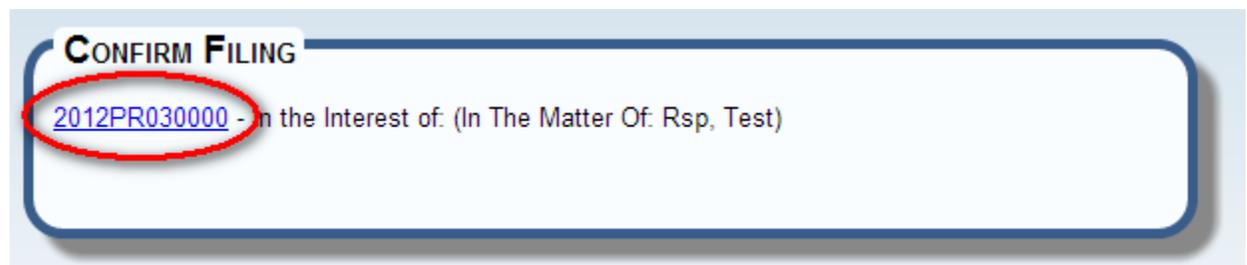
We've had a lot of questions about missing cases. There are several features within ICCES that are only valid for filings completed through ICCES. These include:

- Cases (or Organization Cases)
- Quick Search
- Advanced Search (*only* when you select "E-Filings in My Organization Case(s)" or "E-Filings in My Cases")

As you file into cases through ICCES, you will start to find your cases through these features, but you will not find cases that were filed through LexisNexis File & Serve. **To find cases filed into prior to ICCES, you must use the Advanced Search and select "All Court Cases" from the Search Options.**

### **What about probate cases?**

You will notice in the advanced search that you do not have the option of choosing "All Court Cases" when searching for a probate case. This is due to a public access rule that prevents probate cases from being publicly searched for. When you are looking for these cases and your organization has an attorney on the case, there is a workaround. From the menu, select Filing → File into an Existing Case. Enter the court location and case number and hit "Search". If your organization has access to this case, you will see a link on the right hand side that will take you to the case history screen:



From the case history, you can view what you need to or add it to your Monitored Cases list by clicking the binoculars:

Case Number: 2012PR030000  

### **Activating attorney accounts**

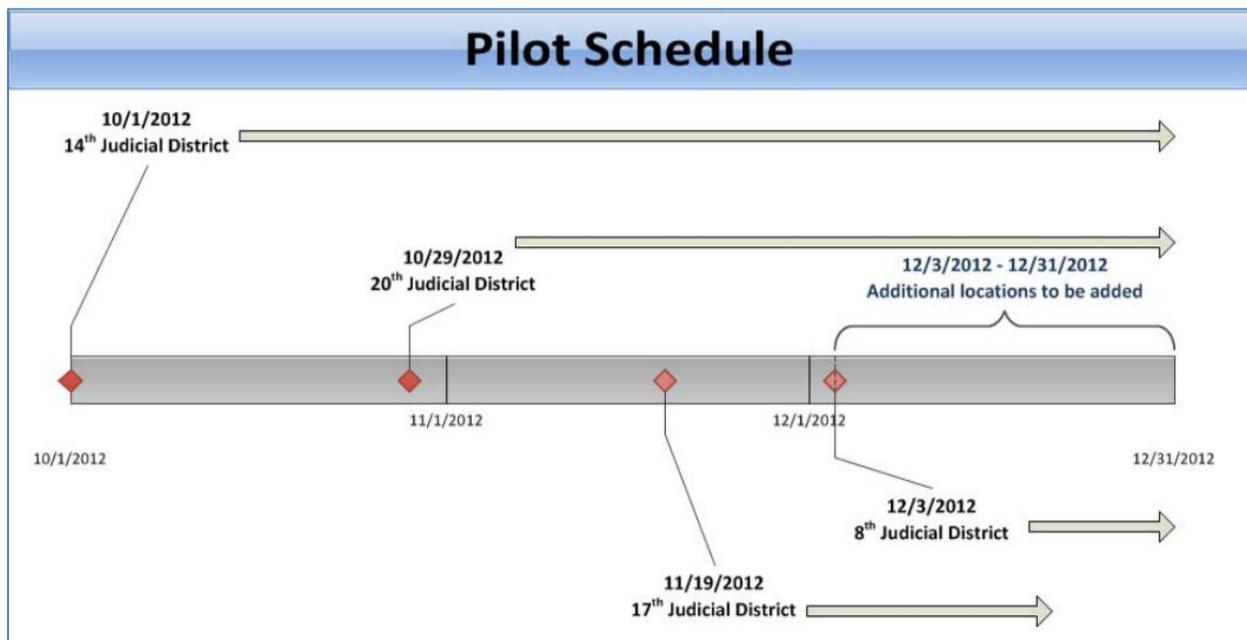
It is extremely important that all attorneys in your organization activate their accounts in ICCES. Until these accounts are active, the attorney cannot be e-served. Case security is also tied to your attorney accounts, so if your attorney(s) have not activated their accounts, your organization may not have access to the appropriate cases, even though they may be active attorneys on the case.

### **Resetting your password**

If you have forgotten your password, you may use the "Forgot Password?" feature from the home page to create a new password. All you need to do is enter your e-mail and enter in the answer to your own personal security question. Also, if you are not the administrator for your organization, you may go to the administrator to have them reset the password for you.

### **What location is next?**

The 20<sup>th</sup> Judicial District (Boulder) will be included in the ICCES pilot starting October 29<sup>th</sup>, 2012. At this point, you will no longer file into LexisNexis File& Serve for this district. Here is a snapshot of the planned pilot schedule for ICCES (with a statewide release on January 1):



### **Where can I read more?**

As new communications are created, we will share them here. We currently recommend the following:

[The New ICCES E-Filing System: What's New and Different](#)

[What does the ICCES pilot mean to me?](#)

[ICCES training information](#)