



## ICCES Newsletter May 2013

### RECENT OUTAGES

As most of you know, we have experienced a number of outages with the ICCES system in the past month. These unplanned outages are the last thing we want to happen as you go about your daily business, so please rest assured that we are working diligently to improve the stability of the system. We are expanding our user base each month with new locations and have been experiencing some growing pains as the rest of the state is transitioning to ICCES. We are aware that these outages are extremely inconvenient for you and do not take them lightly. We truly appreciate your patience during the transition.

### ADDING CASE PARTIES IN ICCES

ICCES was built so that water case attorneys (CW) can add parties to the case by the attorney. The court does not have to enter an opposer for the attorney to file a response in the CW case. This works the same as it did in Lexis. The option to add other case parties is not available in any other case class. If you need parties added on for non-water cases (such as an intervenor), you should contact the court.



### SUBSTITUTING A PLAINTIFF IN ICCES

If a substitution of a plaintiff is needed in ICCES, the court can withdraw the original plaintiff and enter the new plaintiff. The attorney can then be added to the new plaintiff for e-filing on their behalf.

### ICCES USER QUESTIONS SUBMITTED APRIL 2013

**Q:** Our cases do not show up in our Cases screen unless we add them to monitored cases. Why?

**A:** Once you e-file into your case, it will display on your organization's cases screen.

**Q:** Why did the court reject my filing?

**A:** CJD 11-01 Attachment A sets forth specific reasons for rejection of electronically filed documents. If you want to review the reason a filing was rejected, go the Home screen.

- ⇒ Click Alerts. Hover over the orange caution triangle in the Type column and view the rejected reason.
- ⇒ Next, locate the Filing ID column and click the Filing ID.
- ⇒ Click the [View Document History](#) link.

**Q:** How do I file an entry of appearance in a Probate Case?

**A:** Click the File Into Existing Case folder on the Home screen, or choose the File into Existing Case link from the Filing tab. Enter the case number and court location and press Search. ICCES will search and then display the Build Filing screen. From the document selection box, choose either Entry of Appearance or Substitution of Counsel.

**Q:** How do I review documents before submitting them to the court?

**A:** Review documents immediately after uploading by clicking the original document link or the PDF link under the Event section on the Manage Filing screen.

ICCES recommends reviewing all documents before submitting. On the Review and Submit screen, go to the document section, and click the original document link or the PDF link.

### REQUEST EMAIL NOTIFICATIONS

#### (MY ACCOUNT) PREFERENCES

- Receive an e-mail for each received alert.
- Receive filing submission e-mail
- Receive system maintenance e-mail

Seconds after a filing is submitted through ICCES courtesy e-mail notifications are sent.

#### RECENT ACTIONS NOTIFICATIONS

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.

Recent Actions includes the date and time of the filing, the document, filing ID, case number, court location and filing status.

#### Live support hours (all times MST)

Weekdays (Monday-Friday): 7:00am to midnight.  
Weekends (Saturday-Sunday): 8:00am to 5:00pm

*\*Please note that we have staff on-call and monitoring the system 24/7, 365 days a year for system outages and emergencies.*



Find out what features ICCES will be adding to the system. Visit the Judicial website at <http://www.courts.state.co.us/icces/releases/>. This will provide you with information about what features and fixes have gone into prior releases as well as what is coming next. Use the navigation on the left hand side to see “Future Enhancements”.



**The 4th, 18th, 21st and Court of Appeals will be available for e-filing through ICCES on June 3, 2013.** It is important to note that ICCES is currently live (as of May 6th, 2013) in the 1st, 2nd, 3rd, 5th, 6th, 7th, 8th, 9th, 10th, 11th, 12th, 13th, 14th, 15th, 16th, 17th, 19th 20th and 22nd Judicial Districts.



### **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 attorneys in your organization 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.