NO Bluffing:

Straight Answers to ACAP Questions

First Contacts-"Call Center"

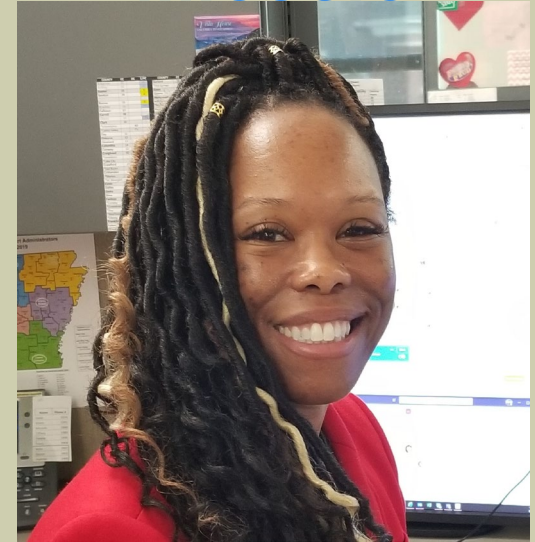**Yvonne**

Tonya

A.S.-Helpdesk Staff
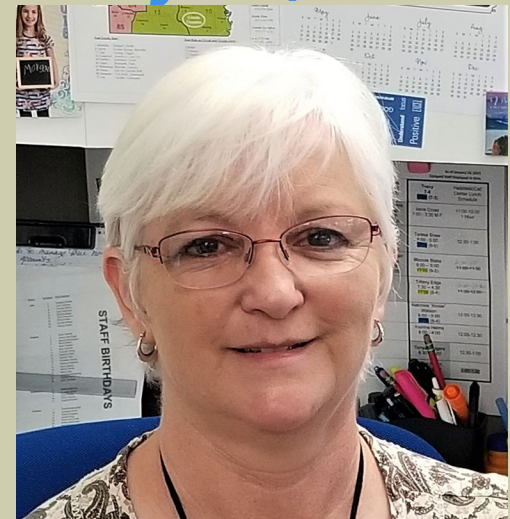
Teresa

Miccole

Irene

Tiffany

Tracy, Supervisor

Nakinsia "Kinsie"

Meet your Application Support Team

Users We Support

- Judges & Staff (TCA, Court Clerk)
  - **(SC, CA, CI, CO (PR) and DC)**
- Court Clerks
- Juvenile Probation Officers
- Attorney's (Private, PA, PD)
- Law Enforcement (911 Dispatch, Officers)
- Public
- Approximately 5,000 Users

Jan, 2018	743
Feb, 2018	902
Mar, 2018	763
Apr, 2018	718
May, 2018	752
Jun, 2018	679
Jul, 2018	721
Aug, 2018	800
Sep, 2018	627
Oct, 2018	745
Nov, 2018	593
Dec, 2018	564
Total	**8607**

2018 Issues

Software We Support

- Contexte
- SAVRY/JDCCMS
- CourtConnect (ICC, CCC, PCC)
- Juror/MJI (My Jury Info)
- eFile/eFlex
- ePAY
- iMIS

Preferred Browsers

- Contexte & Juror-<u>Internet Explorer</u>
- SAVRY/JDCCMS-<u>Chrome</u>
- CourtConnect (ICC, CCC, PCC)-<u>Any</u>
- MJI (My Jury Info)-<u>Any</u>
- eFile/eFlex-<u>Chrome</u>
- ePAY-<u>Chrome</u>
- iMIS-<u>Chrome</u>

Account Security Requests

- New Staff

- Current Staff

  – **update account security**

- Terminate accounts

  - staff who are no longer employed

Account Security Requests

- Email acap.help@arcourts.gov
- Be specific in the request
- Receive response with form included
- Return typed form within 30 days
- Receive security application
- Sign and return
- User Account is created

Locked Account Process

- Contexte, ICC, SAVRY
- Three unsuccessful login attempts
- Creates a Locked User Status
- 5-Minute lock-out
- Wait 5-minutes
  - **attempt to log in again**
  - **Or Select the Forgot Password option**

Don't Forget…

- **Press the F7 Key**

  – Puts the form in query mode to Search

- **Press the "F8 to Populate"**

- **Press the F3 Key**

  – To duplicate item

- **Press the F4 Key**

  - To duplicate Record

Did You Know…

CBARECP

- **Press the F7 Key**

  – Puts the form in query mode to Search

- **Press the "F8 to Populate" Recipients**

DO NOT MANUALLY CREATE REST PAYABLES

Contact Application Support for Assistance

Should I...?

Party ID's

- Merge ID's
  - **New process coming**
- Create ID's
  - **Individuals without DL/Contexte ID**
  - **Local Police Dept. Officers**
  - **Organizations**
- Email acap.help@arcourts.gov

OH NO,
What Do I Do NOW?

Warrant created on incorrect Party

- Mark the Warrant "**RECALLED**"
  - **COADTRA**

- Email acap.help@arcourts.gov
  - **Include: Reason/Case/Warrant number. Request the Warrant be deleted**

AOC Teams

- When working to resolve your issues
  - **Issue begins with Application Support, Call Center**
  - **Application Support picks up the issue and works to resolve it**
  - **or reassigns it to another team to work on or resolve the issue.**
    - Technical Analyst Team, DBA Team…

How can I get timely issue updates?

- Request a WorkFront Account for your Office.
  - **Submit your own question, issue, request**
  - **Track and View the issue progress**
  - **Upload documents to the issue**
  - **Make comments on the issue**

- Are You Wanting To Find Answers Quickly?

- Do You Need Updated Material?

- Is Your Book Or Notes Just Not Accessible Right Now?

https://arkansascourts.sharepoint.com/sites/FAQ

SHAREPOINT has answers

Questions?