How to Get Your Battleship Sunk:
Why User Account Security Matters

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Administrative Office of the Courts

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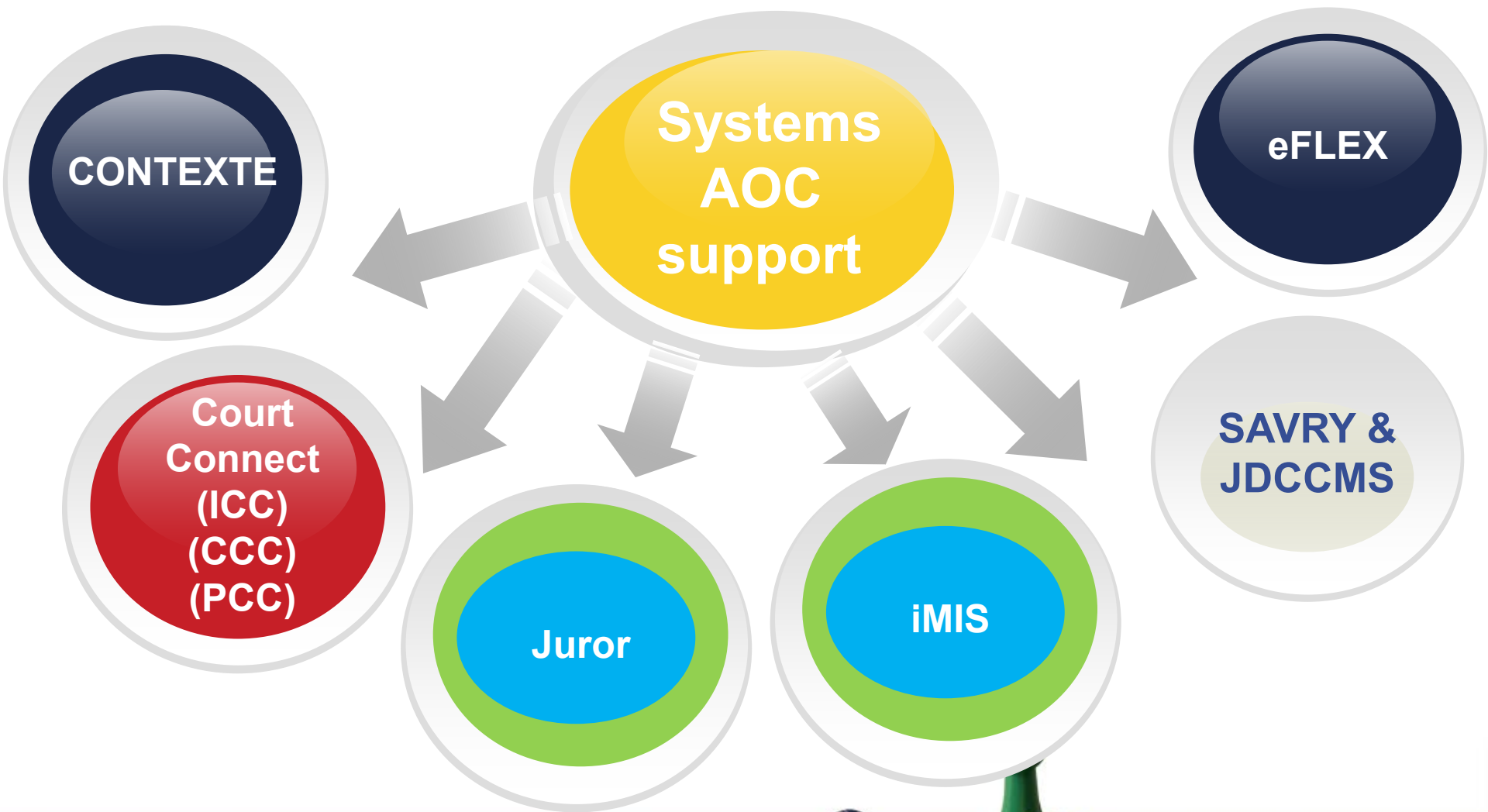
Lars Hultqvist

IT Technical Team Manager

1. **Systems we support**

2. **User account process**

3. **Passwords, passwords, locked out**

4. **Security in different systems**

Contexte/ICC User Account Security Requestors and Approvers

Judge

Must approve Judge Staff

TCA

May request an account on behalf of the Judge

Court Clerk

Must request an account and approve accounts

Court Clerk

Must request and approve non Court staff accounts
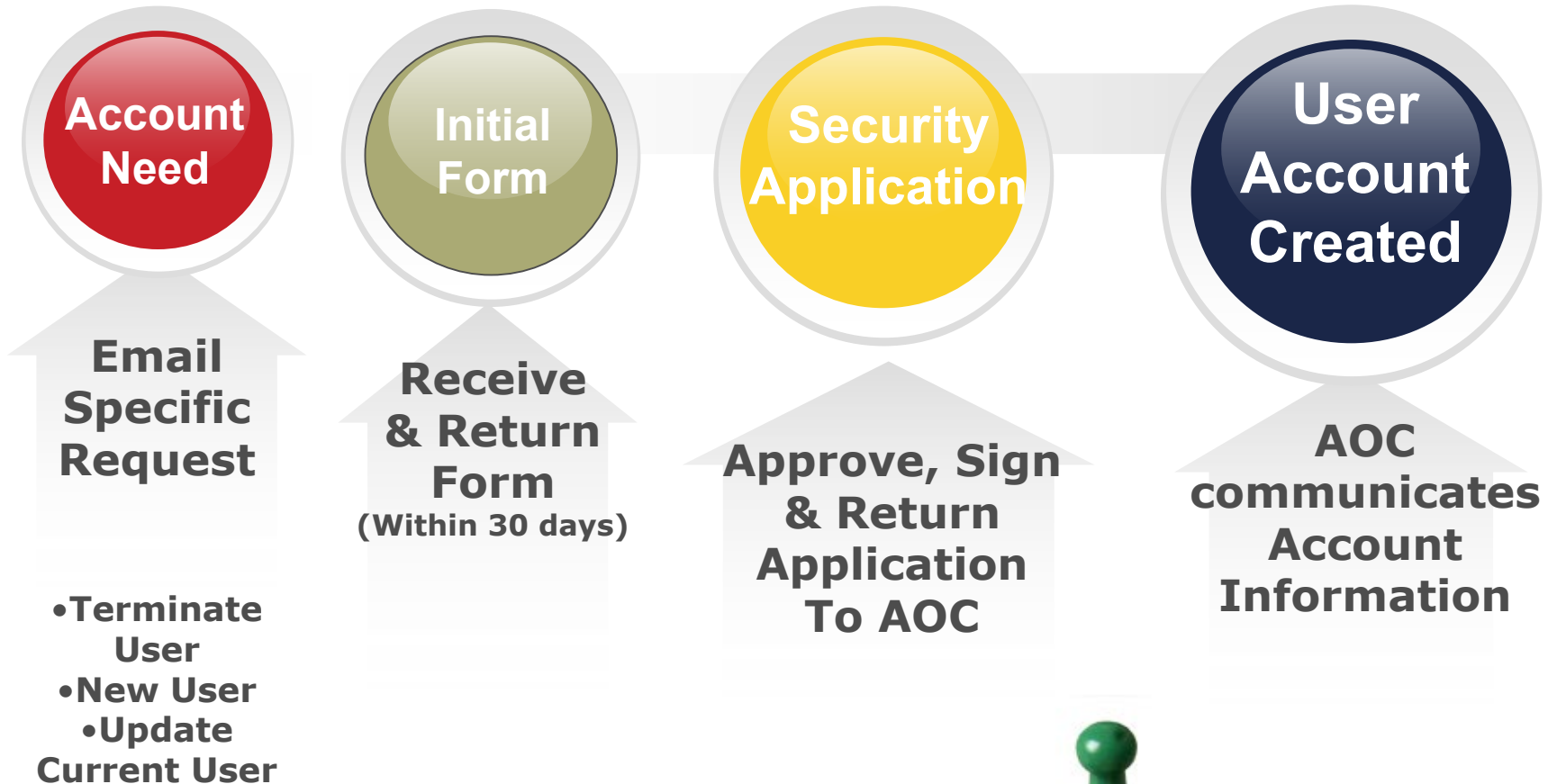
TCA, Court Reporter Juvenile Officers

Juvenile Officers

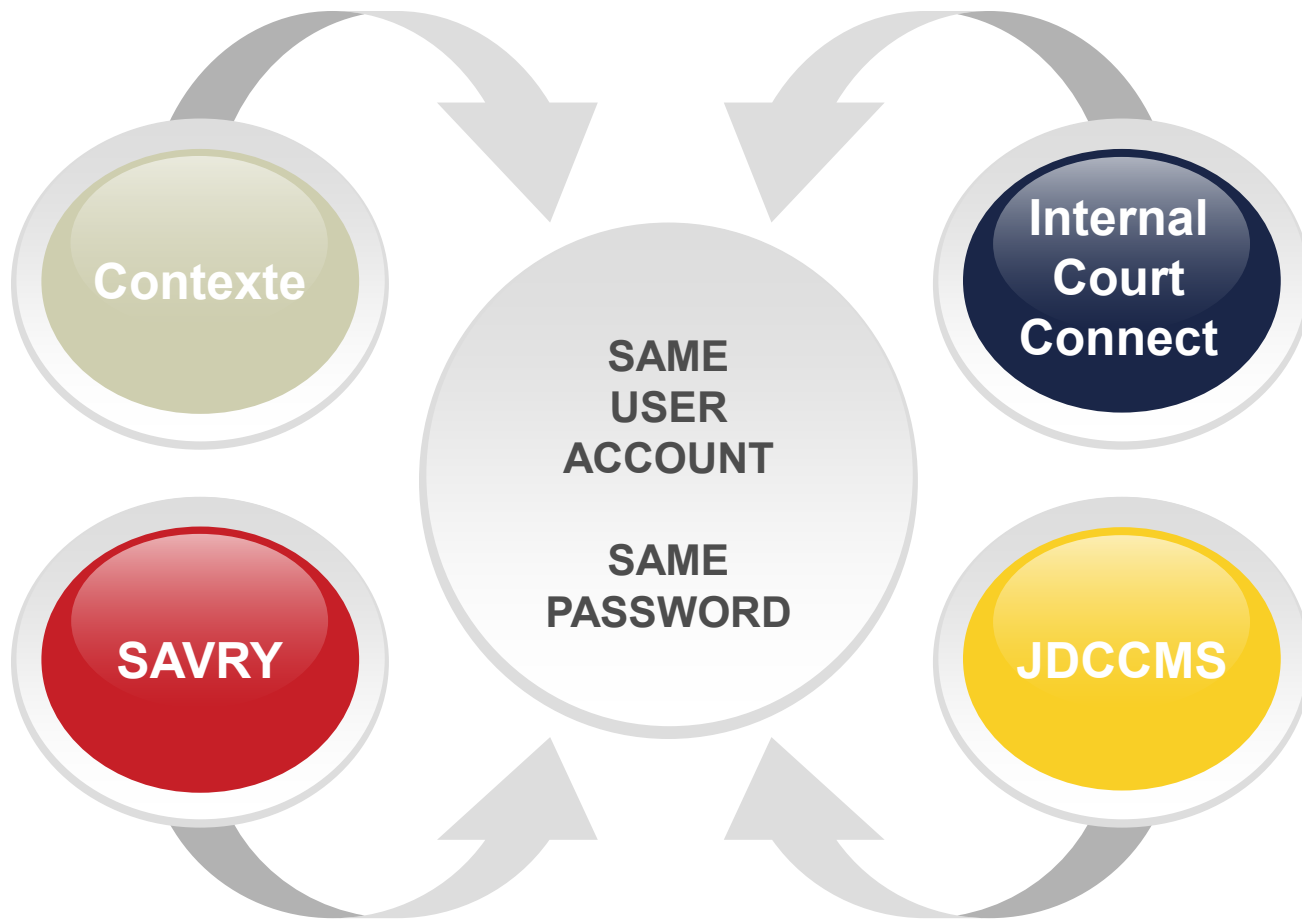**Clerk Staff**

Law Enforcement, etc.

User Account Request Process

Account Need

Initial Form

Security Application

User Account Created

Email Specific Request

- Terminate User
- New User
- Update Current User

Receive & Return Form
(Within 30 days)

Approve, Sign & Return Application To AOC

AOC communicates Account Information

eFLEX

Different user accounts

Not necessarily the same password

iMIS

Juror
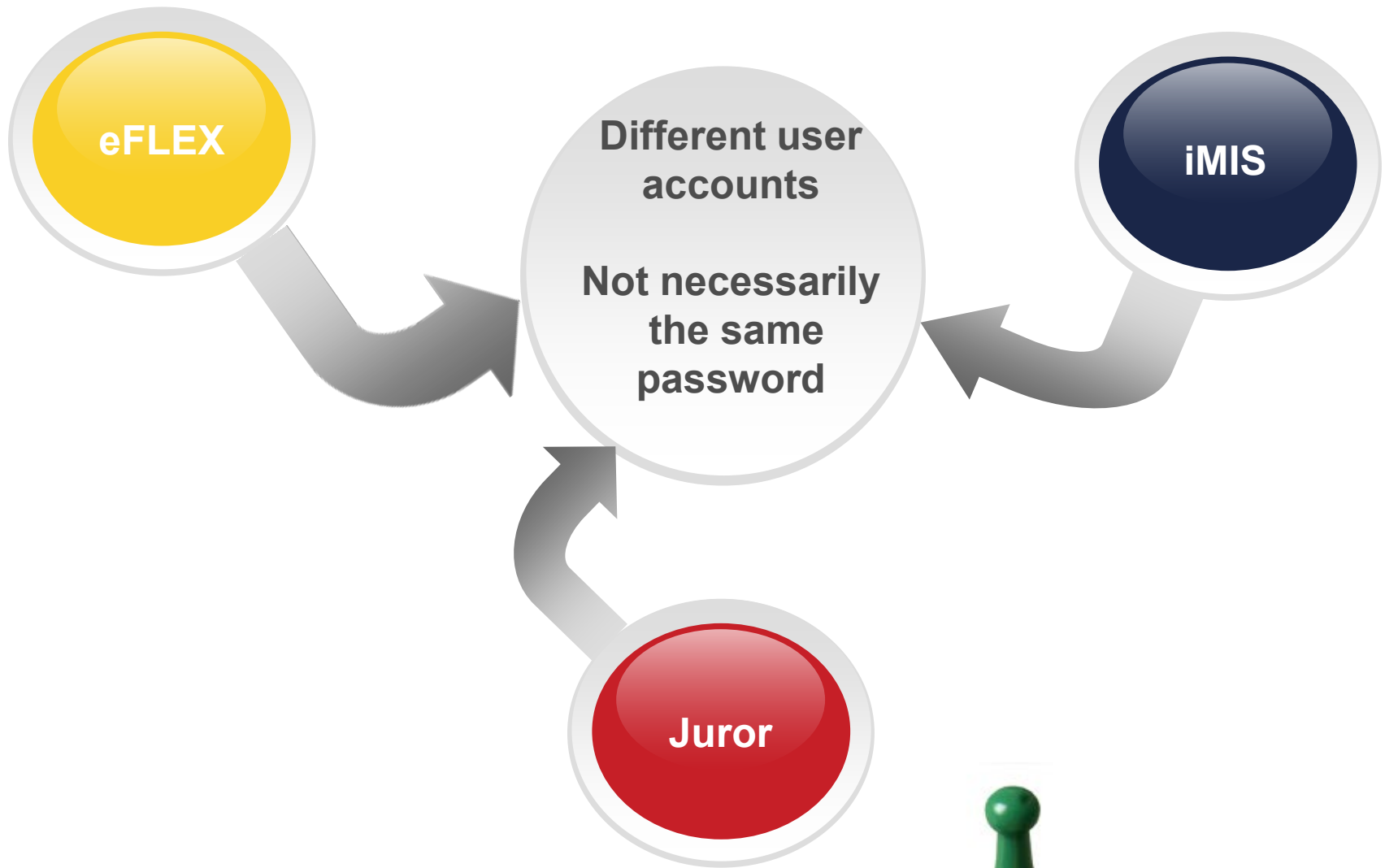
MUST Haves

Must Have ABC: 123: #

Minimum of 8 Characters

MiXeD cHaRaCtErS

Special Character # or *

Change 90 days

NOT Haves

NOT @,$,%,),(,: or &

NOT User Id

Not "AbCD1234"

Or "LETMEIN1234"

Or "PASSWORD123"

Your

Contexte

ICC - SAVRY - JDCCMS

PASSWORD

Password MUST Haves

Must Have ABC: 123: #

Minimum of 8 Characters

MiXeD ChArAcTeRs

Special Character #

**User ID
&
Password
are NOT tied to
Contexte**

Your

eFlex

eFiling

PASSWORD

**User ID
&
Password
Are The Same
For**

**RED
&
BLUE
Side**

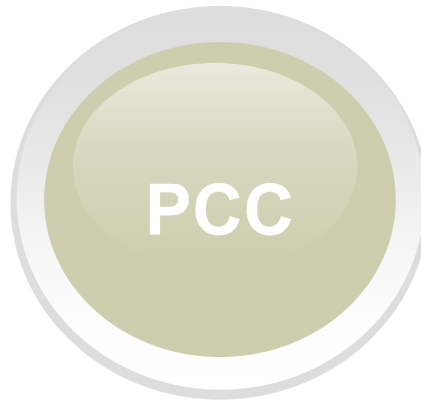|	Password Self Service	Failed Password attempts	Locked out
Contexte	Y	3	5 min
ICC	Y	3	5 min
SAVRY & JDCCMS	Y	3	5 min
eFlex	Y	3	30 min
Juror	N	3	**Contact the AOC**
iMIS	Y	3	**Contact the AOC**

ICC

Individual User account

User Login Security

Security levels 1-7

PCC

No User account

Public Information

Security Level 1

CCC

Court User account

Public at Court House

Security level 2

Role Based

Judge
Judicial assistant
Lead Clerk
Deputy Clerk

Red & Blue Side Access

Role Based
Juvenile Probation officer
PA/PD Deputy clerk
Attorney
Pro se

INFORMATION

Court access
Case type access

eFlex Security Access

Look What's New

- Do You Need an answer…
- Updated Materials?
- Or, Is Your Book Or Notes Just Not Accessible Right Now?
  We have a place for that!

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

SHAREPOINT has answers

QUIZzZzz

?

QUIZzZZzz 1

The user account and password is the same in Contexte, Juror and eFlex?

1. **Yes**

2. **Only for Contexte & eFlex**

3. *No, they are all different*

QUIZZZZzz 2

What is the case security level in Public Court Connect (PCC)?

1. **Case security level 5**

2. **Case security level 1**

3. *Case security level 3*

QUIZzzZzz 3

What is a 'security class' in Contexte?

1. *A training class in user account security which Contexte users can sign up for*

2. **A group of forms in Contexte with logical functional similarity**

3. *There is no such thing as a 'security class'*

QUIZzzZzz 4

If I change my password in Contexte, it also changes in ICC !!!

1. *True*

2. *Not true*

3. *Only on second Wednesday in each month*

QUIZzZZzz 5

If I change my password in eFlex, it also changes in Contexte & ICC !!!

1. **Not true**

2. **True**

3. **Maybe sometimes?**

QUIZzzZzz 6

How many times can I type my password wrong before my account gets locked in Contexte, ICC & eFlex?

1. 3

2. 5

3. Indefinitely

QUIZzZZzz 7

If I have tried to log in with the wrong password, 2 times, I can use the 'forgot password' option before locking my account after 3 attempts in error?

1. **No**

2. **I will call the AOC**

3. **Yes PLEASE !!!**

QUIZzZZzz 8

If I lock my account in Contexte / ICC / eFlex, I can wait a certain time and it will unlock automatically?

1. Never

2. Yes, 5 minutes for Contexte/ICC and 30 min for eFlex

3. 5 minutes in Contexte, ICC & eFlex

Thank You!