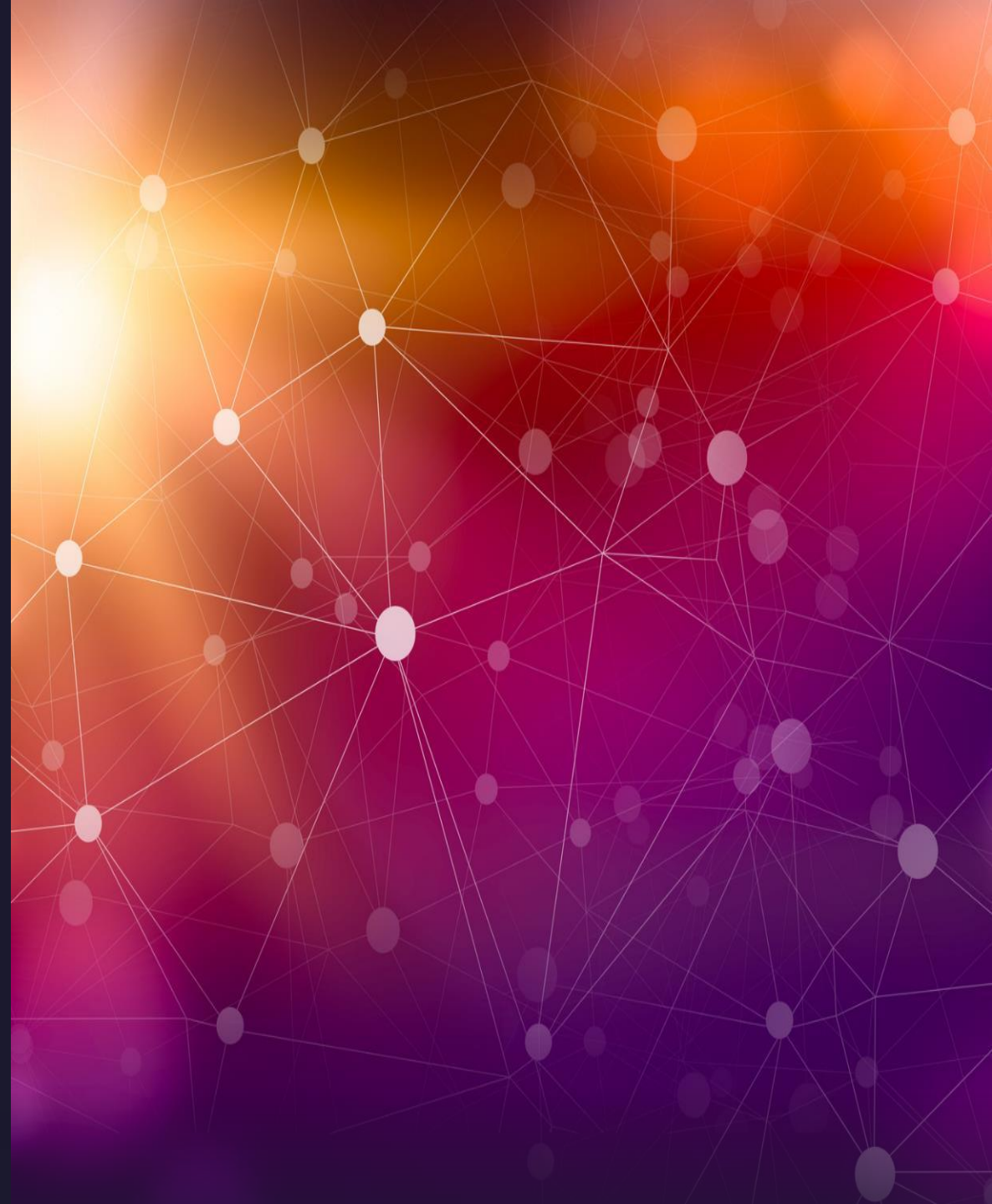


Application Support Team

ACAP Conference 2022

Refresh, Reset, Refocus!





Agenda

- Who Are We?
- Who do we support?
- What do we Support?
- How do we Support?
- Why we support?

Application Support Team- (AST) Who Are We?

Call Center:

- Ron Clesi
- Erica “**Criswell**” (7/25/2022)

AST Roles:

- M “**Poirier**” –Architect Owner
- Tiffany Edge-Product Owner
- Tracy Andrews-Team Lead

• Application Specialists:

- Cindy Graves,
- Colton Bagwell,
- Ericca Longinotti
- Miccole Blake-(Vacant 7/25/2022)
- Nakinsia “Kinsie” Watson
- Yvonne Helms
- Tiffany Edge

• Technical Analyst

- M “**Poirier**”

• Business Analyst:

- Tracy Andrews

Who Do We Support?



- Arkansas Supreme Court/Court of Appeals
- All Judges/Staff
- All Court Clerks/Office Staff
- All Juvenile Officers
- AOC Staff
- Prosecuting Attorney/Staff
- Public Defender/Staff
- State Agencies:ADC, ACC, DYS, OCSE...
- Law Enforcement Agencies/911 Dispatchers
- Over 12,000 Attorney eFile/License/CLE Accounts
- Public

How you can help us help You

- The information you provide is the foundation for us to begin our research to provide you with a timely resolution.



What Do We Support

Contexte

EFlex

CourtServices

Efile

Internal CourtConnect – ICC

Juror

Public CourtConnect – PCC

eCitation

Courthouse CourtConnect – CCC

ePay

SAVRY

ACIC

SCALES

iMIS – (Attorney Information site)

JDCCMS

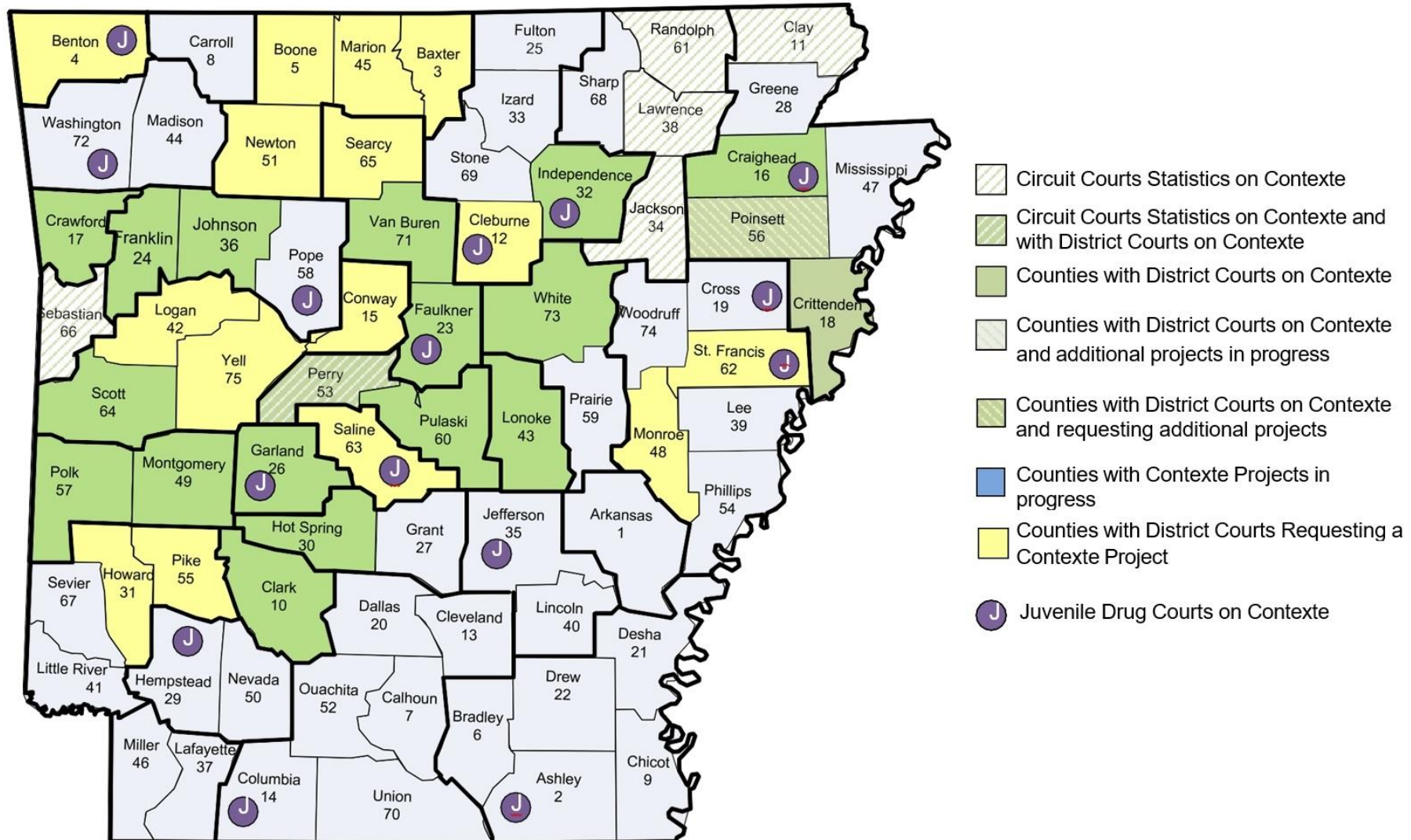
USAAPP

Arkansas District and Juvenile Courts using **Contexte**

*All Appellate and Circuit Courts are using Contexte.

June 28, 2022

(Contexte court code shown below county name)



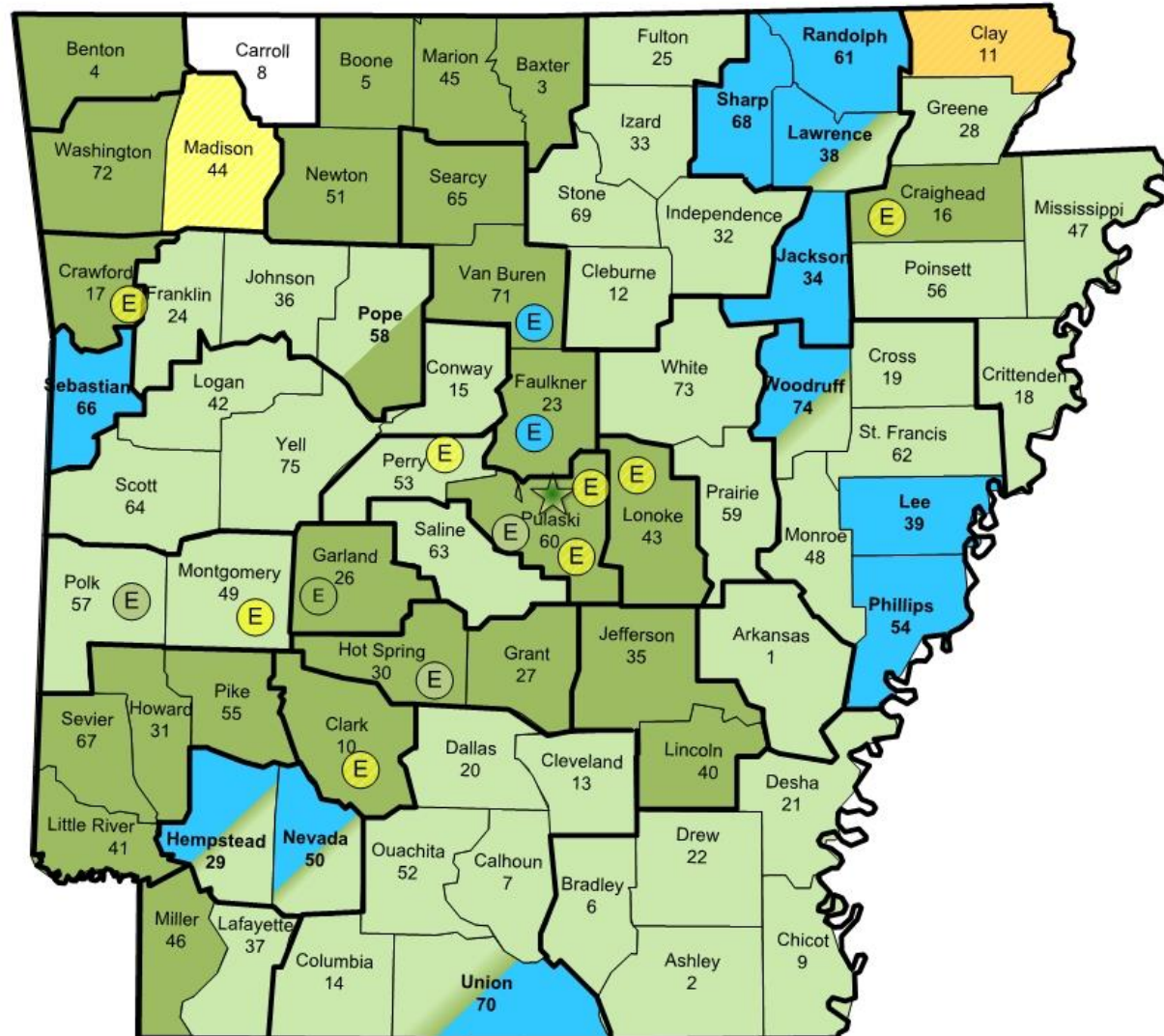
Arkansas Courts on eFiling

Circuit Court & District Court

July 6th, 2022

(Court code shown below county name)

★ Appellate Courts on eFiling



■ Circuit Courts on eFiling

■ Circuit Courts on eFiling LITE

■ Circuit Court eFiling Project In Progress

■ Circuit Court Requesting an eFiling Project

■ Circuit Court Requesting an eFiling LITE Project

ⓔ District Courts on eFiling

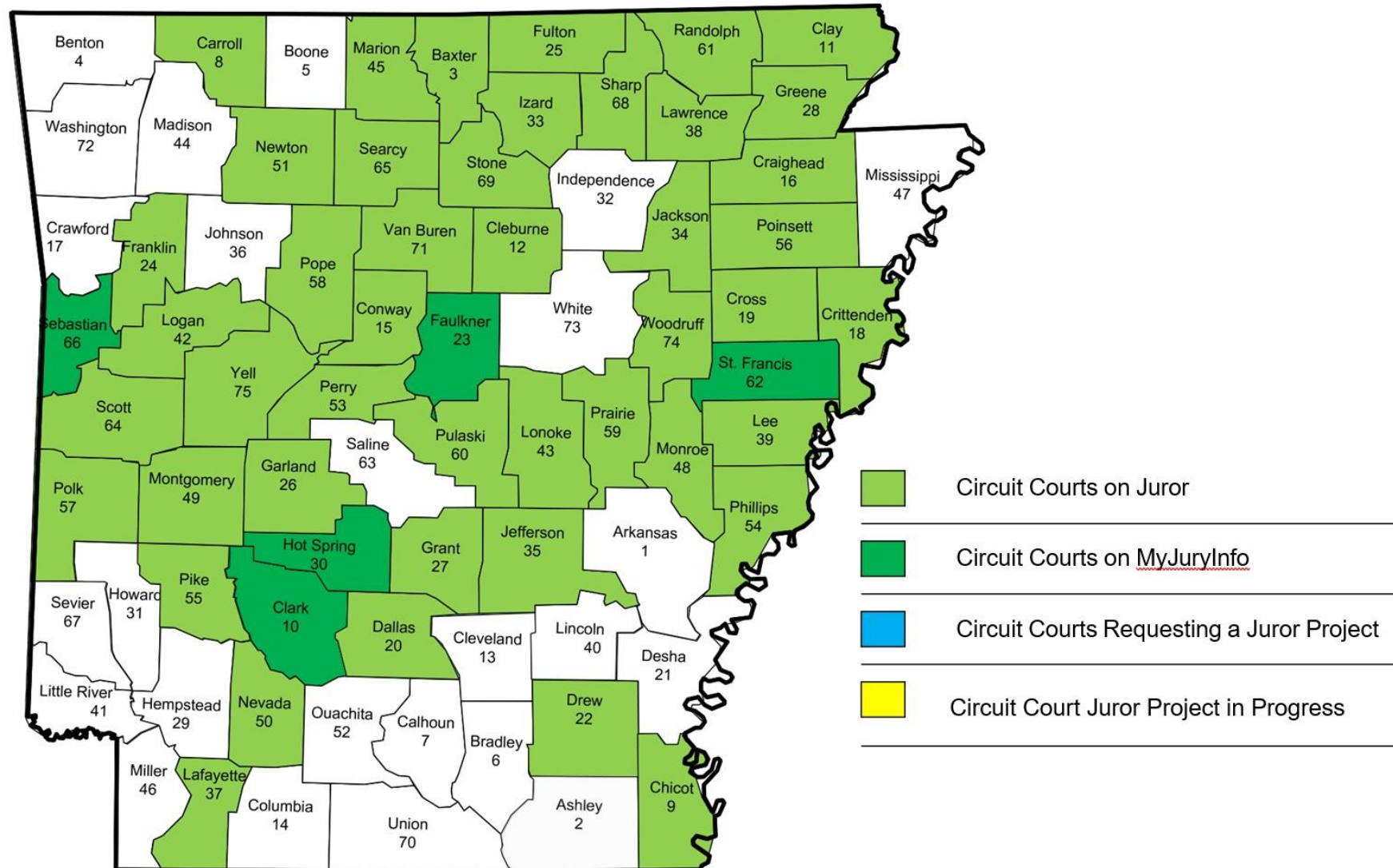
ⓔ District Court eFiling Project In Progress

ⓔ District Court Requesting an eFiling Project

Arkansas Circuit Courts on Juror

May 23, 2022

(County code shown below county name)



The way to get started is to quit talking and begin doing.

Walt Disney



Help Us to Support You

- ✓ Court Code
- ✓ Location Code
- ✓ Application
- ✓ Specific Issue: Form, Report, Error, Case #, Party ID, Bar #, Username, etc.
- ✓ Screen Shots: these are extremely helpful
- ✓ Contact information: Name, phone #, email
- ✓ The MORE the BETTER!

Information Needed

How Should I submit my Issue?

WorkFront (WF)

- - Courts can request an account to submit and track the issues they report.
 - Issue numbers tie to the issue created in WorkFront.

How Should I submit my Issue?

- Email
 - Preferred method to submit your issue, request, or question
 - Emails allow you to provide the important information such as:
 - issue **details**
 - screenshots
 - Your contact information. Which should Include:
 - **Name**
 - **Court Code/Location**
 - **your email address**
 - **phone number**

Help US Help YOU!

Information you can provide to assist us in beginning the research:

● Your Name

Case ID

Court Code

Party ID

Court Location

Phone & email

-
- ✓ Where is the problem occurring?
 - ✓ Application, Form, Report, field, case or party issue
 - ✓ Provide the error, complete report, screenshot, etc.

Help US Help YOU!

ALL emails need to contain your contact information

Untitled - Message (HTML)

File Message Insert Options Format Text Review Help

Paste Basic Text Names Include Tags Dictate Sensitivity Editor Immersive Reader

Clipboard Voice Sensitivity Editor Immersive

Send

To

Cc

Subject

Michael Poirier
Epic Support Team
Pretty Cool Analyst
Administrative Office of Awesome
789 Super St. | Little Rock, AR 72201
Office: 501-321-4321 | Fax: 501-123-1234
michael.poirier@email.com

Confidentiality Notice: The information contained in this email message and any attachment(s) is the property of the State of Arkansas and may be protected by state and federal laws governing disclosure of private information. It is intended solely for the use of the entity to whom this email is addressed. If you are not the intended recipient, you are hereby notified that reading, copying or distribution of this transmission is STRICTLY PROHIBITED. The sender has not waived any applicable privilege by sending the accompanying transmission. If you have received this transmission in error, please notify the sender by return and delete the message and attachment(s) from your system.

We receive many emails with NO contact information.

How Do We Support?

Issue

- User Submits Request/Issue: email/phone/WorkFront

Work/Research

- Application Support begins working the issue

Communication

- Gather additional information or AOC Staff Atty Approval

Continue working

- AST continues to work issue/wait on response/resolve

Provide Response

- Communicate with the users to resolve the issue

Request Type

Contexte Application Support

Contexte Application Support ⓘ

Contexte Accounting Issue

Contexte Application Support

Help Desk issues for Contexte and associated applications.

Details

Subject *

(##/LC) CARCTGL: User Name said the repor...

Description

Phone Number
email address
User Name called and reported their
CARCTGL is not correct. Name said her...

Priority

Medium

Severity

High (user can continue)

Contexte Accounting Issue

Contact Information

Please enter the appropriate contact information for your issue.

Requested By* ⓘ

TRACY ANDREWS

End-User Name

User ID ⓘ

Primary Contact Name* ⓘ

First Last

Primary Contact Email* ⓘ

email@courtluser.gov

Primary Contact Phone Number* ⓘ

501-111-1111

Primary Contact Fax Number ⓘ

Agency/Organization Type ⓘ

Annellate

Agency/Organization Detail ⓘ

Please select

Submit

Close

Discard draft

5-Minute Lock-out

- Contexte/ICC - Did you know?
 - Attempt logging in 3 times unsuccessfully, it locks your account for 5-minutes.
 - Wait outside of Contexte for a minimum of 5-minutes and you can attempt to log in again.

30-Minute Lock-out

- eFile/eFlex - Did you know?
 - Attempt logging in 3 times unsuccessfully, it locks your account for 30-minutes.
 - Wait a minimum of 30-minutes and you can attempt to log in again.

We Are Here To Help!

- Considering the number of users, we support and the limited number of AST to support all users, we ask that you do your due diligence prior to contacting Application Support.



Did You Know...

Application Support: Service Level Agreement provides us with guidelines.

Critical: An issue may be considered critical if failure to address the issue immediately is likely to result in a significant negative impact to multiple courts, the AOC or the Judiciary.

•**Urgent:** An issue may be considered urgent if failure to address the issue immediately is likely to result in a significant negative impact to a court, AOC, Justices or Judges.

•**High:** An issue may be considered high priority if failure to address the issue within a week is likely to result in a negative impact to a court or individual user.

•**Medium:** An issue may be considered medium priority if failure to address the issue within six months is likely to result in a negative impact to a court or individual user.

Application Support contact information

Phone number

(501)410-1900

eMail address

acap.help@arcourts.gov



TIME FOR

QUESTIONS

Thank You

Application Support Team | Administrative Office of the Courts
625 Marshall St. | Little Rock, AR 72201
Office: 501-410-1900 | Toll Free: (866) 823-5778
Fax: 501-682-9424
acap.help@arcourts.gov | <https://www.arcourts.gov/>

