MASTERING THE GAME OF CONTEXTE

Jackie Wray : Pulaski County District

Court Computer Support Coordinator

Are you new to Contexte?

This hands-on session will walk <u>new users</u> through basic navigation and inquiry features in Contexte.

Objectives:

1. Contexte System Basic Icons
2. Creating a Personal Menu
3. Decoding Form Names
4. Data Entry Standards:
   Person ID's & Dates
5. Contexte Definitions
6. Person/ Case Summary
7. Querying Tips
8. Accessing Bookshelf
9. Contacting Application Support
10. Internal/ Public Court Connect

Contexte System Basic Icons

Icon	Function	Keyboard Shortcut
	Clear Form	Shift and F3
	Save	F10
	Exit	Ctrl and Q
	Previous Block	Ctrl and PgUp
	Next Block	Ctrl and PgDn
	Insert Record	F6
	Remove Record	Shift and F6

Icon	Function	Keyboard Shortcut
	Enter Quey	F7
	Execute Query	F8
	List of Values (LOV)	F9
	Print	Ctrl and P
	Copy	Ctrl and C
	Paste	Ctrl and V
	Wildcard	%
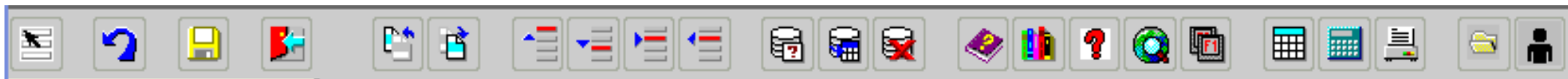
Creating a Personal Menu

Add Form to Personal Menu

1. Go to **GUAPMNU**
2. Click Under Name Column
3. Enter the Form Name you wish to add
4. Press Enter

Remove Form from Personal Menu

1. Go to **GUAPMNU**
2. Highlight the Form you wish to remove
3. Select Record Remove
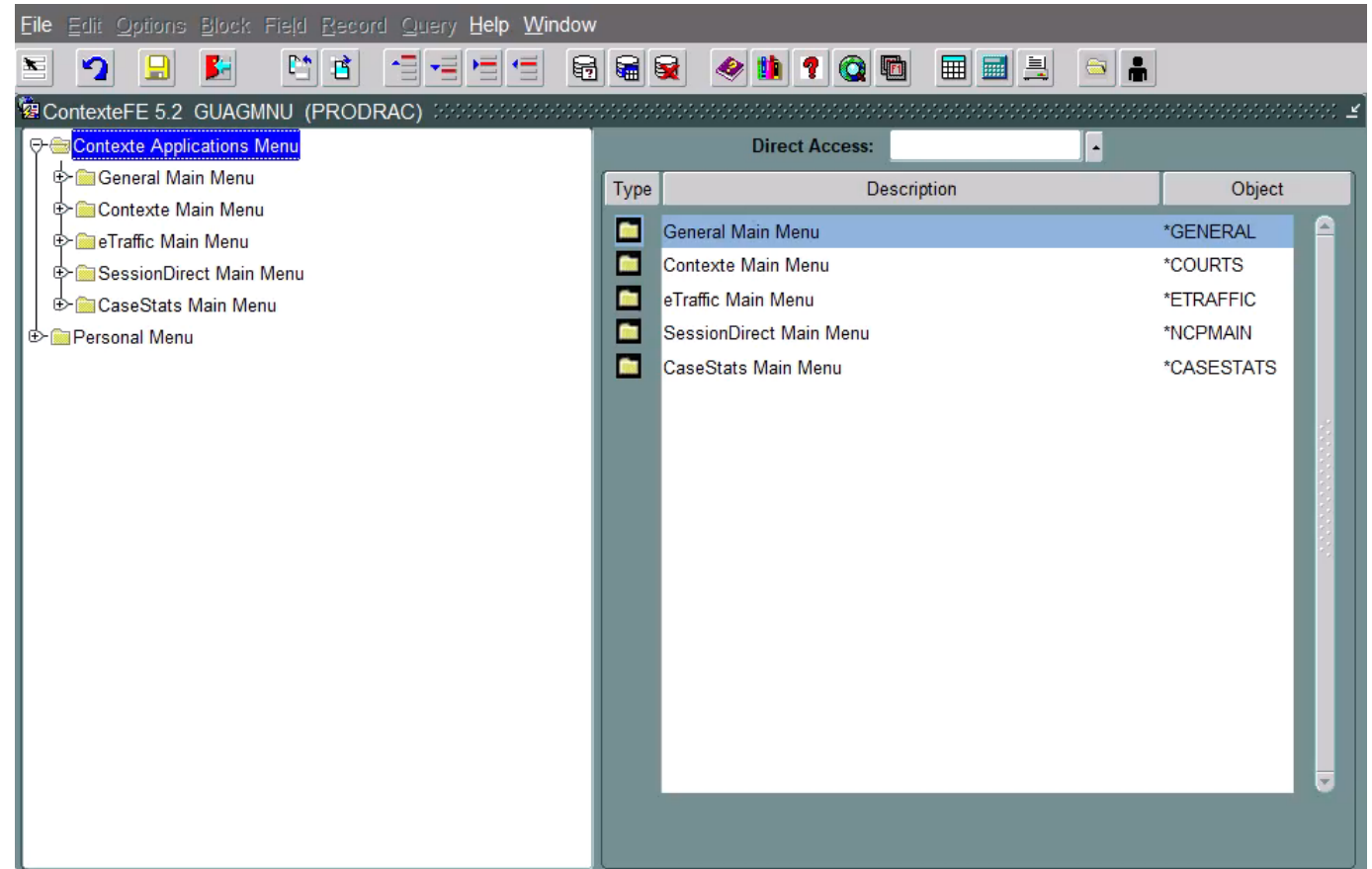
Decoding Contexte Form Names

GUAPSWD

CPILCAT

CDAPRTY

CBAPAYM

CBIAHIS

CMAINIT

NMAMAIN

1st	2nd	3rd	4-7
C = Court system	A = Payables	A = Enter / Update	DOCT
G = General	B = Receivables	I = Inquiry (Read-Only)	
N = Session Direct	C = Bonds & Service Documents	R = Reports	
	D = Dockets		
	M = Multi-Functional		
	P = Persons		
	S = Scheduling / Calendar		
	V = Traffic / Violations		
	W, X, and Z - Contexte Reports		
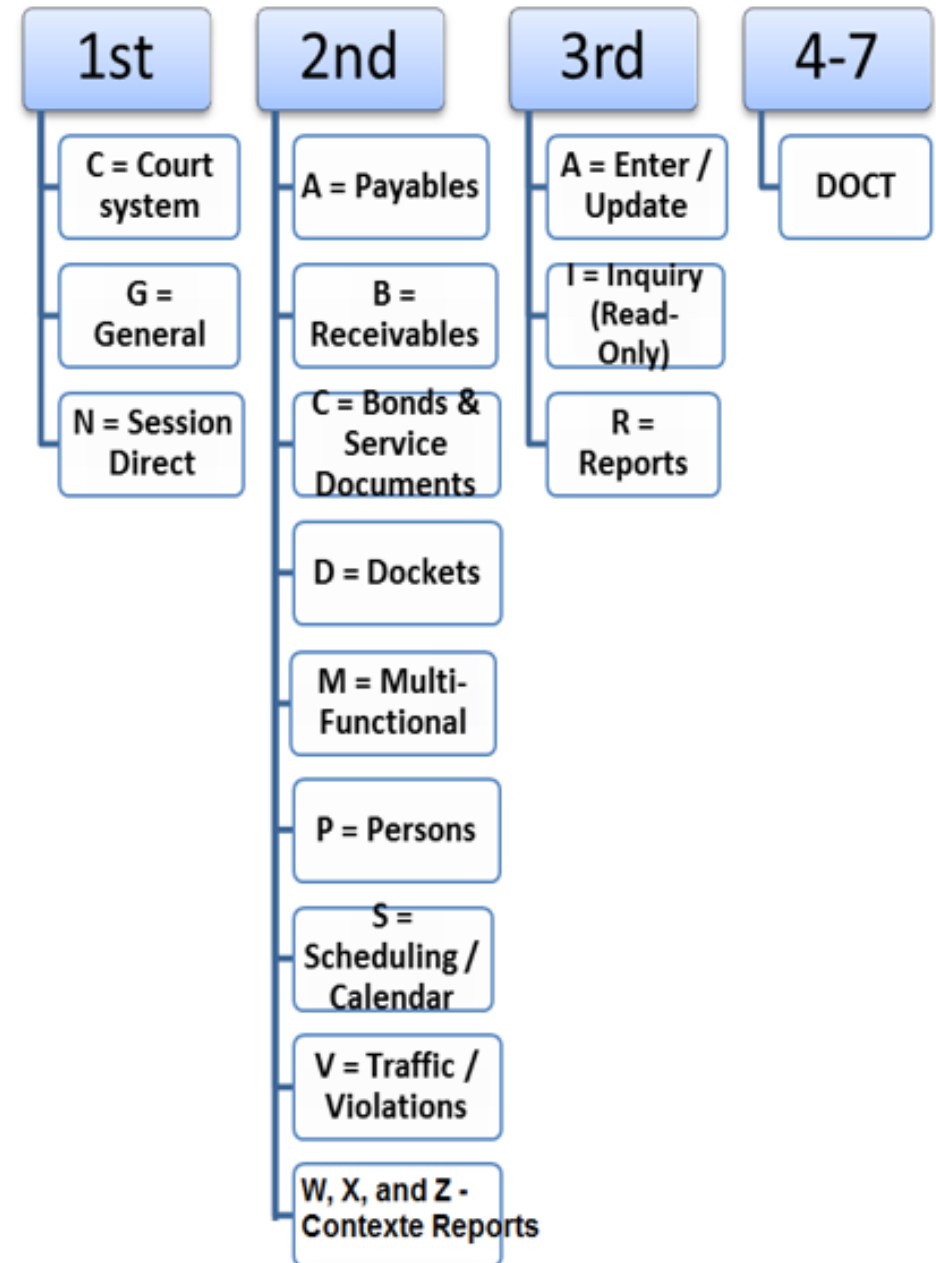
Data Entry Standards

- All CAPS all the time!

- Dates are entered in this format DD-MMM-YYYY
  - 25-JUL-2019
  - If entered as MM/DD/YY Contexte will convert to the correct format
  - In many date fields you can enter 'D' and it will automatically enter the current date

- Out of State Driver's License
  - XX1234567 – Two letter state abbreviation and last 7 digists of their license number

- Out of State Attorneys (Pro Hac Vice)
  - PXX123456 – P, then two letter state abbreviation and last 6 of their license number

- Ampersand (&) and hyphen (-) are the only special characters allowed

- Case description is limited to 50 characters

- Only use V for versus in the case description

- All time is entered in 24-hour format
  - 2:30 pm is entered at 14:30

Contexte Definitions

Case ID's

- Circuit Court
  - Court CoId added to the front of the case number
  - Only uses 2-digit year

  6OCV-19-1234

- District Court
  - Location Code added to the front of the case number
  - Only used 2- digit year

  PCCV-19-1234 OR **PCS-19-4321**

Judge ID's

- District Court
  - If only one Judge: uses (DJ) and the location code based on city

  DJ60PC

  - If more than one Judge: uses (D) for judicial district and (D) for divison

  D09D01

- Circuit Court
  - Uses the Circuit Number (c)
  - Uses Division Number (D)

  C06D01 OR **C20D02**

Person & Case Summary

👤 Person Summary

1. From any Contexte form, **highlight** the **Party ID**.

2. Click the **Person Summary icon** on the Contexte

3. **Person Summary** page will open in an Internet Explorer window.

The following information will show on the party selected:
- Name and Address
- Demographic Information
- Additional IDs: Other names and/or ID numbers for the party
- Case Information: All the cases related to the party

📁 Case Summary

1. From any Contexte form, **highlight** the **Case ID**.

2. Click the **Case Summary icon**

3. **Case Summary** page will open in an Internet Explorer window.

The following information will show on the case selected:
- Case Details: Case ID, Description, Sealed Indicator, Case Type, Filing Date, Case Age, Case Status, Trial Type, and Claim/Amount (if entered)
- Party Summary: list of parties on case and links to the party's summary
- Docket Summary: list of docket entries for the case
- Event Summary: list of events and event outcomes for the case
- Totals: totals of fines and fees and the balance due for the case

Person & Case Summary

👤 Person Summary

1. From any Contexte form, **highlight** the **Party ID**.

2. Click the **Person Summary icon** on the Contexte

3. **Person Summary** page will open in an Internet Explorer window.

The following information will show on the party selected:
- Name and Address
- Demographic Information
- Additional IDs: Other names and/or ID numbers for the party
- Case Information: All the cases related to the party

📁 Case Summary

1. From any Contexte form, highlight the **Case ID**.

2. the Case

3. **Case** Explorer

Check out the AOC Modernization effort with Case View!

The following information will show on the case selected:
- Case Details: Case ID, Description, Sealed Indicator, Case Type, Filing Date, Case Age, Case Status, Trial Type, and Claim/Amount (if entered)
- Party Summary: list of parties on case and links to the party's summary
- Docket Summary: list of docket entries for the case
- Event Summary: list of events and event outcomes for the case
- Totals: totals of fines and fees and the balance due for the case

Querying Tips

- You can use the wildcard % to look up part of the Case Description if the complete case name is unknown. **%JOHN%DEERE%**

- You can enter the partial Case ID if you are not sure of the case number. **PCS% OR 6oCV%**

- You can narrow down your search in most top blocks by entering your Court Code, Location Code or Case Type.

Get creative, there are tons of ways to search for specific criteria with in Contexte.

Accessing the Bookshelf

You can find Contexte Demo Videos as well as a Master List of On Demand Printing Documents (ODP's), Reports and training material on the Arkansas Judiciary website:

https://courts.arkansas.gov/administration/acap/contexte/demonstration-videos

User login

Username *
contexte

Password *
welcome!o2

Request new password

Math question *
11 + 0 = 11
Solve this simple math problem and enter the result. E.g. for 1+3, enter 4.

Log in

Low Resolution Contexte Demo Videos

Case Initiation
Searching For Information
Docketing Dispositions
Scheduling Session Direct
Receipting
Reports

Documents and Reports

Statewide Documents
Statewide Reports

Documentation and Training Materials

Circuit Court Cover and Disposition Sheet
Training Materials
Warrant Docket Procedure Changes
Creating Arrest and Search Warrant Cases

High Resolution Contexte Demo Videos

Case Initiation
Searching For Information
Docketing Dispositions
Scheduling Session Direct
Receipting
Reports

If you have problems viewing any content on this page, contact the Supreme Court Web Developer- aoc.webrequests@arcourts.gov

Contacting ACAP Help Desk

Call is taken by a call center specialist.

Call Center specialist collects all pertinent information.

Issue is logged into Trouble Reporting Database and it is assigned a ticket number and assigned to the appropriate team.

Application Specialist research and resolve tickets.

AOC Help Desk is not staffed on nights and weekends. However, incoming calls and email are monitored.

- Telephone Support
  Monday – Friday
  7:30 a.m – 5 p.m
  (501) 410-1900 option 1
  Long Distance (866) 823-5778

- Email Support
  Monday – Friday
  7:30 a.m – 5:00 p.m
  acap.help@arcourts.gov

Internal & Public Court Connect

Public Court Connect (PCC)– Blue Screen and Banners
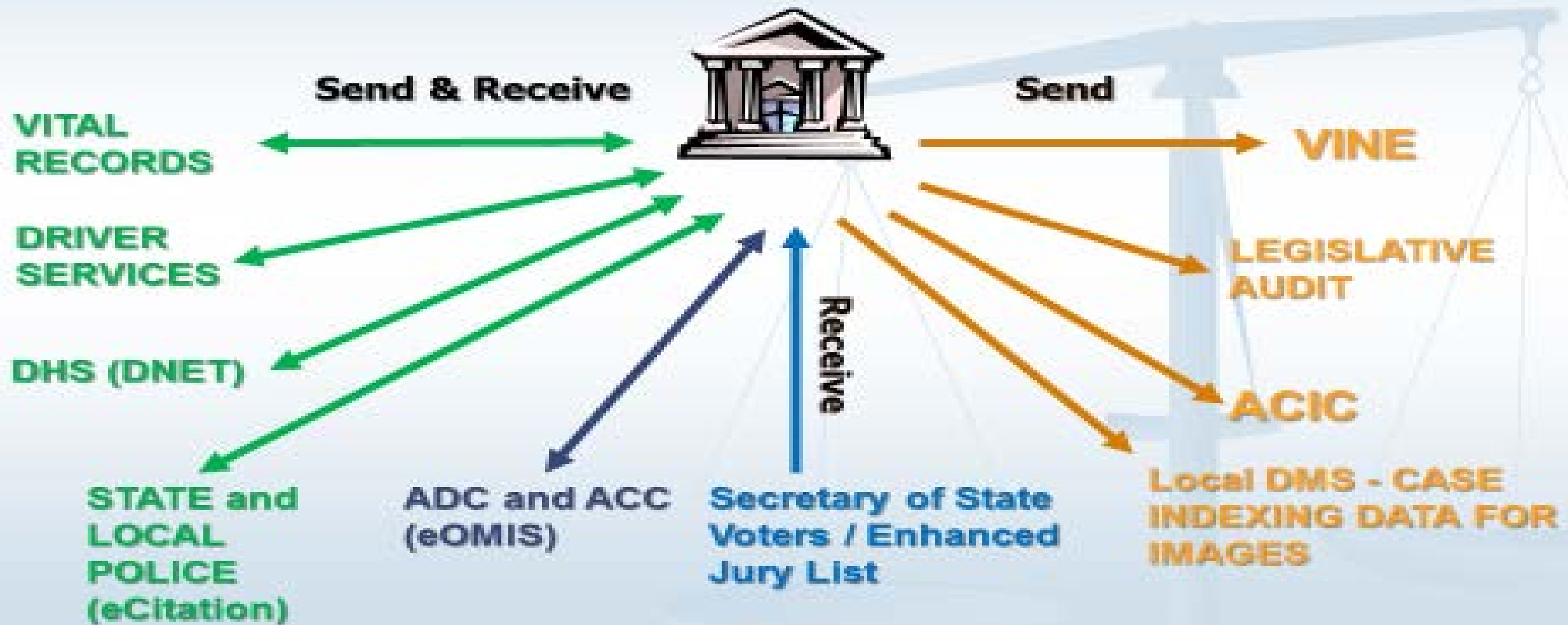
https://caseinfo.aoc.arkansas.gov

This version of CourtConnect is available to anyone that has access to a computer and a web browser. Only public information cases and images with a security Level of 1 are accessible.

Internal CourtConnect (ICC)– Red Screen and Banners

https://courtinfo.aoc.arkansas.gov

This version of CourtConnect is strictly for Court personnel. It requires you to have an assigned user name and password to gain access. It allows access to cases and documents using the same level of security granted to that user in Contexte.

DATA SHARING

Send & Receive

Send

VINE

VITAL RECORDS

DRIVER SERVICES

LEGISLATIVE AUDIT

DHS (DNET)

ACIC

Receive

STATE and LOCAL POLICE (eCitation)

ADC and ACC (eOMIS)

Secretary of State Voters / Enhanced Jury List

Local DMS - CASE INDEXING DATA FOR IMAGES

QUESTIONS?

What is next?

11:10-12:00

- **In this room:** Navigating the Game of Life Through Probate Cases

- **Ambassador III:** A New Way to Play the Game: Tackling eFiling in District Court

- **Consulate I:** Make Your Case for Improving financial Processes

- **Consulate II:** Software Lab

- **Envoy:** Improving Your Odds with New Tableau Reports

- **Main Event Hall:** What is: Year in Review, Alex?

Thank you for attending!

Jackie Wray, Computer Systems Coordinator

Pulaski County District Court

jwray@pulaskicounty.net

(510) 340.6968