

# JIS Link Security/Billing Manual

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Updated May 2020



## TABLE OF CONTENTS

Reminder: AOC shall not be responsible for providing support or assistance of any nature to you or any third party acting on your behalf.

### Contents

<b>Site Coordinator Duties:</b> .....	2
<b>Accessing the Manage User ID Form:</b> .....	2
<b>Other Administrative Duties as a Site Coordinator or Alternate Coordinator</b> .....	5
<b>To request a password reset for an individual user:</b> .....	6
<b>Update Account Information:</b> .....	7
<b>Billing Coordinator Duties:</b> .....	8
<b>Paying your invoice online:</b> .....	8
<b>A Site Coordinator is unable to access a secured link listed under current subscribers. After logging in, it kicks you back to the home page (Looping).</b> .....	13
<b>All JIS Production App Schedules</b> .....	20



## JIS Link Security and Billing Manual

### Site Coordinator Duties:


1. Site Coordinators are responsible for maintaining all User IDs for Company/Firm employees by using "Manage User IDs" form under **Current Subscribers** section of JIS-Link page.  
[http://www.courts.wa.gov/jislink/index.cfm?fa=jislink.user\\_maint](http://www.courts.wa.gov/jislink/index.cfm?fa=jislink.user_maint)
  - a. Setup new User IDs
  - b. Modify existing User IDs
  - c. Requesting deleted User IDs be reinstated when needed
2. Site Coordinators are responsible for notifying the AOC JIS-Link Administrator of any address or phone number changes for the account and any User IDs.
3. Site Coordinators are responsible for showing others within your company/firm how to access JIS-Link.
4. Site Coordinators are responsible for training new users how to navigate JIS-Link.
5. Site Coordinators and Alternate Coordinators are the point of contact to AOC. User accounts are not authorized to contact AOC directly for assistance.


If a Site Coordinator or Alternate Coordinator has JIS-Link Questions that are not answered in either the Security/Billing Manual or the JIS-Link Customer Manual they should contact the AOC JIS-Link Administrator by filling out the Online E-Mail form at: <https://www.courts.wa.gov/jislink/index.cfm?fa=jislink.contact>.

### Accessing the Manage User ID Form:

1. JIS-Link homepage <https://www.courts.wa.gov/jislink/>, under the **Current Subscribers** select option "7. Manage User IDs".
2. Log in using your current RACFID/User ID and password and click <**Submit**>.



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Welcome to Washington Courts. Your UserID and password are the same as your JIS-Link credentials. You must be a site coordinator to access this information. Please review the [JIS Link Security/Billing Manual](#).

Should you have any billing questions regarding your account, please contact the JIS-Link Billing Desk at **(360)704-4018**


\*RACFID/User Id:


\*Password:

If your password has expired, you can [Reset Your Password](#).

If you are a JIS-Link Subscriber and forgot your RACF ID/User ID or password, contact your company/firms Site Coordinator. If you are the Site Coordinator refer to the [JIS Link Security/Billing Manual](#).

3. Click **<Continue>**.

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## You are now logged into the Washington Courts

Press the continue button to move on to the requested page or reenter the address you originally attempted to access.

4. Review the Manage User ID instructions and complete all applicable fields then click **<Submit Request>** at the bottom of the form.



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### Manage User Ids

Please use this form to Add New Users, Remove Users, or Change the Profile of an Existing User.

**Instructions for Assigning a New User Id**

When entering a User Id for a new user, the user id will consist of 7 characters. The 4 character site id (the three letters assigned to you, plus the \$ sign ) followed by the user's initials (First, Middle, and Last). Examples - Jane E. Doe = XXX\$JED; John Doe = XXX\$JXD.

Note - if the requested User Id has already been assigned, the initials are already in use, or if no middle initial is given; an X will be substituted for the middle initial.

**Site Coordinator Information**

Site Coordinators will have RACFADMN privileges, which allow them to request new user ids, reset user ids, create a user list, delete user ids, and view billings. We suggest that you have 1 to 3 Site Coordinators per organization. When setting the Site Coordinator Status, please select if a user is "Not a Site Coordinator", "Backup Site Coordinator", "Set as Site Coordinator", or "Set as Billing Coordinator".

**Organization Information**

Name of JIS-Link Site Coordinator:

Organization or Firm Name:

Site Id (XXX\$):

Your User ID:

Your Email Address:

First Name	Initial	Last Name	User Id	Action Requested	Site Coordinator Status
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	Add User <input type="button" value="v"/>	Not a Site Coordinator <input type="button" value="v"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	Add User <input type="button" value="v"/>	Not a Site Coordinator <input type="button" value="v"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	Add User <input type="button" value="v"/>	Not a Site Coordinator <input type="button" value="v"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	Add User <input type="button" value="v"/>	Not a Site Coordinator <input type="button" value="v"/>
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	Add User <input type="button" value="v"/>	Not a Site Coordinator <input type="button" value="v"/>

- Once the Manage User ID Form has been submitted the Site Coordinator will receive notification via email from the JIS-Link Administrator within 3 business days. If you do not receive an email, check your spam mail and allow emails from the JIS-Link Administrator [Admin.JISLink@courts.wa.gov](mailto:Admin.JISLink@courts.wa.gov).

If your Company/Firm has multiple employees using JIS-Link, we highly recommend you set up at least one more employee as an Alternate Coordinator. **AOC policy does not allow the AOC JIS-Link Administrator to reset passwords for non-Site Coordinators.** This means if the Site Coordinator is out of the office or unavailable the employee has to wait until the Site Coordinator is available to reset the password thus the need for at least one Alternate Coordinator as well as the Site Coordinator.

There is no limitation on number of Alternate Coordinators that can be added per Company/Firm (User Account).



## Other Administrative Duties as a Site Coordinator or Alternate Coordinator:

### Unauthorized User ID Message

If you or one of the User IDs under your User Account attempts to log in at the AOC sign on screen and you receive a message that looks like the screens below, it could be because:

- There were too many log in attempts with incorrect information, 3 attempts are allowed.
- User ID may be revoked/deleted if they have not logged in recently (inactivity of 6 or more months).

AOC Security periodically goes through and checks to see what User IDs have not been used in two different time frames.

1. 6 months to 1 year – Revokes RACFID which means the Site Coordinator or Alternate Coordinator will have to submit a request to AOC for a password reset.

A screenshot of a web browser window titled 'Login'. The window has a close button (x) in the top right corner. Below the title bar, there are two input fields: 'User Name' with the text 'cbt\$021' and 'Password' with a masked password of seven dots. To the right of the password field is a blue link that says 'Change Password'. Below the input fields is a red error message box that reads: 'Invalid SignOn Information Entered. Try again or contact your JIS Security Administrator.' Below the error message is a blue link that says 'If you are having trouble with your account and/or password, please contact the JIS Link Administrator.' At the bottom right of the form are two buttons: a blue 'Login' button and a grey 'Cancel' button.

2. Over 1 year – Deletes User ID from system. Site coordinator or Alternate Coordinator will have to submit a request to AOC for the User ID to be reinstated.





Login

User Name  
CBT\$001

Password [Change Password](#)

Invalid UserName or Password

If you are having trouble with your account and/or password, please contact the [JIS Link Administrator](#).

Login Cancel

To request a password reset for an individual user:

JIS-Link homepage <http://www.courts.wa.gov/jislink/> under **User ID Revoked/Password Reset?** select the hyperlink titled “**JIS-Link Administrator**”.  
<https://www.courts.wa.gov/jislink/index.cfm?fa=jislink.contact>

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Courts Home > JIS-Link > Logout

### Contact the JIS-Link Administrator

Use this form to contact the JIS-Link Administrator. All fields are required.

Your Name:

Email:

Site ID:

Company Name:

Question/Comments:

Please enter the following code:  
4 K W K F V

Submit



## JIS Link Security and Billing Manual

1. Enter your name as the Site Coordinator or Alternate Coordinator
2. Enter Your Email Address
3. Enter your User Account Site ID (XXX\$)
4. Enter your Company Name
5. Provide details in the Question/Comments section
  - a. Sample: *Please reinstate John Doe's userid XXX\$JXD it was deleted due to non-use.*
6. Enter the code as displayed into the CAPTCHA screen. (required)

Click <**Submit**>.

Requests can take up to 3 business days to be completed. As the Site Coordinator you will receive notification via email from the AOC JIS-Link Administrator. If you do not receive an email, check your spam mail.

### Update Account Information:

JIS-Link homepage <http://www.courts.wa.gov/jislink/> under **Current Subscribers**, select option "5. Update Your Account Information".

<https://www.courts.wa.gov/jislink/index.cfm?fa=jislink.contact>

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Courts Home > JIS-Link > Logout

### Contact the JIS-Link Administrator

Use this form to contact the JIS-Link Administrator. All fields are required.

Your Name:

Email:

Site ID:

Company Name:

Question/Comments:

Please enter the following code:

F W Q S U V

Submit





## JIS Link Security and Billing Manual

1. Enter your name as the Site Coordinator or Alternate Coordinator
2. Enter Your Email Address
3. Enter your User Account Site ID (XXX\$)
4. Enter your Company Name
5. Provide details in the Question/Comments section
  - a. Sample: *Please update the John Doe userid XXX\$JXD account information.*
6. Enter the code as displayed into the CAPTCHA screen. (required)

Click <**Submit**>.

Requests can take up to 3 business days to be completed. As the Site Coordinator you will receive notification via email from the AOC JIS-Link Administrator. If you do not receive an email, check your spam mail.

### **Billing Coordinator Duties:**

*These duties may be In addition to the JIS Link Site Coordinator Duties listed above.*

1. Receiving the monthly invoice. Invoices for the previous month's usage are sent via email at the beginning of every month. The invoice will be sent to the email address that is listed on your JIS-Link Account Profile page under Organization Information. Please allow emails from the JIS-Link Administrator [Admin.JISLink@courts.wa.gov](mailto:Admin.JISLink@courts.wa.gov), spam or junk mail filters should be checked regularly to ensure invoices are not missed as this could result in termination of service for non-payment.
2. Paying the monthly invoice.
3. Providing any billing changes to AOC JIS-Link Administrator.

### **Paying your invoice online:**

1. JIS-Link homepage <http://www.courts.wa.gov/jislink/> under **Current Subscribers**, select option "4. Pay Your Invoice Online".
2. Log in using your current RACFID/User ID and password.



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Welcome to Washington Courts. Your UserID and password are the same as your JIS-Link credentials. You must be a site coordinator to access this information. Please review the [JIS Link Security/Billing Manual](#).

Should you have any billing questions regarding your account, please contact the JIS-Link Billing Desk at (360)704-4018

\*RACFID/User Id:

\*Password:

If your password has expired, you can [Reset Your Password](#).

If you are a JIS-Link Subscriber and forgot your RACF ID/User ID or password, contact your company/firms Site Coordinator. If you are the Site Coordinator refer to the [JIS Link Security/Billing Manual](#).

3. Click <Continue>.

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### You are now logged into the Washington Courts

Press the continue button to move on to the requested page or reenter the address you originally attempted to access.

4. Once logged into the JIS-Link Account Profile you can manage the following items:
- a. View basic account and contact information,
  - b. View your JIS-Link and ACORDs usage, and
  - c. Pay your invoice online by simply clicking on the month that you would like to pay.

Select the month the payment is for by clicking on the month and year.



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[Courts Home](#) > [JIS-Link](#) > [Logout](#)

## JIS-Link Account Profile: AOC Test

[\[Back to JIS-Link main page\]](#)

Welcome to the JIS-Link account profile page. From here, you can manage the following items:

- View basic account and contact information
- Pay your monthly invoice online
- View your JIS-Link and ACORDs usage.
- Pay your invoice online by simply clicking on the month that you would like to pay

If you have any questions or wish to update account or contact information, please email the [JIS-Link Administrator](#).

Organization Information	
<b>Organization Name:</b>	AOC Test
<b>Department:</b>	
<b>Billing Name:</b> <small>If different from Org Name</small>	AOC Test
<b>Billing Attn:</b>	Attn: Individual 1
<b>Email:</b>	AOCTest@wacourts.com

Address Information	
Type: Billing	
406 Occidental Ave S	
Seattle, WA 98104	

Contact Information	
Site Coordinator	
Individual One	
Phone: 206 867 5309	

View Your JIS-Link Usage	
Month	Payment Status
- <a href="#">November 2019</a>	
- <a href="#">October 2019</a>	---
- <a href="#">September 2019</a>	---
- <a href="#">August 2019</a>	---
- <a href="#">July 2019</a>	---
- <a href="#">June 2019</a>	---
- <a href="#">May 2019</a>	---
- <a href="#">April 2019</a>	---
- <a href="#">March 2019</a>	---
- <a href="#">February 2019</a>	---
- <a href="#">January 2019</a>	---
- <a href="#">December 2018</a>	---
- <a href="#">November 2018</a>	---
- <a href="#">August 2018</a>	---
- <a href="#">May 2006</a>	---
- <a href="#">March 2006</a>	---
- <a href="#">December 2005</a>	---
- <a href="#">November 2005</a>	---

5. From the JIS-Link Usage Detail screen you can:
  - a. View your sites total transactions for the month,
  - b. View usage detail by User ID, Date, and Type,
  - c. Download your sites monthly billing information, and
  - d. Pay your bill by credit card.

**Note:** *The balance does not carry forward, so you will have to select each month to see what your outstanding balance is for that month. You are required to pay all*



outstanding balances for each month or your User Account will be terminated.

6. To pay your bill online click the <Visa/MasterCard> icon.

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Courts Home > JIS-Link > Logout

### JIS-Link Usage Detail: AOC Test

[\[Back to Account Profile\]](#)

<b>Billing Period:</b>	November 2019
<b>JIS Transactions:</b>	52
<b>ACORDs Transactions:</b>	0
<b>Invoiced Amount</b>	<b>\$6.00</b>

Note: This is a fee waived account

Click the image below to pay your bill via credit card.

#### Detailed Usage

**UserID: 13**

Date	Transactions	Type
11-06-19	6	JIS
11-27-19	6	JIS
<b>Subtotal:</b>	<b>12</b>	

[Download Spreadsheet](#)  
Click on the above link and a new window will open with a Microsoft Excel formatted spreadsheet of your billing information.

**UserID: 3**

Date	Transactions	Type
11-04-19	15	JIS
11-12-19	25	JIS
<b>Subtotal:</b>	<b>40</b>	

7. Complete the Payment Information form and click <Submit>.



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Secure Payment Gateway

**Payment Information - All fields are required**

First Name:	<input type="text"/>	Card Type:	<input type="text"/>
Last Name:	<input type="text"/>	Card Number:	<input type="text"/>
Email Address:	<input type="text"/>	Expiration:	<input type="text"/> <input type="text"/>
Billing Address:	<input type="text"/>	Amount:	6.00
	<input type="text"/>		
City:	<input type="text"/>		
State & Zip:	<input type="text"/>	<input type="text"/>	

Notice: AOC does not store any billing credit card information. We pass your invoice information to our credit card processing merchant (Bank Of America) who then processes your card.

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8. After submitting the payment, an email confirmation will be sent.

**Note:** AOC does NOT store any billing or credit card information. We pass your invoice information and the transaction amount to our credit card processing merchant (Bank of America) who then processes your card.

If you have any questions, please contact the **JIS-Link Billing Desk at 360-704-4018**. If you are prompted to leave a voice mail message make sure to provide your name, phone number, name of your company/firm, and your User ID.

**Keep the JIS Link Administrator informed of any billing information changes.**

JIS-Link homepage <http://www.courts.wa.gov/jislink/> under **Current Subscribers**, select option "5. Update Your Account Information".

<https://www.courts.wa.gov/jislink/index.cfm?fa=jislink.contact>





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Courts Home > JIS-Link > Logout

### Contact the JIS-Link Administrator

Use this form to contact the JIS-Link Administrator. All fields are required.

Your Name:

Email:

Site ID:

Company Name:

Question/Comments:

Please enter the following code:

Submit

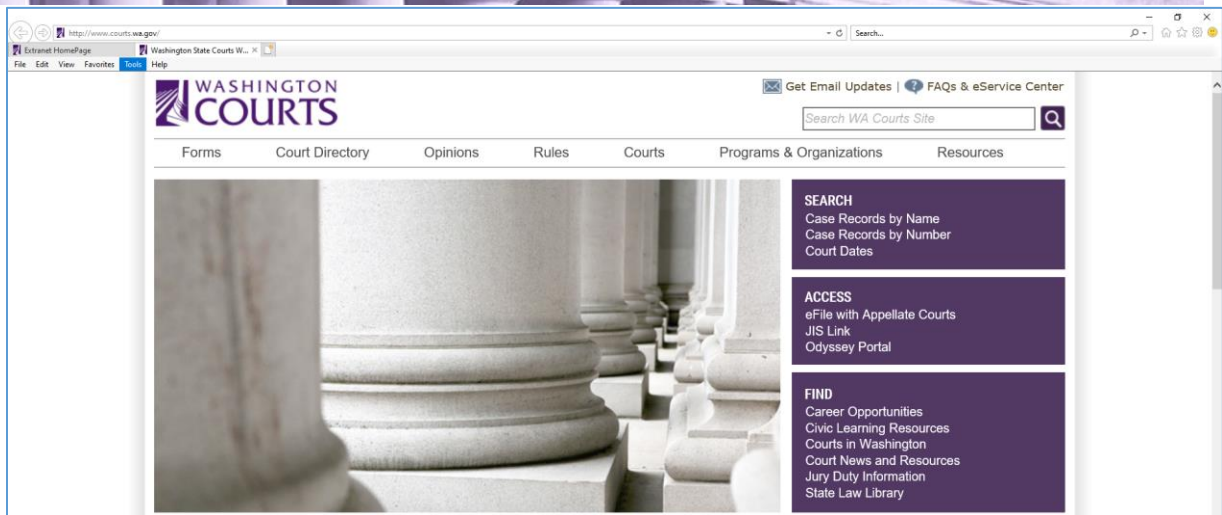
1. Enter your name as the Site Coordinator or Alternate Coordinator
2. Enter Your Email Address
3. Enter your User Account Site ID (XXX\$)
4. Enter your Company Name
5. Provide details in the Question/Comments section
  - a. Sample: *Change of Billing Address from XX to XX*
6. Enter the code as displayed into the CAPTCHA screen. (required)

Click <**Submit**>.

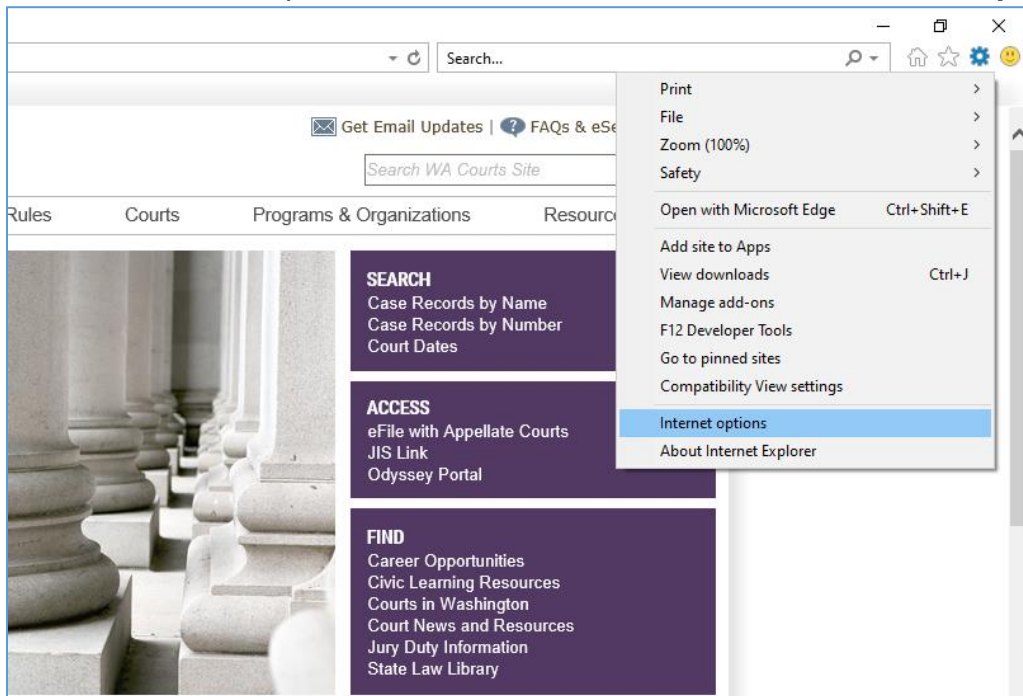
**A Site Coordinator is unable to access a secured link listed under current subscribers. After logging in, it kicks you back to the home page (Looping).**

1. Make sure your password hasn't expired. You may want to change your password anyway.
2. Remove [www.courts.wa.gov](http://www.courts.wa.gov) from Trusted Sites and clear the SSL State.
  - a. Open **Internet Explorer**

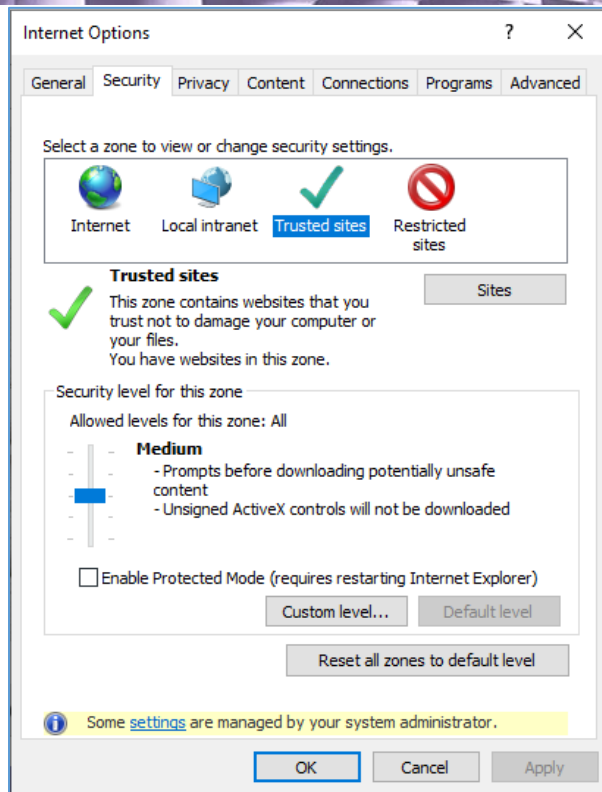




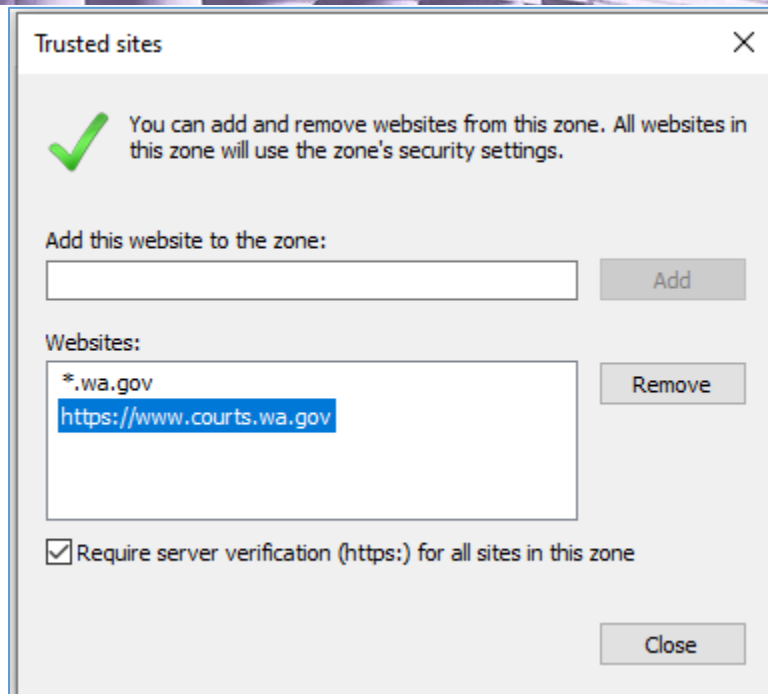
b. Select the drop down menu labeled **Tools** and click **<Internet Options>**



c. Select the **Security** tab and click **<Trusted Sites>**

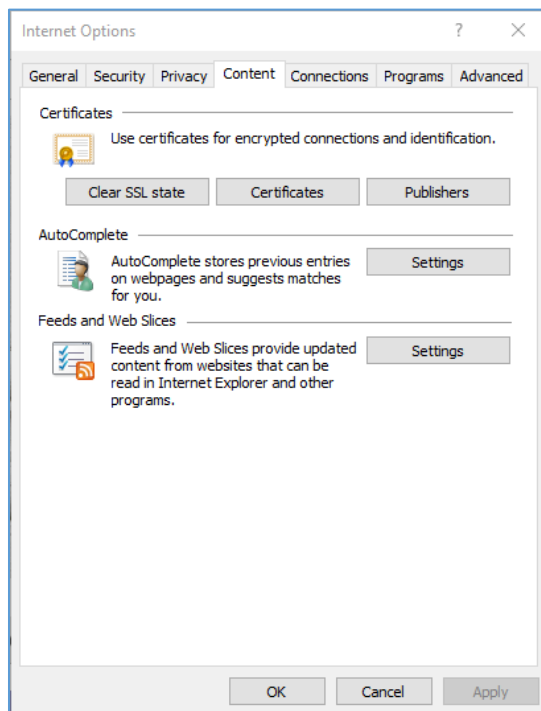


d. Click <**Sites**>, highlight [www.courts.wa.gov](http://www.courts.wa.gov), and click <**Remove**>



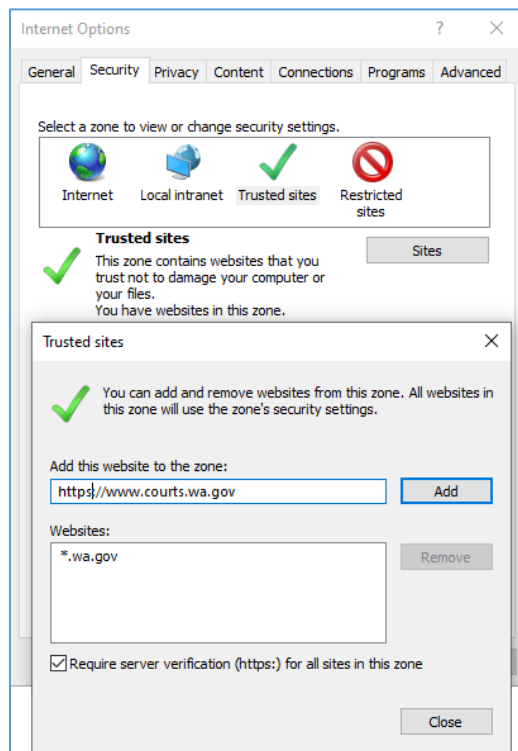
Click <**Close**>

e. Select the **Content** tab and click <**Clear SSL State**>



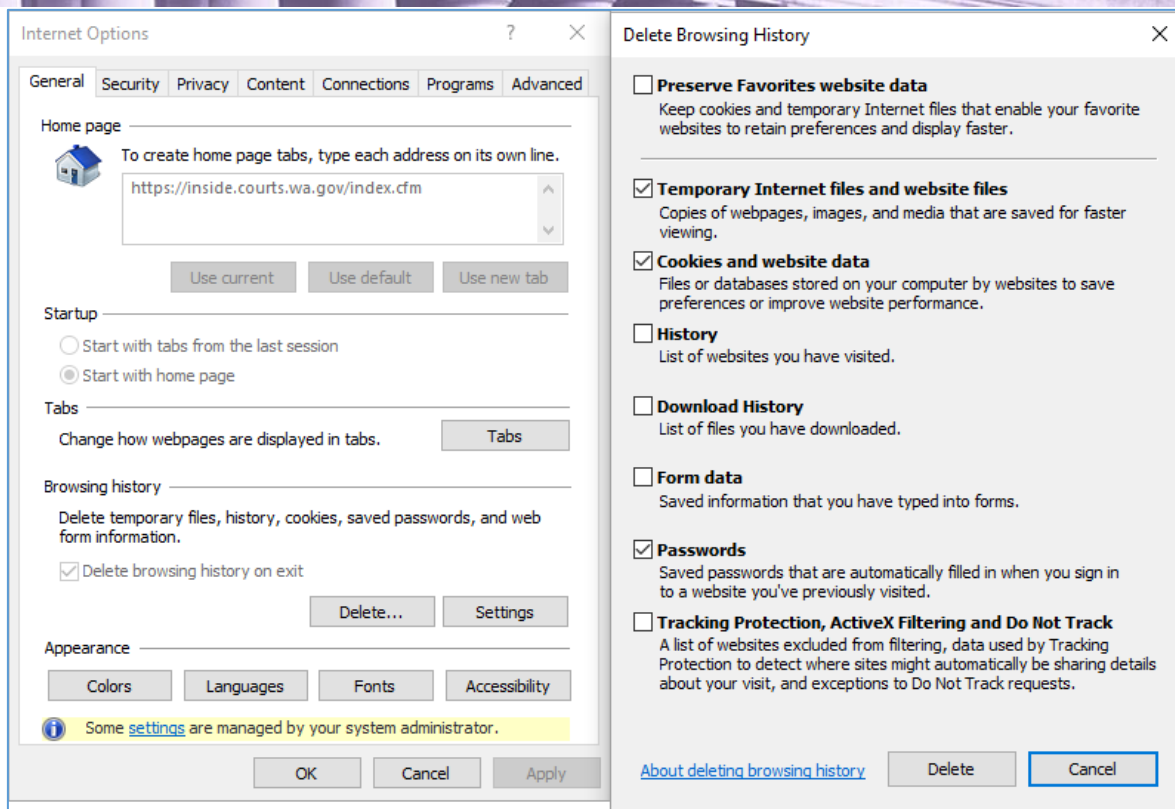


- f. Select the **Security** tab, click **<Trusted Sites>**, click **<Sites>**, and enter <https://www.courts.wa.gov> to the “Add this website to the zone:” box, and click **<Add>**.



Click **<Close>**.

3. Delete the Browser History and Cookies
- Open **Internet Explorer**, select the drop down menu labeled **Tools**, and click **<Internet Options>**
  - Select the **General** tab click **<Delete>**
  - Select or verify Temporary Internet Files, Cookies, and Passwords are selected.

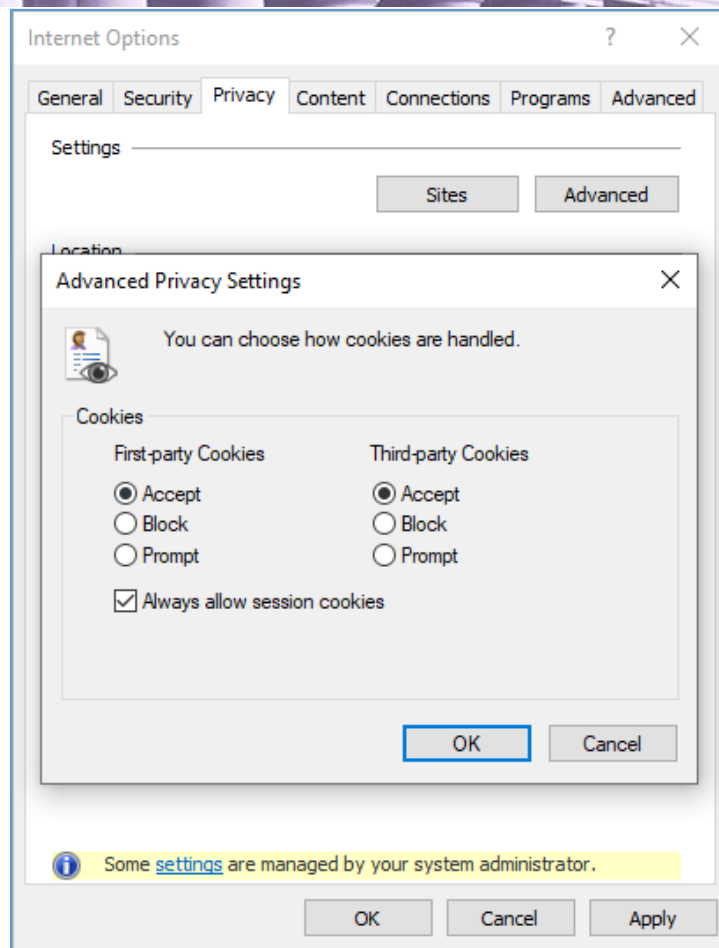


d. Click <**Delete**>.

4. Check your Cookie Security level

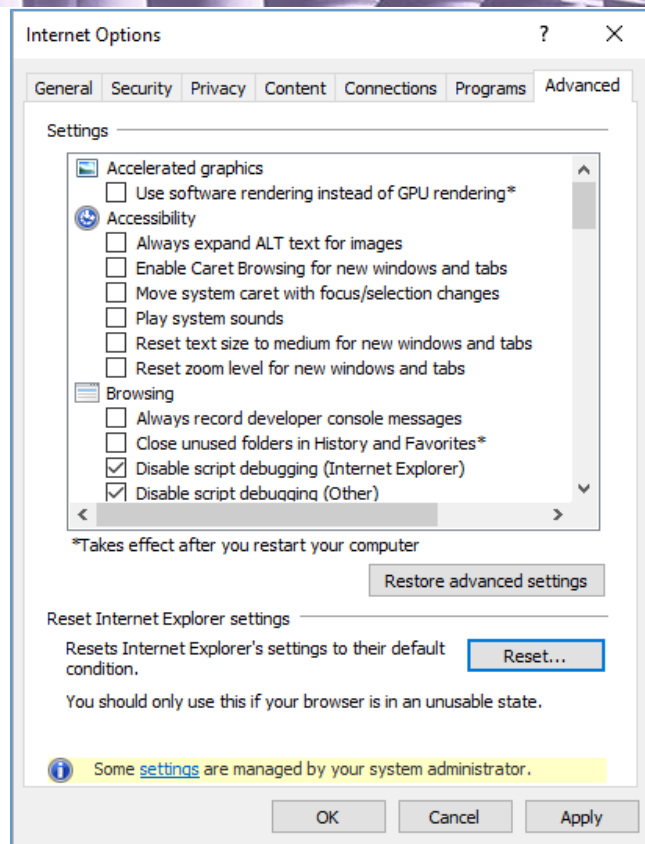
a. Open **Internet Explorer**, select the drop down menu labeled **Tools**, and click <**Internet Options**>





- b. Select **Privacy** tab and click **<Advanced>**.
  - c. Click **<Ok>** and then click **<Ok>** again.
  - d. Once all the above steps have been completed, it is necessary for the computer to be restarted.
5. If the previous steps have not solved the issue Reset your Internet Explorer Settings
- a. Open **Internet Explorer**, select the drop down menu labeled **Tools**, and click **<Internet Options>**





b. Select the **Advanced** tab and click **<Reset>**.

\* If you are still looping after all these changes, try downloading a different Web Browser and see if it solves the problem.

## All JIS Production Application Schedules

JIS Applications are listed below:

- ACORDS - Appellate Court System
- JIS - Judicial Information System - the District and Municipal Court Information System (DISCIS)
- SCOMIS - Superior Court Management Information System



## JIS Link Security and Billing Manual

All JIS Production Applications may be unavailable during the hours listed below:

Monday – Friday 3:00 AM – 6:00 AM

Holidays – 3:00 AM – 6:00 AM

During Saturday and Sunday all JIS Applications are available 24 hours a day.

All JIS Applications are also down the 2<sup>nd</sup> weekend of each month from 5:00 PM on Saturday to 6:00 AM on Monday Morning for System Maintenance.

### **JIS System Info**

Systems may be unavailable from 3:00 am to 6:00 am.

System outage messages will be posted here when information is made available.

All JIS systems are operating normally.

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[Sign up for Email Notifications](#)

[Report an outage](#)

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[Upcoming Changes Involving King County Cases in JIS](#)

Current JIS System Information can also be found at [www.courts.wa.gov/jislink](http://www.courts.wa.gov/jislink). You will be able to see whether or not the JIS Systems are operating normally or if there is an issue.