Legacy JIS-Link Customer Manual*

* Please note: The Administrative Office of the Courts provides the following manual to JIS-Link customers who access the Legacy JIS Application via application or browser. This manual is the only method of support available.

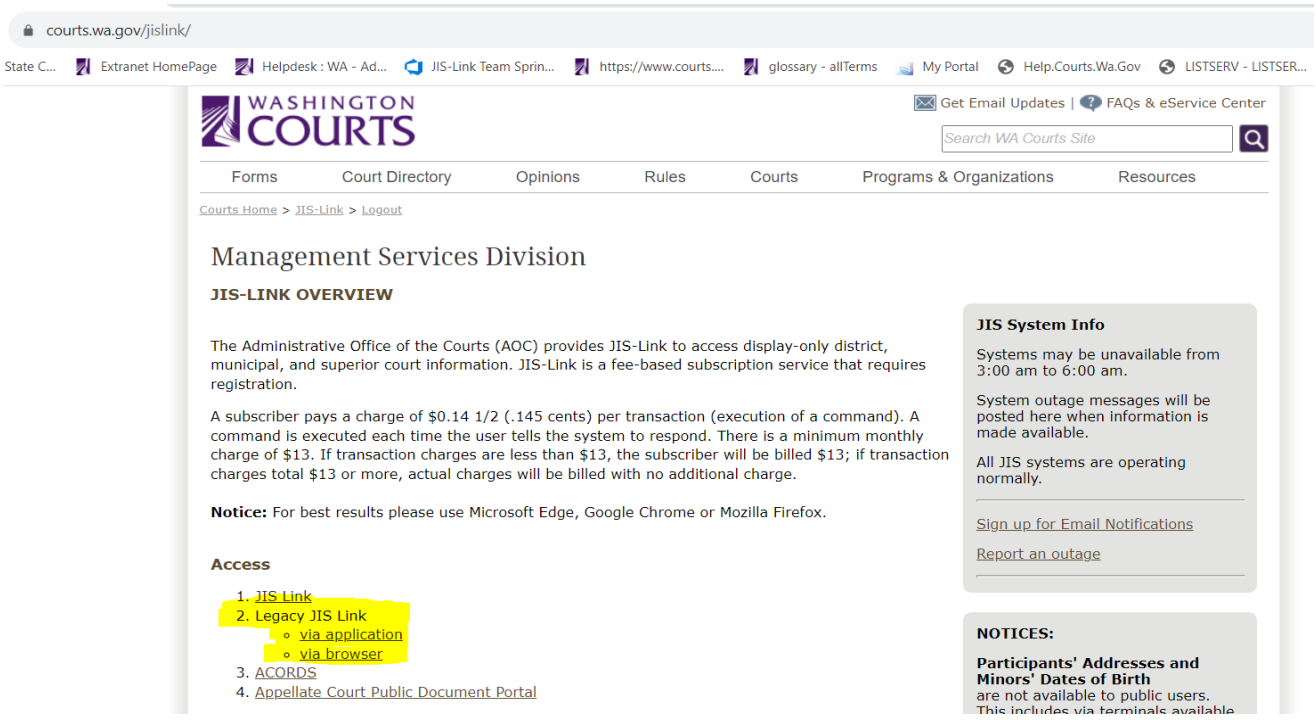
JIS Overview
The JIS application (formerly called DISCIS) contains case information from district, municipal, and superior courts.

Superior Court information
If you are looking for superior court information, Odyssey Portal is a web-based application to view Superior Court records. Odyssey is only used by Superior Courts in 37 counties. No records from King and Pierce County Superior Courts or from any Courts of Limited Jurisdiction are accessible through Odyssey Portal. To access King and Pierce records, use JIS Link or Legacy JIS.

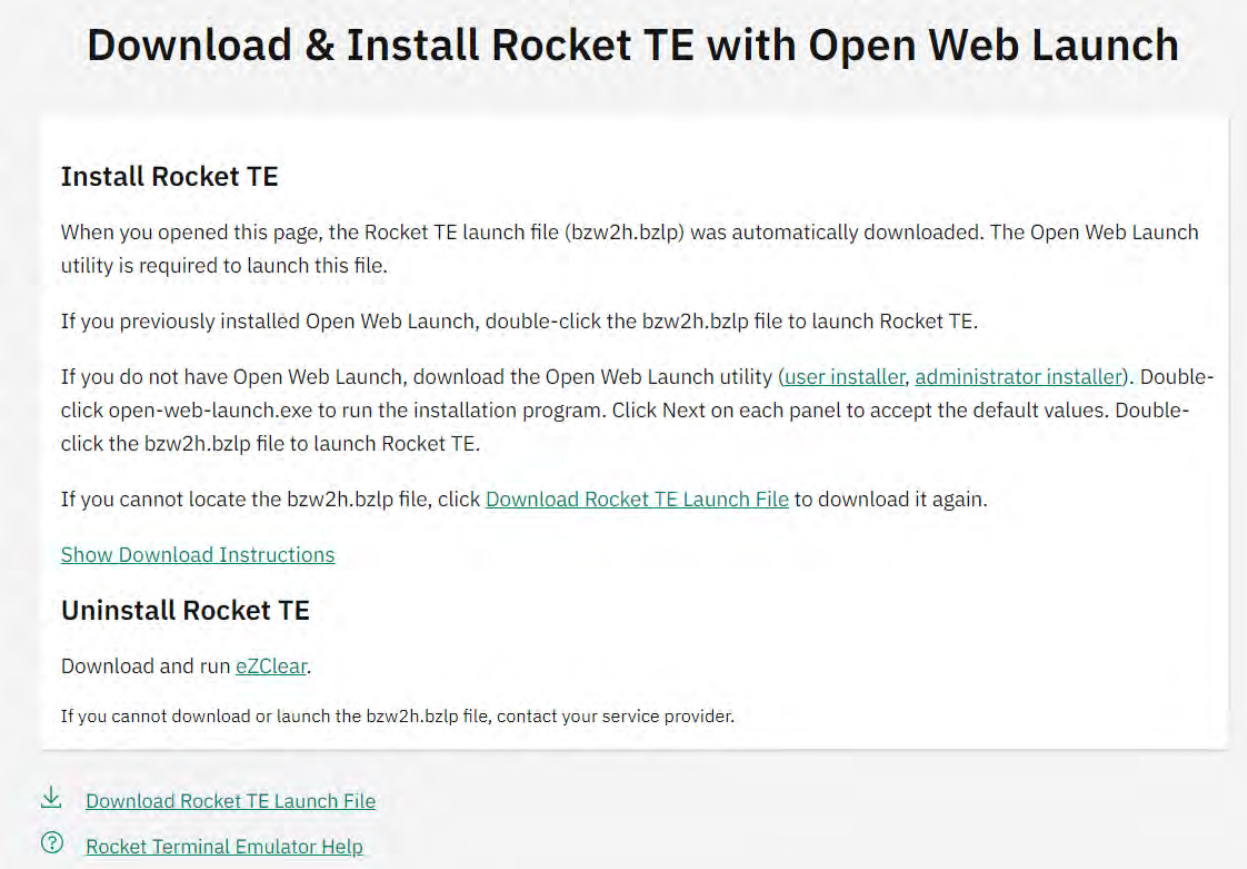
JIS Link vs. Legacy
JIS-Link provides users access though a modernized application with a 'point and click' navigation, not JIS commands. The new JIS Link does not require download and is accessible on any device via browser.

To access **Legacy**, customers must log on to the AOC mainframe computer via an emulator. AOC provides two emulator access options:
Access via Application
- Application download required
- Only works on Windows-based systems

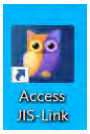
Access via Browser
- No download required
- Works on all operating systems



Legacy via Application
First-time requires a download and users should disable pop-up blocker to install. Navigate to www.courts.wa.gov/jislink/ and select Access via application.

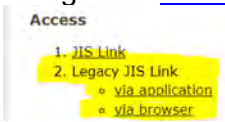


After following the directions above, look on your desktop or in your downloads folder for the icon below:



If you see this icon, you have successfully downloaded the Legacy application and can double-click to access the Terminal Emulator.

Legacy via Browser
Navigate to www.courts.wa.gov/jislink/ and select Access via browser.

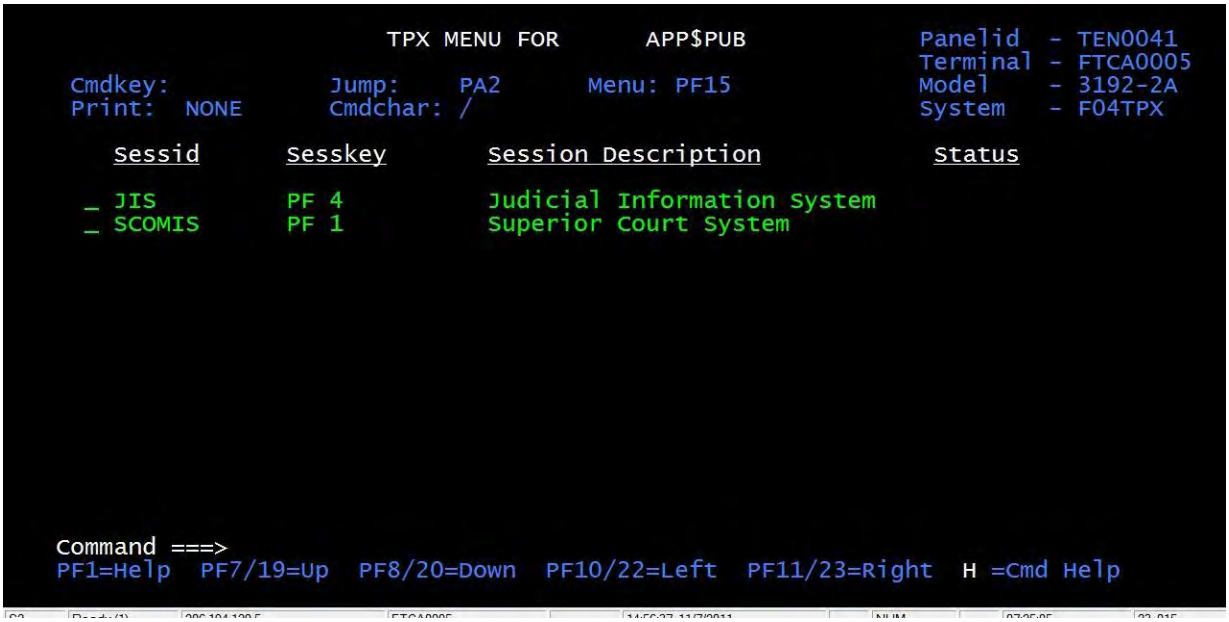


You may need to accept the security certificate.

Logging onto Legacy

Once you open the application or access via browser, enter your user ID, tab to password, enter password and press enter.

This screen is the TPX Menu.



Use one of the three different options to access either JIS or SCOMIS

1. Place the cursor on the same line as the system and press ENTER.
2. At the Command ===> type JIS or SCOMIS and press ENTER.
3. Use a Function key.

Searching via Main Menu screen (MAM)

COMMAND	TITLE	WHEN TO USE COMMAND
CDK	Case Docket Inquiry	To view a chronologic record of case activity for civil or non-civil cases in a district or municipal court.
CIVI	Civil Case Inquiry	To view filing information for a civil case including all parties in a district or municipal court.
CNCI	Court Name/Case Index	To view a list of civil cases for one or more persons in a specific district or municipal court.
CVJI	Judgment Disposition Inquiry	To view all civil judgments for civil cases in a district or municipal court.
DND	Defendant Name Duplicate	To view names, name codes, and defendant identifying data that are possible matches to search criteria entered in the Command Area.
MAM	Main Menu	The JIS Main Menu (MAM) displays a list of public access commands.
NCC	Case Filing Inquiry	To view filing information for non-civil cases in a district or municipal court.
NMD	Name Duplicate	To view names and name codes of individuals that are possible matches to search criteria entered in the Command Area.
PAR	Case Participants Inquiry	To view a list of participants in a civil or non- civil case.
SNCI	State Name Case Index	To view a statewide list of non-civil cases associated with a Person record. Cases for any alias (AKA) names linked to a person do not display on SNCI.
VIO	Additional Violations Inquiry	To view filing information for all violations in a non-civil case in a district or municipal court.
QUIT	To Quit JIS	Type Quit in the upper left command field to quit JIS

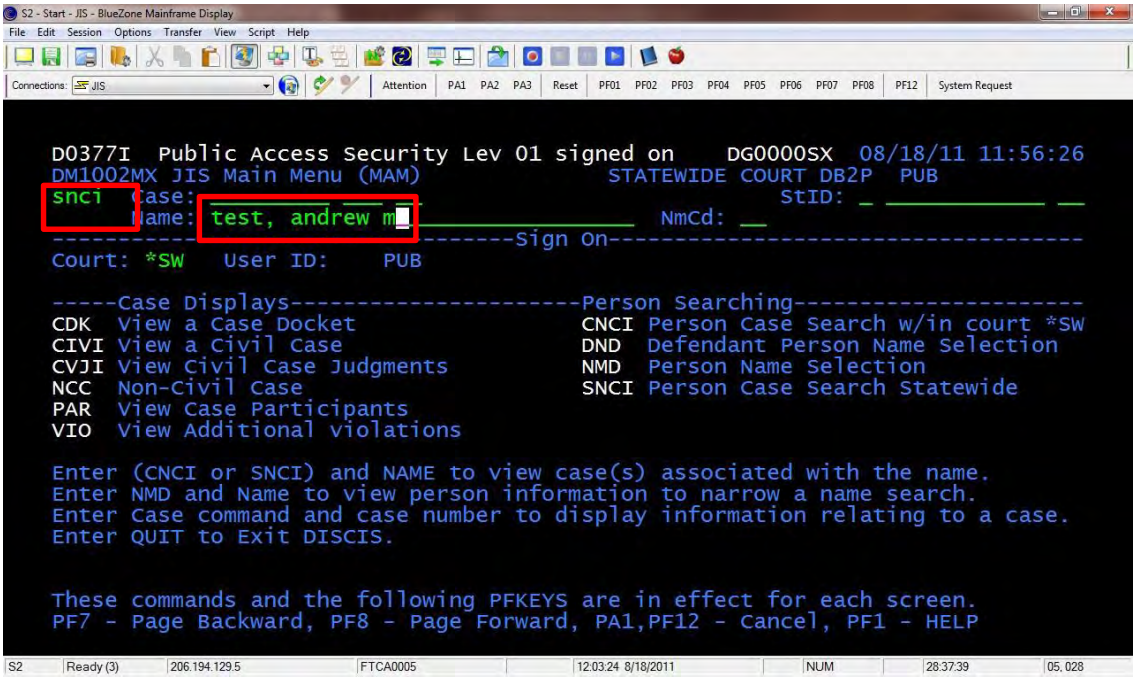
Non-Civil Cases

The following screens are available for viewing non-civil cases:

CDK Case Docket
NCC Case Filing Inquiry
PAR Case Participants
VIO Additional Violation

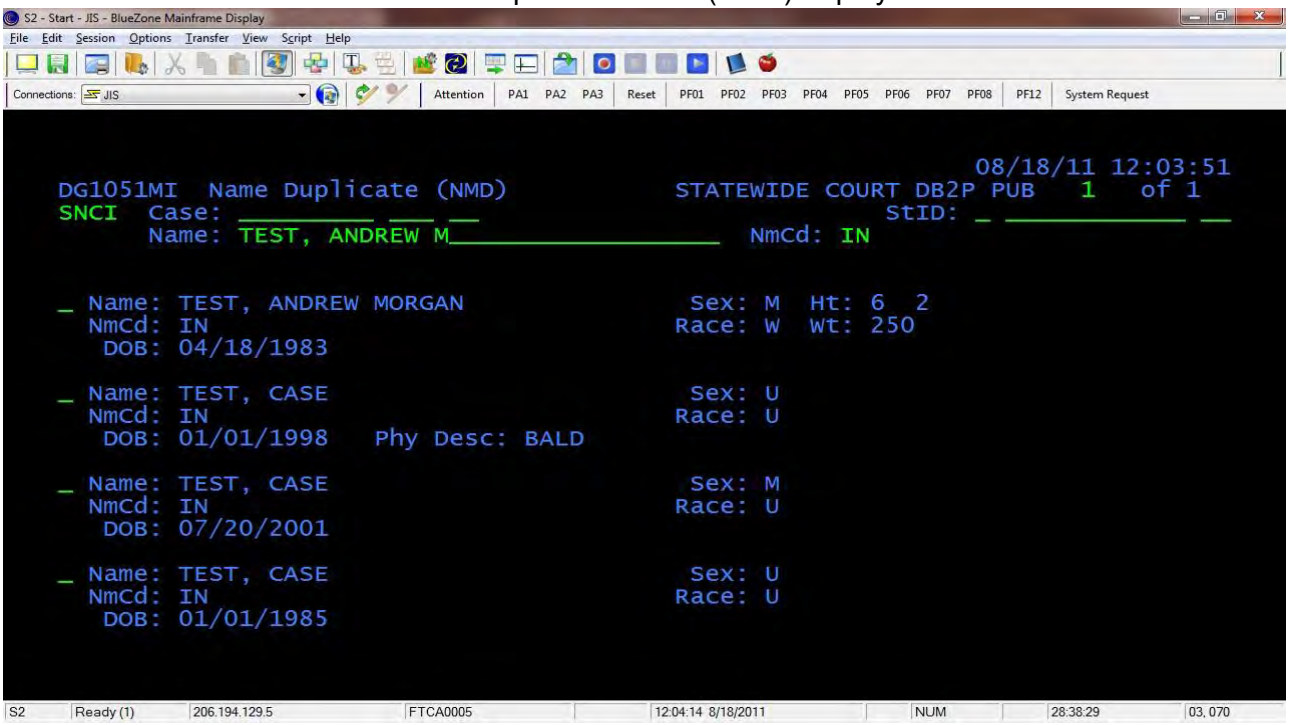
Statewide Search Using the Name: SNCI

On the JIS Main Menu screen (MAM), type **SNCI** in the Command field and press <**TAB**> until the cursor is positioned in the Name field. Type the **name** of the person using the format of **LASTNAME, FIRSTNAME** (note that there is a space after the comma and before the first name). If you include hyphens, apostrophes, and/or spaces in the name, you may also want to search again without those special characters. If searching for a company, just type the name.

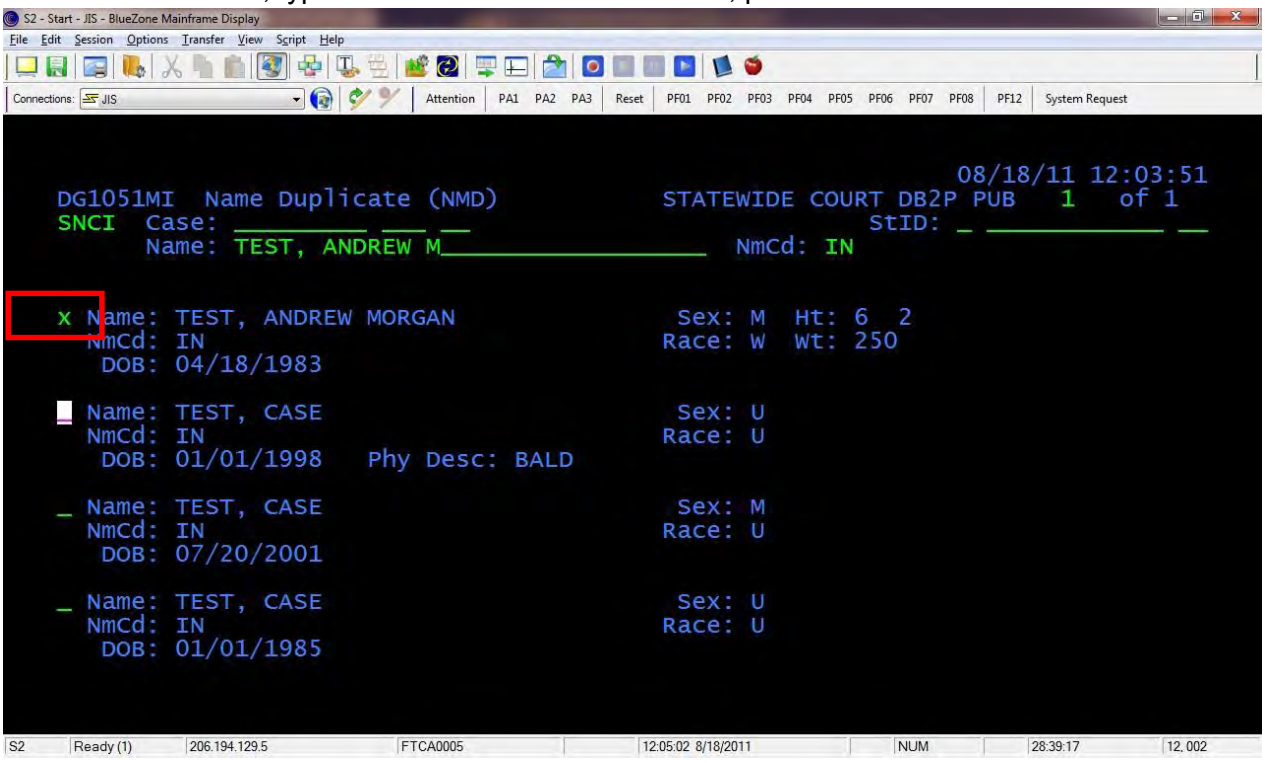


Note: If your screen looks like the above, the commands you have access to will be in white under Case Displays and Person Searching. Type the command in the upper left corner which is the Command Line

Press <**ENTER**> Result: The Name Duplicate Screen (NMD) displays:

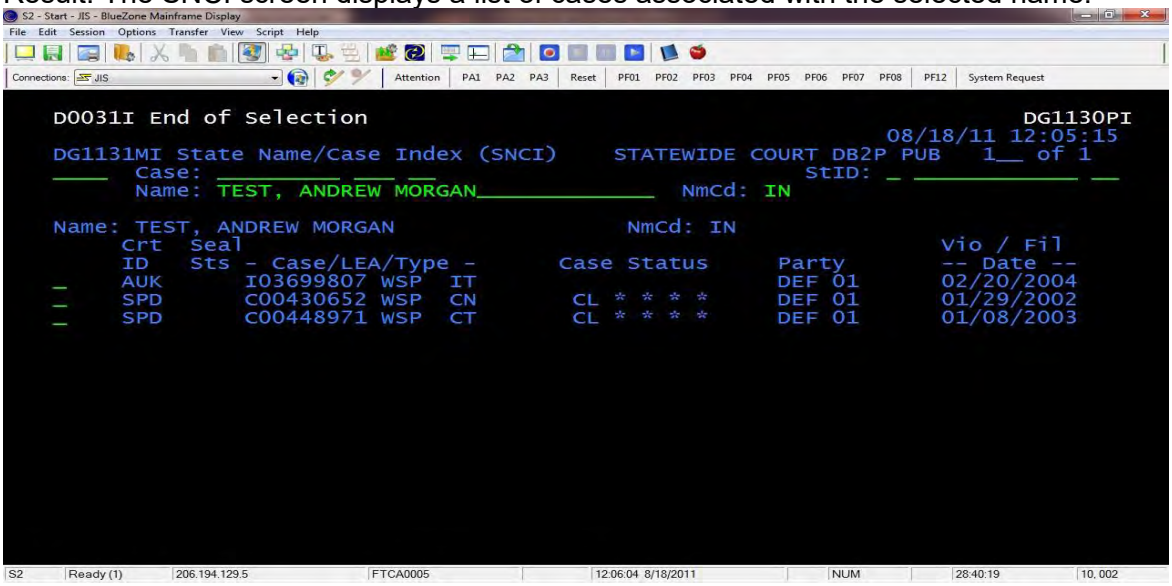


On the NMD screen, type **X** in-front of the desired name, press <**ENTER**>



Note: If desired, press <**F8**> to display more names.

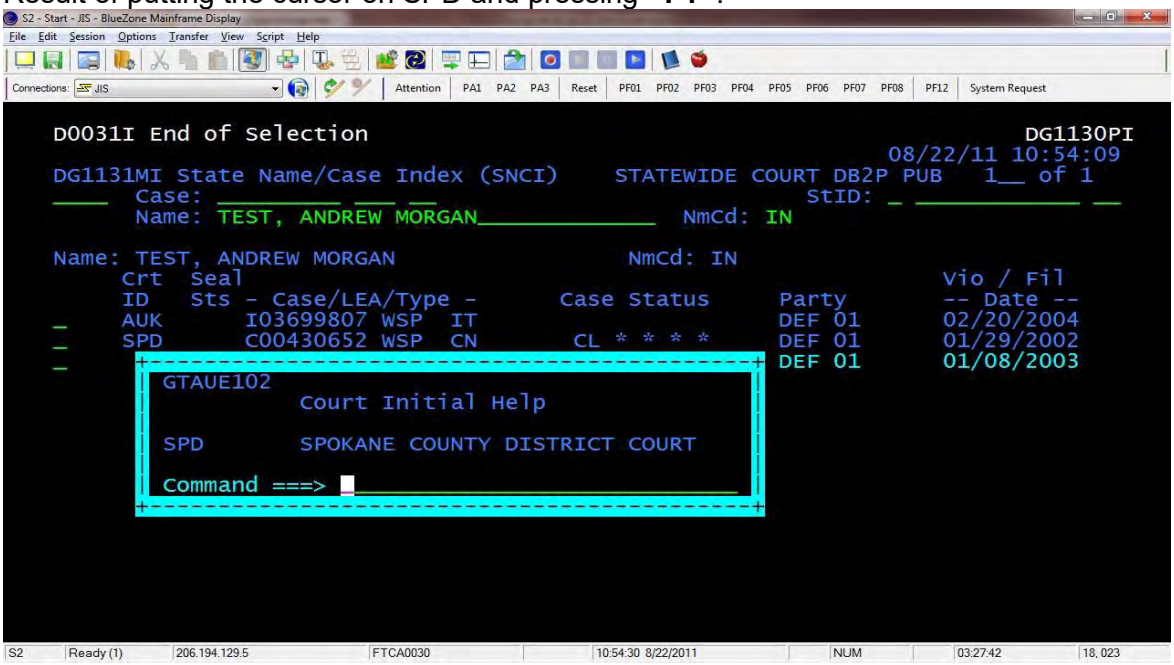
Result: The SNCI screen displays a list of cases associated with the selected name:



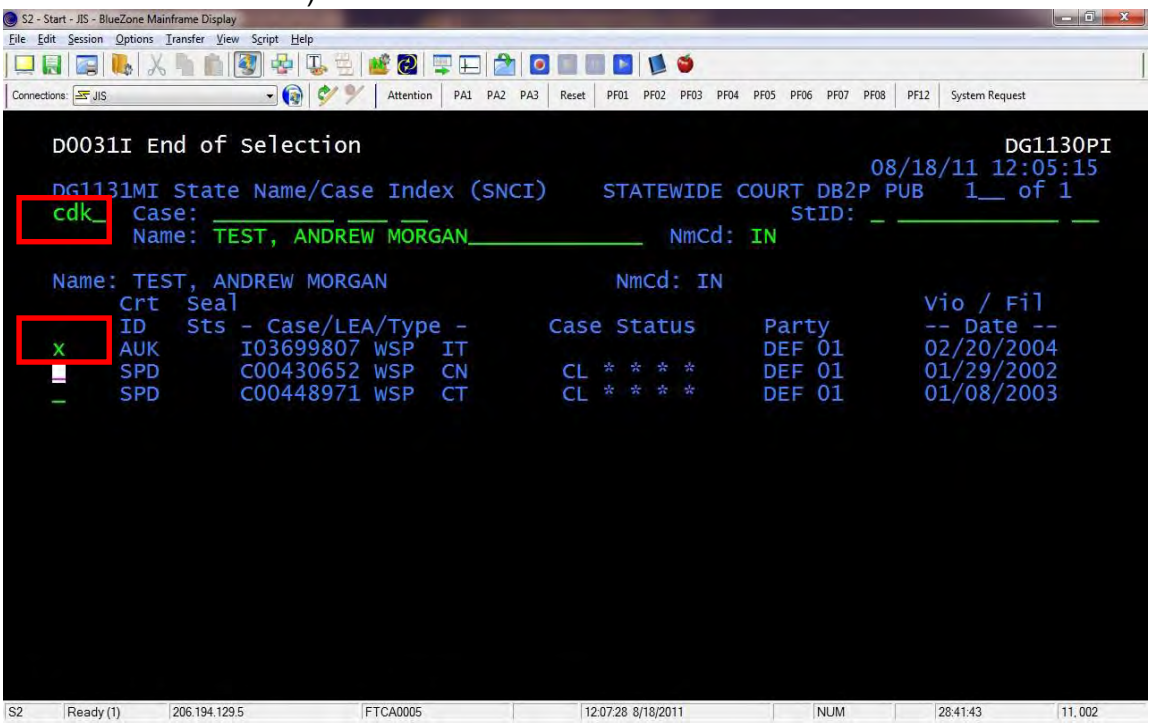
Note: If asterisks appear under Status, case is archived and you will need to contact the court where the case is filed. If CL appears under case and no asterisks under status you may still be able to access the case. Also, under CRT ID if it begins with S01 through S39 it is a Superior Court case. You will need to display the docket in SCOMIS. Either write down the case number(s) or screen print the page with the case number(s). If you need information on a court name from the court id, see: http://www.courts.wa.gov/jislink/public/codes/Shared/courts.htm .

Placing the cursor on the three-digit Crt ID and pressing F1 (help) is another option to find the actual court name.

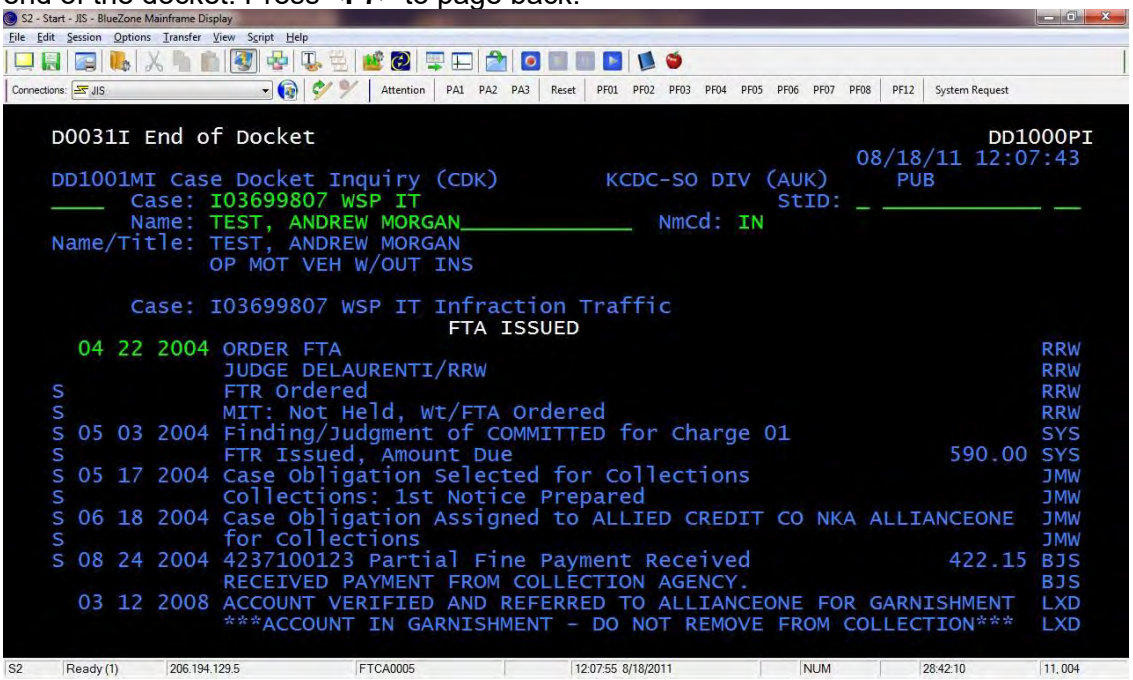
Result of putting the cursor on SPD and pressing <**F1**>.



Use the <**F8**> and <**F7**> keys as needed to page forward and back through the cases. Tab to the case you need to display, type an **X** in the first position of the row at the (_). Press the Home key on your keyboard and it should take you to the top left command line. Type **CDK** (to view the court docket entries)



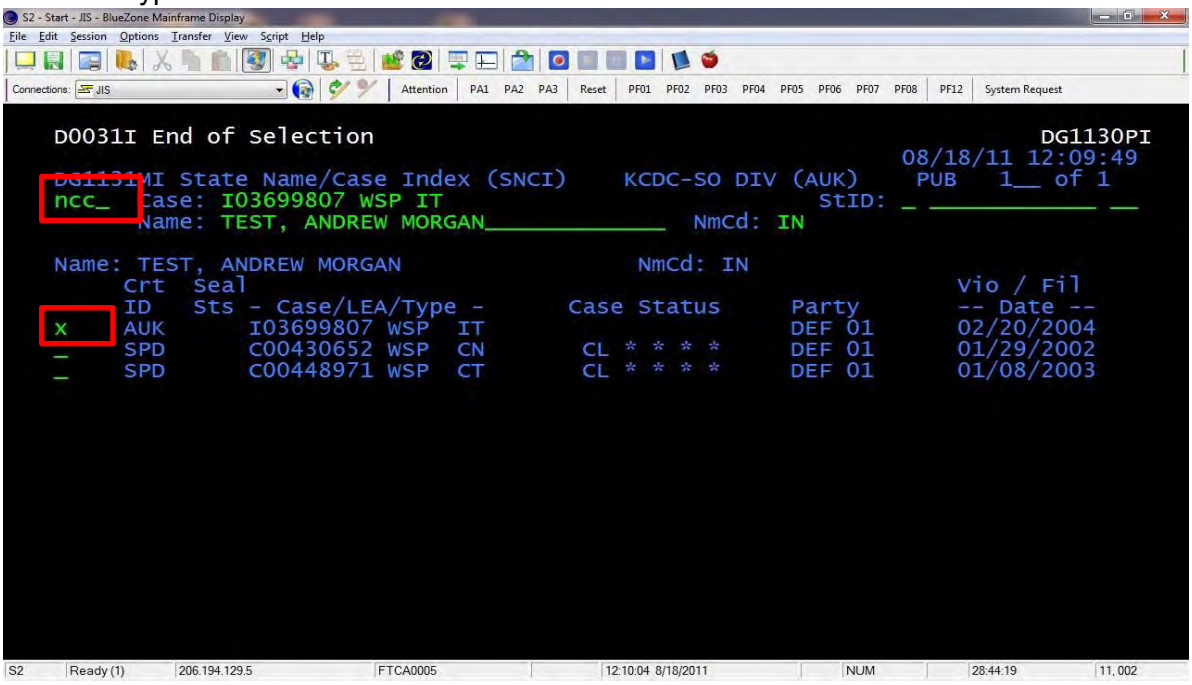
Press <**ENTER**> Result: The Case Docket Inquiry screen (CDK). You will always come into the end of the docket. Press <**F7**> to page back.



If you need to return to the SNCI screen with the list of cases associated with the selected name. Press the Home key on your keyboard, your cursor should be in the top left position. Type **SNCI** <**ENTER**>. Or, if you are done with this case and need to get back to the beginning of JIS to search another name, press the <**Page Up**> key on your keyboard.

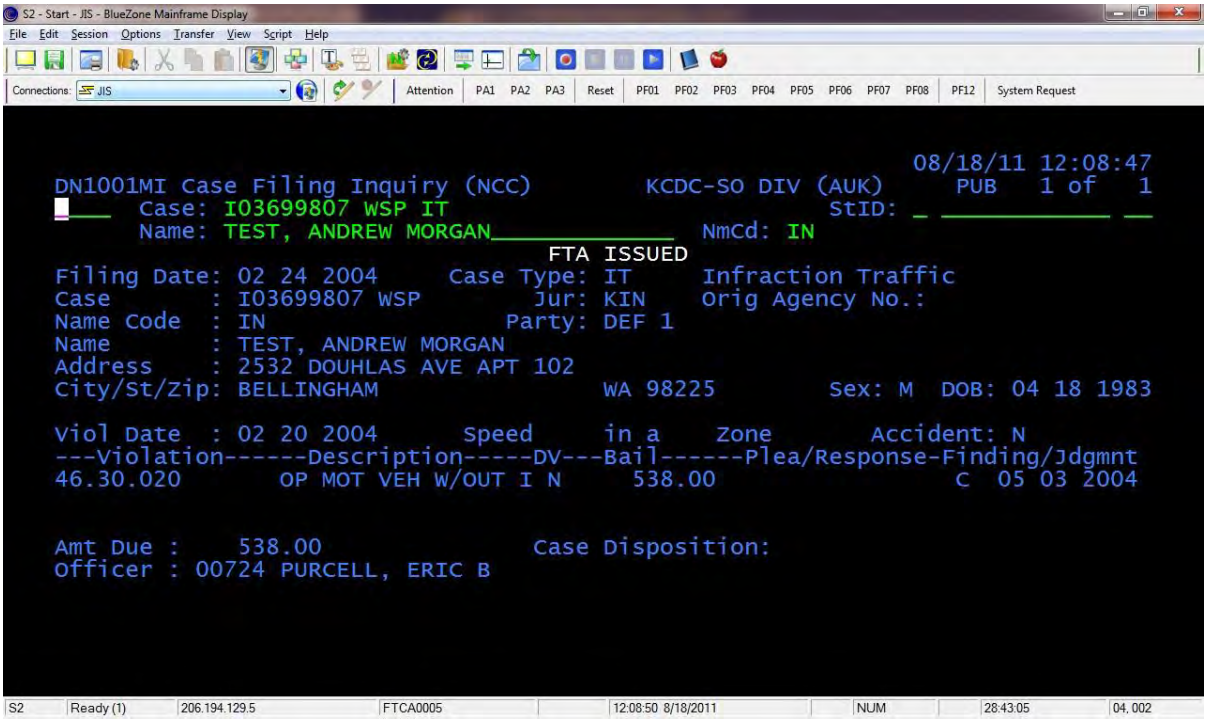
To perform a statewide search on another name, make sure the court is back to ***SW**, press <**F3>** to achieve that. Press <**F2**> to clear all fields. Or if you need to continue looking at more information on this person, continue.

The **NCC** command: Displays Violation Date, Description, DV, Bail, Plea/Response-Finding/Judgment, Amount Due, Officer, Address. Type NCC at the command then tab to the case and type an X.

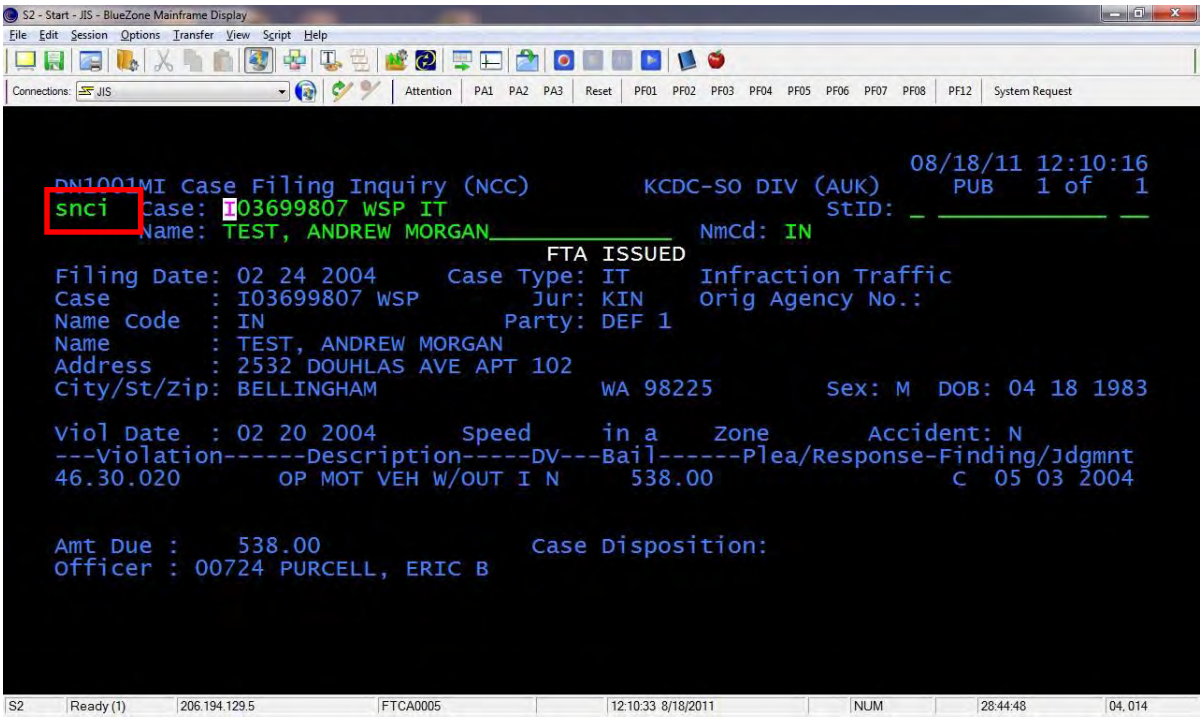


Press <**ENTER**>

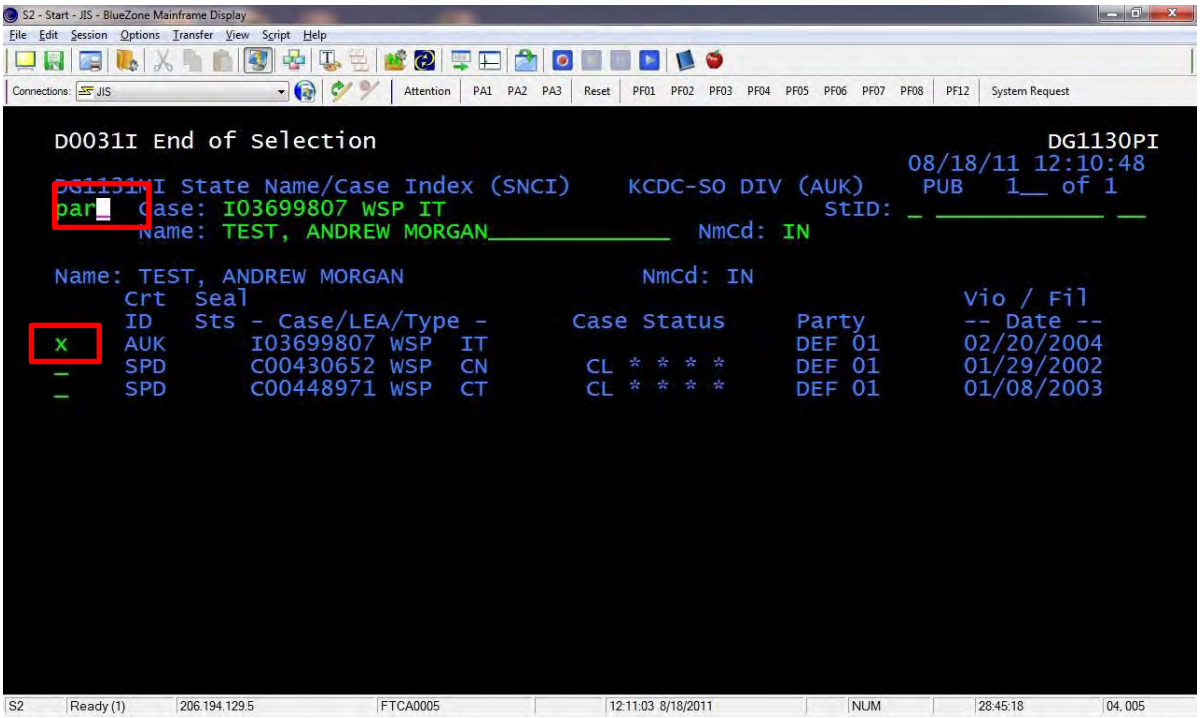
Result:



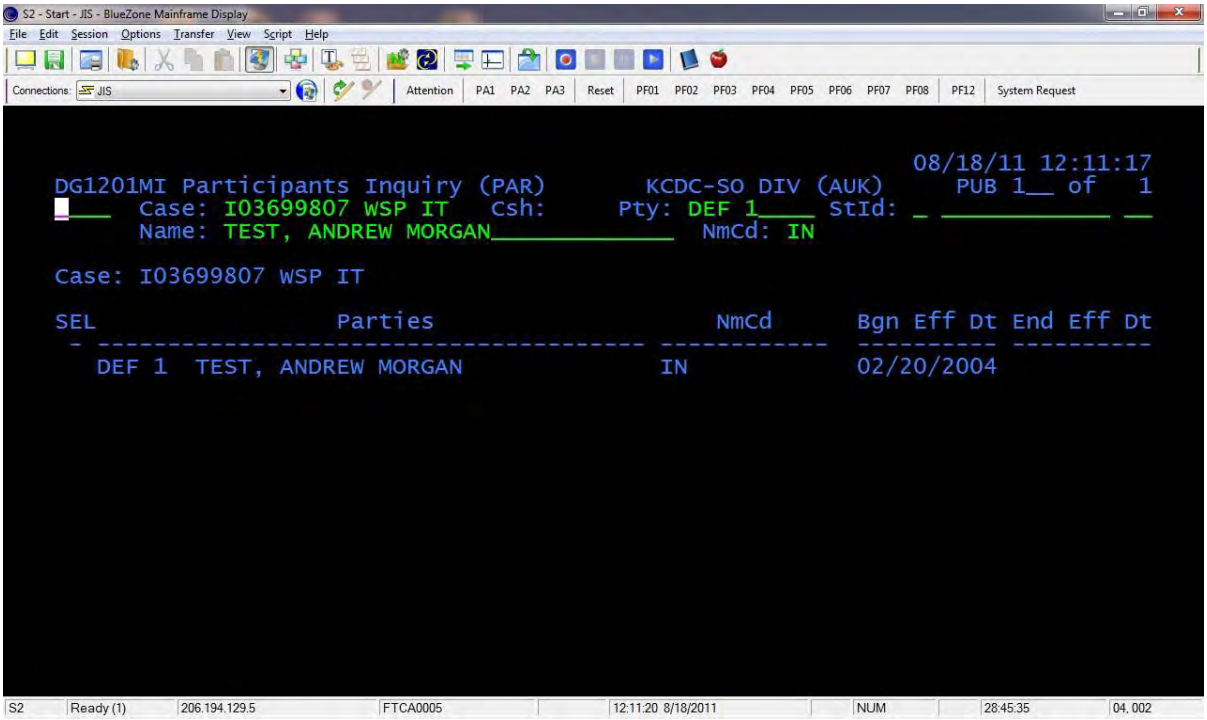
To return to the case listing for this person, type SNCI in the command field <ENTER> OR you can continue with this case.



The PAR Command (Participant Inquiry shows all parties involved). At the command line type PAR then tab to the case you need to view and mark it with an X <ENTER>



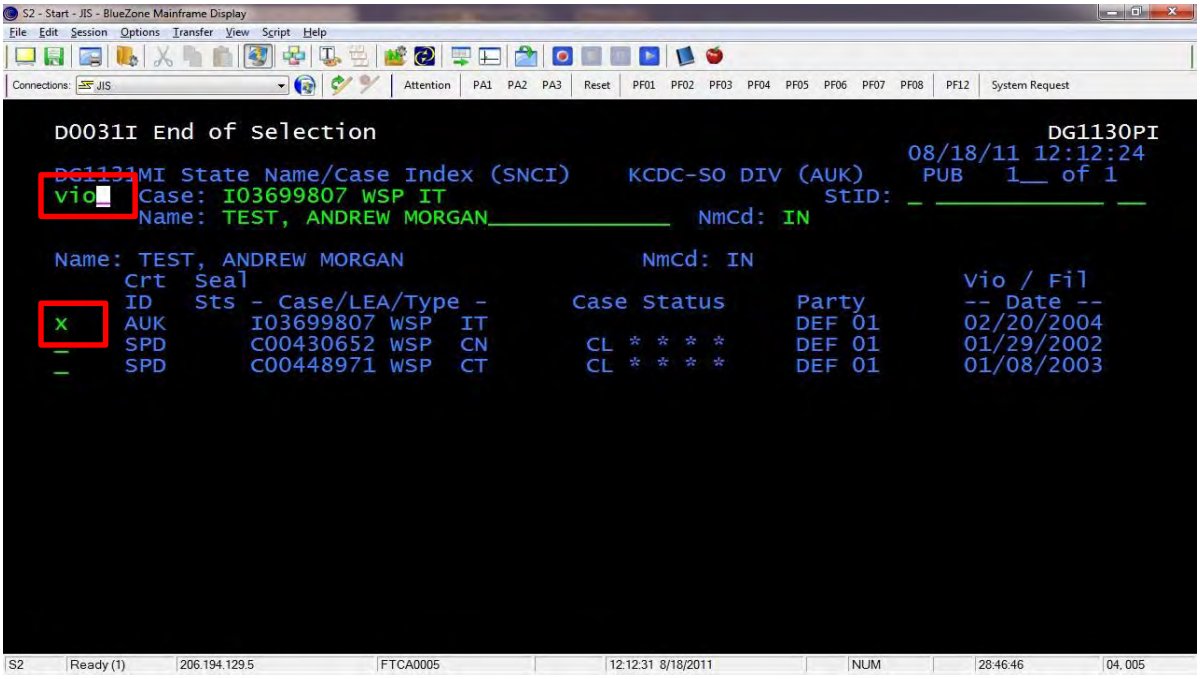
Result



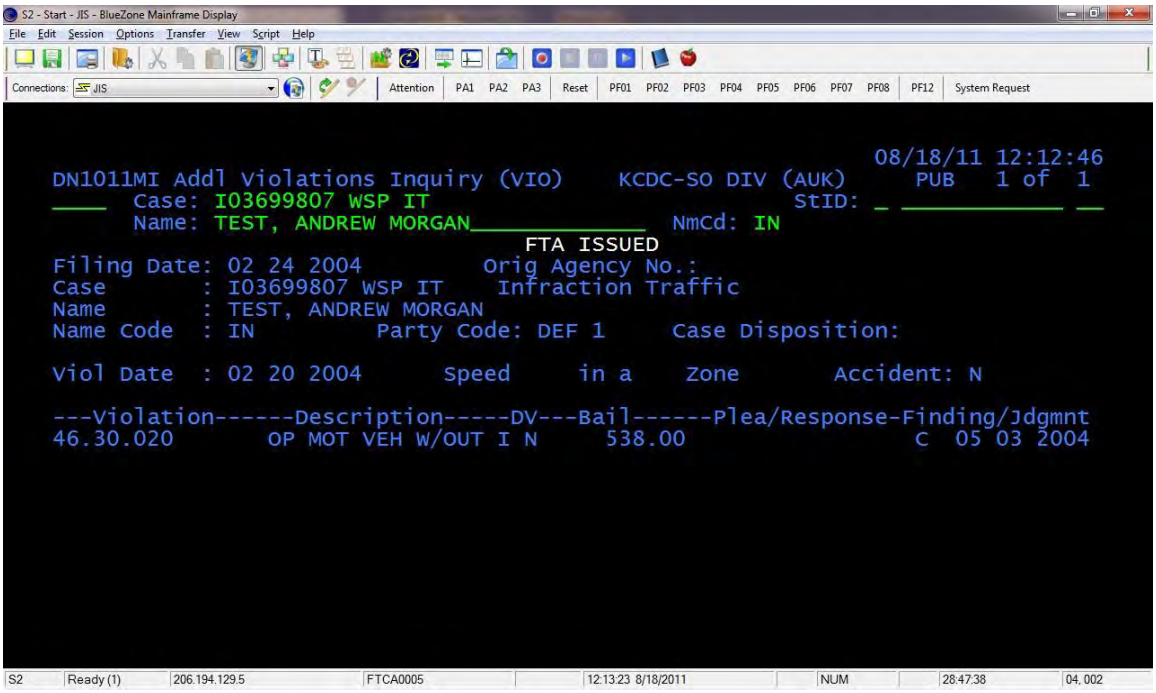
Type **SNCI** at the command <**ENTER**> to return to the case listings for this person. OR you can continue with this case.

Additional Violation Inquiry (VIO). This screen provides the filing date, the original agency number, violation, description, DV, Plea/Response, and Findings/Judgment

At the command type **VIO** then TAB to the case and mark it with an **X** <**ENTER**>



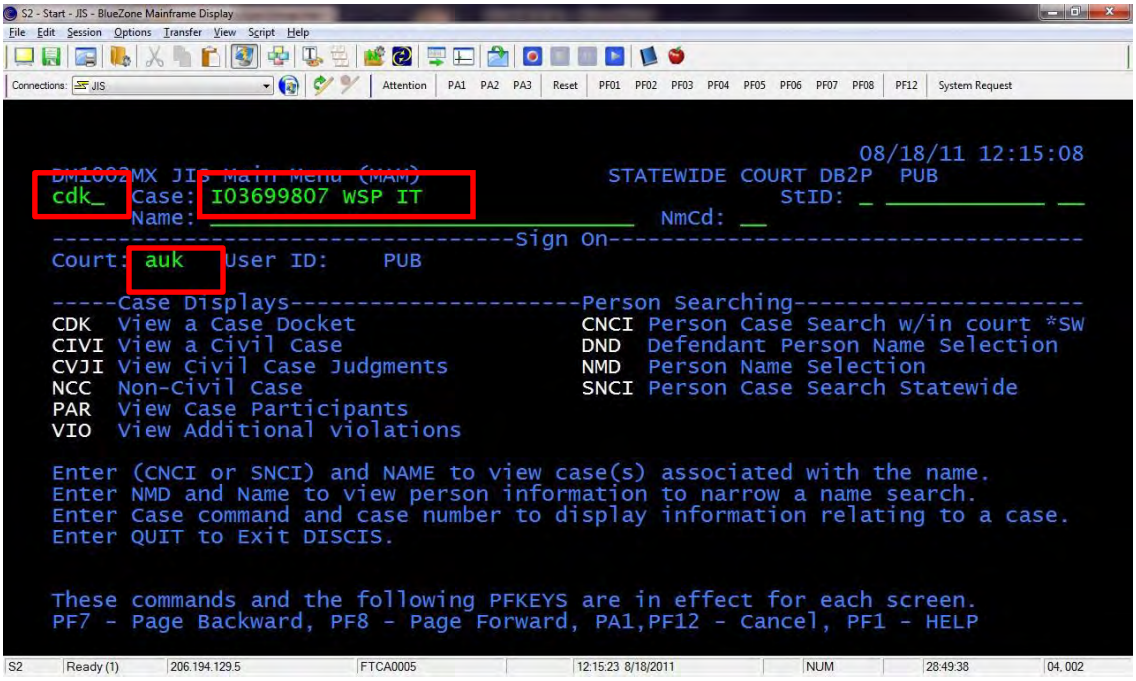
Result



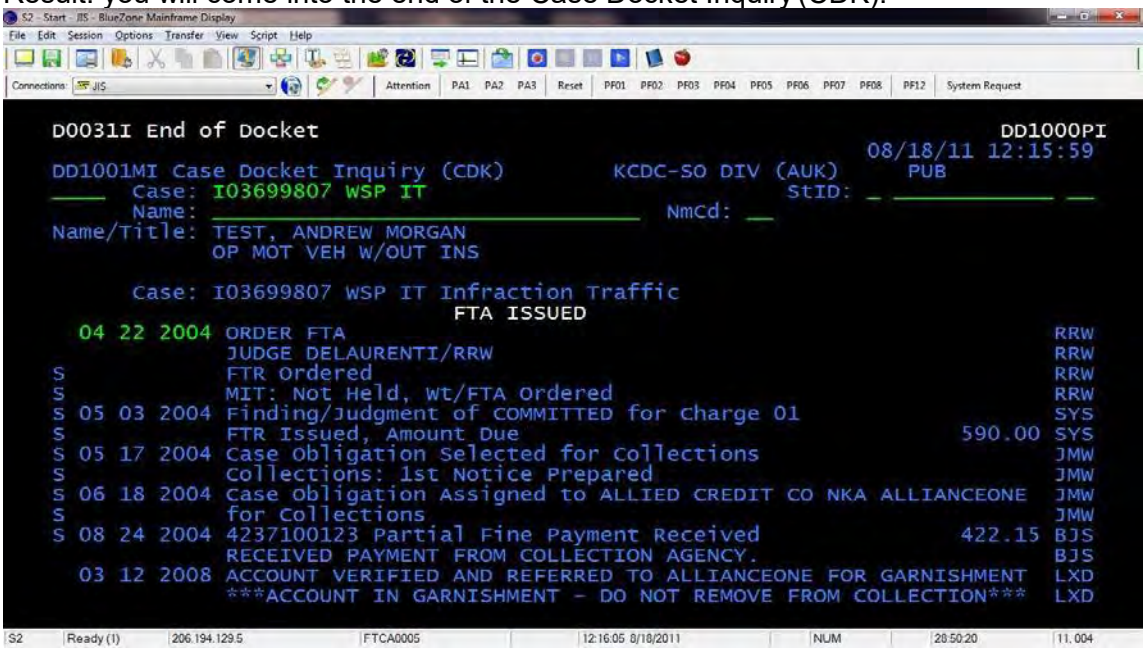
To Search with only the **Case Number**

Note: You must know the court name where the case is filed in order to use this search. And you must know the 3-digit court ID associated with the court name. Please see http://www.courts.wa.gov/jislink/index.cfm?fa=jislink.codeview&dir=clj_manual&file=courts for the information.

On the JIS Main Menu (MAM) the top left space (_) is your command line. Type **CDK**, tab to the Case number, type the complete **case number** then tab to Court and put the **three-digit court id <ENTER>**



Result: you will come into the end of the Case Docket Inquiry (CDK).



Press <**F7**> (Page Back) until you reach the beginning of the docket. You can use the same commands as above to receive more information.

Note: If you need a copy of the information provided on any of these screens you will need to use the Print Screen <**PrtScn**> key on your keyboard. If you need all the information in one document you will need to utilize Word or equivalent software and copy/paste the information to the document.

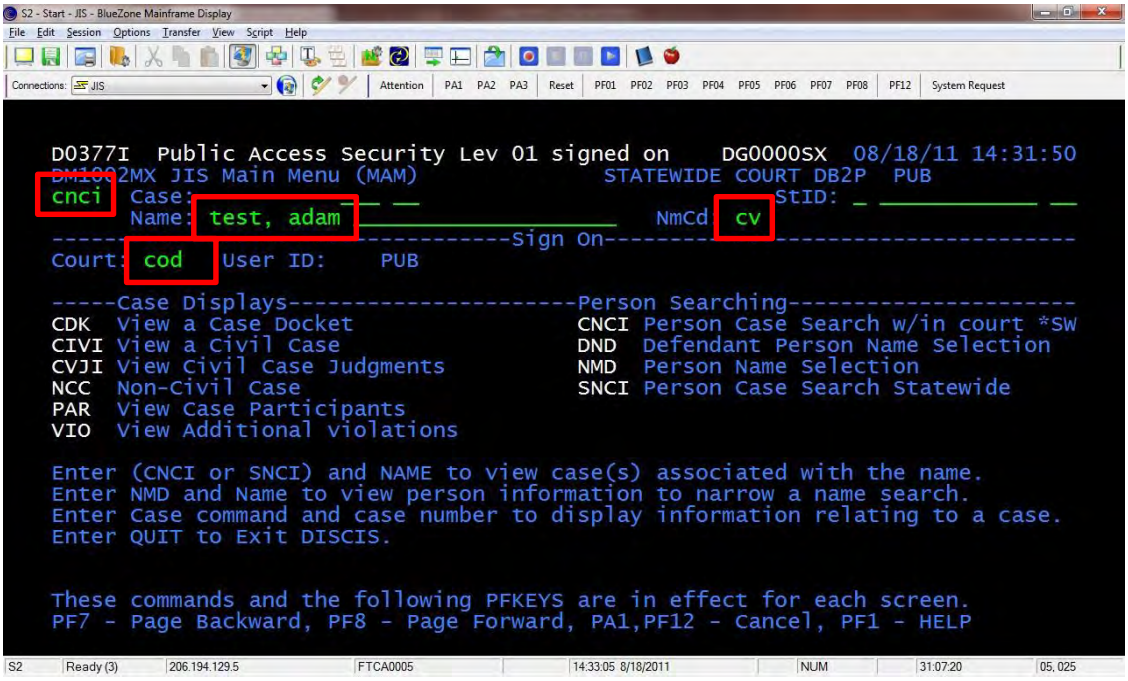
Civil Searches – this includes Small claims

If the case is a Civil DV/Harassment related case – it will show up while searching SNCI. BUT if it's a non-civil case without DV you will have to search with CNCI.

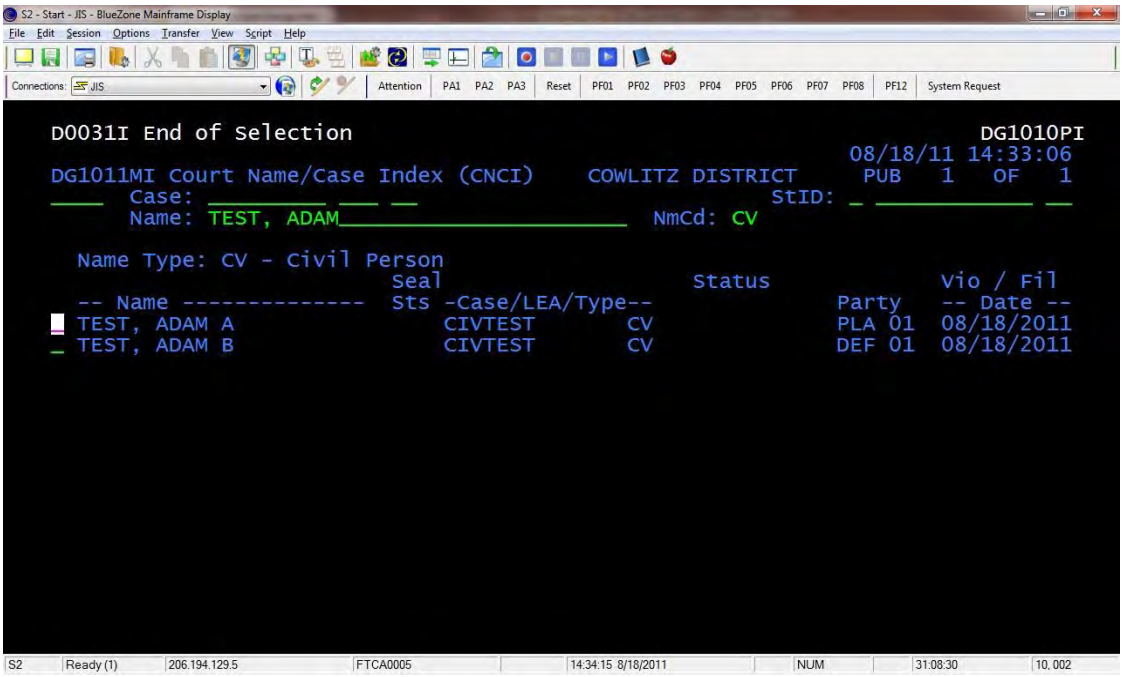
You need to know what court the case is filed in.

Commands Available for Civil Cases: CNCI, CDK, CIVI, CVJI, and PAR. The following commands are **NOT** used: NCC, VIO, DND, NMD, and SNCI.

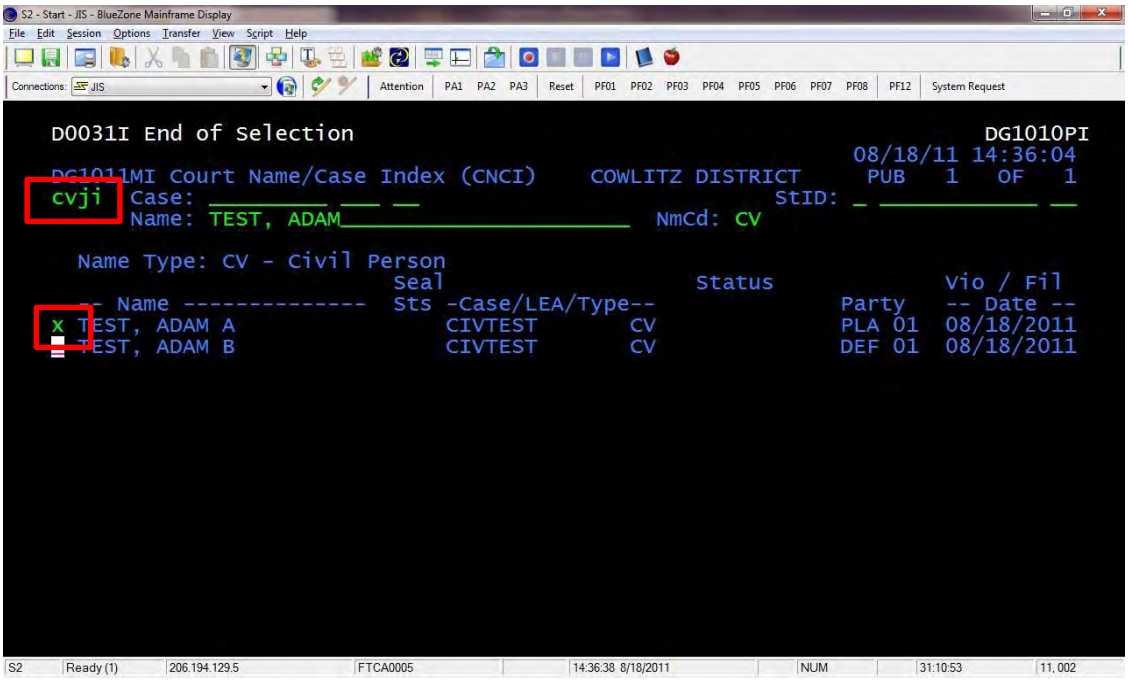
Type **CNCI** at the command line. Tab to name and type the name (if it's a person, put the last name, first name. There is a space after the comma and before the first name). Tab to NmCd and type **CV**. Tab to Court and type the court identifier (http://www.courts.wa.gov/jislink/index.cfm?fa=jislink.codeview&dir=clj_manual&file=cour ts) <**Enter**>.



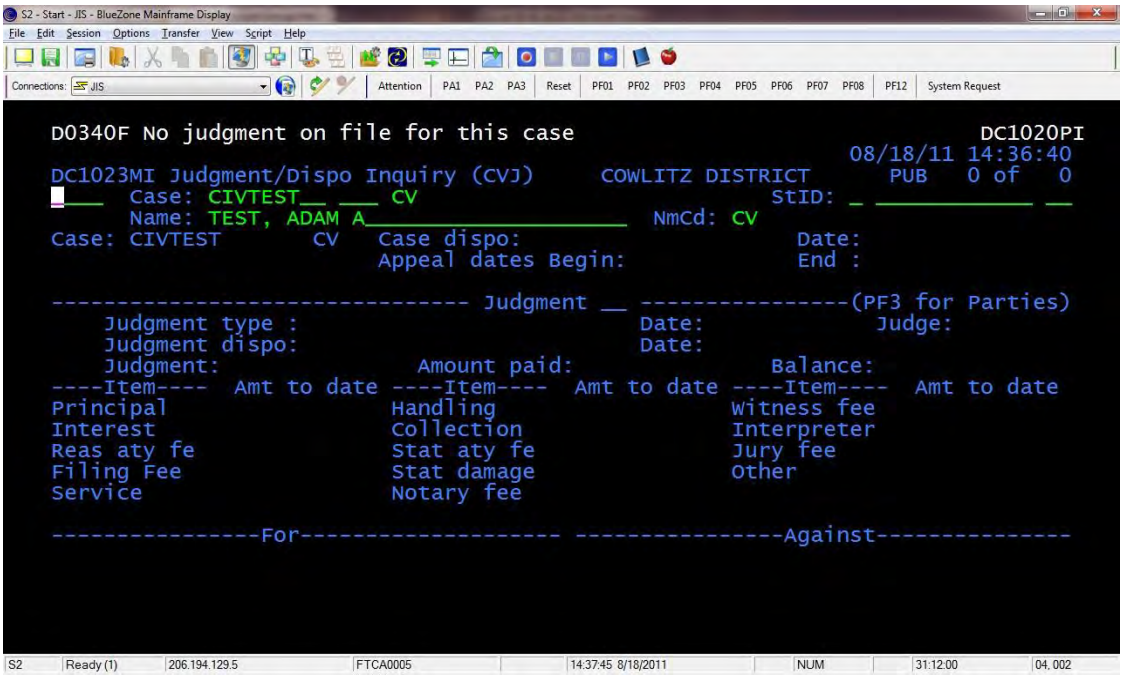
Result



CVJI Judgment/Dispo Inquiry. Tab to the case you need to view and type an **X** <ENTER>.

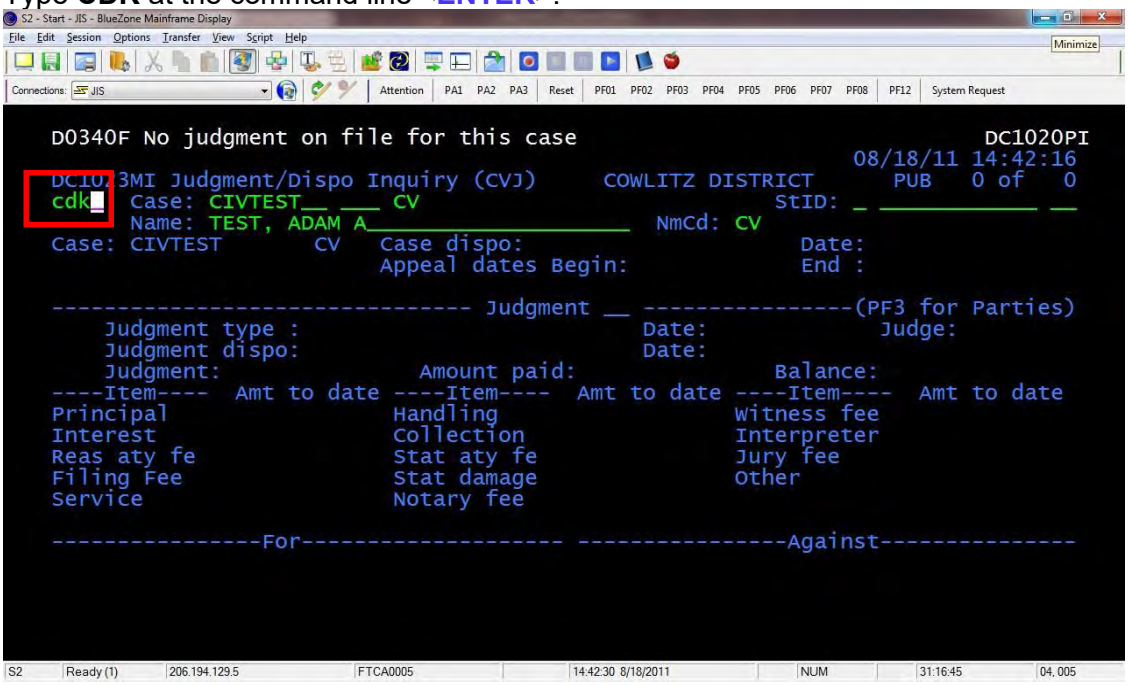


Result

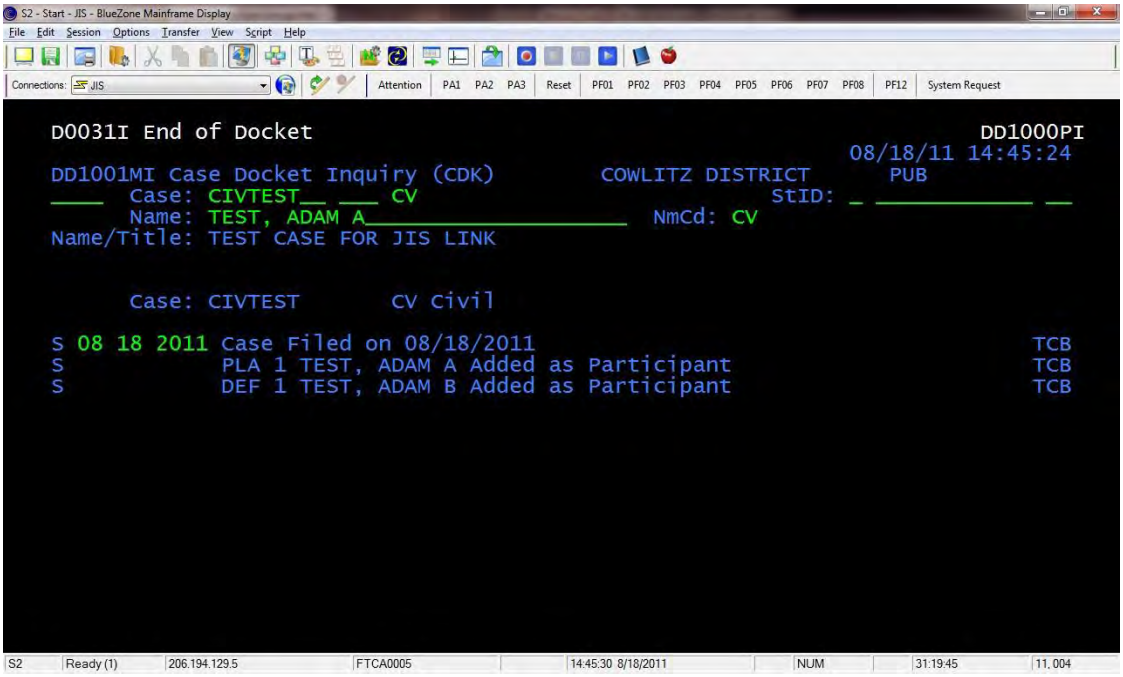


Press <**F3**> on your keyboard to get the Judgment/Disposition Parties Inquiry. If there are no Judgments, it will tell you.

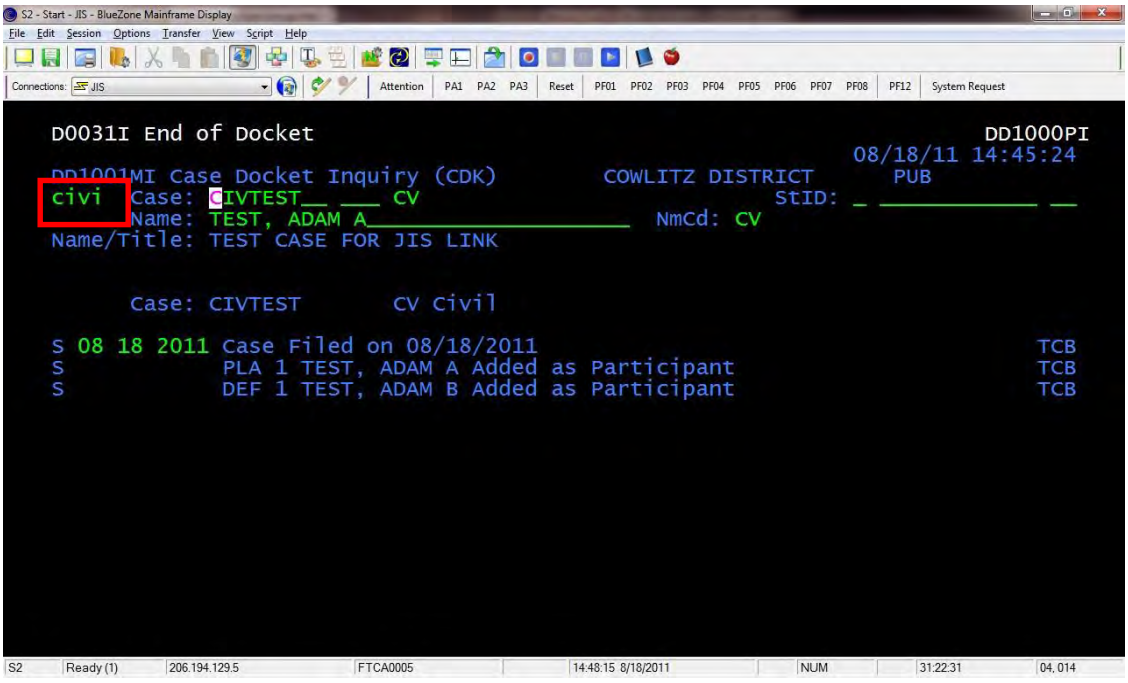
Type **CDK** at the command line <**ENTER**>.



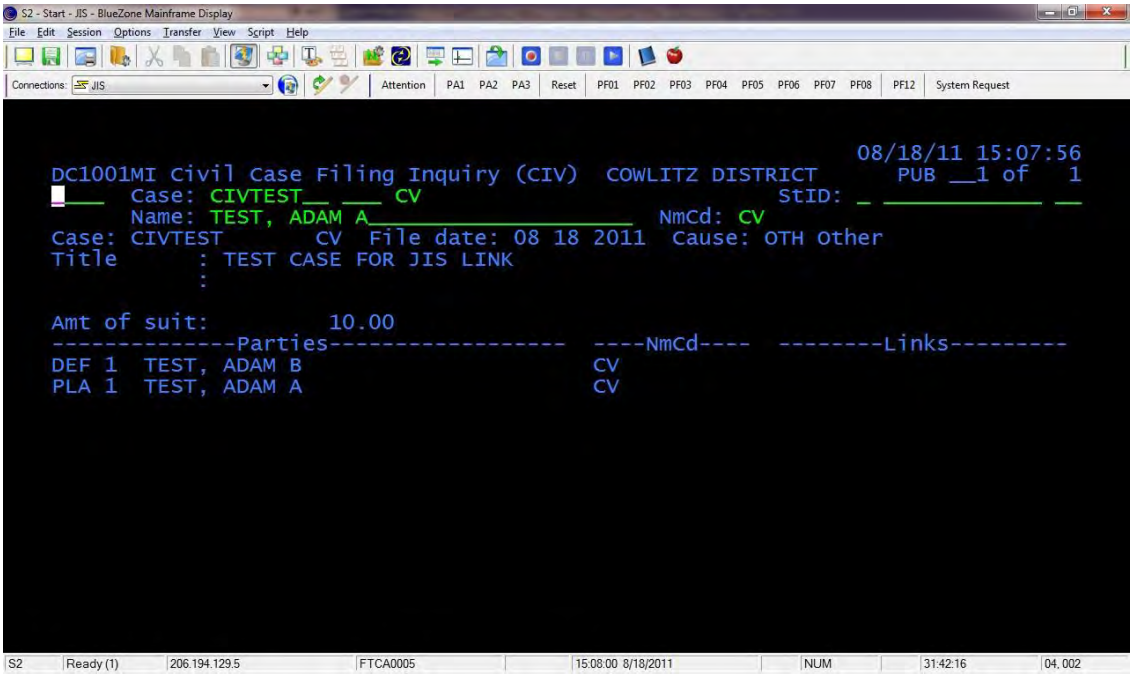
Result



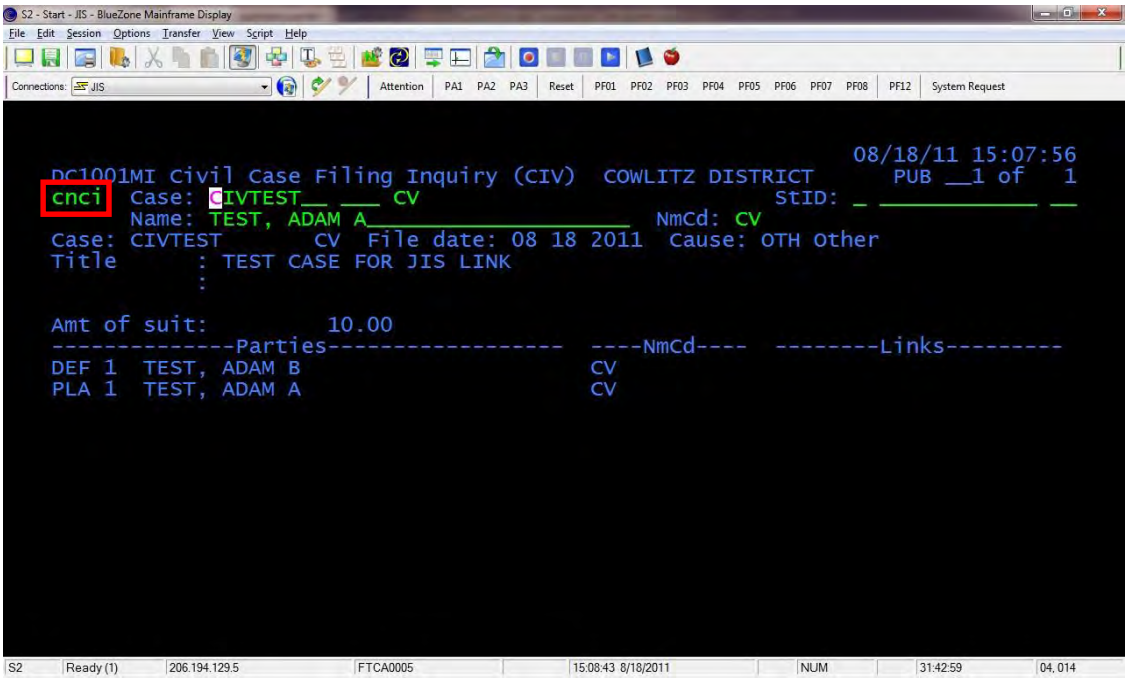
CIVI Civil Case Filing Inquiry <ENTER>



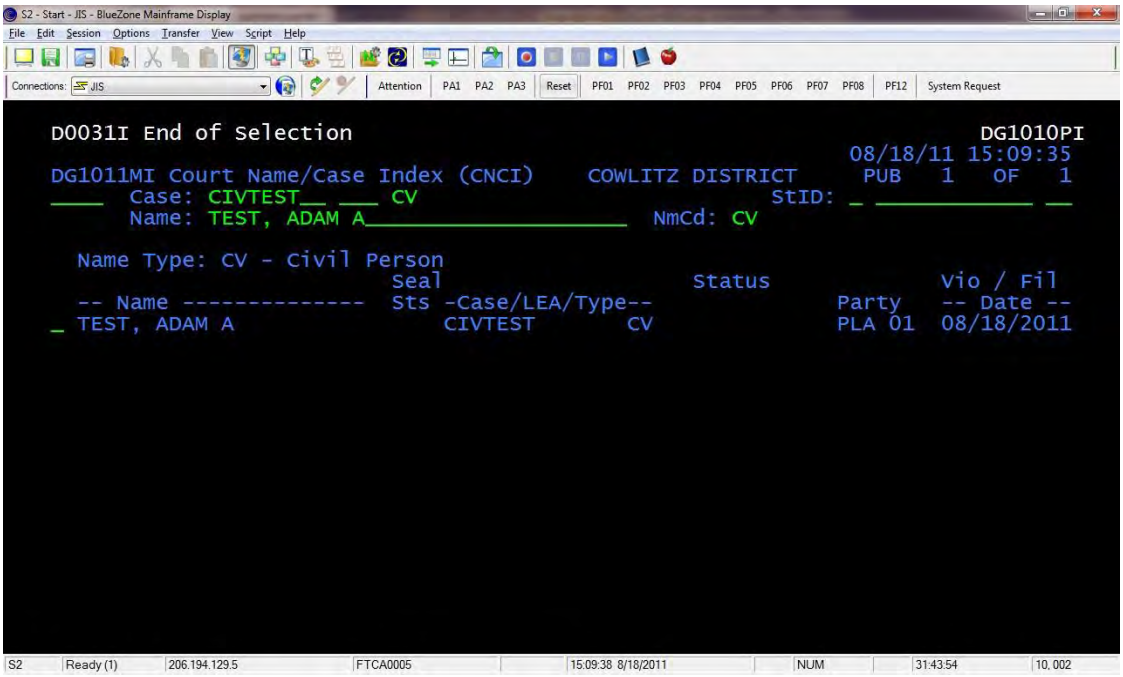
Result



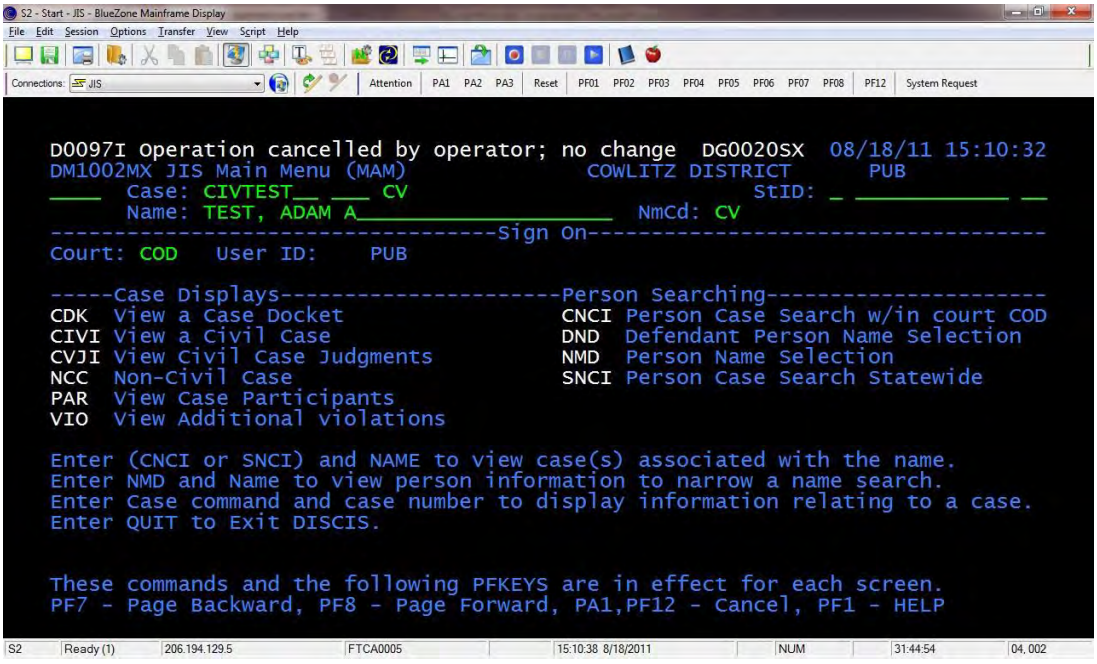
Type **CNCI** at the command line to take you back to the Civil Screen (CV)



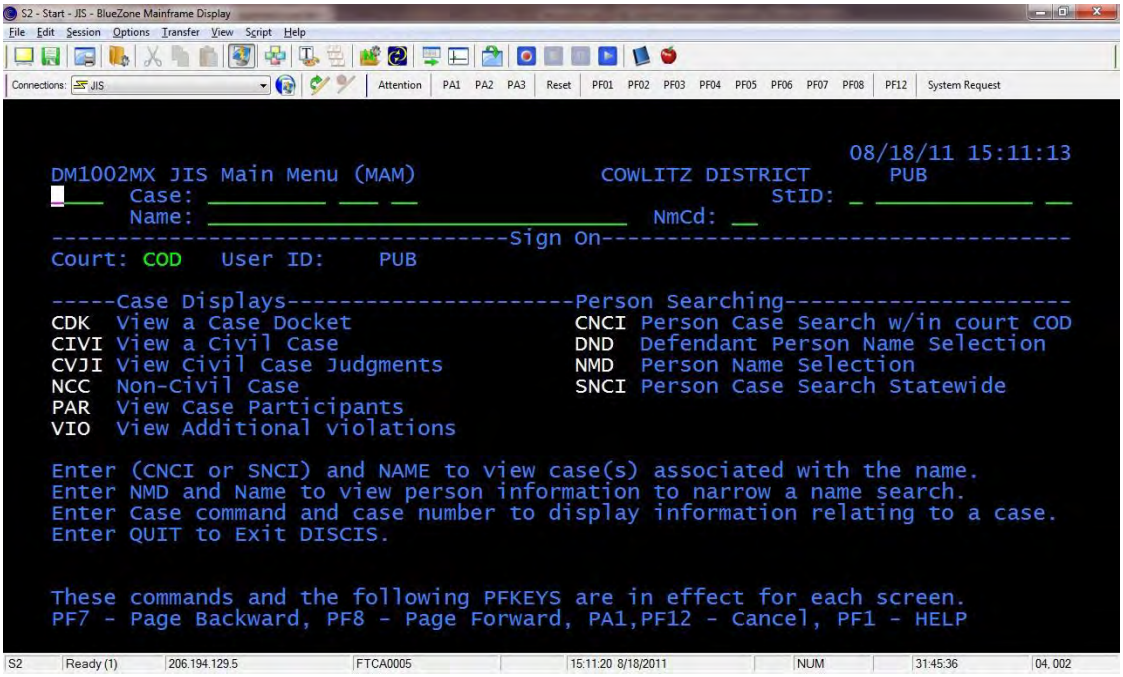
Result:



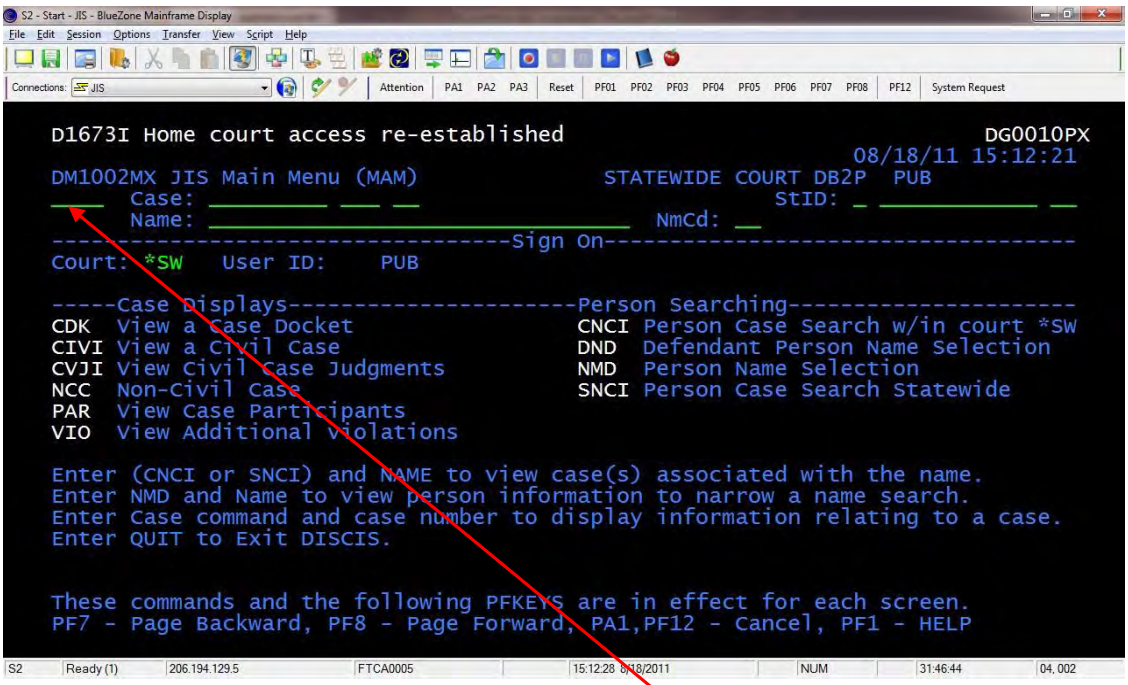
To go to the Main JIS menu (MAM), press the <**Page Up**> key on your keyboard.



To clear the information so you can type another name, press <**F2**>



To set the Court back to statewide ***SW**, press <**F3**>



To quit the (F4) JIS session, type QUIT at the upper left command field and press <ENTER>.

Superior Court Management Information System (SCOMIS)

SCOMIS enables the superior court to record parties and legal instruments filed in superior court cases, to set cases on court calendars, and to enter case judgments and final dispositions.

SCOMIS is a countywide case-based system. Search for names and cases within SCOMIS on a county-by-county basis. If a SCOMIS case number is found in the JIS Application, view additional case details in SCOMIS by searching the appropriate court using the SCOMIS display commands.

The following case types and screens are maintained in the SCOMIS application:

CASE TYPES AVAILABLE IN SCOMIS
1 Criminal (unless sealed)
2 Civil
3 Domestic
4 Probate
5* Adoption
6* Mental Illness
7* Juvenile Dependency
8 Juvenile Offender (unless sealed)
9 Judgment
***Restricted case types (not available for Public viewing)**

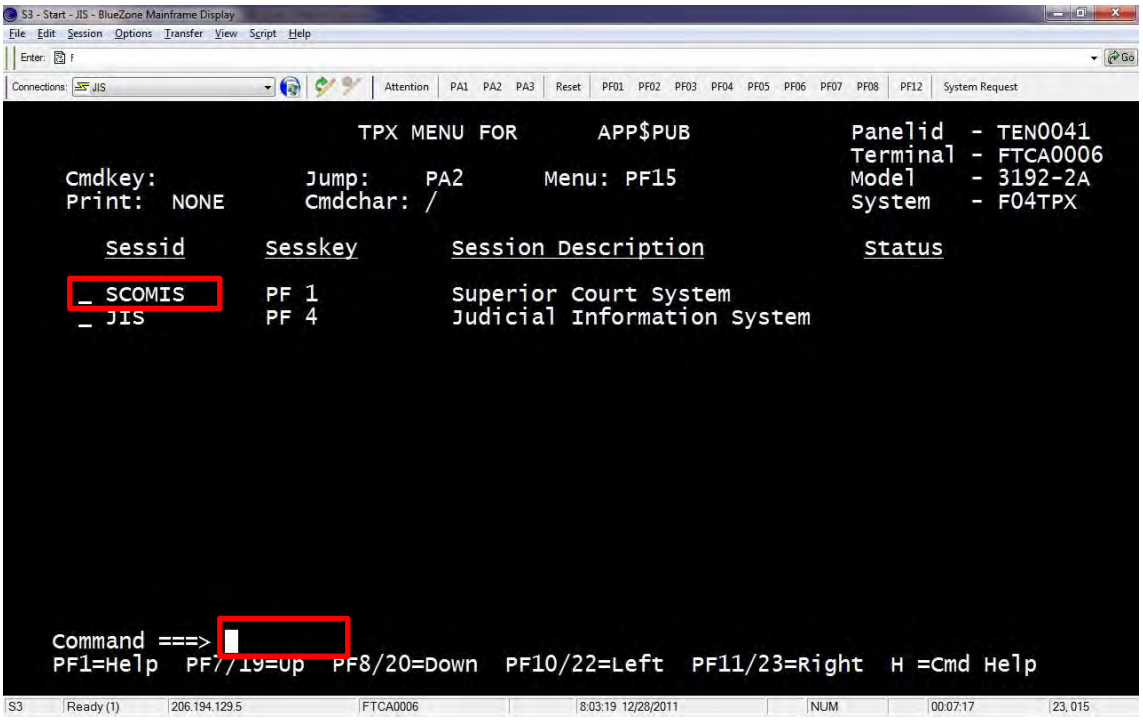
SCREENS AVAILABLE IN SCOMIS
Attorney Screen
Basic Screen
Calendar Screen
Charge Screen (Case Types 1 & 8)
Docket Screen
Names Screen
Sentence Screen (Case Types 1 & 8)
Status Screen
Summary Screen

SCOMIS COMMANDS

This is a list of the commands for use with the SCOMIS application. The following pages detail each command, section, and screen. **It is only necessary to type the *first four characters* of the command and section.**

COMMAND	SECTION	CASE #	WHEN TO USE COMMANDS
COUNTY	Type County Name	Leave Blank	To view cases in a specific county.
SEARCH	**Inde**x	Leave Blank	To view the case index for all active and archived cases.
	Attorney	Leave Blank	To view a list of attorneys currently recorded in the Supreme Court Person file.
DISPLAY			To view specific case information. You may request one screen at a time.
	Attorney	Leave Blank	You must know the bar #
	Basic	**Enter Case#**	View Basic Case Information
	Calendar	Leave Blank	Search for calendars by date and to display total settings or details/
	Charge	**Enter Case#**	View charges for case types 1 and 8 only.
	Docket	**Enter Case#**	View the case docket entries
	Names	**Enter Case#**	Index of Litigants involved.
	Sentence	**Enter Case#**	View Sentence for Case Type 1 and 8 only
	Status	**Enter Case#**	View the history of case management status
	Summary	**Enter Case#**	View a summary of the case management and time-in- process status.
FIND	**Judg**ments	**Enter Case#**	To view judgments filed on cases. You must know the originating case number.
SIGNOFF	Leave Blank	Leave Blank	To sign out of SCOMIS.

Accessing the SCOMIS Application TPX Menu:

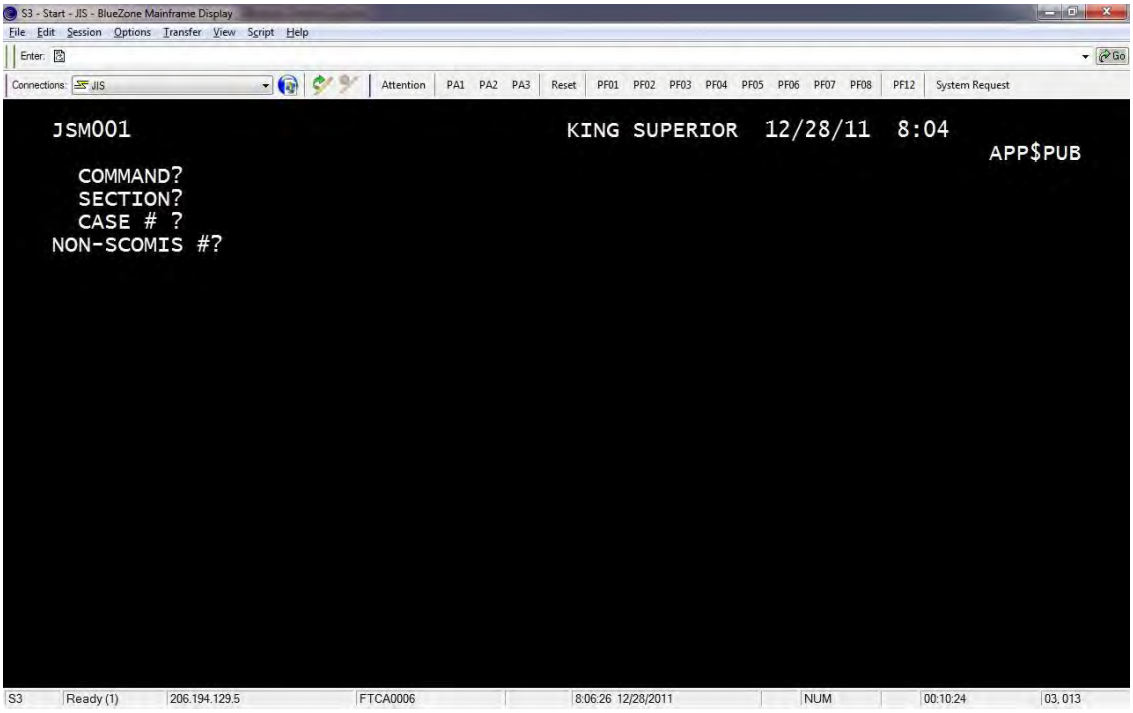


There are three options to access SCOMIS.

- Position the cursor anywhere on the SCOMIS line <ENTER>.
- Press <F1> on your keyboard.
- Type at Command ===> SCOMIS <ENTER>

Result: Your home court is the Superior Court in the county where your firm/business resides. If you are out of state your home court is usually King County Superior Court unless you have specified what court you would like for your home court. Note that it's global within your company.

There are 39 Superior Courts in Washington. To view the court id's, see JIS/SCOMIS Codes http://www.courts.wa.gov/jislink/index.cfm?fa=jislink.codeview&dir=clj_manual&file=courts



This above screen is called **SCOMIS Command Screen SCOMIS Command Screen**

Command You will type one of the four commands: **COUN**TY, **SEAR**CH, **DISP**LAY, **FIN**D, or **SIGN**OFF. Remember you only need to type the first four characters and you do not need to delete the last command.

Section Indicates the desired section of case information to display: **ATTO**RNEY, **BASI**C, **CALE**NDAR, **CHAR**GE, **DOCK**ET, **NAME**S, **SENT**ENCE, **STAT**US, **SUMM**ARY. You only need to type the first four characters and you do not need to delete the last request.

Case Number A SCOMIS case number is formatted as follows: **93 1 00042 7**.

- The first two numbers represent the Case Filing Year.
- The third number indicates the Case Type.
- The next five characters are Sequential Numbers for the case type within the filing year.
- The last number is the Check Digit to verify the correctness of all parts of the case number. If you receive a check digit error make sure you are in correct County Superior Court for thecase.

A non-SCOMIS case number is formatted as follows: **1-1234567**.

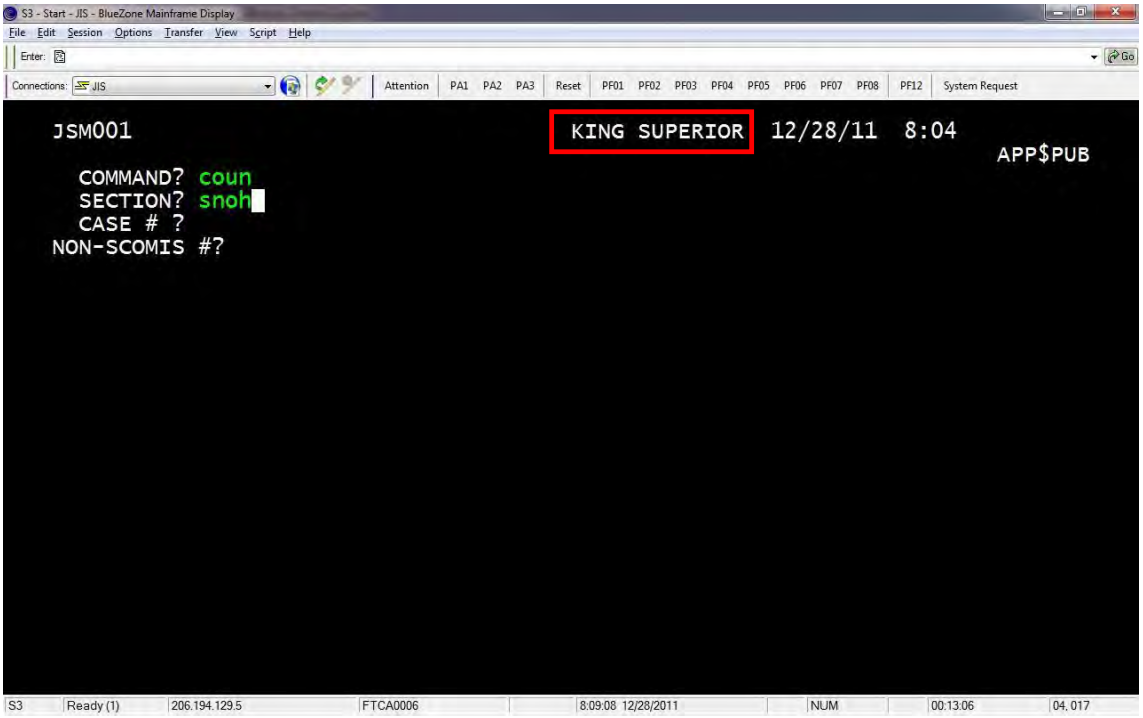
- Case Type followed by a hyphen or dash

Keys to get around in SCOMIS.
<F1**> - Help Screen. Place your cursor on 'certain' words and press F1.**
<**F3**> **-** will close the help screen
<**F7**> - Page Back
<**F8**> - Page Forward
<**F12**> - Takes you back one screen at a time.
<**Page Up**> **(PA1)** - Takes you back one screen at a time
<**Page Down**> **(PA2)** - Key toggles between applications. If you have JIS and SCOMIS open, it will toggle between the two applications.
<**Shift**> + <**F3**> - will take you to the TPX Menu. You will still be logged into SCOMIS

Sealed Cases
Cases sealed by the court display on SEARCH INDEX but cannot be accessed with any display command. For a sealed case, the following information displays: litigant name, case number, and cause of action/charge. The case detail (connection codes and filing date) are replaced by the word SEALED.

If that is all the information you need on this case you can press the Page Up key (PA1) until you are back to the SCOMIS Command Screen or if you need more information on this case you do not need to go back to the SCOMIS Command Screen to initiate the following display commands. You can do it from the sub command line and that is on the bottom left on the right side of the question mark (?).

Change to another County
Use the **COUNTY** command to choose the county in which the case is filed in.
The example below shows that I'm in King Superior and I want to change to Snohomish Superior.



At COMMAND type **coun**ty.
At SECTION type the county name you want to search (There are 39 counties). Note you only have to type the first 4 characters of the word. Press <**ENTER**>.

Result:
The Database is set to the desired county, and the SCOMIS Command Screen re-displays. I went from King Superior to Snohomish Superior

If you have the person's name but not the case number and you know which County Court the case is filed in you can perform a Search Index.

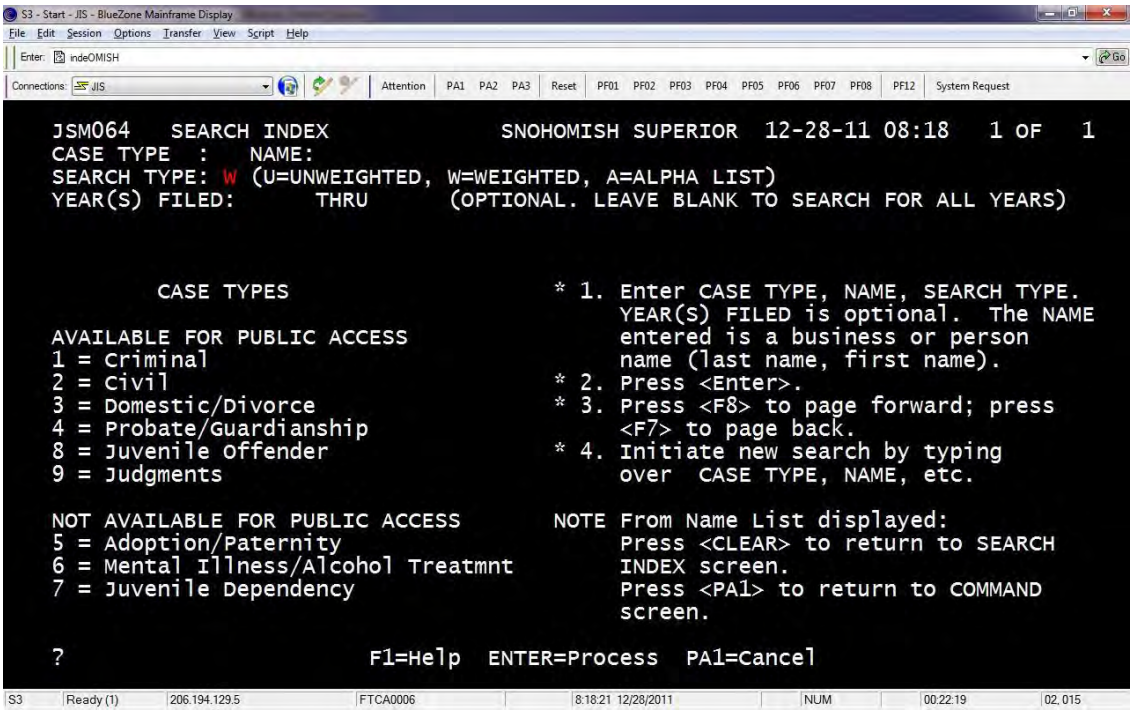
SEARCH INDEX
Use the Search Index command to search for active and archived cases in one county based on case type and name. Restricted case types 5, 6, and 7 and non-litigant names are not searchable.

Note: The SEARCH INDEX Screen is NOT to be used to establish guilt or innocence. It should only be used to help identify case filing information.

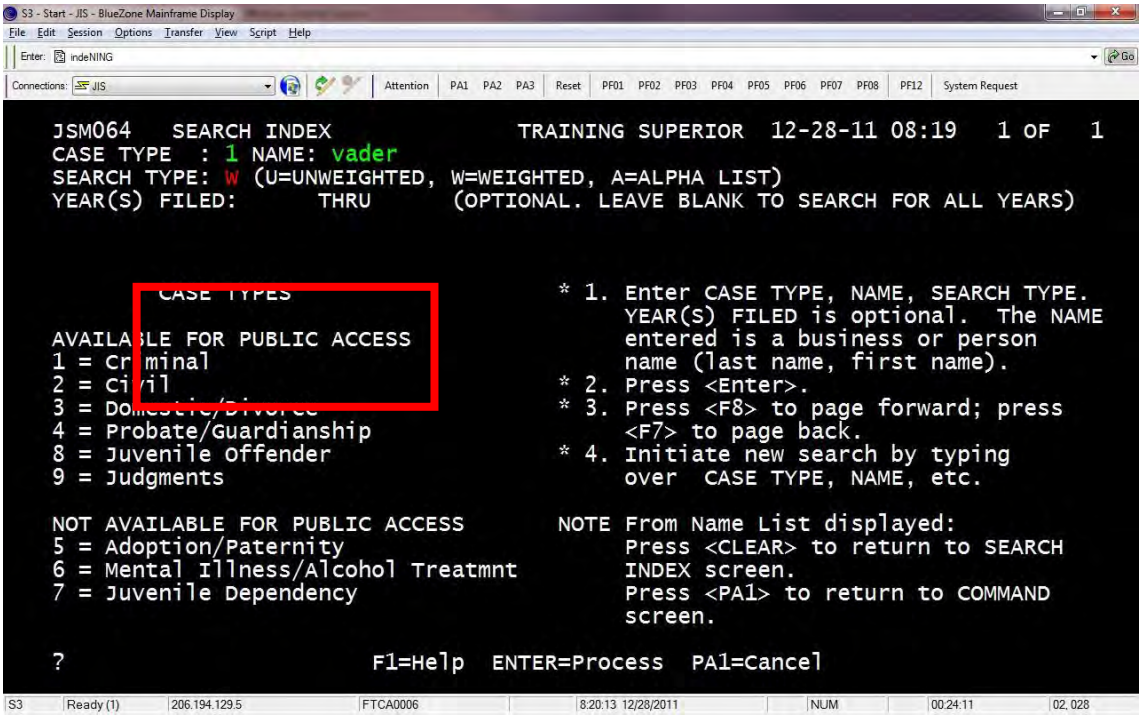
It is important to note that when the Search Index Screen displays results, the charge listed is the most serious offense filed in the ORIGINAL INFORMATION for a case.
There may be an AMENDED INFORMATION filed; therefore, it is important not to rely on the limited data displayed on the SEARCH INDEX Screen. In order to find the results of the charges filed, it is the responsibility of the client to display the CHARGE and JUDGMENT Screens for charge and disposition detail.

At Command Type **SEAR**ch, tab to Section Type **INDE**x <**ENTER**>
Note There is no need to remove the last command.

Result:



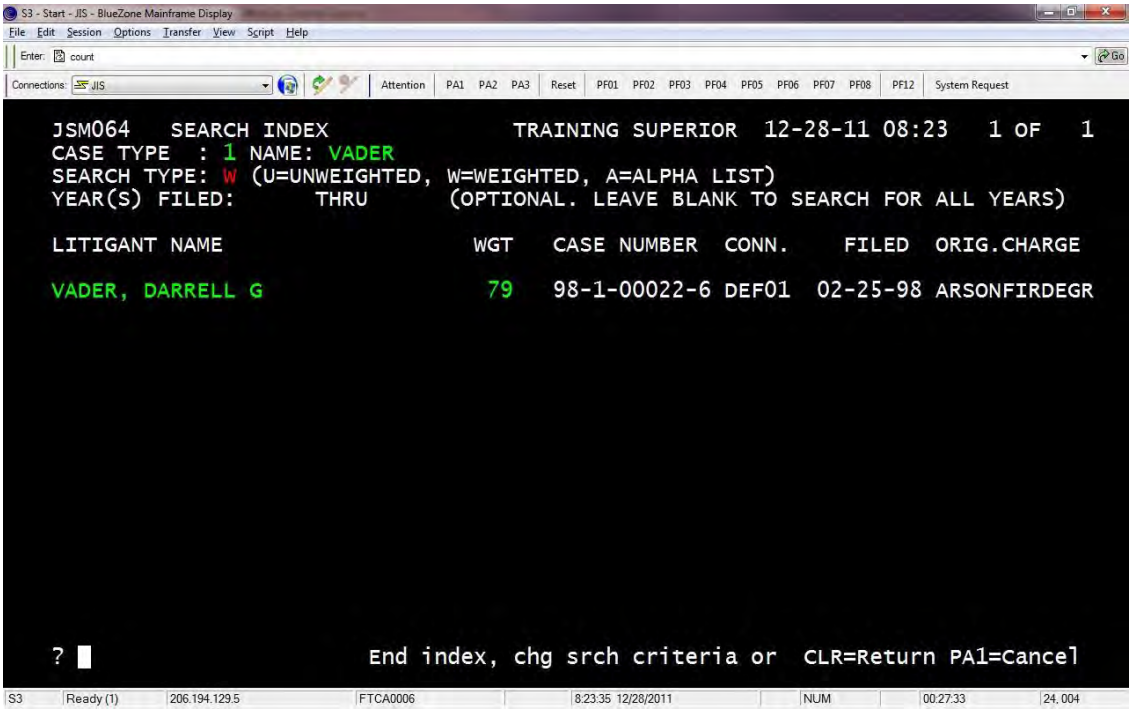
Follow the on-screen instructions to complete the CASE TYPE, NAME (Last, First), and Search Type (Weighted vs Unweighted, and Alpha). The YEAR(S) Filed field is optional **<ENTER>**



Notes:

- Weighted search is the default.
- To use another search type U for Unweighted or A for Alpha List.
- For online help about the different search types, place the cursor on the search type field and press <**F1**>. Press <**F3**> to close the help screen.
- For further information on Alpha, Weighted, and Unweighted searches, see FAQ.
- You can limit the search to a filing date range by typing the year (e.g., 2010) after year(s) filed or you can search by a date range (e.g., 2000 thru 2011). If left blank it will search the whole database.

Result:

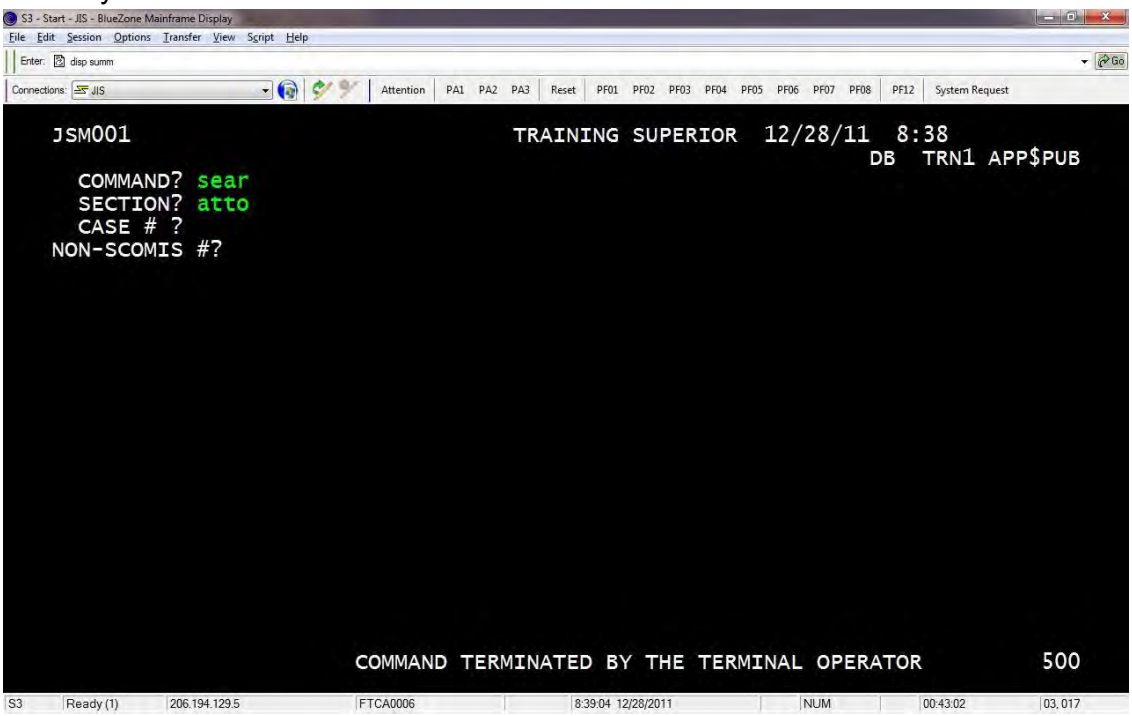


Tab to the line of the name you want to view and press <ENTER>. Use the <**F8**> key to page forward and the <**F7**> key to page back.

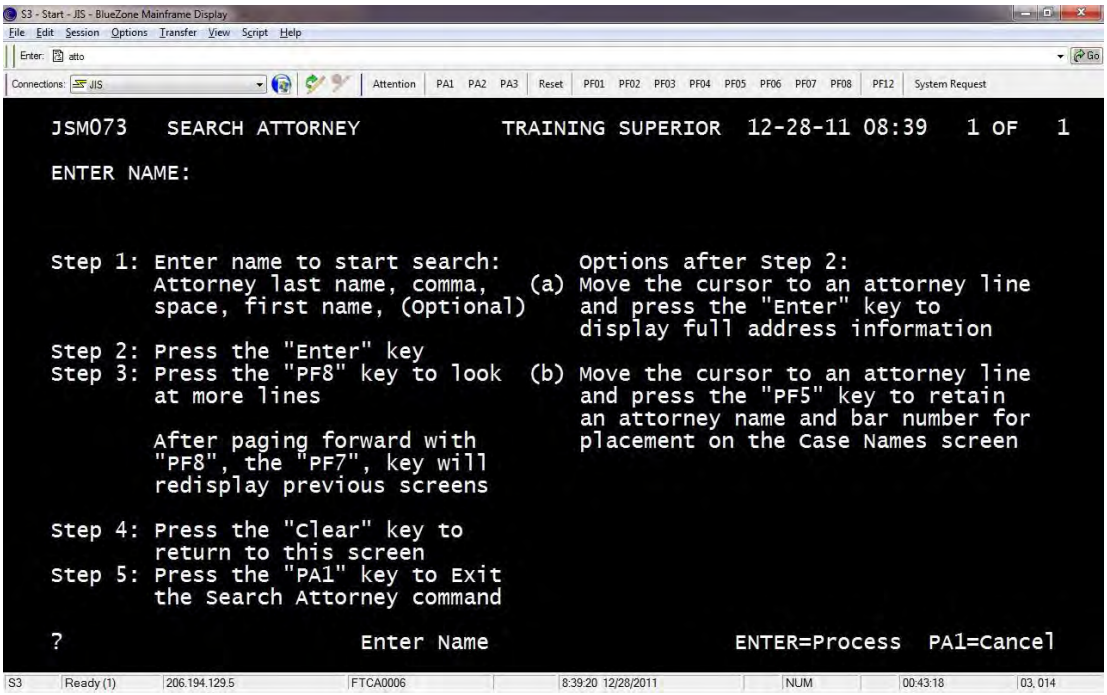
Note – cases marked with an asterisk * have been moved off-line, therefore you will not be able to view.

SEARCH ATTORNEY

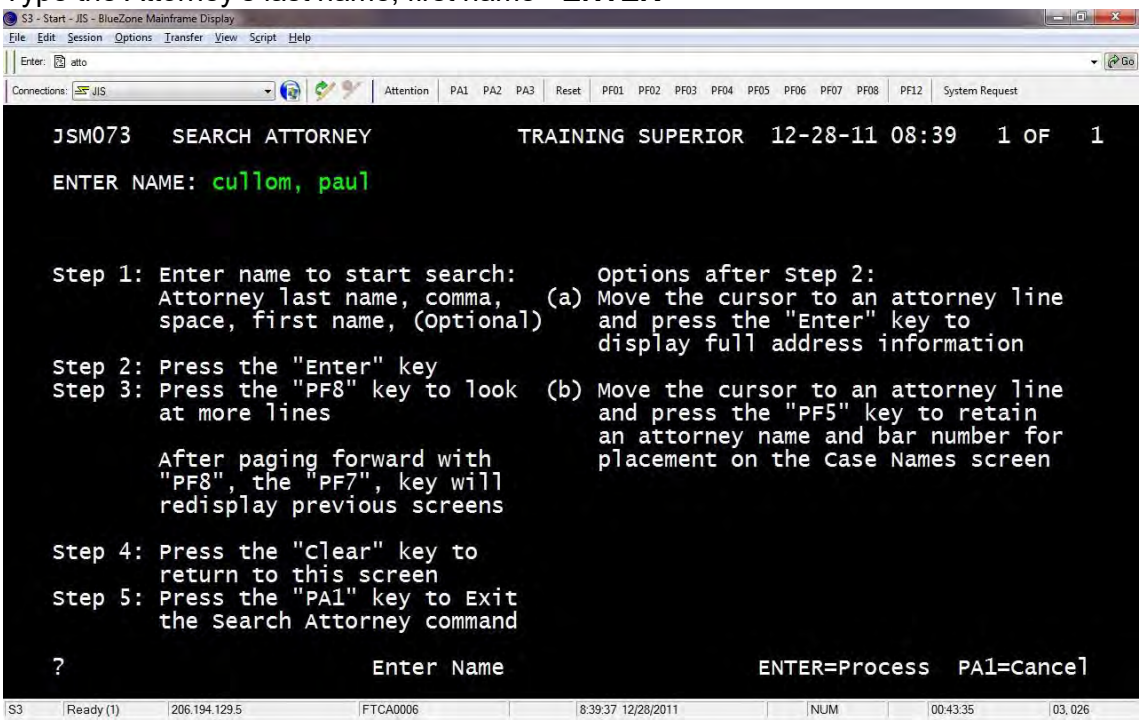
From the SCOMIS Command screen at the *Command?* Type **Sear**ch and *Section?* Type **atto**rney <**ENTER**>



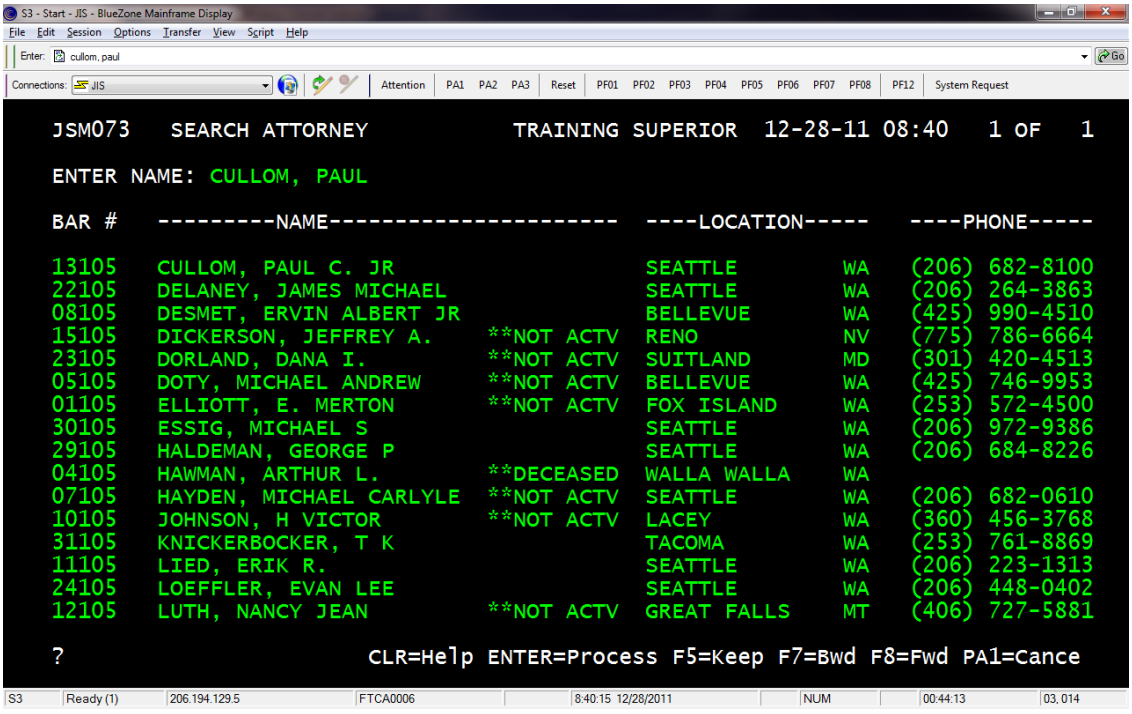
Result:



Type the Attorney's last name, first name <**ENTER**>



Result:



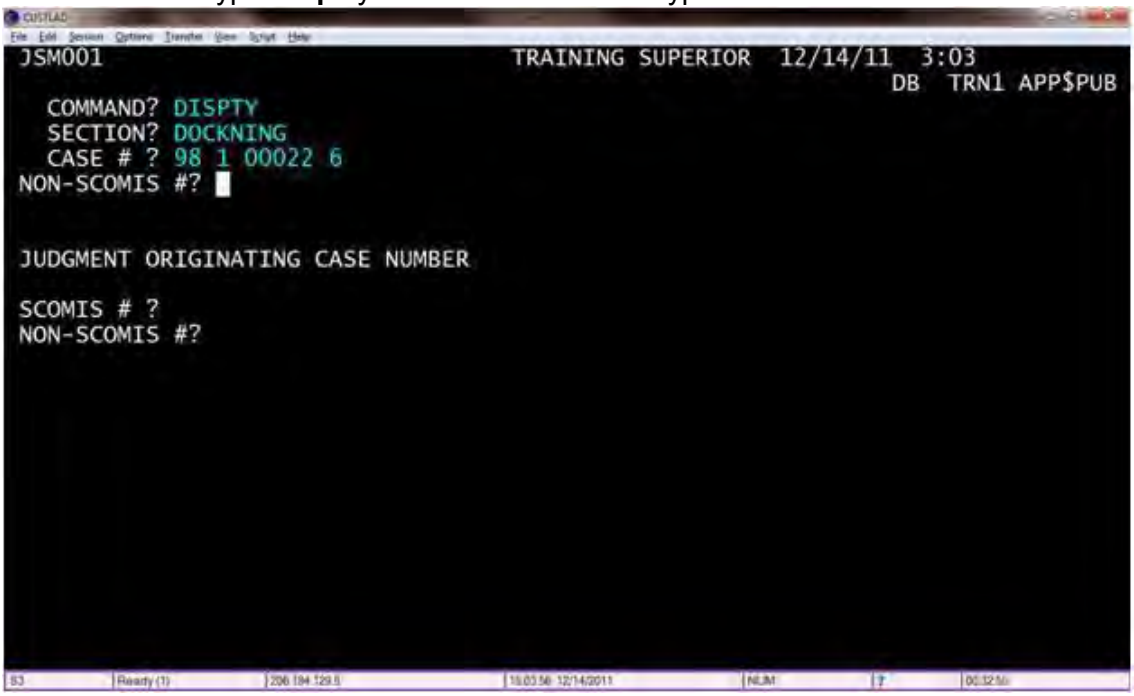
Move your cursor to the attorney you want to display and press <ENTER>.

Result:

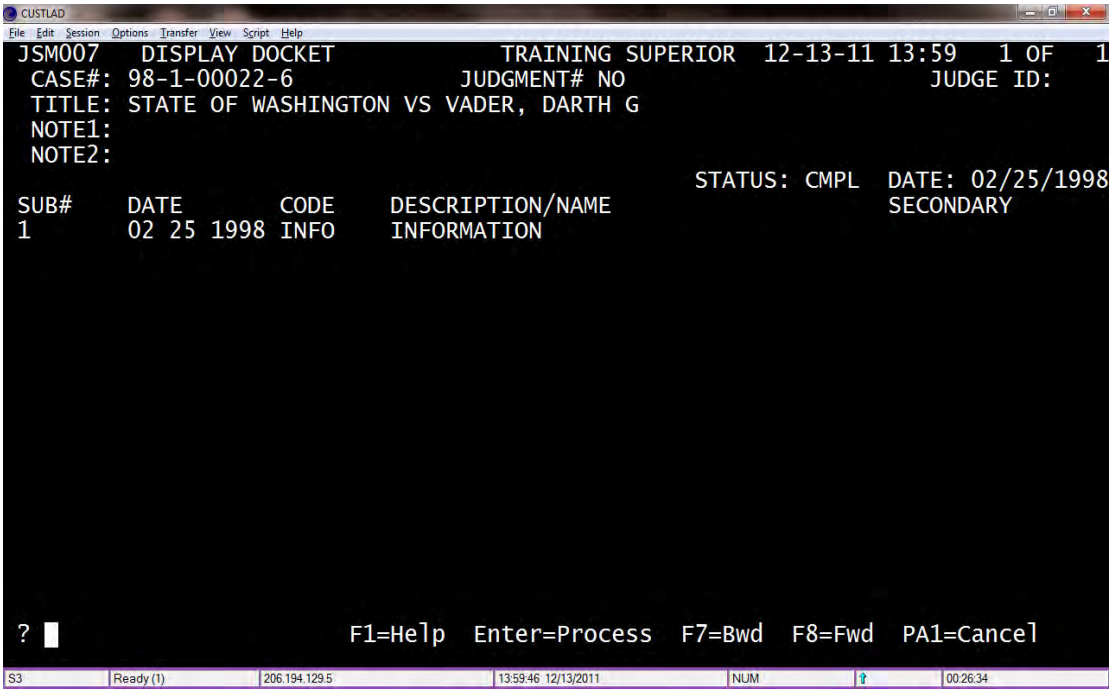
If you know the case number and the court the case is filed in, change to that County Court and use the Display Docket Command

DISPLAY DOCKET

At Command? Type **Displ**ay then tab to Section? Type **Dock**et <**ENTER**>.



Result: The docket screen contains a record of papers filed, fees assessed and received, calendar dates, hearings held, and microfilm numbers. This screen will be found as part of all case types. If it's a long docket, you will always come into the end of the docket. To get to the beginning press the <**F8**> key to page forward and press <**F7**> to page back. All SCOMIS Codes can be found at: http://www.courts.wa.gov/jislink/?fa=jislink.codes.

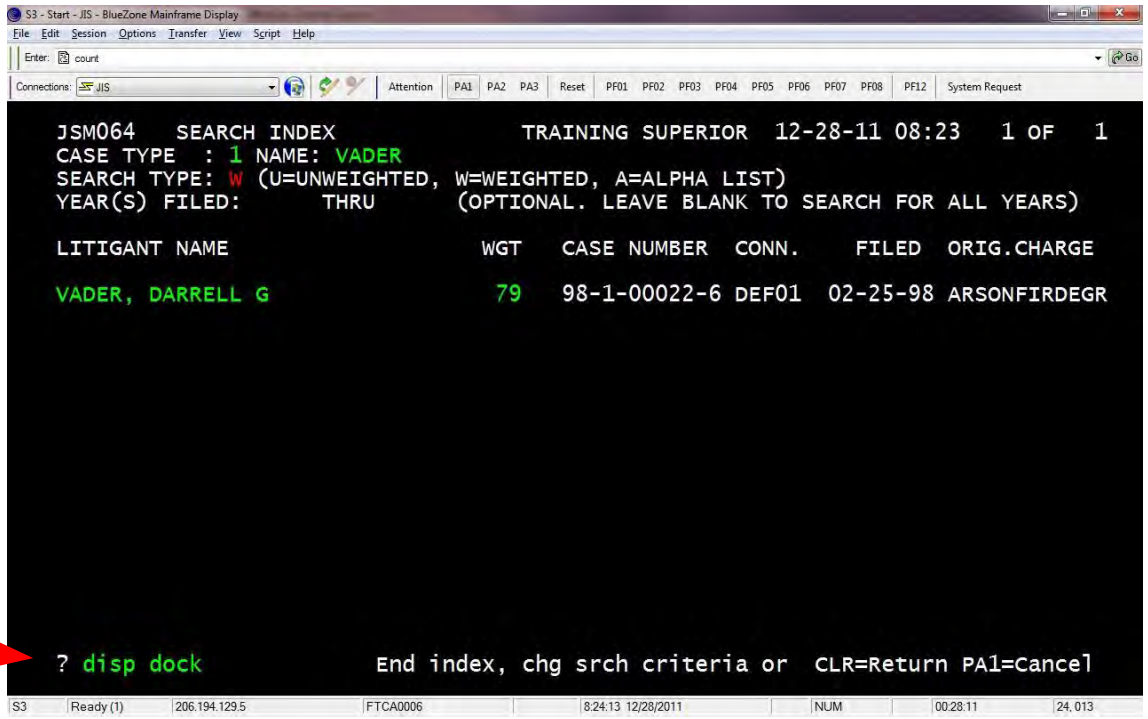


To get back to the SCOMIS Display Screen press the <**PAGE UP**> <**PA1**>) on your keyboard.

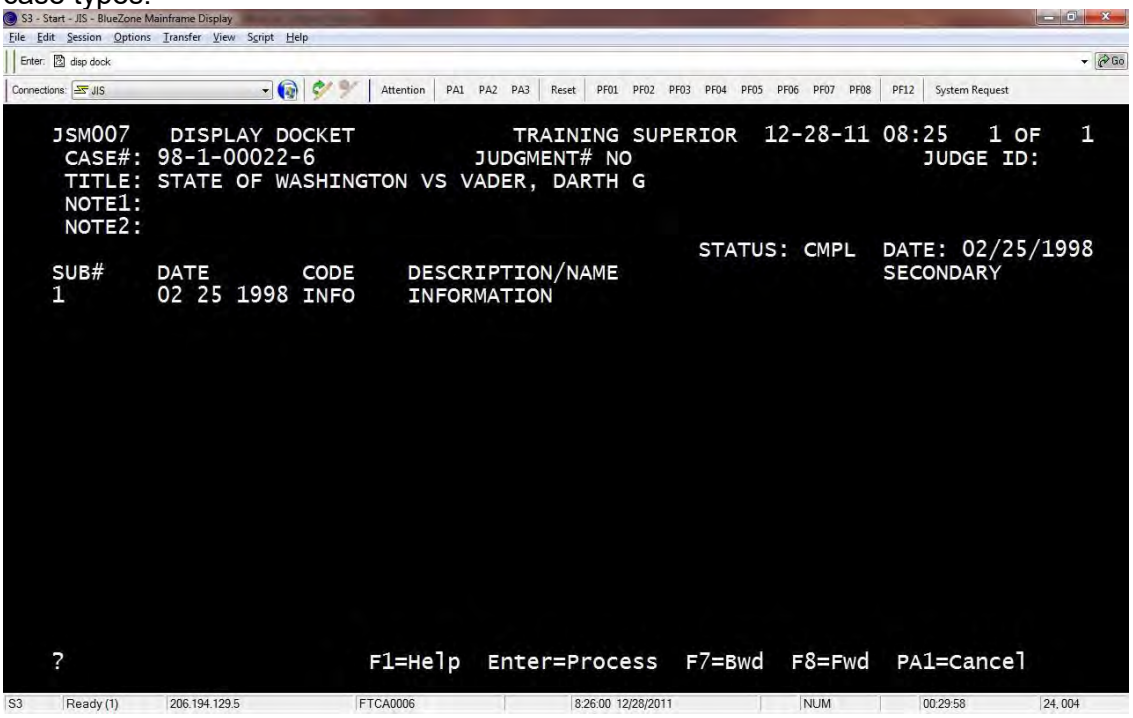
DISPLAY DOCKET

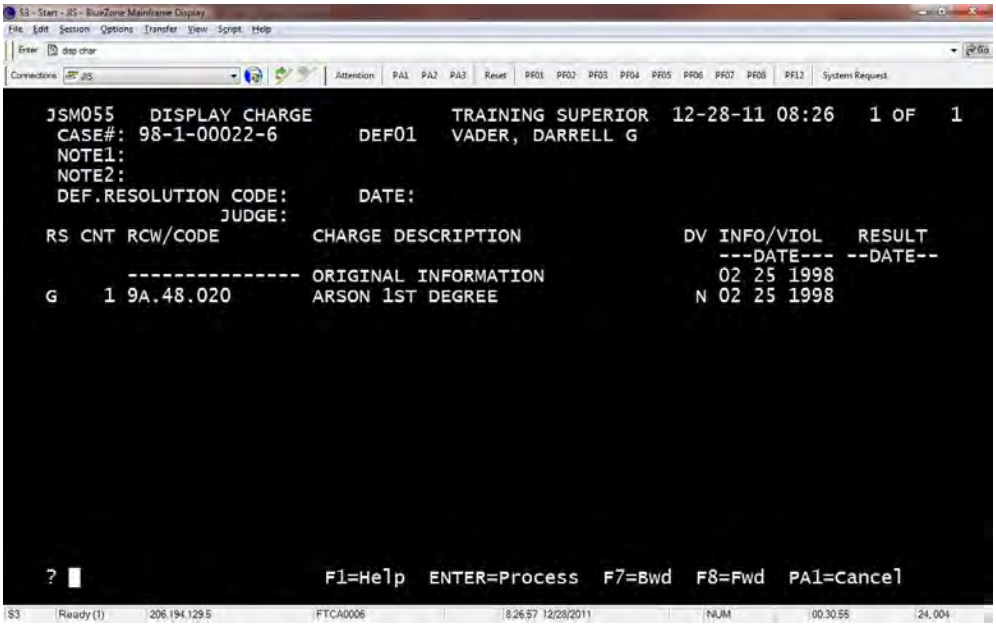
At Sub Command on the bottom left, after the question mark? Type **disp**lay **dock**et **<ENTER>**

Sub Command



Result: The docket screen contains a record of papers filed, fees assessed and received, calendar dates, hearings held, and microfilm numbers. This screen will be found as part of all case types.

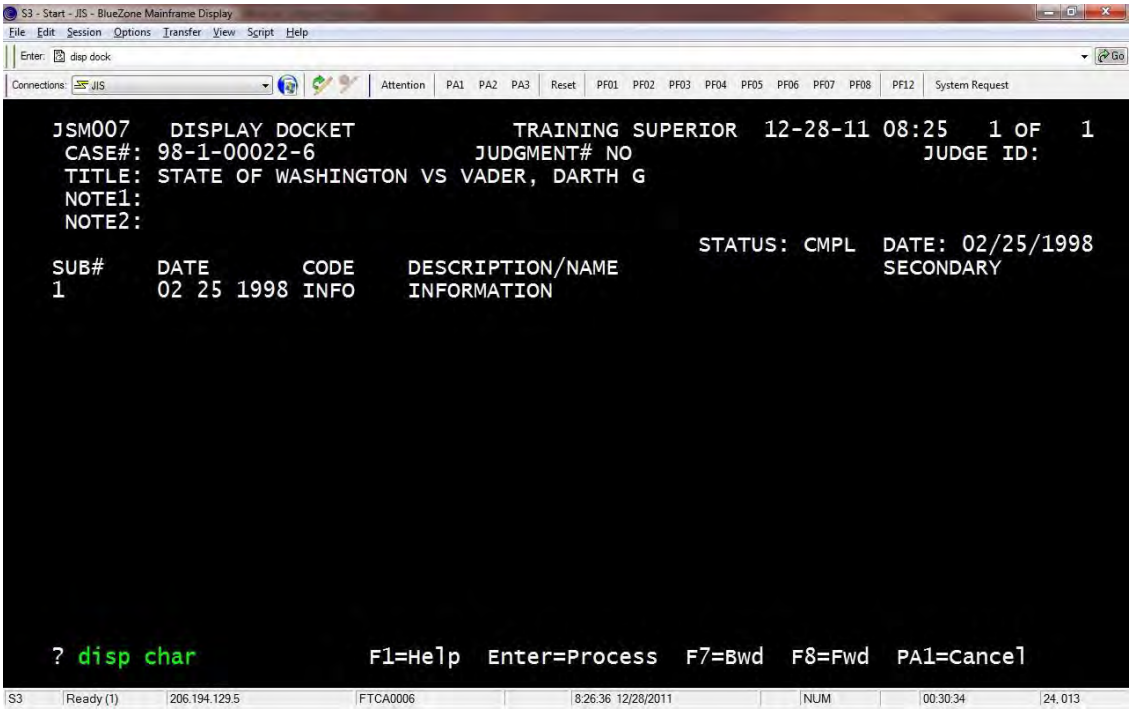




If it's a long docket, you will always come into the end of the docket. To get to the beginning press the <**F8**> key to page forward and press <**F7**> to page back.

DISPLAY CHARGE

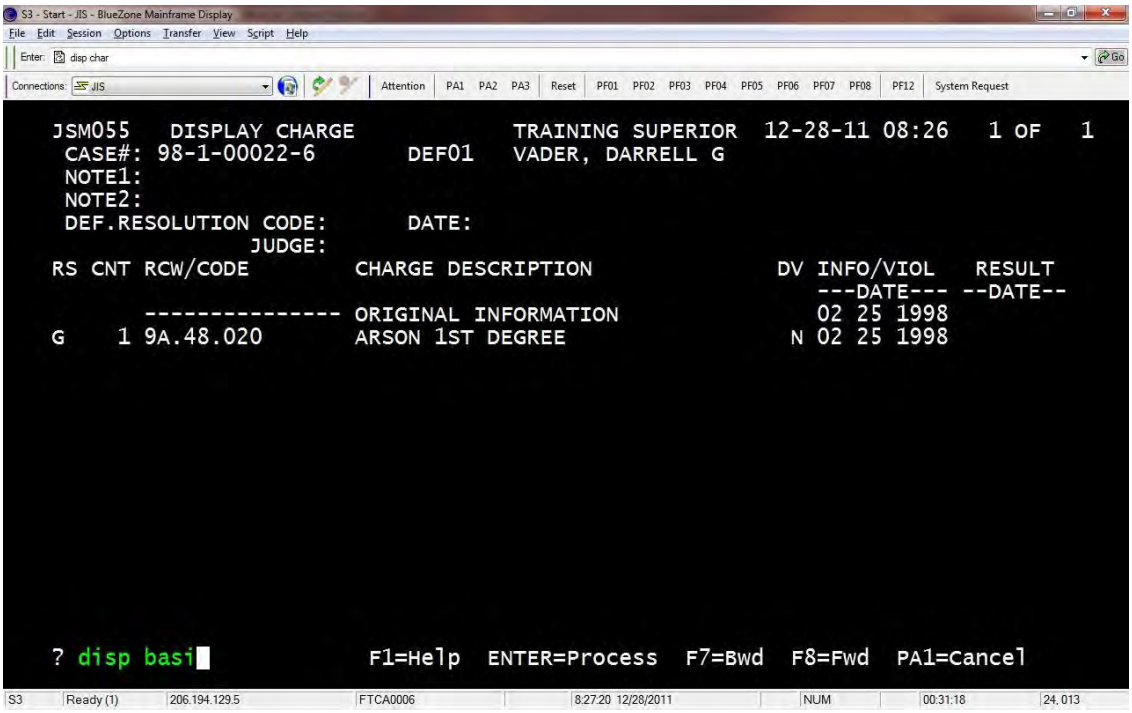
At Sub Command on the bottom left, after the question mark? Type **disp**lay **char**ge <**ENTER**>



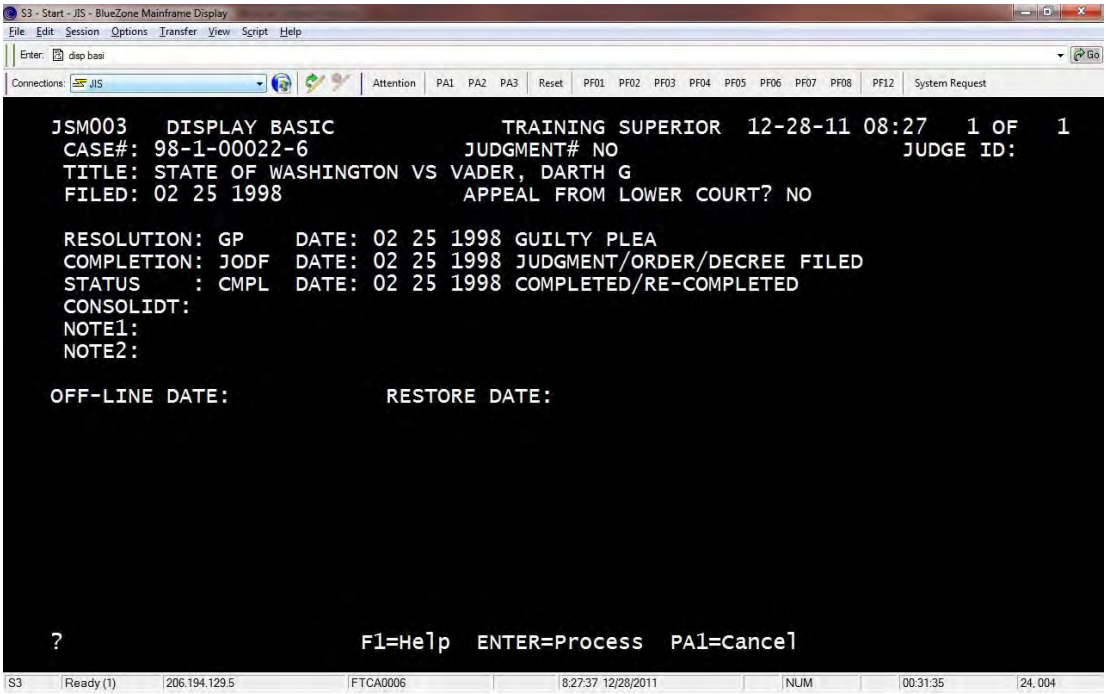
Result: The Charge Screen is used to record additional information in criminal cases. This screen will be found ONLY as part of Criminal and Juvenile Offender case types.

DISPLAY BASIC

At Sub Command on the bottom left, after the question mark? Type **disp**lay **basi**c **<ENTER>**

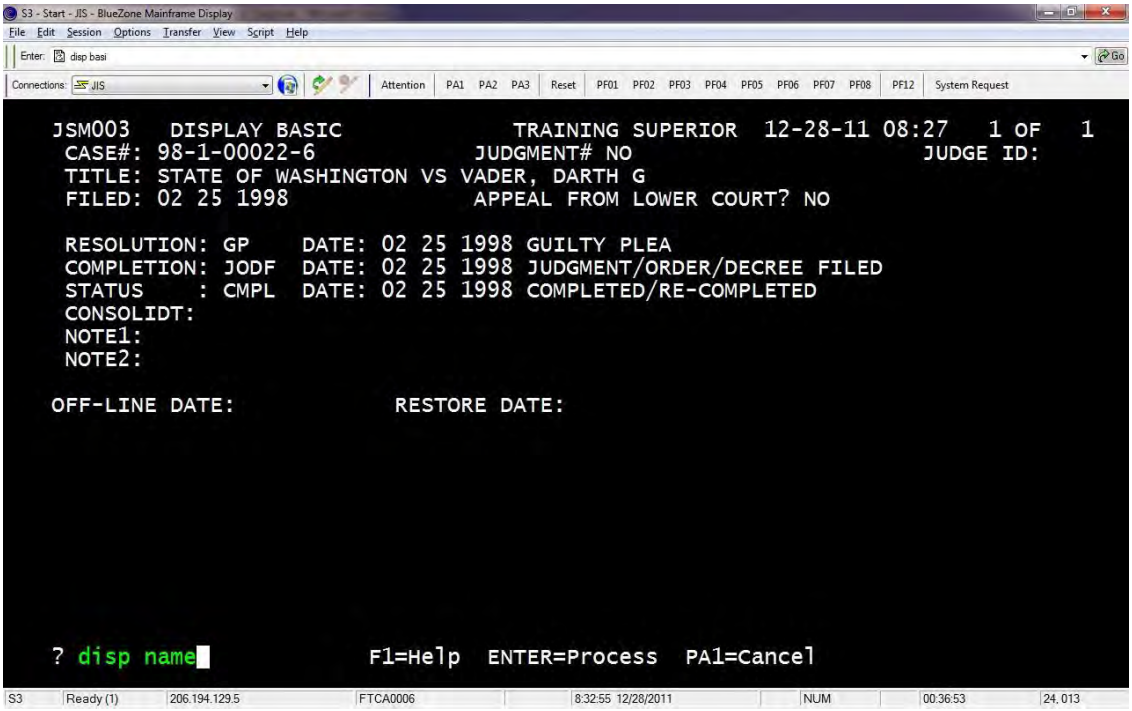


Result: The Basic screen contains the filing date, case title, cause of action, resolution, completion, and consolidation information. This screen will be found as part of case types 1 through 8.

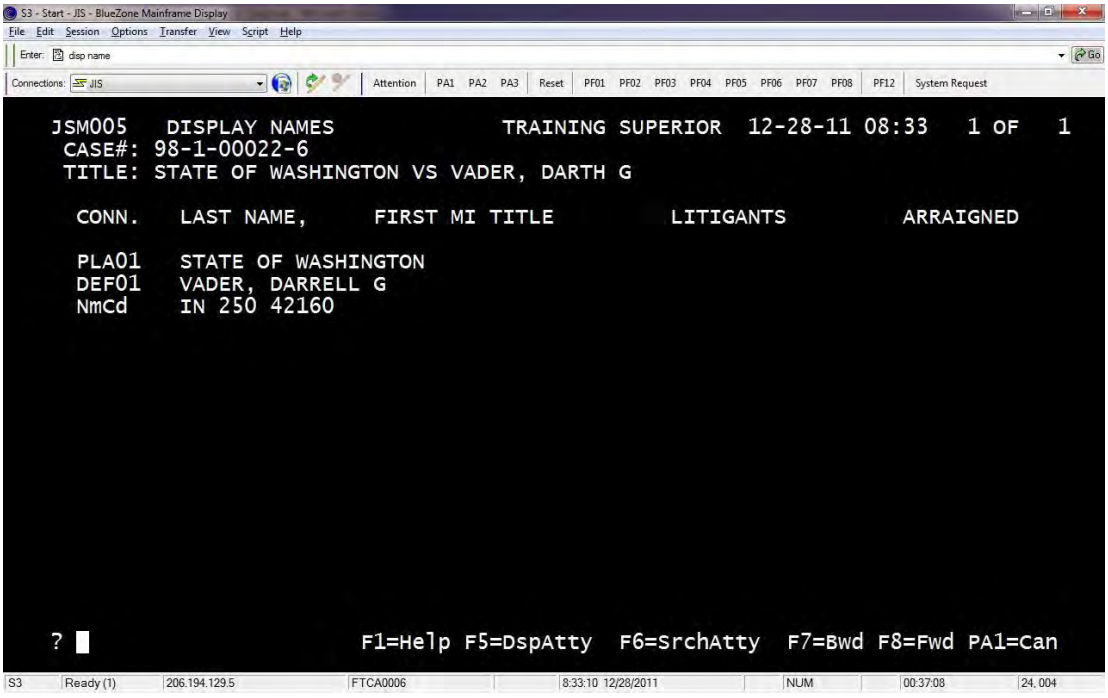


DISPLAY NAMES

At Sub Command on the bottom left, after the question mark? Type **disp**lay **nam**e **<ENTER>**

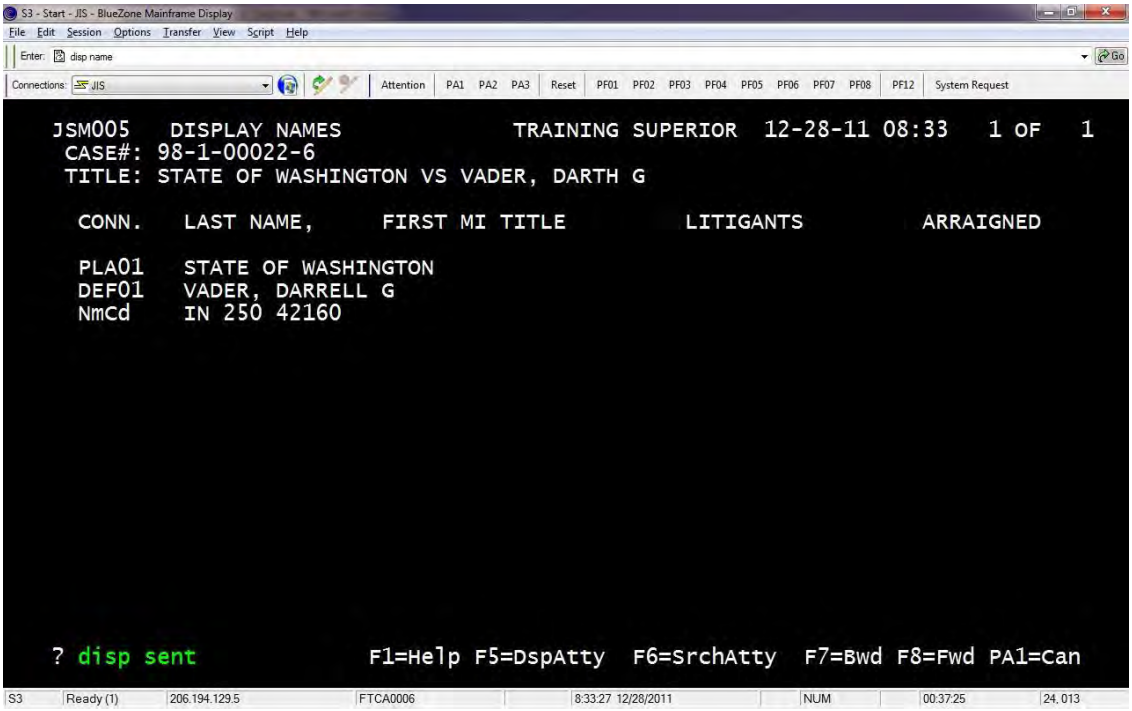


Result: The Names screen provides an index of litigants involved in the case as well as their attorneys. This screen will be found as part of all case types.

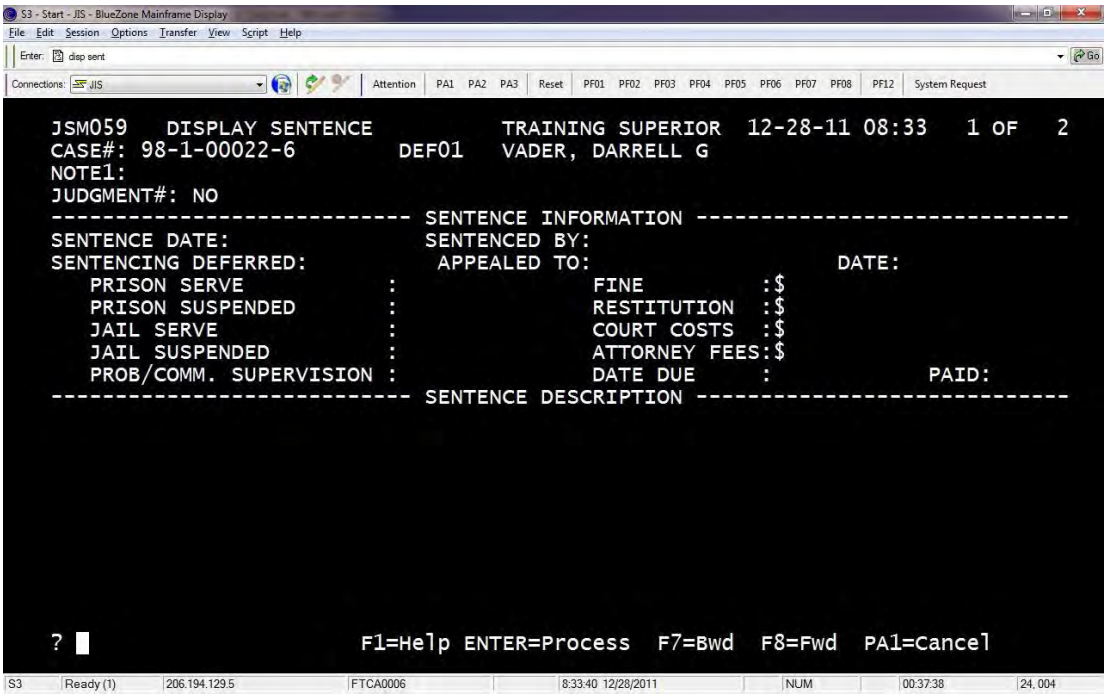


DISPLAY SENTENCE

At Sub Command on the bottom left, after the question mark? Type **disp**lay **sent**ence **<ENTER>**

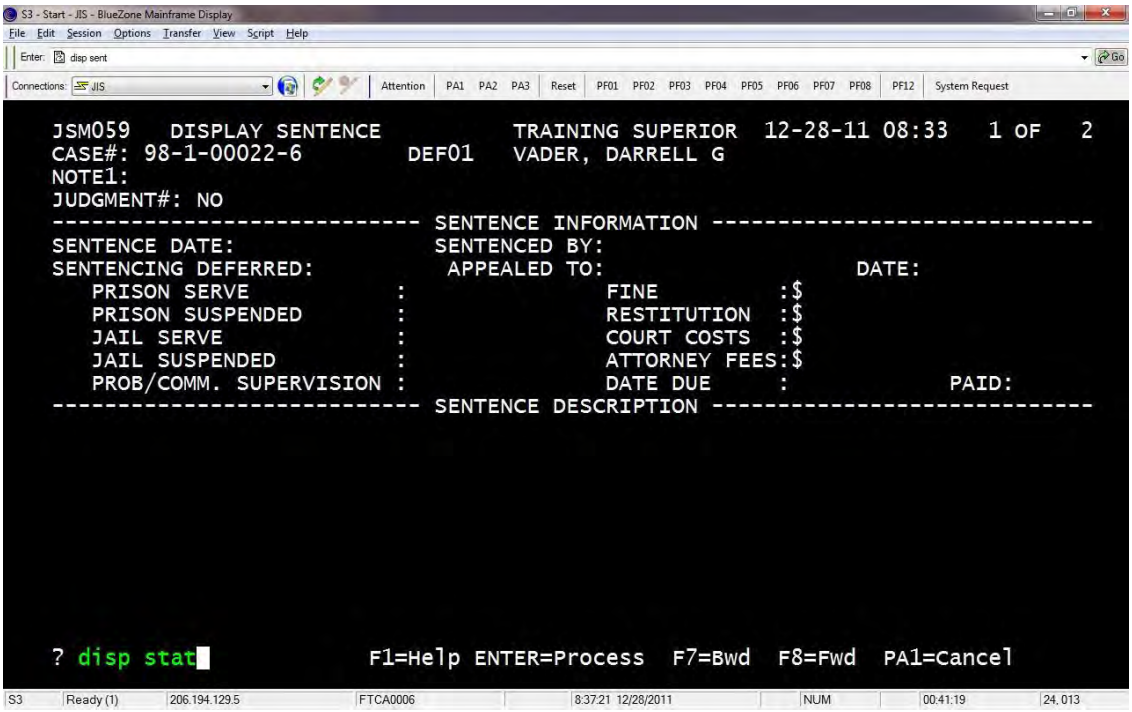


Result: The Sentence screen is used to record additional information in criminal cases. This screen will be found ONLY as part of Criminal and Juvenile Offender case types.

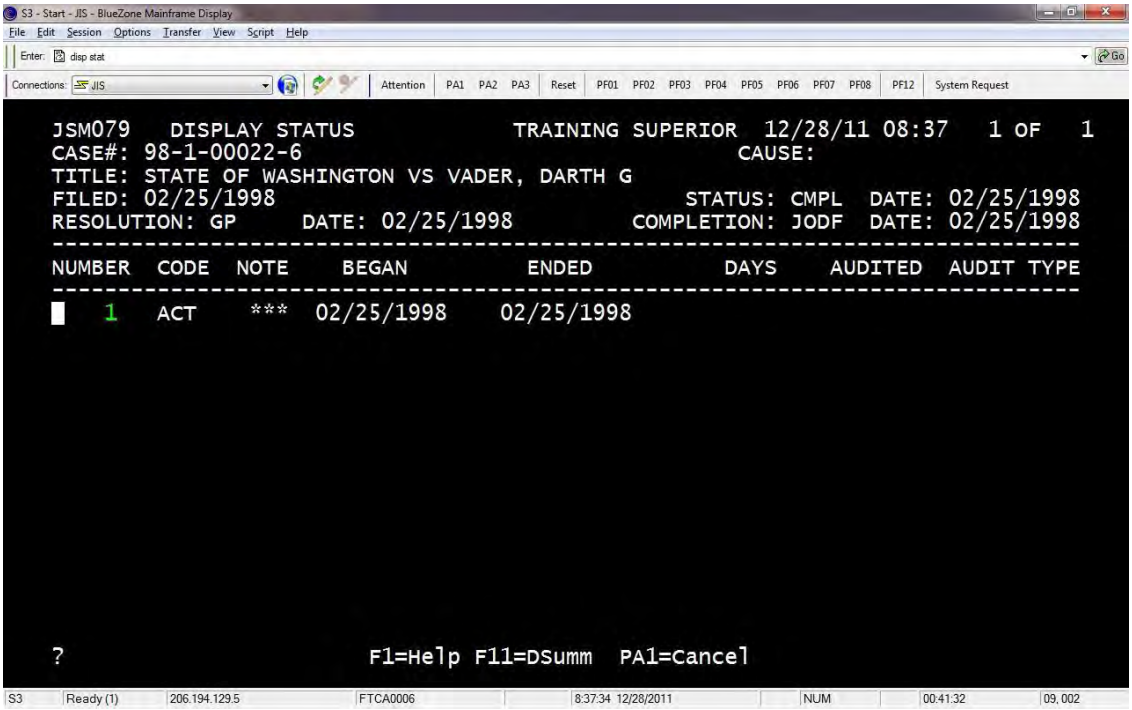


DISPLAY STATUS

At Sub Command on the bottom left, after the question mark? Type **disp**lay **stat**us **<ENTER>**



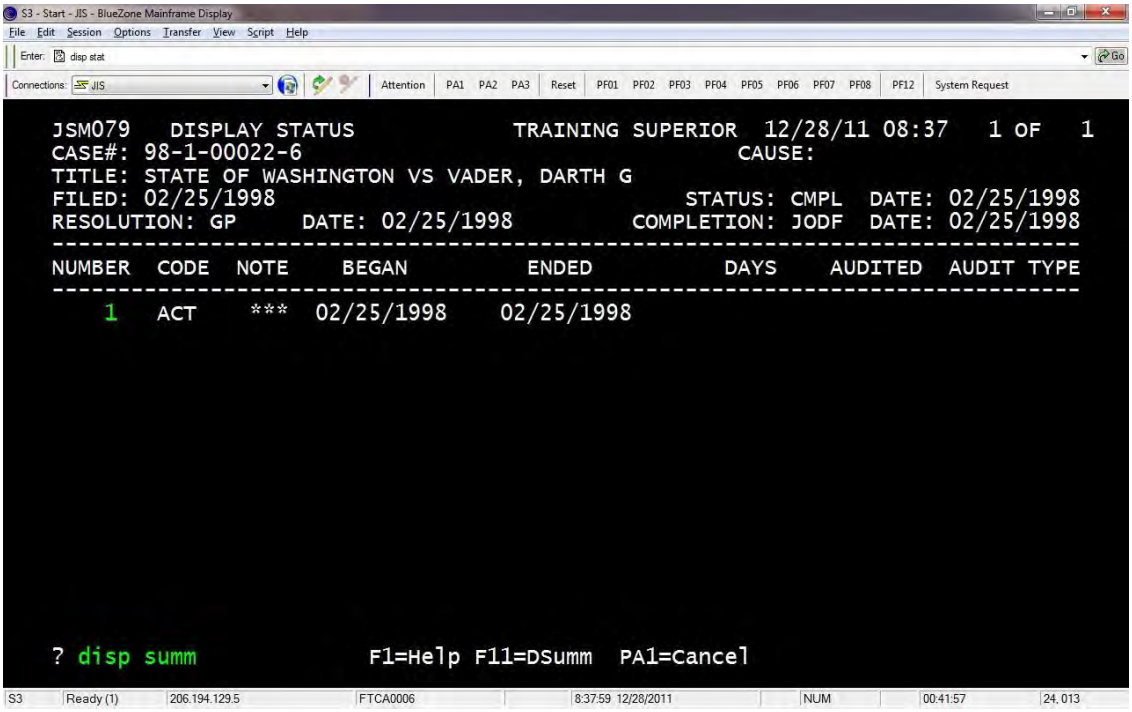
Result:



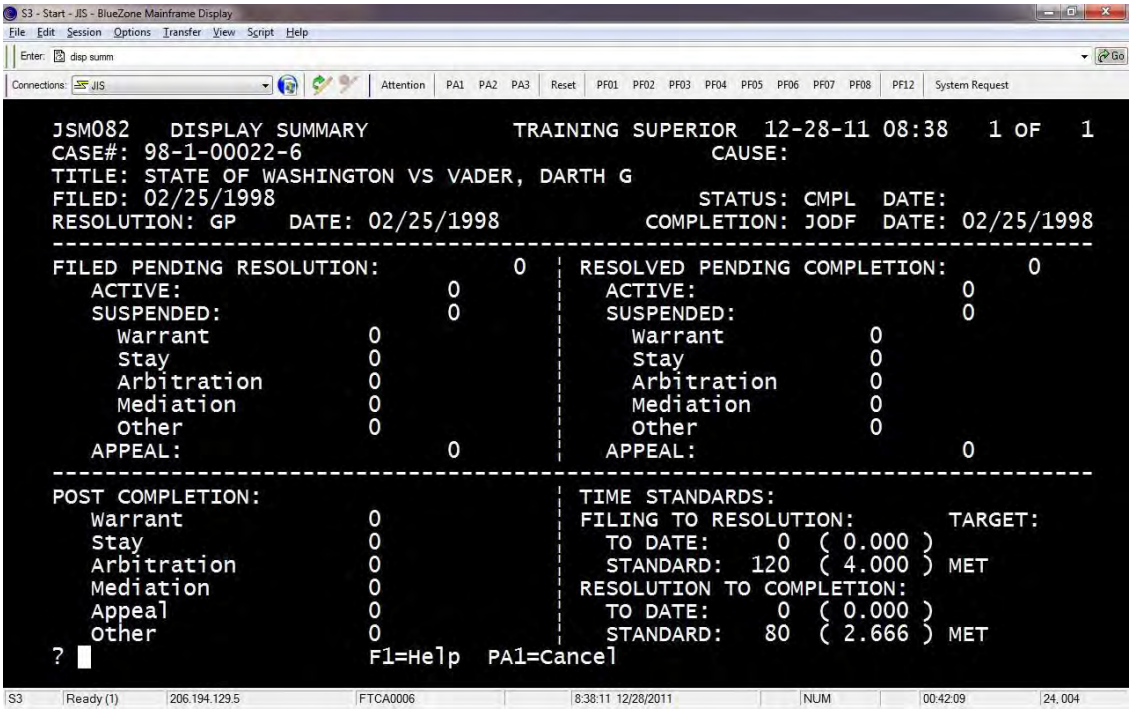
To display the summary from here you can press the **<F11>** key or go to the next step.

DISPLAY SUMMARY

At Sub Command on the bottom left, after the question mark? Type **disp**lay **summ**ary **<ENTER>**



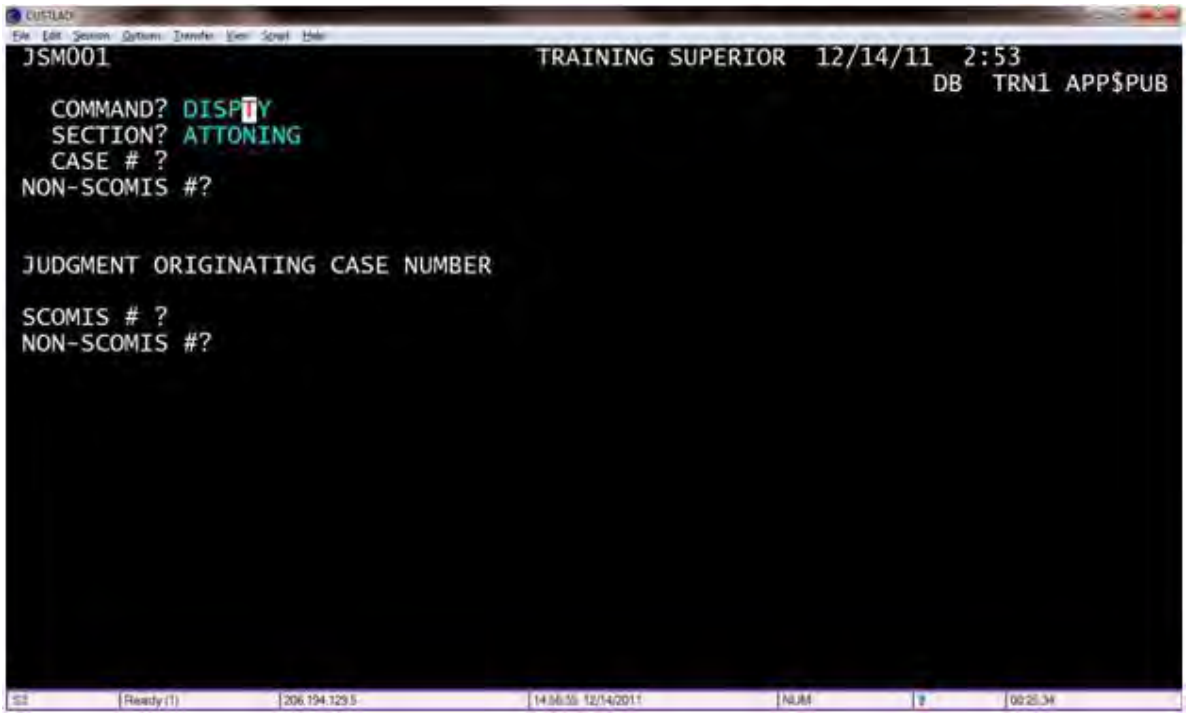
Result:



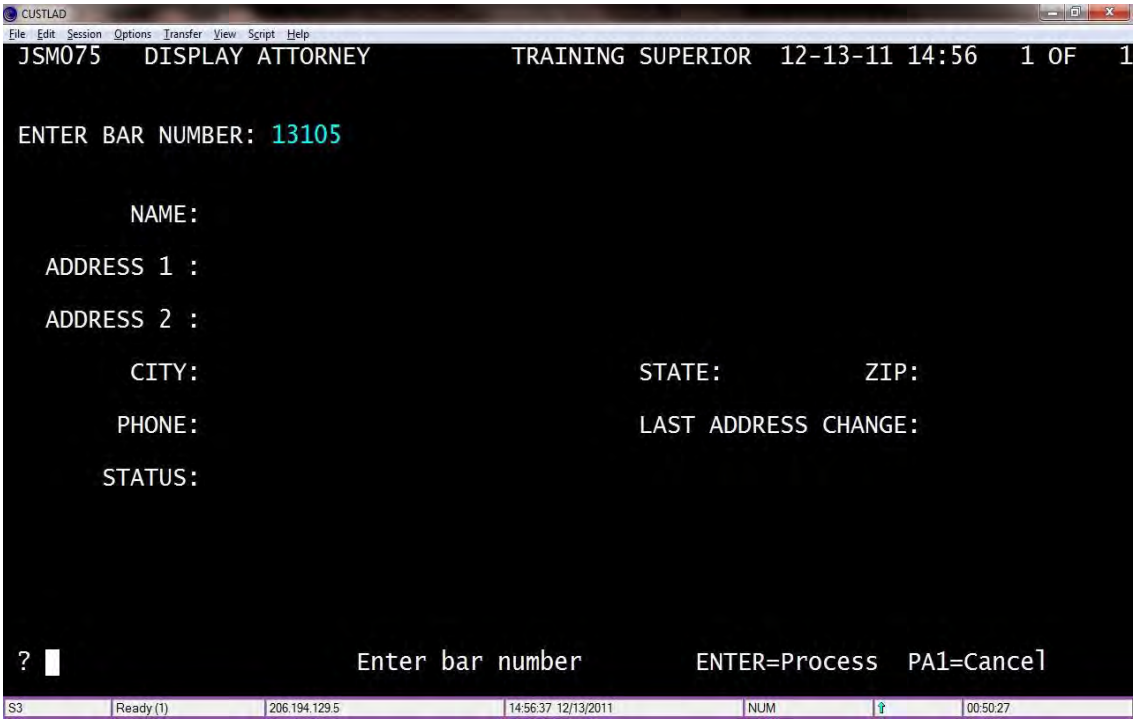
All the above Display commands can be performed from the SCOMIS Command Screen. To get back to the first screen press the <**Page Up**> <**PA1**> key on your keyboard this will take you back one screen at a time.

DISPLAY ATTORNEY

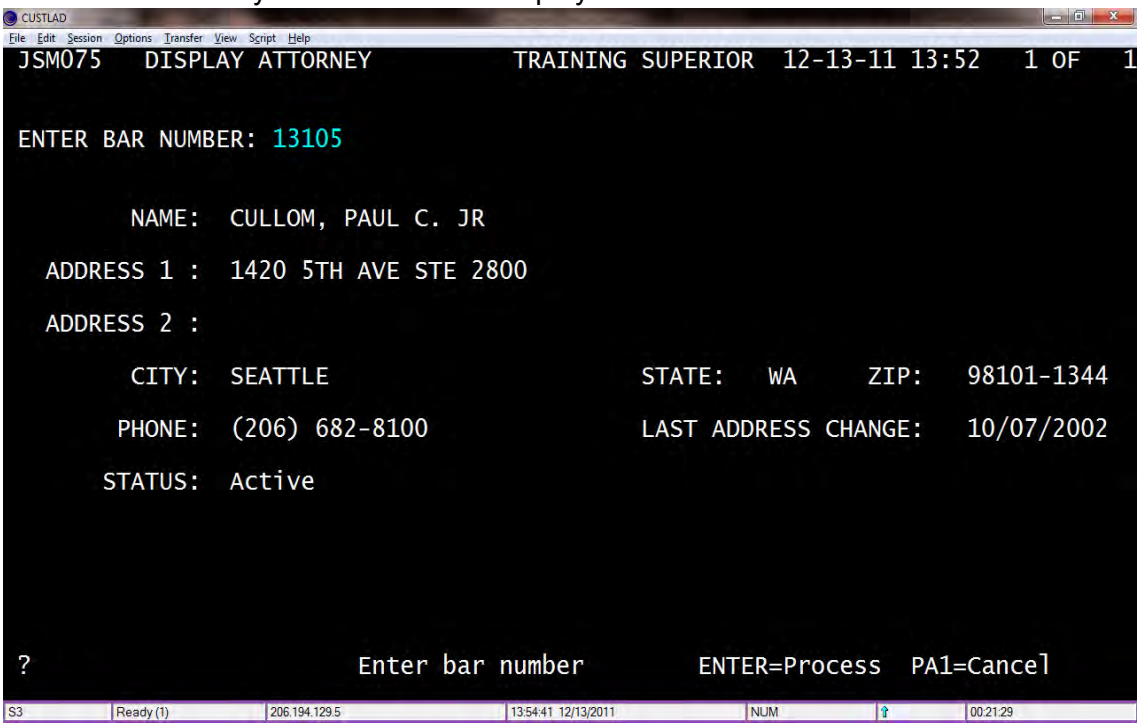
Use the Display Attorney command to search for attorney information using the Bar number. At *Command?* Type **Disp**lay then tab to *Section?* Type **ATTO**rney <**ENTER**>.



At Enter Bar Number type the attorney's bar number <**ENTER**>.



Result: The attorney's information will display.

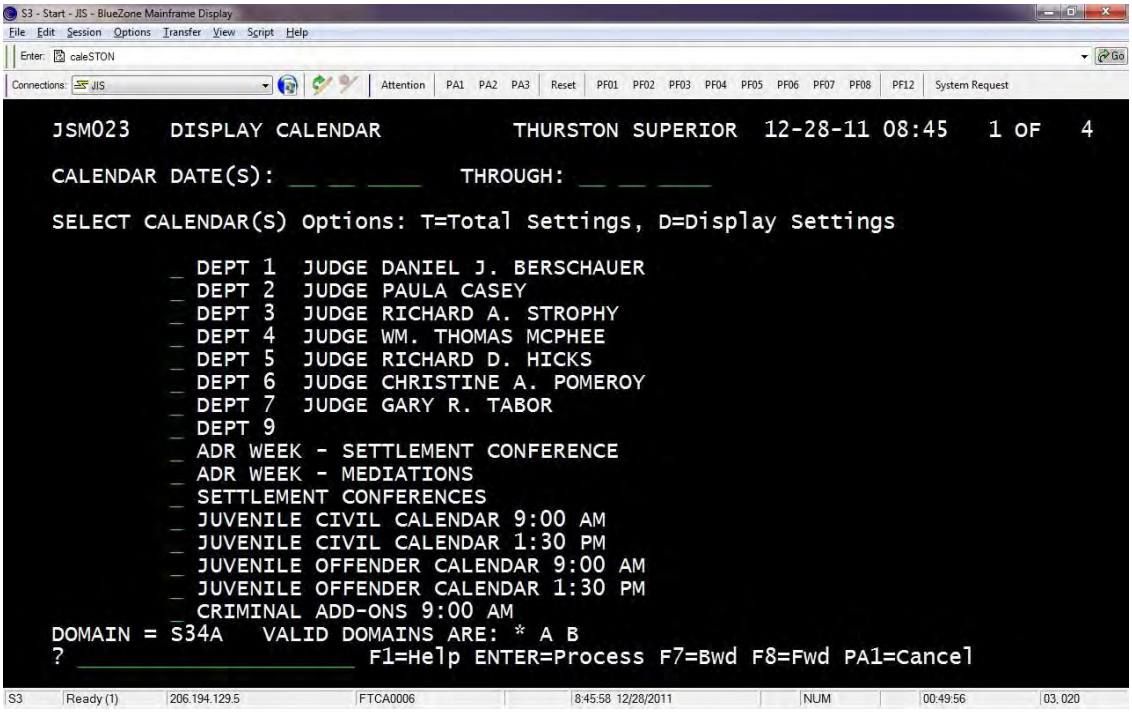


If you don't know the attorney's bar number you can Search Attorney

DISPLAY CALENDAR

You must be in the county you wish to view the calendar for. At *Command?* Type **Displ**ay, at *Section?* type **Cale**ndar <**ENTER**>

Result: The Display Calendar command enables you to display the total number of cases set on a calendar (including subtotals for calendars made up of subsections) for a given date or date range. It also displays detail information about cases set on a calendar.



Type the date of the calendar, using **MM-DD-YY** format.

If you wish to select a date range, type the second date in the Through field. The range cannot exceed seven calendar days. If you select a range, response time will be somewhat slower since the search will require greater computer resources.

Type either **T** or **D** beside the calendar of your choice. T will take you to the Display Calendar Totals screen. This screen provides a count of the number of cases set on the calendar on the date(s) you specified. D will take you to the Display Calendar Case Detail screen. This screen provides information about each case set on the calendar on the date(s) you specified.

You can select multiple calendars for display, and the selection code can vary from calendar to calendar. Note: You cannot select multiple calendars if a date range was entered. You will receive an error message if you attempt to do so. If you do select multiple calendars, Press F5 on your keyboard to go from one calendar to the next.

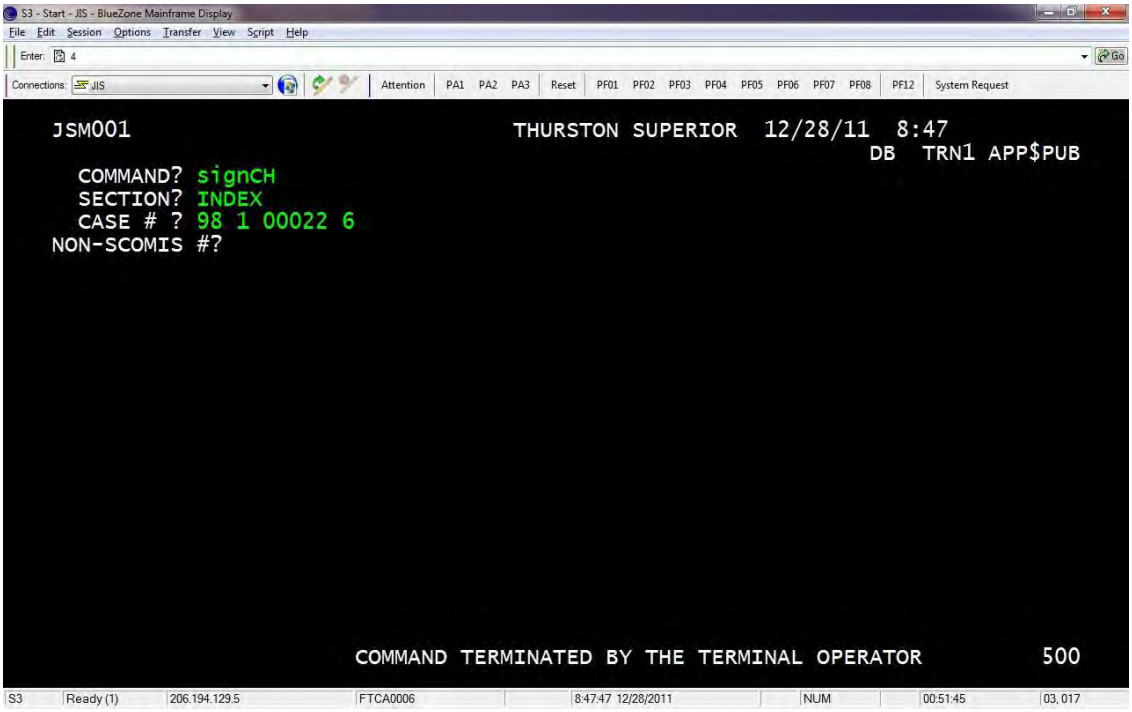
FIND JUDGMENT

You must be in the county you wish to view the judgment for. At *Command?* Type **FIND**, at *Section?* type **JUDG**ment <**ENTER**>

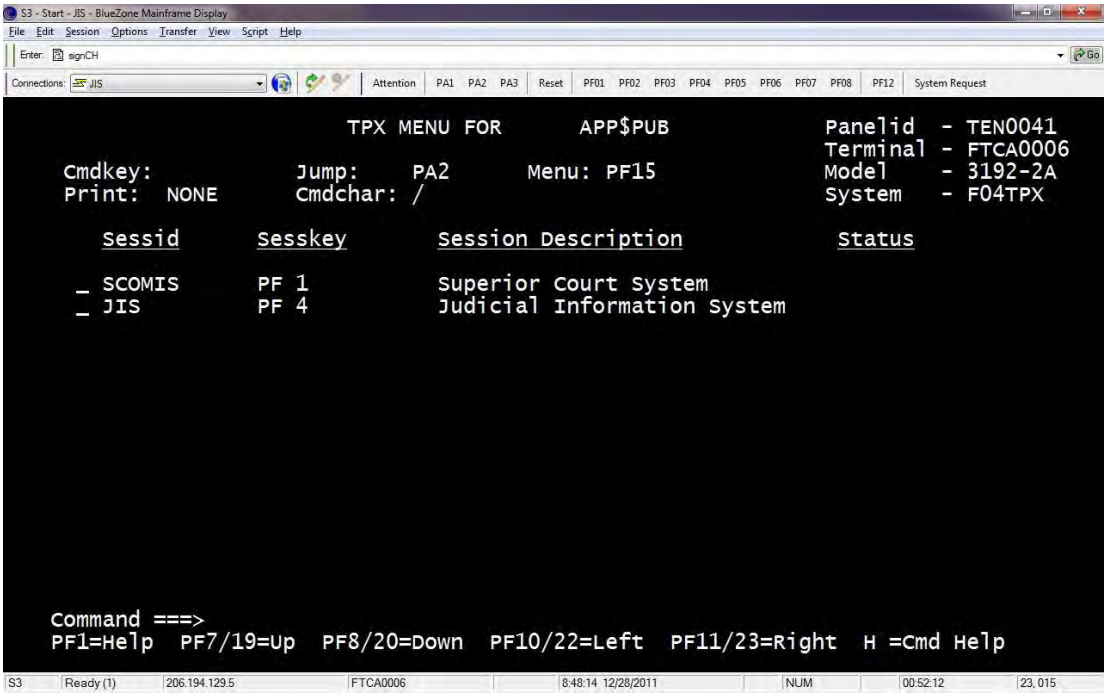
The system will respond by displaying all Judgments associated with the specific case number. The list includes the Judgment number, type, title, date filed, and status of the Judgment.

To End the SCOMIS Application

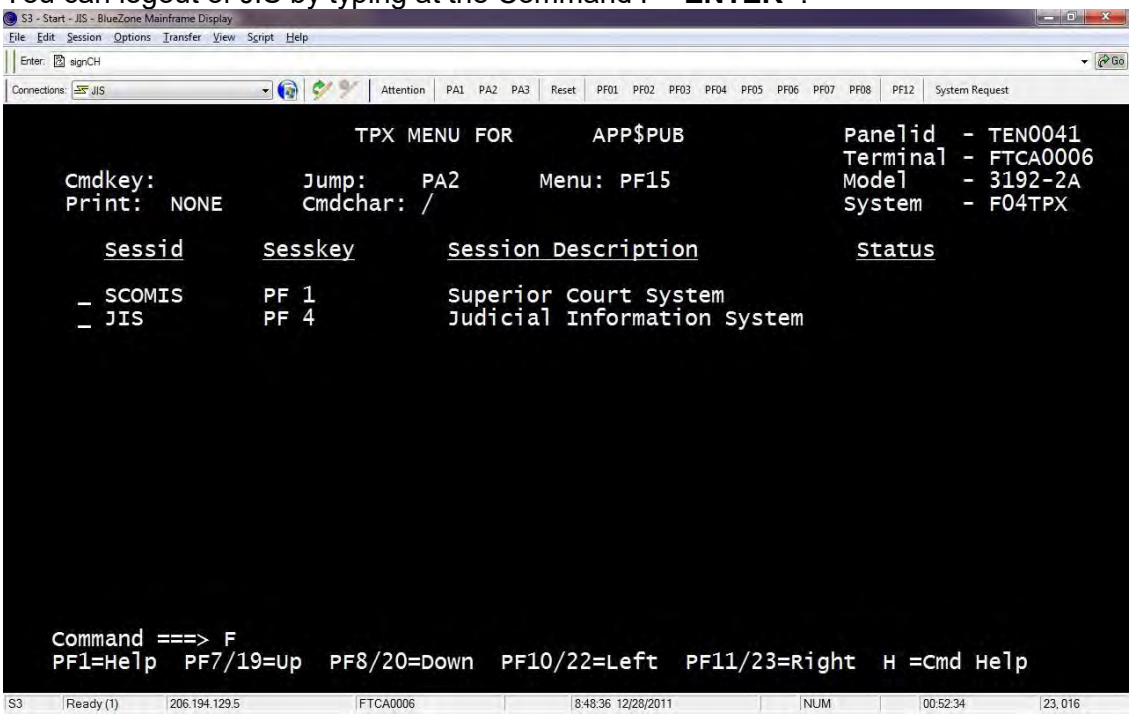
SIGNOFF:
You can only issue this command from the SCOMIS Command Screen. At the *Command?* Type **Sign**off **<ENTER>**



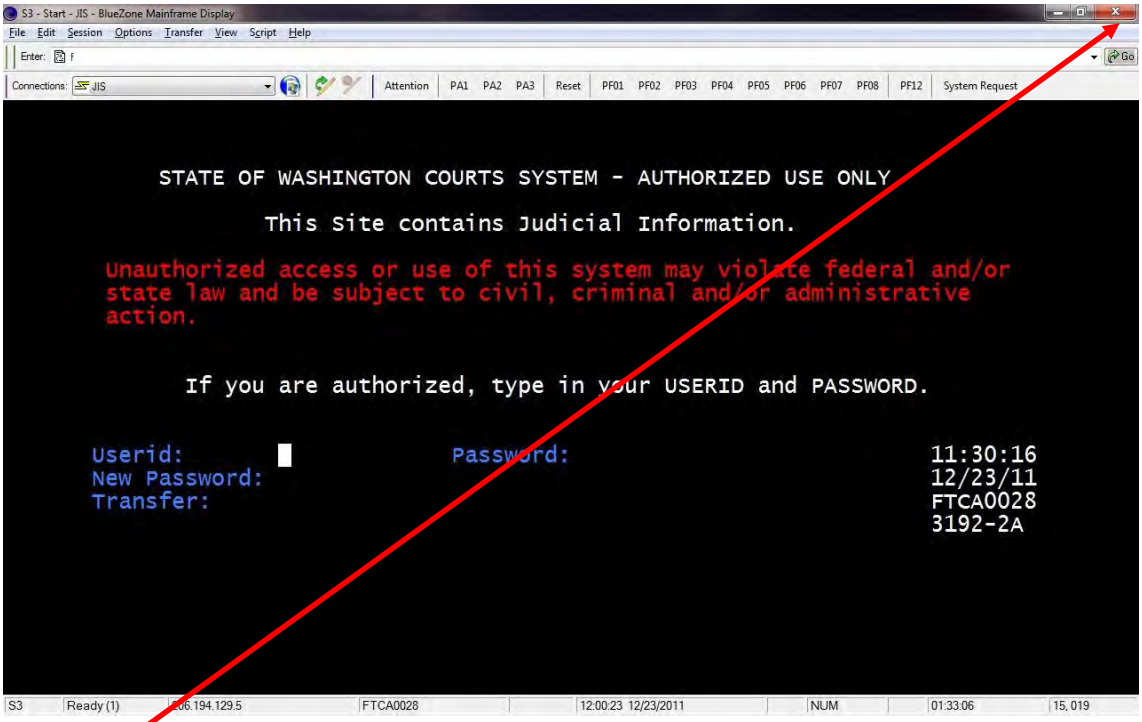
Result: Takes you to the TPX Menu



You can logout of JIS by typing at the Command F <**ENTER**>.



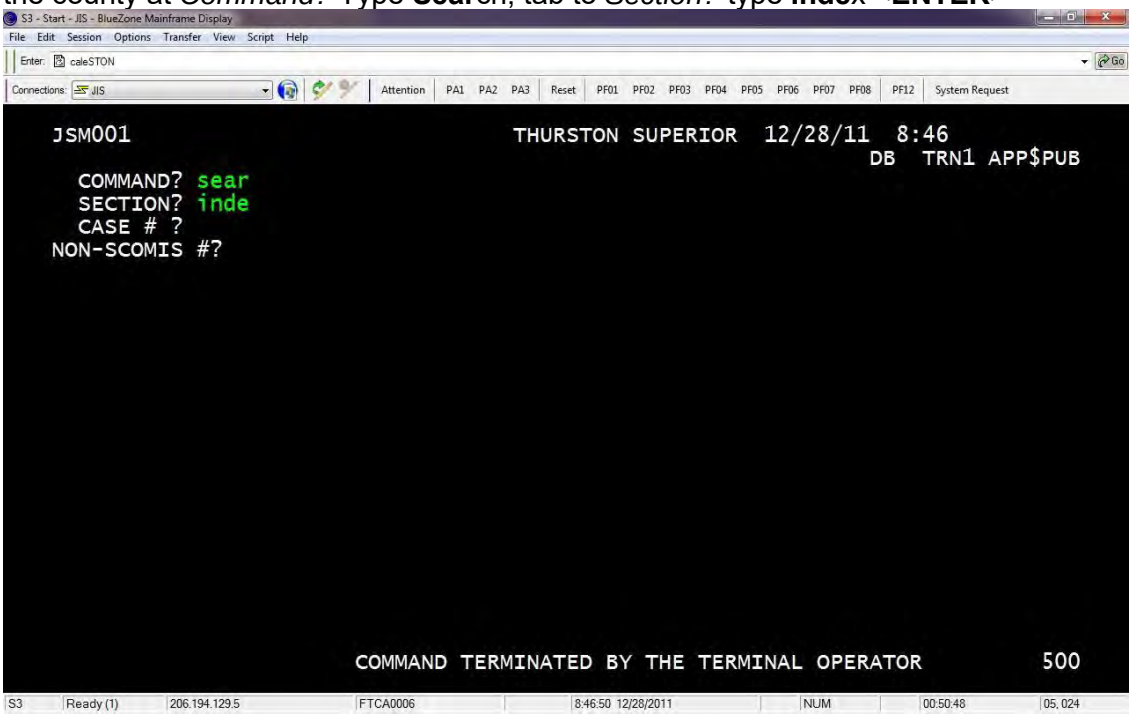
Result: Takes you to the login screen.



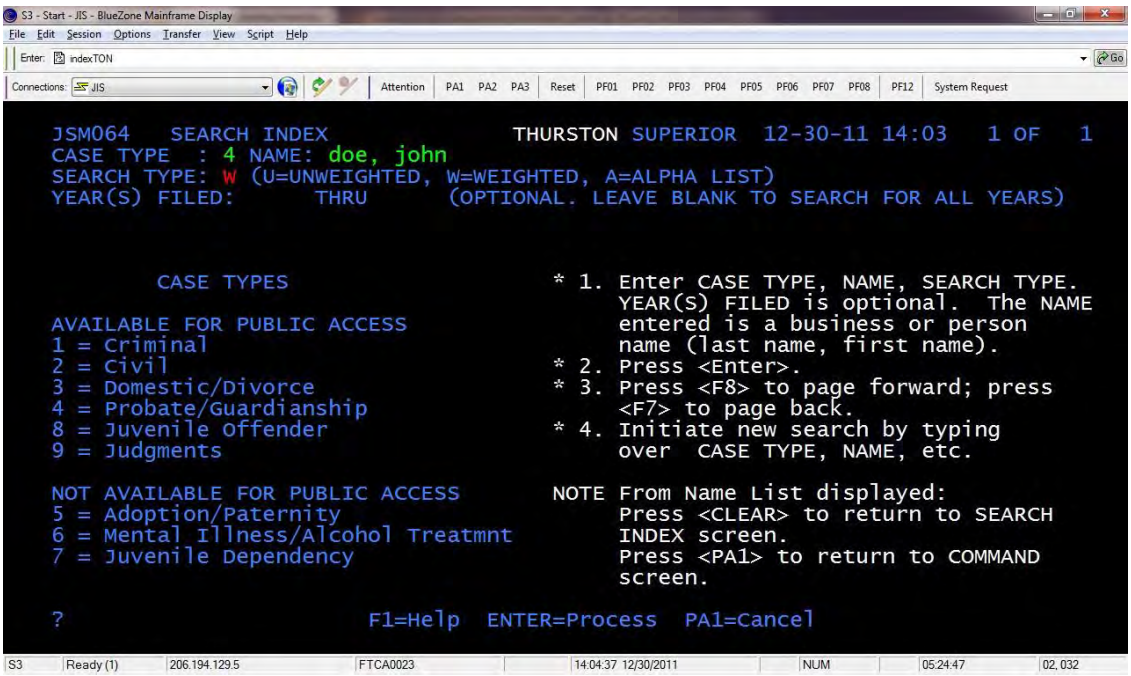
Click the at the top right to close the session.

Probate Cases (Case Type 4)

Log into SCOMIS
You must know the county where the case was filed and change to that county. Once you are in the county at *Command?* Type **Sear**ch, tab to *Section?* type **Inde**x <**ENTER**>



At Case Type enter **4**, at Name type the **last name, first name** <**ENTER**> Tab to the line of the case you want to view <**ENTER**>
Decedent Name: Displays as a result of Search Index, on the Names screen, and Docket Screen



File Date: Displays on the Basic Screen and Summary Screen
Case Number: Displays on Basic, Names, Docket, Summary
Personal Representative: Displays on the Names screen if the clerk enters the Connection Code REPxx and the name of the Personal Representative once appointed. It might be that the clerk has entered the name of the Petitioner, who may also be the Personal Representative, and another entry for the REP is not entered.
Personal Representative Address: Usually not entered on the Names Screen. However, I have seen some courts enter this information for the PR. Just depends on the local clerk practice.
Personal Representative Phone Number: Usually not entered on the Names Screen.
Attorney Name: Displays on the Names Screen
Attorney Address/Phone Number: From the Names Screen if you place the cursor on the attorney line then press F5, a new screen opens with the address and phone number for the attorney.
Date of Death: This would appear on the Names Screen if the Clerk has entered it under the Deceased column.
Date of Birth: Not entered.
Last Known address for decedent: Not usually entered

FAQS

Why can't I log in? The message I get is "The user id has been revoked."

- If a customer has not used the system in the time frame of 6 months to 1 year the AOC security department will revoke the password and a site coordinator or AOC JIS-Link Administrator will have to reset the password. A customer would get this message also if they entered an incorrect password more than 5 times.

Why can't I log in? The message I get is "Invalid sign on Information entered. Try again or contact your JIS Security Administrator." There are 3 possible reasons for this message.

- If the customer has not used the system in over 1 year, AOC security department will delete the RACFID (User Id). A site coordinator will have to ask the AOC JIS Link Administrator to reinstate the User ID. If this happens to a Site Coordinator or Alternate Coordinator, they will need to see page 12 of the JIS-Link Security/Billing Manual. For Non-Coordinators the Site Coordinator will need to submit a Manage User ID Form. (See Page 6 of the JIS-Link Security/Billing Manual.
- A customer would get this message if the account has been suspended by the AOC JIS Link Administrator as well (I.E. Non-payment of account). For this action, a site coordinator would contact the AOC **JIS-Link Billing Desk at 360-704-4018**. If you receive a voice message, leave your name, phone number, name of your company/firm/ and your User ID.
- A customer has allowed Windows to save a password from any Web Site. Now, they cannot access JIS. They will need to clear the cache, which includes saved passwords. Each Web Browser handles this differently so you may need to enlist your technical help for this.

In SCOMIS when I type the DISPlay DOCKet with the case number, I receive a Check Digit error.

- You must be in the County database where the case is filed. Look at the top of your SCOMIS Screen towards the right, it will display which county you are currently in. If the

case is filed in another county, change to that county and try again

I cannot find Pierce County Superior Court cases in SCOMIS?

- The SCOMIS docket record is abridged for active cases. The Pierce County Clerk maintains the automated official court record, including a complete docket in the Pierce County Legal Information Network Exchange (LINX).
- SCOMIS will continue to display complete Pierce County case status information as well as Name/Case and Judgment indices. JIS will continue to maintain and display, as appropriate, Pierce County statewide case, person, and order history information. LINX is available on the Internet at https://linxonline.co.pierce.wa.us/linxweb/Main.cfm.

I need information on SCOMIS Archived Cases.

- SCOMIS cases are eligible for off-line storage 18 months after case completion. An asterisk (*) displays next to a case number on SEARCH INDEX if some case data has been moved offline (archived). Electronic archiving moves attorney name, docket and case flow management data from inactive completed cases to off-line storage. All other case information is still available.
- A SCOMIS archived case can only be restored by the Superior Court that entered the case. You may contact the courts directly for further information regarding archiving and retention of records. For court telephone numbers and addresses, see Court Directory .

Is SCOMIS/JIS access through JIS-Link like the SCOMIS/JIS public access terminals at the superior/district courts?

- The major difference is that, while public access terminals at the court provide access to that court's records only, JIS provides you with access to all counties and court levels from the convenience of your office/home.

Is there a time limit on how long we spend online?

- If you are signed on but don't press a function key (i.e., <ENTER>) within a specified time (currently 10 minutes), it is assumed you are no longer actively using an application, and your session is terminated.

When I encounter problems, how do I get help?

- Information is available under the “Resources” section here: www.courts.wa.gov/jislink/.
- If you still need assistance, your Site Coordinator may need to submit an eService Request explaining the problem.

I need the hard copy documents for a case. How do I get them?

- To get hard copy documents for a case you will need to contact the court directly.
- The Washington State Court Directory located at www.courts.wa.gov/court_dir/?fa=court_dir.county.

When I am in JIS or PRINT or SCOMIS I get the following message, “DFNAC2001 <current date> <current time> <session id> Transaction ‘OK’ is not recognized.

- Check that the transaction name is correct.

I get a bunch of random symbols or characters on the screen and cannot get off the screen.

- press your <Pause/Break> key on your keyboard. This will clear the screen. Then, type LOGOFF and press <ENTER>.