JIS Link Site Coordinator Security Manual

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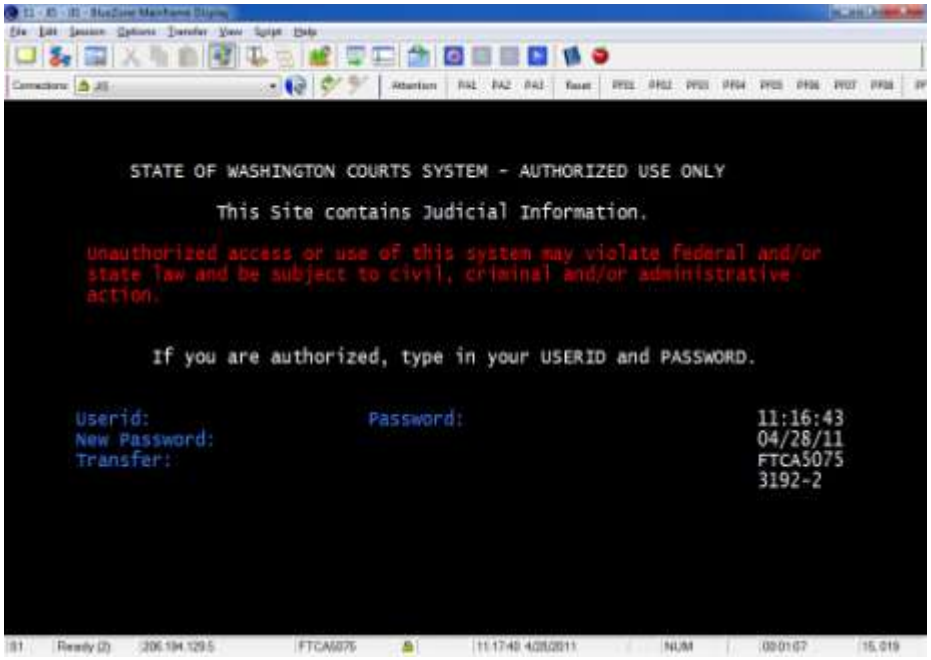
Duties:

1. Reset passwords utilizing RACFADMN.
2. Show others within your company/firm how to log in.
3. Train new employees in the use of JIS.
4. Setup and modify user accounts using the Manage User ID form located on the Current Subscribers section of JIS Link page.
5. Responsible for making sure all unexpected deleted User IDs for Company/Firm employees are reinstated by using “Manage User IDs” form under Current Subscribers.
6. Notify JIS-Link Administrator of any address or phone number changes.
7. Remind non-coordinator users that only Site and Alternate Coordinators can contact AOC for assistance.

JIS-Link Customer Service phone number is to be used only by Site Coordinators and backup coordinators. It is 360-357-2412 Option 1.

Reset, Delete User IDs, or Create a User List Using RACFADMN (F12)

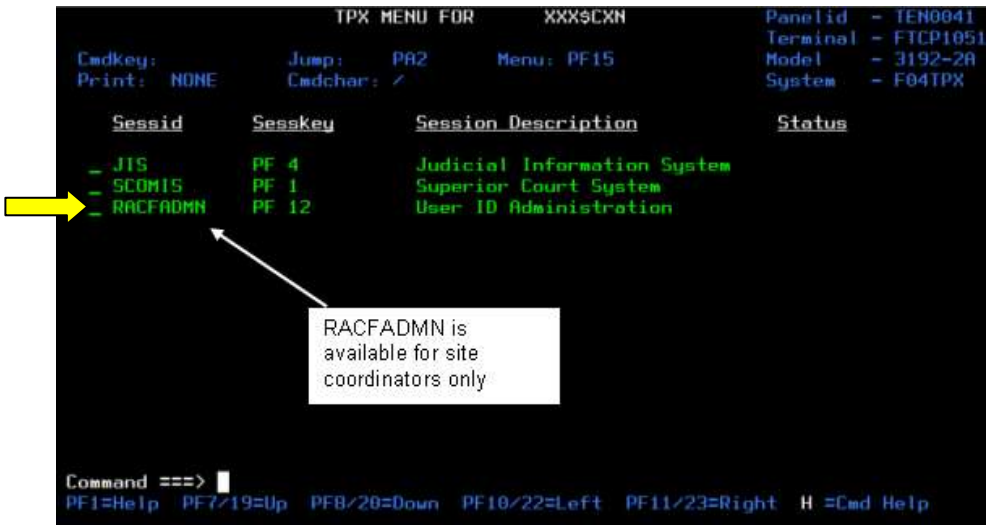
Log on at the AOC Screen



1. Type your User ID in the User ID field. Press <**TAB**> to place the cursor in the Password field.

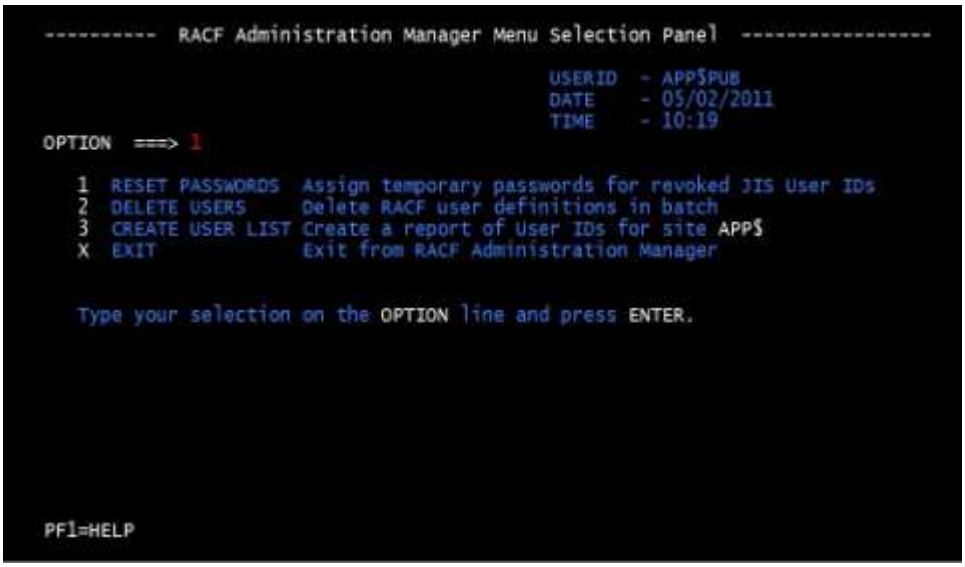
2. Type your password in the Password field (password is case sensitive - lowercase is preferred) and press <ENTER>. The TPX Menu displays.

Starting the RACFADMN Application



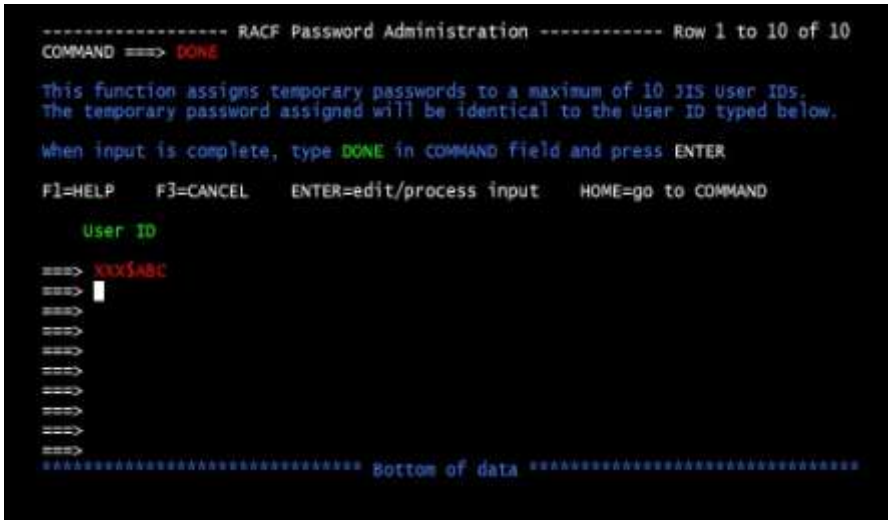
1 From the TPX Menu, position the cursor on the line in front of RACFADMN and press <**ENTER**>. The JIS Main Menu displays. OR Press <**F12**> on your keyboard.

Reset Password



1. At Option, type 1.
2. Press <ENTER>.

The Administrative Office of the Courts (AOC) Security Policies requires that all JIS customers have a unique User ID and Password. This means that whether you have one employee using JIS or 100 they all are required to have their own User ID and password. The only added cost the company sees is the more employees using JIS equals more key clicks which results in a higher monthly bill.



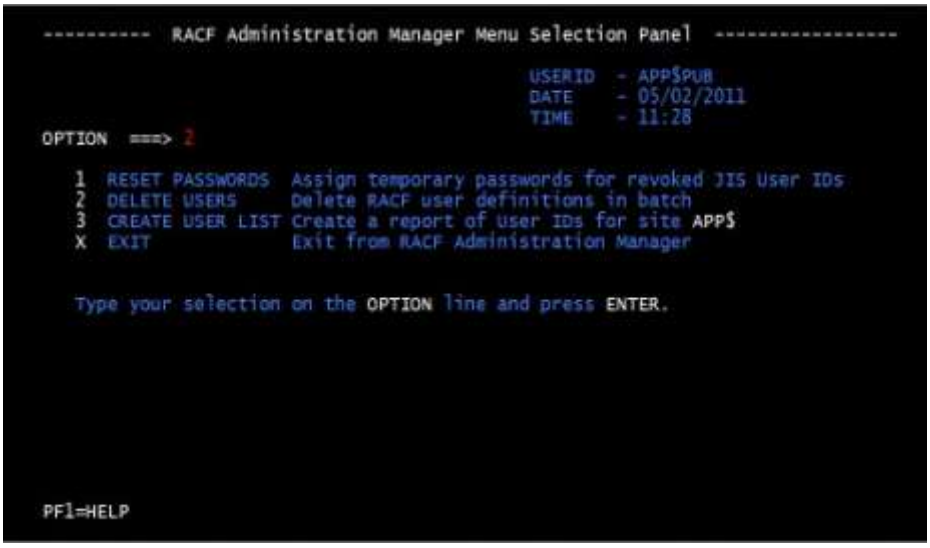
1. At command, type DONE.
2. Tab to the first arrow below User ID and type the User IDs that need their passwords reset. You can reset up to 10 user ids at a time.. *Note: you cannot reset yourself*.
3. Press <ENTER>. You will return to the Main RACFADMN Menu

You have reset the User ID's password(s) back to the default AOC password. If you are unsure of that password, type a 1 <Enter> to return to the Reset Password Screen and read the second sentence referring to the temporary password.

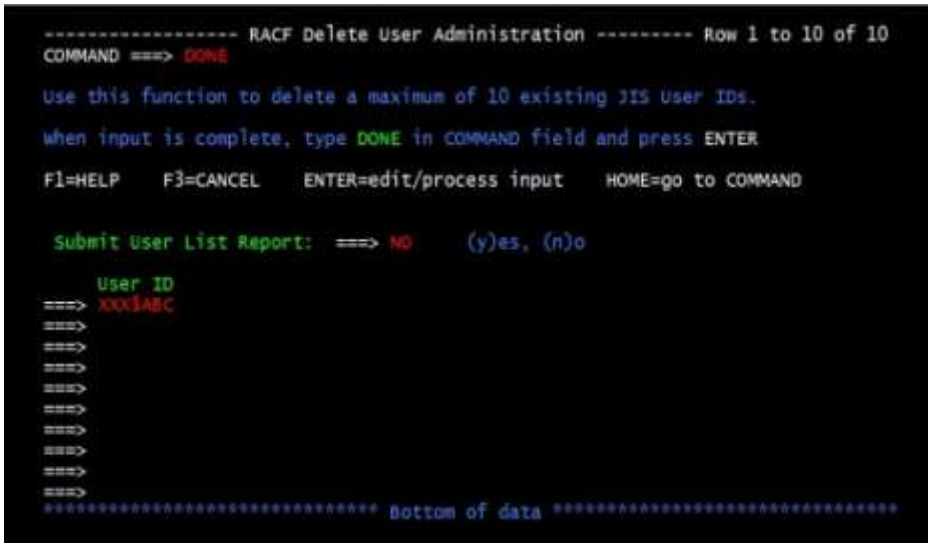
If you get the message "Password Changed" (see illustration below) the password has not been reset. You need to type Done at Command.

Delete User ID

When a person leaves the employ of the company or firm you will need to remove the User ID from JIS Link.

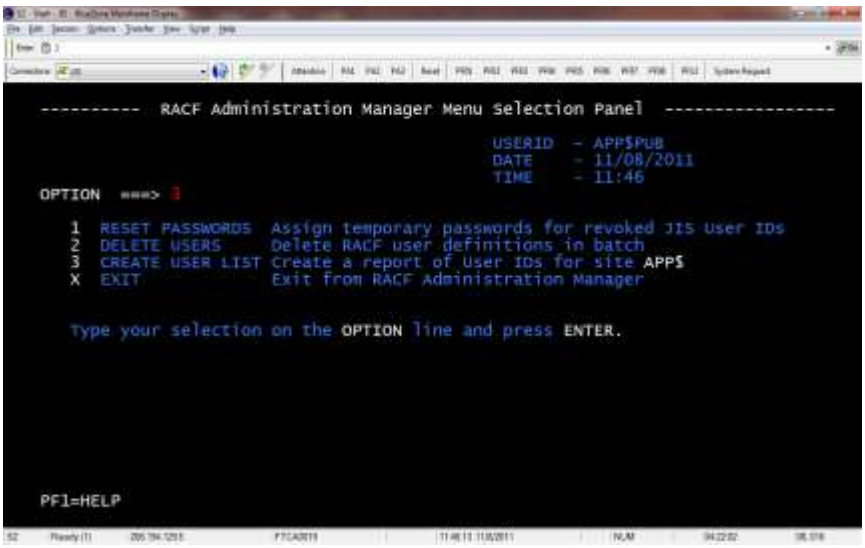


1. At Option, type 2.
2. Press <ENTER>.



1. Tab to the first arrow below User ID.
2. Type the User ID that needs to be deleted from JIS-Link.
3. Press your Home key on your keyboard it will take you to the Command Line.
4. At Command, type DONE.
5. Press <ENTER>

Create User List



1. At Option, type 3.
2. Press <ENTER>.

This will create a list of all active User ID's for your Company/Firm. This is very helpful when you are not sure if a person still has an active account or to confirm one was added.

Add User ID or Modify a User ID using "Manage User ID Form"

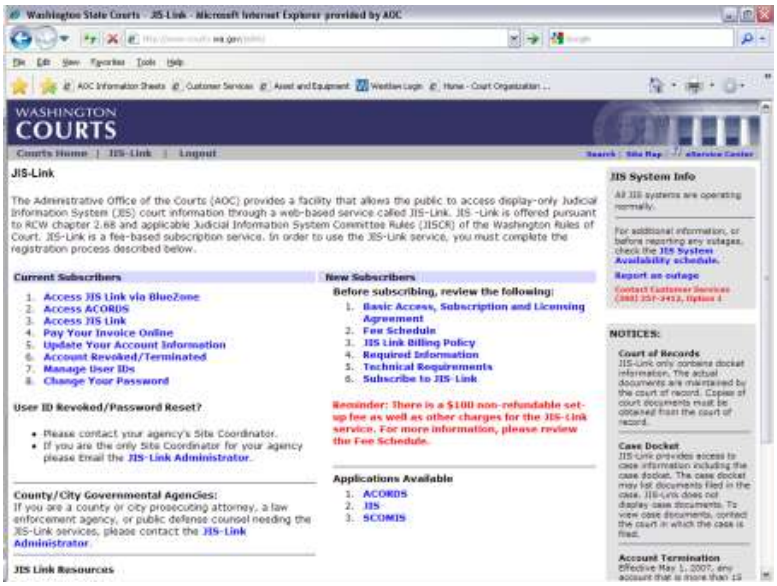
This will also be used if a non site coordinator needs the User ID reinstated. If your Company/Firm has multiple employees using JIS, we highly recommend you set up at least one more employee as a Backup Site Coordinator. AOC policy does not allow Customer Service to reset passwords for non-Site Coordinators. 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.

There is no limitation on number of Backup Site Coordinators that can be added per Company/Firm.

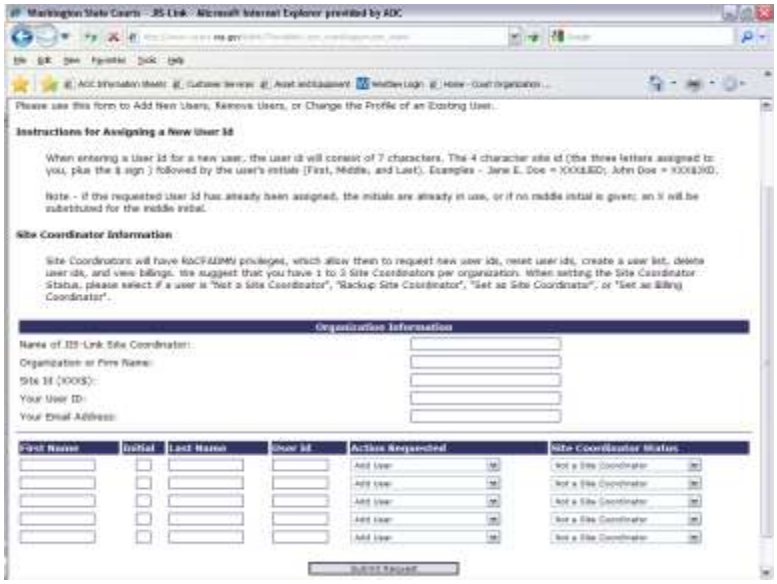
The other advantage is the Backup Site Coordinator can also reset the Site Coordinator's password if necessary. They also can set up and delete employees as needed.

Add User ID

1. Open your Web Browser.
2. Type www.courts.wa.gov/jislink.
3. Press <ENTER>.



1. Under Current Subscribers select 7. Manage User IDs. You will need to log into this screen.



1. Type your full name at Name of JIS-Link Coordinator:
2. Type your Organization or Firm Name:
3. Site ID (XXX$) will be the first four characters of your User ID.
4. Your User ID: is the first four characters of your User ID and your initials
5. Type your Email Address:

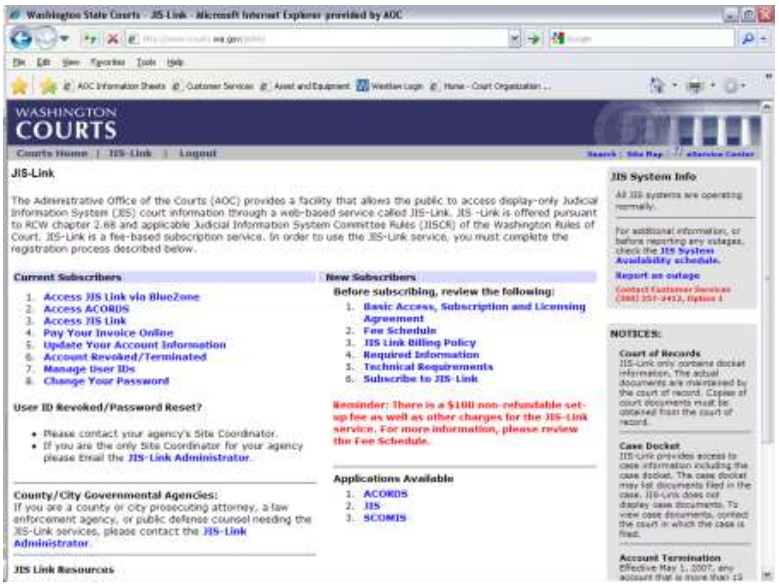
Now you are ready to enter the information for the person that needs to be added.

1. Fill in the First Name, Initial, Last Name and User ID of the person that needs to be added. User ID always consists of Site ID+Initials. If you do not know the middle initial you can use an X or Z as a place holder.
2. At Action Requested, use the default of Add a User option from the drop-down list.
3. At Site Coordinator Status, use the default of Not a Site Coordinator option from the drop-down list unless this person is to be a Site Coordinator, Backup Coordinator or Billing Coordinator. If this is the case select the desired option from the drop-down list.
4. Press “Submit Request”.

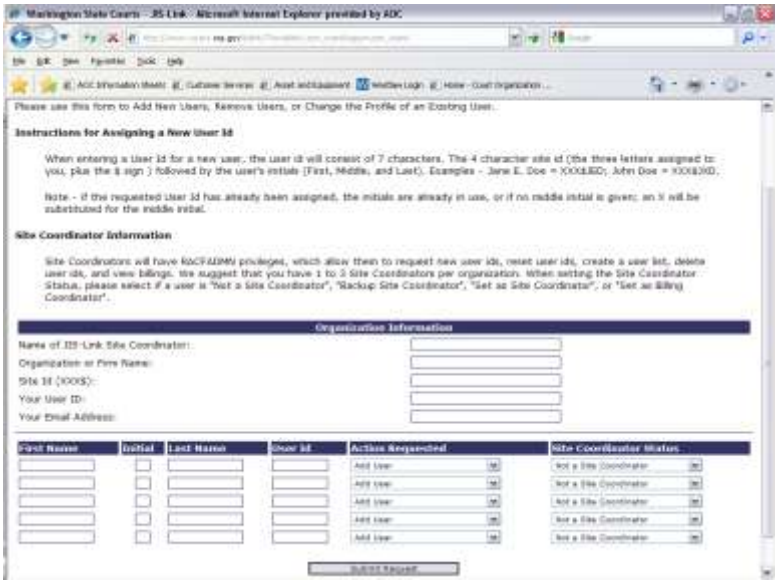
Requests can take up to 3 business days to be completed. As the Site Coordinator you will receive notification via email from the JIS-Link Administrator. If you do not receive an email, check your spam mail. You can also go into RACFADMN above and do a Create User List to see if they have been added.

Modify a User ID to add a Coordinator Status to an Existing Customer

1. Open your Web Browser.
2. Type www.courts.wa.gov/jislink.
3. Press <ENTER>.



4. Under Current Subscribers select 7. Manage User IDs, you will need to log into this screen.



1. Type your full name at Name of JIS-Link Coordinator:
2. Type your Organization or Firm Name:
3. Site ID (XXX$) will be the first four characters of your User ID.
4. Your User ID is the first four characters of your User ID and your initials
5. Type your Email Address:

Now you are ready to enter the information for the person that needs to be modified.

1. Type the First Name, Initial, Last Name and User ID of the person that needs to be modified.
2. At Action Requested, select “Change Site Coordinator Status” option from the drop-down list.
3. At Site Coordinator Status, select “Set as a Site Coordinator”, “Backup Site Coordinator” or “Set as Billing Coordinator” from the drop-down list.
4. If you need to remove Site Coordinator Status leave Site Coordinator Status as “Not a Site Coordinator”.
5. Press “Submit Request”.

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

Delete an existing Site Coordinator, Backup Coordinator, or Billing Coordinator

If an existing Site Coordinator, Backup Coordinator, or Billing Coordinator leaves the employ of the Firm/Company the remaining Site Coordinator or Backup Coordinator will need to log into the Manage User ID Form and remove the person that left.

1. Type the First Name, Initial, Last Name and User ID of the person that needs to be deleted.
2. Type the Userid for the person that left (Site ID + Initials).
3. At Action Requested, select “Remove User” option from the drop-down list.
4. At Site Coordinator Status, select “Set as a Site Coordinator”, “Backup Site Coordinator” or “Set as Billing Coordinator” from the drop-down list.
5. Press “Submit Request”.

Other Administrative Duties as a Site or Backup Coordinator

Unauthorized User ID Message

If you or one of your employee's 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 either they tried logging in too many times using the incorrect information or they haven't tried logging in for over 6 months to over a year.

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 userid which means the site coordinator will have to reset the password.
2. Over 1 year – Deletes User ID from system. Site coordinator will have to ask for the User ID back following steps below.

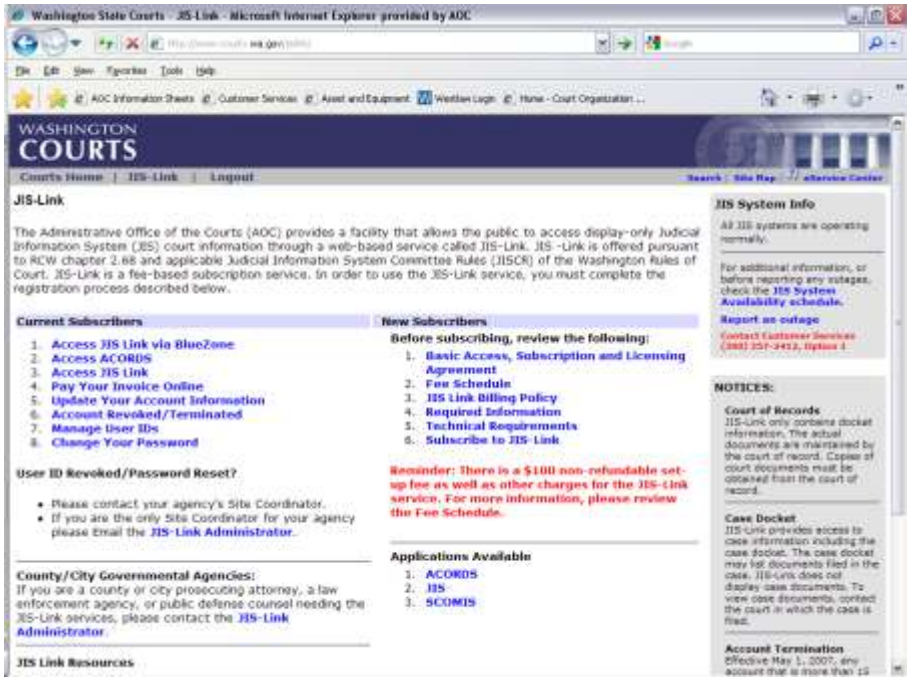
Timeframe 1 will display Your Userid has been Revoked. Therefore, the Site Coordinator will need to reset the password.

Time Frame 2 will display the userid entered is not authorized to use TPX.

Site Coordinators, Alt Coordinators, or Backup Coordinators Only:

Should a Site Coordinator, Alt Coordinator, or Backup Coordinator- receive the second time frame message, they will need to do the following steps to request the User ID be reinstated.

1. Open your Web Browser.
2. Type www.courts.wa.gov/jislink.
3. Press <ENTER>.



4. Select 6. Account Revoked/Terminated from the Current Subscriber List

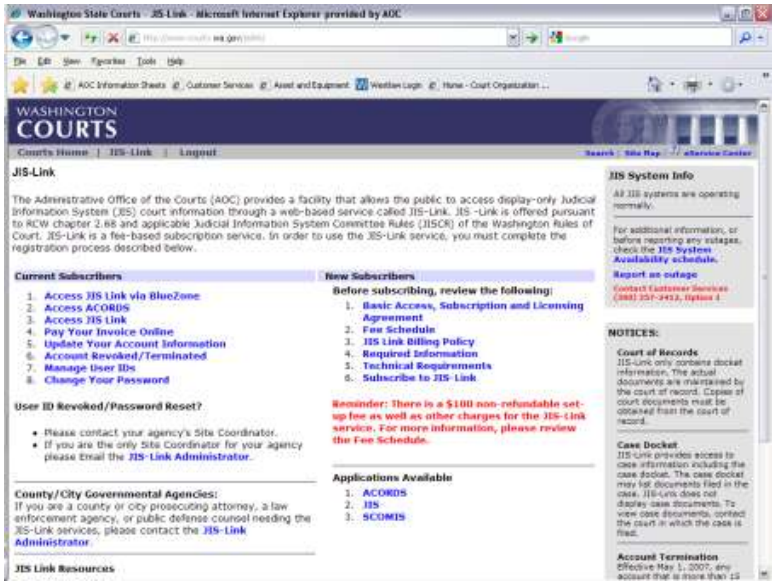
5. Type your name as the site coordinator:
6. Type Your Email Address”
7. Type your company/firm Site ID (XXX$):
8. Type your Company Name.
9. At Question/Comments type Please reinstate John Doe’s userid XXX$JXD it was deleted due to non-use.
10. Press Submit.

Requests can take up to 3 business days to be completed. As the Site Coordinator you will receive notification via email from the JIS-Link Administrator. If you do not receive an email, check your spam mail. You can also go into RACFADMN above and do a Create User List to see if they have been added.

If the person is not a Coordinator, then the Coordinator will need to submit a Manage User ID Form to get a userid reinstated.

Update Account Information

1. Open your Web Browser.
2. Type www.courts.wa.gov/jislink.
3. Press <ENTER>.



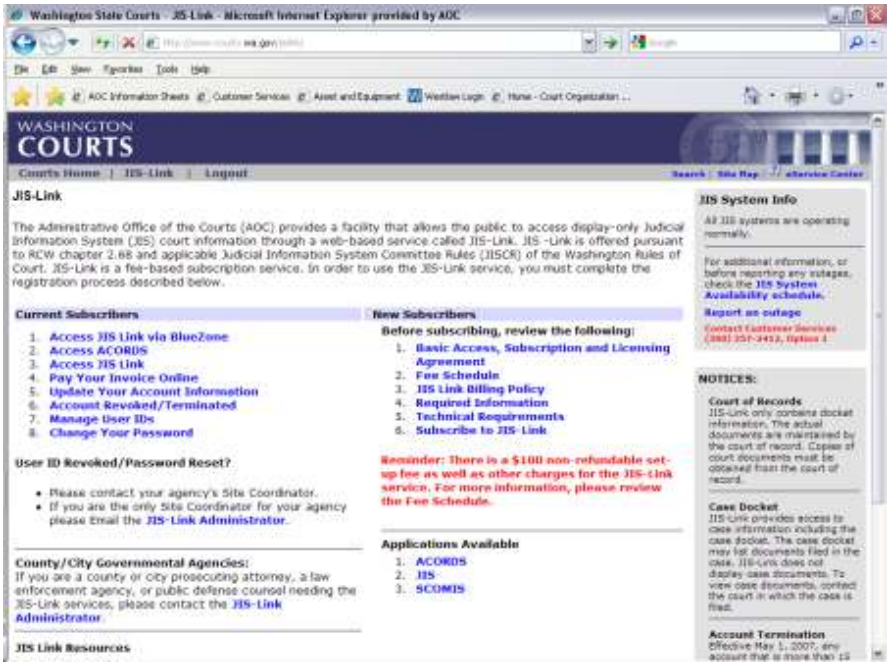
4. Select 5. Update Your Account Information

5. Type your name as the site coordinator:
6. Type your Email Address"
7. Type your company/firm Site ID (XXX$):
8. Type your Company Name:
9. In the Question/Comments Field, type the Updated Account Information. Press Submit.

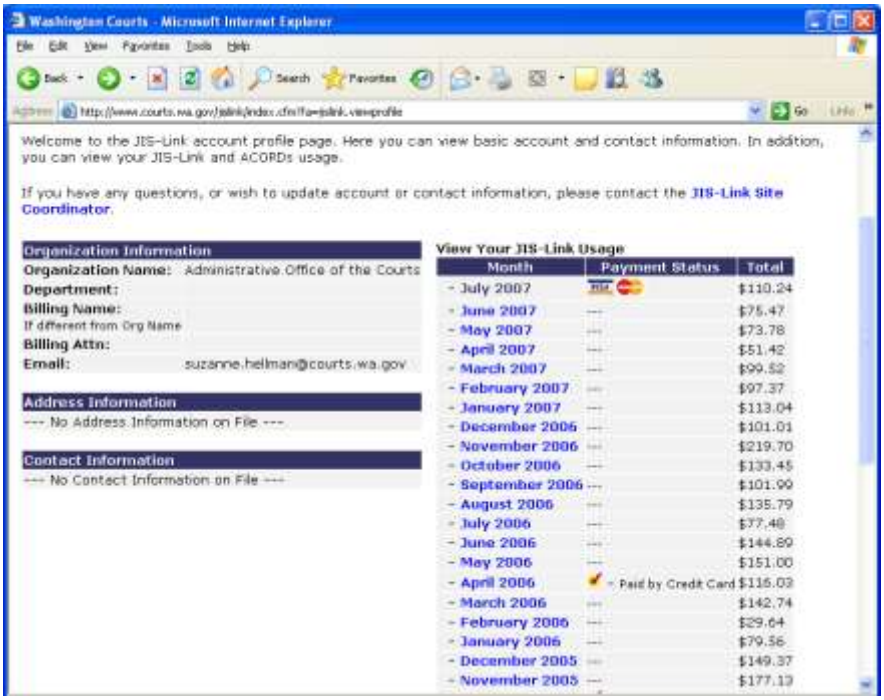
Requests can take up to 3 business days to be completed. As the Site Coordinator you will receive notification via email from the JIS-Link Administrator. If you do not receive an email, check your spam mail.

Billing Coordinator Duties

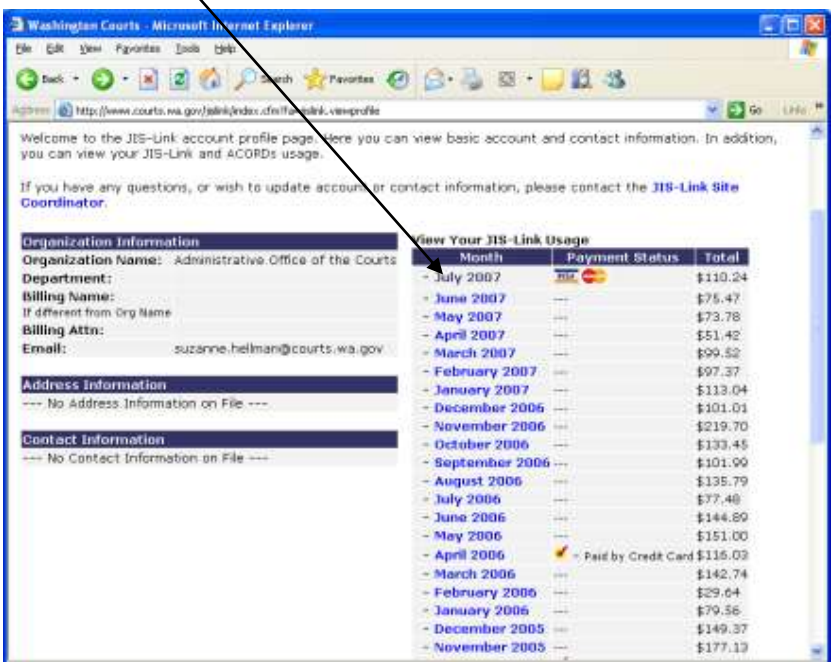
These duties may be In addition to the JIS Link Site Coordinator Duties listed above.



1. Log into “4. Pay Your Invoice Online”.



2. Select the month that you are making a payment for.



This screen indicates how much is owed for the month you have clicked on and provides a link to pay by credit card. 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 IDs will be terminated.

Please 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 our Fiscal Department at 360-704-4018.

Keep JIS Link Administrator informed of any billing information changes.