JIS Link Security/Billing Manual

Updated May 2020



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

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Site Coordinator Duties:

 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

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

Accessing the Manage User ID Form:

- 1. JIS-Link homepage <u>https://www.courts.wa.gov/jislink/</u>, 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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3. Click **<Continue>**.

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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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 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 <u>Admin.JISLink@courts.wa.gov</u>.

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.

 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.

Login ×
User Name
cbt\$021
Password Change Password
•••••
Invalid SignOn Information Entered. Try again or contact your JIS Security Administrator.
If you are having trouble with your account and/or password, please contact the JIS Link Administrator.
Login

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

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- 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 <u>http://www.courts.wa.gov/jislink/</u> under **Current Subscribers**, select option "5. Update Your Account Information". <u>https://www.courts.wa.gov/jislink/index.cfm?fa=jislink.contact</u>

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Site ID:						
Company Nan	ne:					
Question/Con	nments:			~		
				~		
	Please enter	the following code	2:			
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				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: 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.

- 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 <u>Admin.JISLink@courts.wa.gov</u>, 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 <u>http://www.courts.wa.gov/jislink/</u> 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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3. Click <**Continue**>.

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- 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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- 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.

	UKIS				Search WA Court	s Site
Forms	Court Director	ry Opin	ions Rules	Courts	Programs & Organizations	Resources
<u>urts Home</u> > <u>JI</u>	S-Link > Loqout					
IS-Link	Usage Deta	ail: AOC T	est			
Back to Acco	ount Profile]					
Billing Perio	od: N	ovember 2019			Click the imag	je below to
JIS Transac	tions:	52			pay your bill v	via credit card <mark>.</mark>
ACORDs Tra	insactions:	0				
Invoiced An	nount	\$6.00			VISA	asterCard
Note: This is a f	ee waived account					
Detailed Us	sage					
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11-27-10		6 115	Excel formatted spreadsheet	of your		
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Date	Transactions	Type				
Dute		15 JIS				
11-04-19		25 110				
11-04-19 11-12-19		23 313				

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

WASHINGTON COURTS	E N.P.L.INK	Securit	y and Billing Manual	
Secure Payment G	O N TS ateway	💌 Get	Email Updates 😱 FAQs & eService Center	
	Payment Informa	tion - All fields are requ	uired	
First Name:		Card Type:	~	
Last Name:		Card Number:		
Email Address:		Expiration:	× ×	
Billing Address:		Amount:	6.00	
City: State & Zip:			Reset Submit	
Notice: AOC does r	not store any billing credit card in processing merchant (Bank Of	formation. We pass your America) who then proc	r invoice information to our credit card esses your card.	
Privacy & Disdaimer Notio	ces <u>Sitemap</u>		Copyright AOC © 2019	

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

Note: AOC does <u>NOT</u> 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 <u>http://www.courts.wa.gov/jislink/</u> under **Current Subscribers**, select option "5. Update Your Account Information".

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

FAQs & eService Cente te Q Resources
Resources
Resources

- 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 <u>www.courts.wa.gov</u> 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 <u>www.courts.wa.gov</u>, and click <**Remove**>

WASHINGTON COURTS	JIS Link Security and	Billing Manual
	Trusted sites	×
	You can add and remove websites from this zo this zone will use the zone's security settings.	ne. All websites in
	Add this website to the zone:	Add
	Websites:	
	*.wa.gov https://www.courts.wa.gov	Remove
	Require server verification (https:) for all sites in thi	s zone
		Close



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





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

ternet (Options					? ×
General	Security	Privacy	Content	Connections	Programs	Advanced
Select a	a zone to	view or cha	inge securi	ty settings.		
	<u>)</u>	4		/ (\mathbf{O}	
Int	ernet	Local intrar	net Trust	ed sites Res	stricted sites	
	Truste	ed sites				
\checkmark	This zo trust no your file	ne contains ot to damag es.	websites t le your cor	hat you nputer or	Site	es
	You ha	ve websites	in this zor	ne.		
Add t	this zo	an add and one will use te to the zo	remove we the zone's ne:	eosites from th security settin	ıs zone. All v ıgs.	vedsites in
http	s //www	.courts.wa	.gov			Add
Webs	ites:		-			
*.w	a.gov				R	emove
Re	equire ser	ver verifica	tion (https	:) for all sites in	n this zone	

Click <**Close**>.

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

ASHINGTON OURTS	Secur	ity and Billing Manual
Internet Options	? ×	Delete Browsing History
General Security Privacy Content Connections P Home page To create home page tabs, type each addre	Programs Advanced	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
https://inside.courts.wa.gov/index.cfm	< -	Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Use current Use default	Use new tab	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
Start with tabs from the last session		History List of websites you have visited.
Tabs Change how webpages are displayed in tabs.	Tabs	Download History List of files you have downloaded.
Browsing history — Delete temporary files, history, cookies, saved passv	words, and web	Saved information that you have typed into forms.
form information.		Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Appearance	Settings	Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details.
Colors Languages Fonts Some settings are managed by your system admi	Accessibility	about your visit, and exceptions to Do Not Track requests.
OK Can	cel Apply	About deleting browsing history Delete Cancel

- d. Click **<Delete>**.
- 4. Check your Cookie Security level
 - a. Open Internet Explorer, select the drop down menu labeled Tools, and click <Internet Options>

iternet Options	? ×
General Security Privacy Content Connec	tions Programs Advanced
SettingsSit	tes Advanced
You can choose how cookies are Cookies	handled.
First-party Cookies Third-part Accept Block Block Prompt Prompt 	ty Cookies pt pt
Always allow session cookies	
	OK Cancel

- 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**>

WASHINGTON COURTS	JIS Link Security	and E	Silling Manual
	Internet Options	? ×	
	General Security Privacy Content Connections Program	is Advanced	
	Settings Accelerated graphics Use software rendering instead of GPU rendering* Accessibility Always expand ALT text for images Enable Caret Browsing for new windows and tabs Move system caret with focus/selection changes Play system sounds Reset text size to medium for new windows and tabs Reset zoom level for new windows and tabs Browsing Always record developer console messages Close unused folders in History and Favorites* Disable script debugging (Internet Explorer) Disable script debugging (Other) *Takes effect after you restart your computer	bs	
	Reset Internet Explorer settings	d settings	
	Resets Internet Explorer's settings to their default R condition. You should only use this if your browser is in an unusable state Some settings are managed by your system administrate	eset ate. or.	
	OK Cancel	Apply	

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



All JIS Production Applications <u>may be unavailable</u> 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 2nd 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.
Sign up for Email Notifications
Sign up for Email Notifications
Report an outage
Upcoming Changes Involving King County Cases in JIS

Current JIS System Information can also be found at <u>www.courts.wa.gov/jislink</u>. You will be able to see whether or not the JIS Systems are operating normally or if there is an issue.