

# JIS Link Security/Billing Manual

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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**Duties:**

1. Reset passwords utilizing RACFADMN. Site Coordinators cannot reset their own passwords. For that reason, it is recommended that there is at least one Site Coordinator and at least one Alternate Coordinator set up at each location.
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 maintaining all User IDs for Company/Firm employees.
6. If User ID has been deleted, site coordinator is responsible for requesting the User ID be reinstated by using "Manage User IDs" form under Current Subscribers.
7. Notify AOC JIS-Link Administrator of any address or phone number changes.
8. Remind non-coordinator users that only Site and Alternate Coordinators can contact AOC for assistance.

If a Site Coordinator or Backup Site 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>.

## Your company/firm no longer has an active Site Coordinator or none of the Site Coordinator passwords will work.

All your Site Coordinators have left the company/firm and you need to setup new ones or none of the Site Coordinator passwords will work.

You will need to email the AOC JIS-Link Administrator.

1. Go to the JIS-Link web page [www.courts.wa.gov/jislink](http://www.courts.wa.gov/jislink)
2. On the left side, under User ID Revoked/Password Reset?, the second bolded item) Click the highlighted JIS-Link Administrator.
3. The "Contact the JIS-Link Administrator" web form will appear.
4. Type your name, email address, site id (if you know what it is) up to the \$ sign. If you do not know what it is, type a question mark (This is a required field).
5. Type your company/firm name.
6. If there are no longer any Active Site Coordinators at your company:
  - a. At Question/Comments, type the names of the people who were site coordinators and ask how to assign new site coordinators.
7. If none of the Site Coordinator passwords will work.
  - a. At Question/Comments type, "Please reinstate these Userids due to non-use". Then make sure to put down the Userids that are affected.
8. Type the two words that are displayed into the CAPTCHA screen. (required)
9. Press Submit

### Contact the JIS-Link Administrator

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

<b>Your Name:</b>	<input type="text"/>
<b>Email:</b>	<input type="text"/>
<b>Site ID:</b>	<input type="text"/>
<b>Company Name:</b>	<input type="text"/>
<b>Question/Comments:</b>	<input type="text"/>

For security purposes, please type the characters you see in the image below to complete the form.

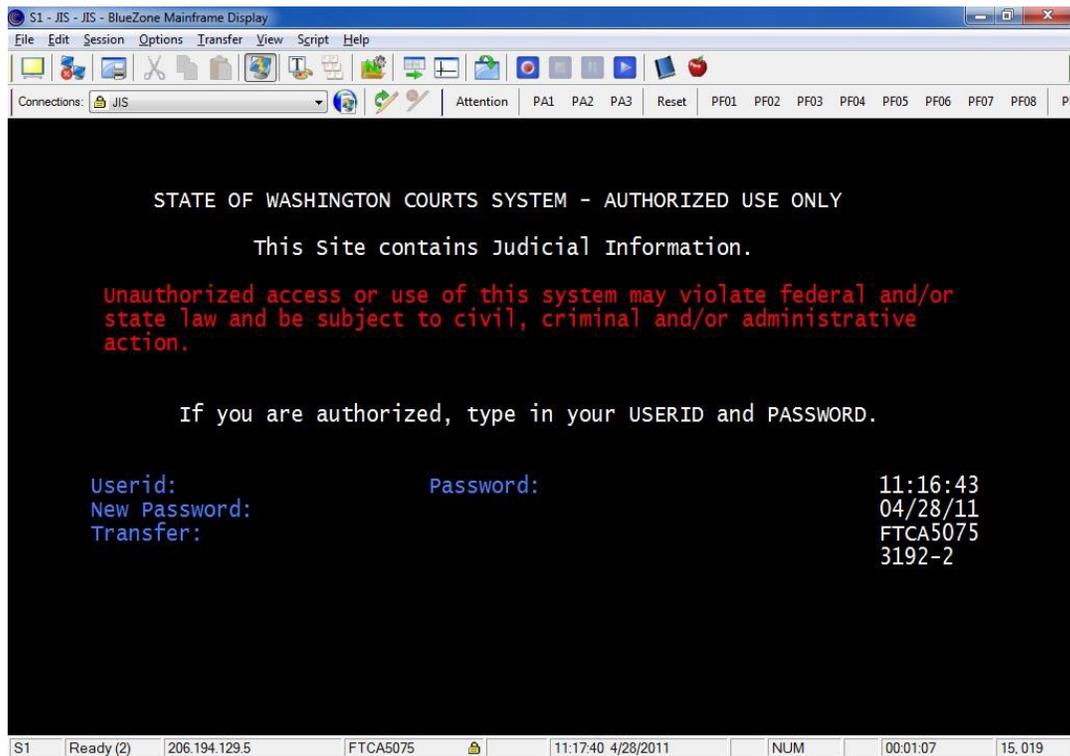


Type the two words:



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

## Log on at the State of Washington Courts System 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 – UPPERCASE is required) and press <ENTER>. The TPX Menu displays.

## Starting the RACFADMN Application

```
TPX MENU FOR      XXX$CXN      Panelid - TEN004
Cmdkey:           Jump:   PA2     Menu: PF15      Terminal - FTCP10
Print:  NONE      Cmdchar: /      Model    - 3192-2
                                           System   - F04TPX

  Sessid          Sesskey          Session Description          Status
- JIS             PF 4             Judicial Information System
- SCOMIS          PF 1             Superior Court System
- RACFADMN        PF 12            User ID Administration

Command ==>
PF1=Help PF7/19=Up PF8/20=Down PF10/22=Left PF11/23=Right H =Cmd Help
```

RACFADMN is available for site coordinators only

- 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

```
----- RACF Administration Manager Menu Selection Panel -----
USERID - APP$PUB
DATE   - 05/02/2011
TIME   - 10:19

OPTION ==> 1

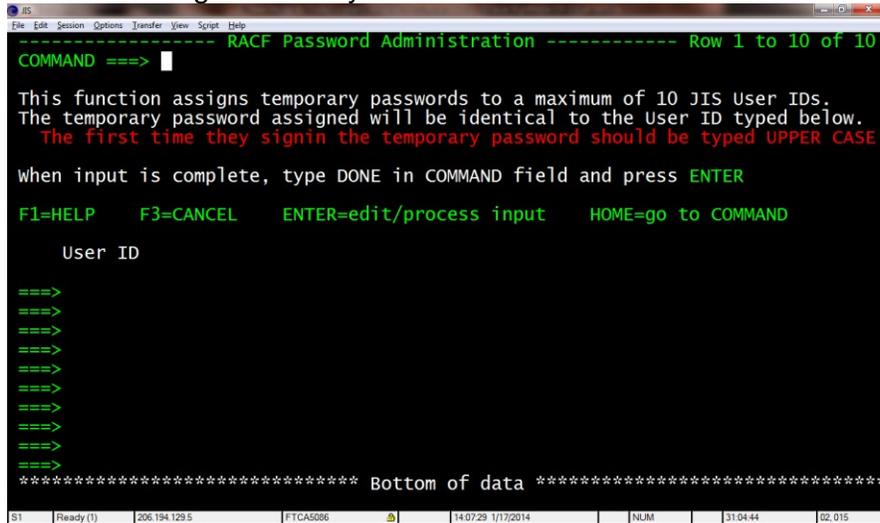
1 RESET PASSWORDS Assign temporary passwords for revoked JIS User IDs
2 DELETE USERS    Delete RACF user definitions in batch
3 CREATE USER LIST Create a report of User IDs for site APP$
X EXIT           Exit from RACF Administration Manager

Type your selection on the OPTION line and press ENTER.

PF1=HELP
```

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.

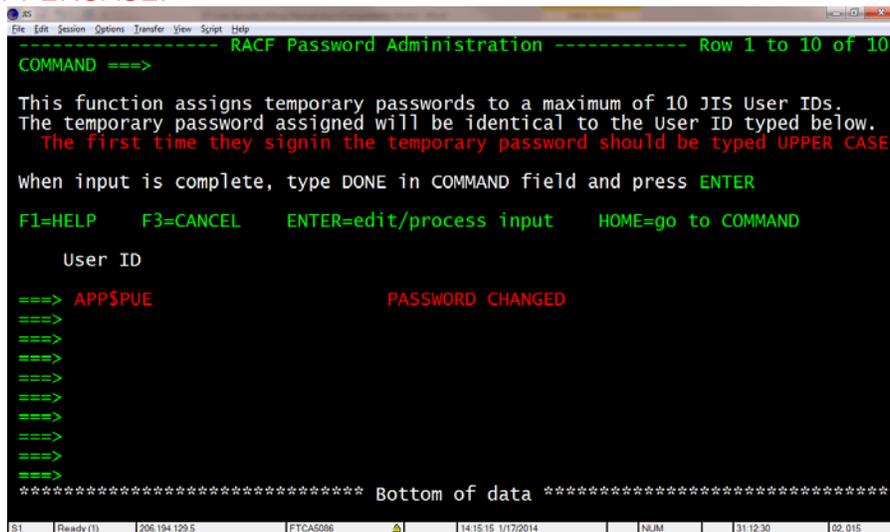


1. At command, type DONE.
2. Tab to the first arrow below User ID and type the User IDs that need their passwords reset. You can reset up to 10 user ids at a time. *Note: you cannot reset yourself.*
3. Press <ENTER>. You will return to the Main RACFADMN Menu

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.

Please see the message in RED on this screen. If the customer enters their temporary password in lowercase, their password will be immediately revoked. It is required to be typed in UPPERCASE.



## 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.

```
----- RACF Administration Manager Menu Selection Panel -----
                                USERID - APP$PUB
                                DATE   - 05/02/2011
                                TIME   - 11:28

OPTION  ==> 2

  1 RESET PASSWORDS Assign temporary passwords for revoked JIS User IDs
  2 DELETE USERS    Delete RACF user definitions in batch
  3 CREATE USER LIST Create a report of User IDs for site APP$
  X EXIT           Exit from RACF Administration Manager

Type your selection on the OPTION line and press ENTER.

PF1=HELP
```

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

```
JIS
File Edit Session Options Transfer View Script Help
----- RACF Password Administration ----- Row 1 to 10 of 10
COMMAND ==> Done

This function assigns temporary passwords to a maximum of 10 JIS User IDs.
The temporary password assigned will be identical to the User ID typed below.
The first time they sign in the temporary password should be typed UPPER CASE

When input is complete, type DONE in COMMAND field and press ENTER

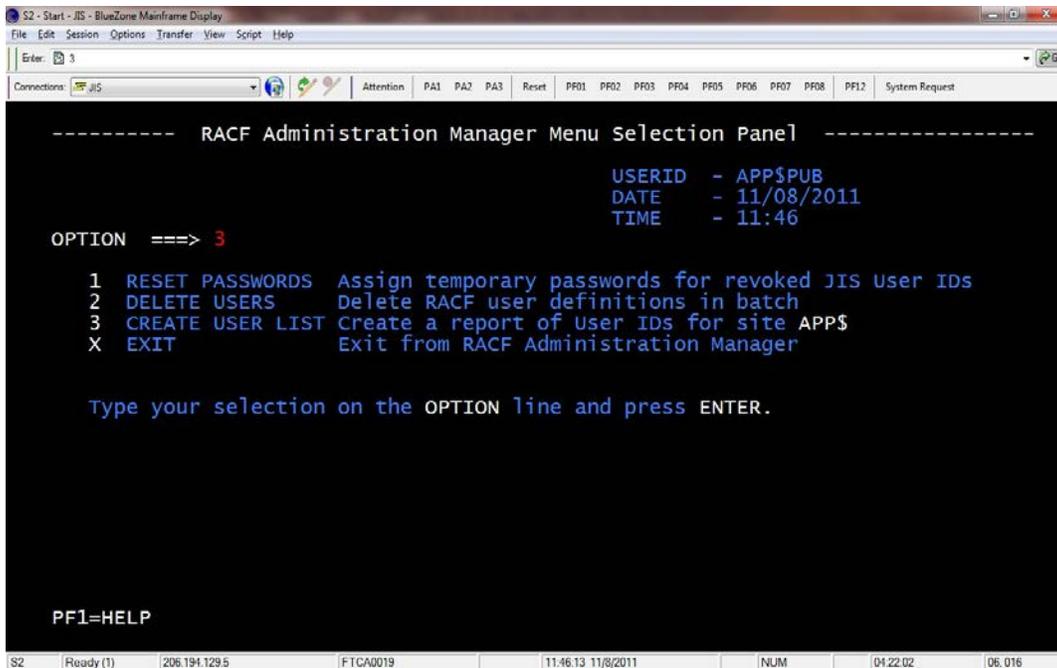
F1=HELP  F3=CANCEL  ENTER=edit/process input  HOME=go to COMMAND

User ID
==> APP$PUE
==> 
==> 
==> 
==> 
==> 
==> 
==> 
==> 
==> 
***** Bottom of data *****

S1 | Ready (1) | 206.194.129.5 | FTCA5086 | 14:16:38 1/17/2014 | NUM | 31:13:53 | 15,007
```

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



```
----- RACF Administration Manager Menu Selection Panel -----
                                USERID - APP$PUB
                                DATE    - 11/08/2011
                                TIME    - 11:46

OPTION  ===> 3

 1 RESET PASSWORDS  Assign temporary passwords for revoked JIS User IDs
 2 DELETE USERS     Delete RACF user definitions in batch
 3 CREATE USER LIST Create a report of User IDs for site APP$
 X  EXIT            Exit from RACF Administration Manager

Type your selection on the OPTION line and press ENTER.

PF1=HELP

S2  Ready (1)  206.194.129.5  FTCA0019  11:46:13 11/8/2011  NUM  04:22:02  06.016
```

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

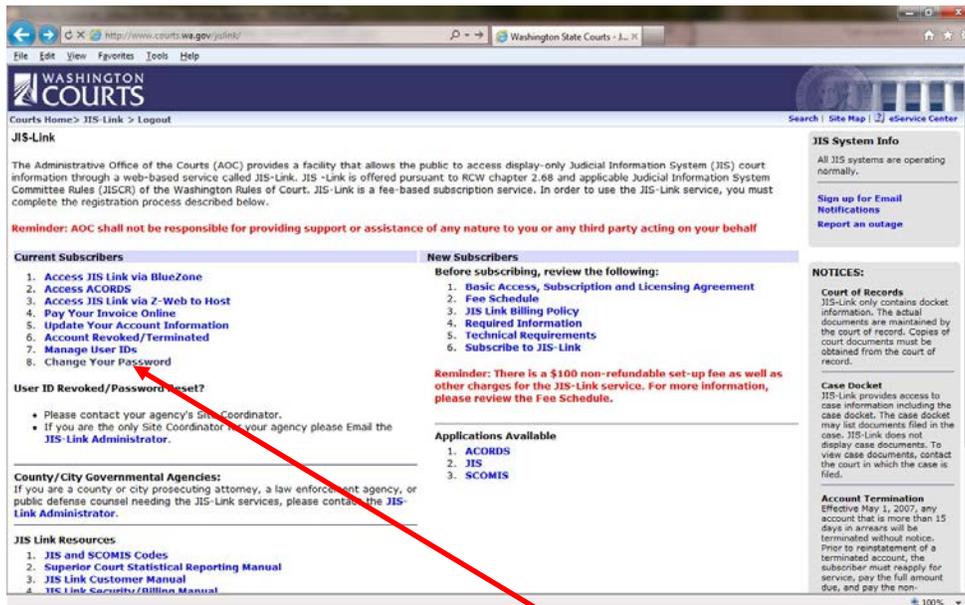
This will create a list of all active User ID's for your Company/Firm. This is very helpful when you are not sure if a person still has an active account or to confirm one was added.

### Password Standards:

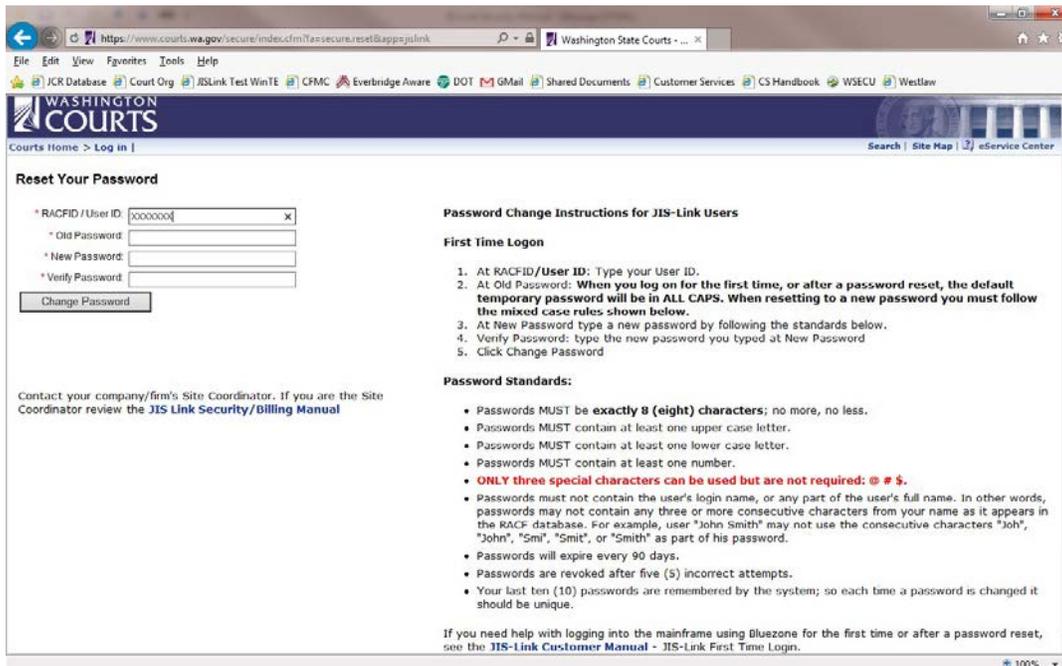
1. AOC requires the use of "hardened passwords", which means passwords MUST have the following characteristics:
2. Passwords must be EXACTLY 8 characters.
3. **Passwords MUST have at least one upper case letter, at least one lower case letter, AND at least one number.**
4. Passwords must not contain the user's login name, or any part of the user's full name. In other words, passwords may not contain any three or more consecutive characters from your name as it appears in the RACF database. For example, user "John Smith" may not use the consecutive characters "Joh", "John", "Smi", "Smit", or "Smith" as part of his password.
5. **ONLY these special characters may be used (although they are not required): @ # \$ ! % & \* \_ + | : ? > < . - =.** If you choose to use a special character in your password, you must still include at least one upper case letter.
6. Passwords will expire every 90 days.
7. The last 10 passwords used by an individual must be unique.
8. Passwords are revoked after five (5) incorrect attempts.

# To Change your Password without accessing the JIS-Link Mainframe

Go to [www.courts.wa.gov/jislink](http://www.courts.wa.gov/jislink)



On the left under Current Subscribers – click option 8 Change Your Password.



1. In the first box type your User ID
2. Second box type your old password. Or read First Time Logon 1-5 to your right.
3. Type a New Password – Follow the Password Standards to your right.
4. Type the New Password to Verify.
5. Click Change Password.

## Add User ID or Modify a User ID using “Manage User ID Form”

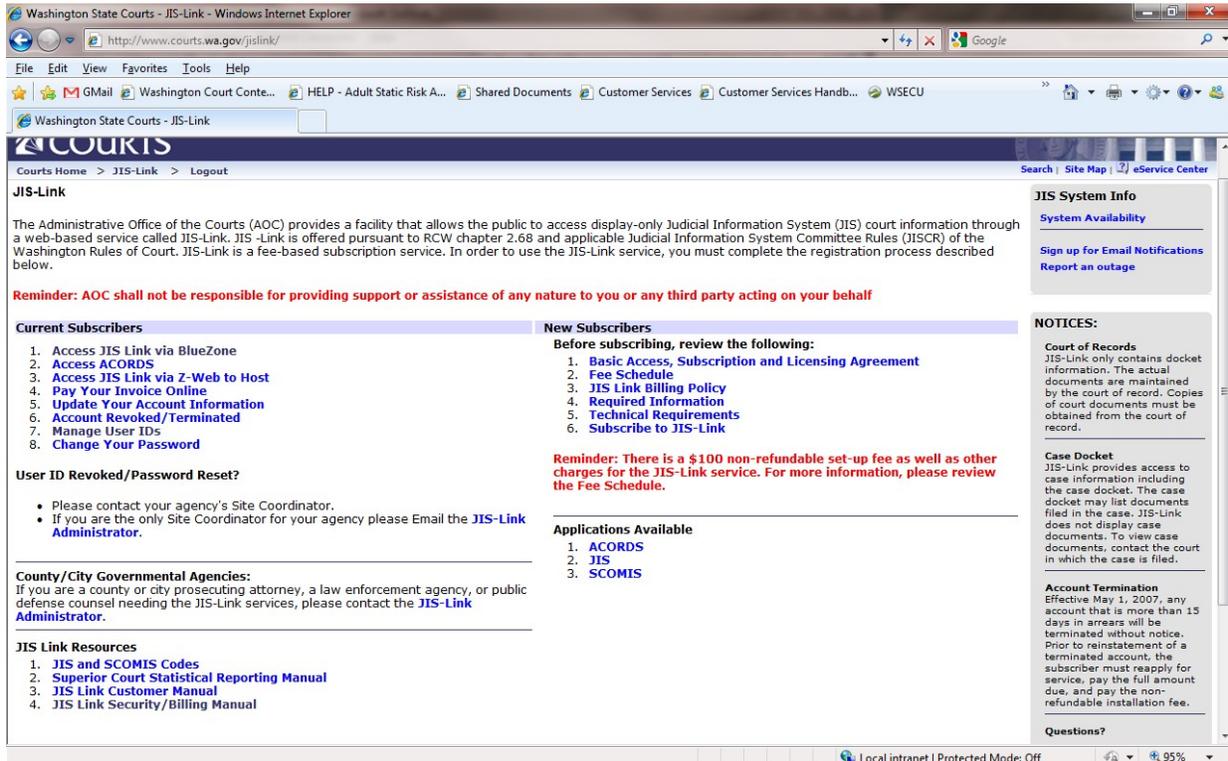
This will also be used if a non site coordinator needs the User ID reinstated. If your Company/Firm has multiple employees using JIS, we highly recommend you set up at least one more employee as a Backup Site Coordinator. **AOC policy does not allow the AOC JIS-Link Administrator to reset passwords for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

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

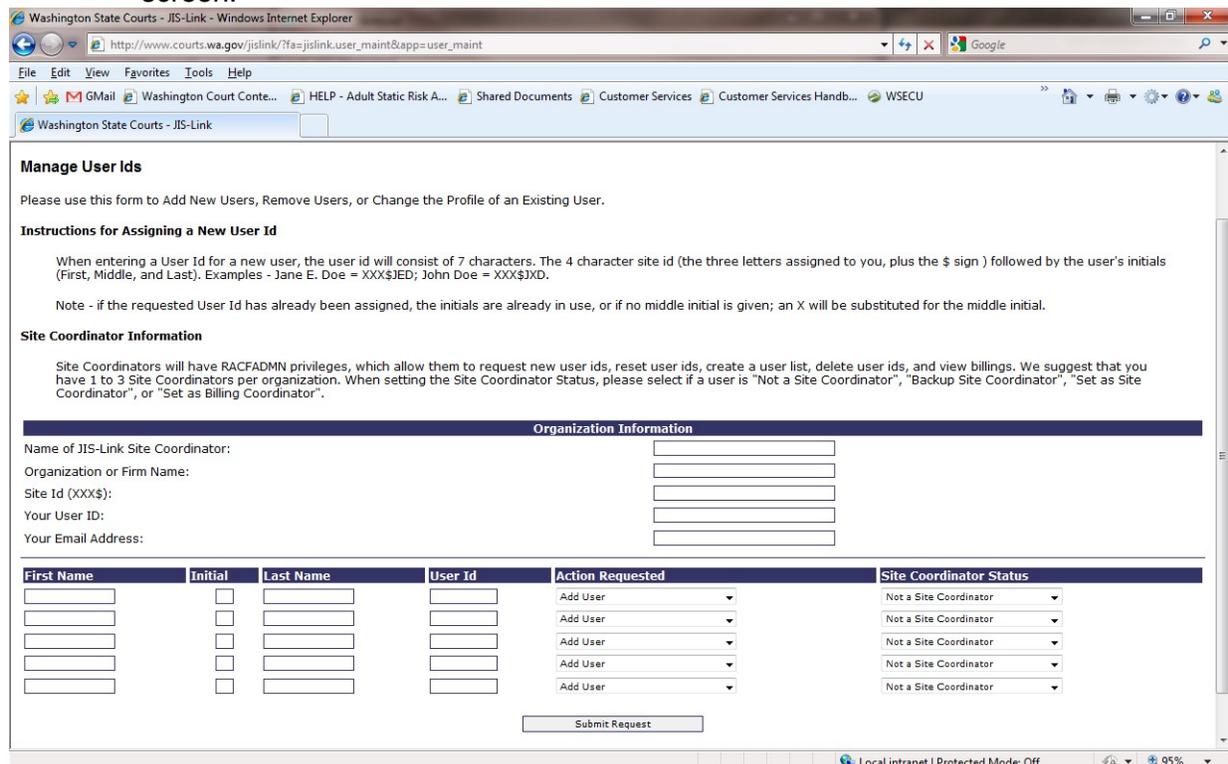
The other advantage is the Backup Site Coordinator can also reset the Site Coordinator’s password if necessary. They also can set up and delete employees as needed.

# Add User ID

1. Open your Web Browser.
2. Type [www.courts.wa.gov/jislink/](http://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](http://www.courts.wa.gov/jislink).
3. Press <ENTER>.

Washington State Courts - JIS-Link

http://www.courts.wa.gov/jislink/

File Edit View Favorites Tools Help

Washington State Courts - JIS-Link

Courts Home > JIS-Link > Logout

Search | Site Map | eService Center

### JIS-Link

The Administrative Office of the Courts (AOC) provides a facility that allows the public to access display-only Judicial Information System (JIS) court information through a web-based service called JIS-Link. JIS-Link is offered pursuant to RCW chapter 2.68 and applicable Judicial Information System Committee Rules (JISCR) of the Washington Rules of Court. JIS-Link is a fee-based subscription service. In order to use the JIS-Link service, you must complete the registration process described below.

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

Current Subscribers	New Subscribers
<ol style="list-style-type: none"> <li>1. Access JIS Link via BlueZone</li> <li>2. Access ACORDS</li> <li>3. Access JIS Link via Z-Web to Host</li> <li>4. Pay Your Invoice Online</li> <li>5. Update Your Account Information</li> <li>6. Account Revoked/Terminated</li> <li>7. Manage User IDs</li> <li>8. Change Your Password</li> </ol>	<p><b>Before subscribing, review the following:</b></p> <ol style="list-style-type: none"> <li>1. Basic Access, Subscription and Licensing Agreement</li> <li>2. Fee Schedule</li> <li>3. JIS Link Billing Policy</li> <li>4. Required Information</li> <li>5. Technical Requirements</li> <li>6. Subscribe to JIS-Link</li> </ol> <p><b>Reminder: There is a \$100 non-refundable set-up fee as well as other charges for the JIS-Link service. For more information, please review the Fee Schedule.</b></p>

**User ID Revoked/Password Reset?**

- Please contact your agency's Site Coordinator.
- If you are the only Site Coordinator for your agency please Email the [JIS-Link Administrator](#).

**County/City Governmental Agencies:**  
If you are a county or city prosecuting attorney, a law enforcement agency, or public defense counsel needing the JIS-Link services, please contact the [JIS-Link Administrator](#).

**JIS Link Resources**

1. [JIS and SCOMIS Codes](#)
2. [Superior Court Statistical Reporting Manual](#)
3. [JIS Link Customer Manual](#)
4. [JIS Link Security/Billing Manual](#)

**JIS System Info**

**System Availability**

[Sign up for Email Notifications](#)  
[Report an outage](#)

**NOTICES:**

**Court of Records**  
JIS-Link only contains docket information. The actual documents are maintained by the court of record. Copies of court documents must be obtained from the court of record.

**Case Docket**  
JIS-Link provides access to case information including the case docket. The case docket may list documents filed in the case. JIS-Link does not display case documents. To view case documents, contact the court in which the case is filed.

**Account Termination**  
Effective May 1, 2007, any account that is more than 15 days in arrears will be terminated without notice. Prior to reinstatement of a terminated account, the subscriber must reapply for service, pay the full amount due, and pay the non-refundable installation fee.

**Questions?**

Local intranet | Protected Mode: Off 95%

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

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 RACFADMIN 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"/>

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

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

- Type the First Name, Initial, Last Name and User ID of the person that needs to be modified.
- At Action Requested, select "Change Site Coordinator Status" option from the drop-down list.
- At Site Coordinator Status, select "Set as a Site Coordinator", "Backup Site Coordinator" or "Set as Billing Coordinator" from the drop-down list.
- If you need to remove Site Coordinator Status leave Site Coordinator Status as "Not a Site Coordinator".
- 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 AOC 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

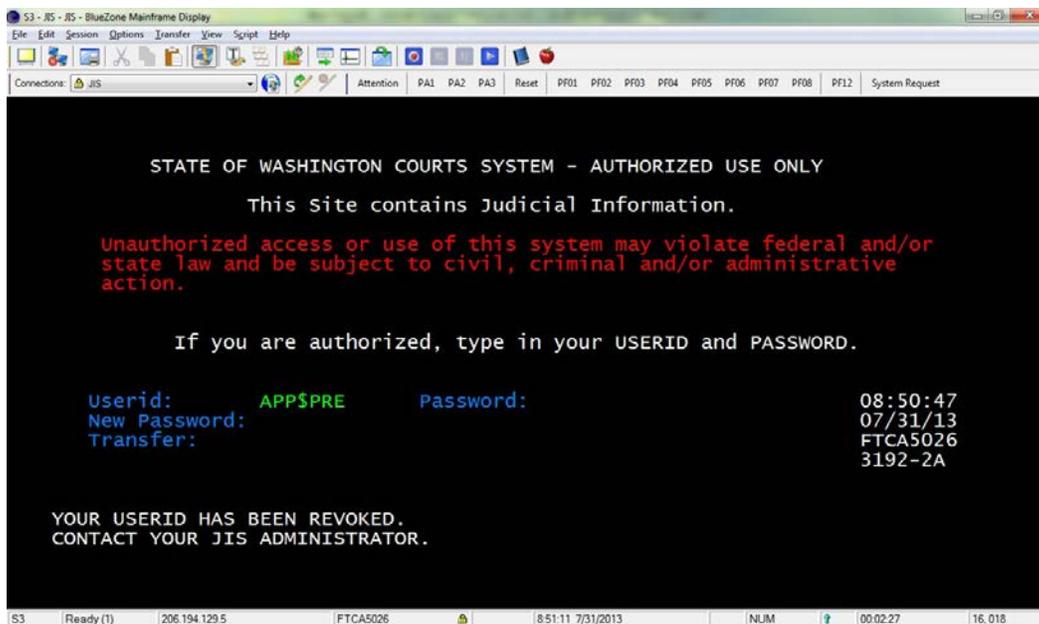
### Unauthorized User ID Message

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.

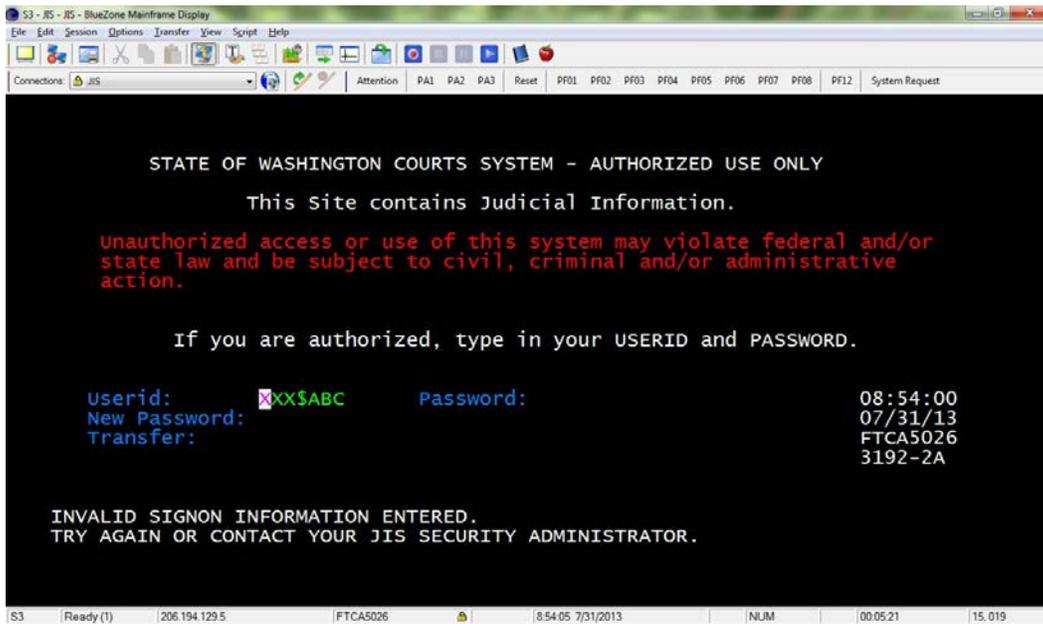
1. 6 months to 1 year – Revokes userid which means the site coordinator will have to reset the password.

Timeframe - 6 months to 1 year - will display "Your Userid Has Been Revoked."  
Therefore, the Site Coordinator will need 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.

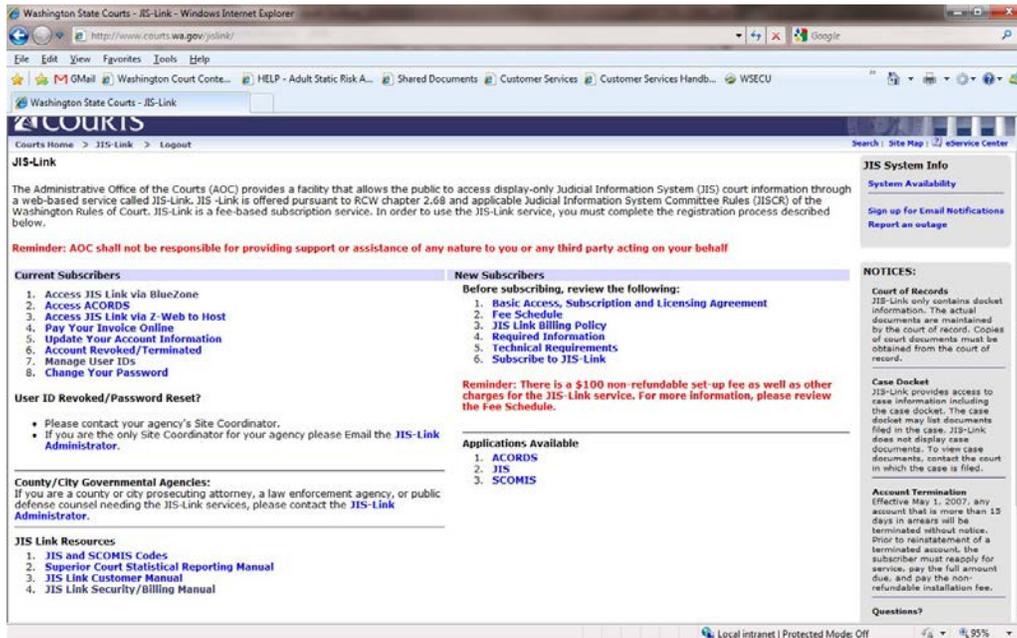
Time Frame - Over 1 year - will display “Invalid Signon Information Entered.”



## Site Coordinators, Alt Coordinators, or Backup Coordinators Only:

Should a Site Coordinator, Alt Coordinator, or Backup Coordinator receive the message, “Invalid Signon Information Entered. Try Again or Contact the JIS Security Administrator”, 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](http://www.courts.wa.gov/jislink).
3. Press <ENTER>.



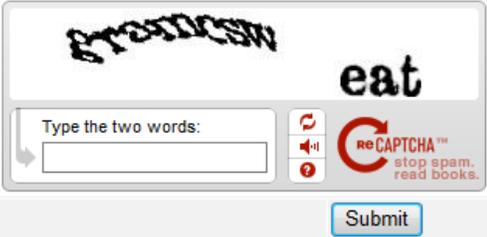
4. Select 6. Account Revoked/Terminated from the Current Subscriber List

## Contact the JIS-Link Administrator

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

<b>Your Name:</b>	<input type="text"/>
<b>Email:</b>	<input type="text"/>
<b>Site ID:</b>	<input type="text"/>
<b>Company Name:</b>	<input type="text"/>
<b>Question/Comments:</b>	<input type="text"/>

*For security purposes, please type the characters you see in the image below to complete the form.*



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. Type the two words that are displayed into the CAPTCHA screen. (required)
11. 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 AOC 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](http://www.courts.wa.gov/jislink).
3. Press <ENTER>.

Washington State Courts - JIS-Link - Windows Internet Explorer

http://www.courts.wa.gov/jislink/

File Edit View Favorites Tools Help

Washington State Courts - JIS-Link

COURTS

Courts Home > JIS-Link > Logout

Search | Site Map | eService Center

### JIS-Link

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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**

Current Subscribers	New Subscribers
<ol style="list-style-type: none"><li>1. <a href="#">Access JIS Link via BlueZone</a></li><li>2. <a href="#">Access ACORDS</a></li><li>3. <a href="#">Access JIS Link via Z-Web to Host</a></li><li>4. <a href="#">Pay Your Invoice Online</a></li><li>5. <a href="#">Update Your Account Information</a></li><li>6. <a href="#">Account Revoked/Terminated</a></li><li>7. <a href="#">Manage User IDs</a></li><li>8. <a href="#">Change Your Password</a></li></ol>	<p><b>Before subscribing, review the following:</b></p> <ol style="list-style-type: none"><li>1. <a href="#">Basic Access, Subscription and Licensing Agreement</a></li><li>2. <a href="#">Fee Schedule</a></li><li>3. <a href="#">JIS Link Billing Policy</a></li><li>4. <a href="#">Required Information</a></li><li>5. <a href="#">Technical Requirements</a></li><li>6. <a href="#">Subscribe to JIS-Link</a></li></ol> <p><b>Reminder: There is a \$100 non-refundable set-up fee as well as other charges for the JIS-Link service. For more information, please review the Fee Schedule.</b></p>

**User ID Revoked/Password Reset?**

- Please contact your agency's Site Coordinator.
- If you are the only Site Coordinator for your agency please Email the [JIS-Link Administrator](#).

**County/City Governmental Agencies:**  
If you are a county or city prosecuting attorney, a law enforcement agency, or public defense counsel needing the JIS-Link services, please contact the [JIS-Link Administrator](#).

**JIS Link Resources**

1. [JIS and SCOMIS Codes](#)
2. [Superior Court Statistical Reporting Manual](#)
3. [JIS Link Customer Manual](#)
4. [JIS Link Security/Billing Manual](#)

**JIS System Info**

**System Availability**

[Sign up for Email Notifications](#)  
[Report an outage](#)

**NOTICES:**

**Court of Records**  
JIS-Link only contains docket information. The actual documents are maintained by the court of record. Copies of court documents must be obtained from the court of record.

**Case Docket**  
JIS-Link provides access to case information including the case docket. The case docket may list documents filed in the case. JIS-Link does not display case documents. To view case documents, contact the court in which the case is filed.

**Account Termination**  
Effective May 1, 2007, any account that is more than 15 days in arrears will be terminated without notice. Prior to reinstatement of a terminated account, the subscriber must reapply for service, pay the full amount due, and pay the non-refundable installation fee.

**Questions?**

Local intranet | Protected Mode: Off 95%

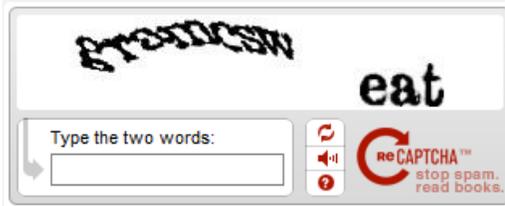
4. Select 5. Update Your Account Information

## Contact the JIS-Link Administrator

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

<b>Your Name:</b>	<input type="text"/>
<b>Email:</b>	<input type="text"/>
<b>Site ID:</b>	<input type="text"/>
<b>Company Name:</b>	<input type="text"/>
<b>Question/Comments:</b>	<input type="text"/>

For security purposes, please type the characters you see in the image below to complete the form.



Type the two words:

reCAPTCHA™  
stop spam.  
read books.

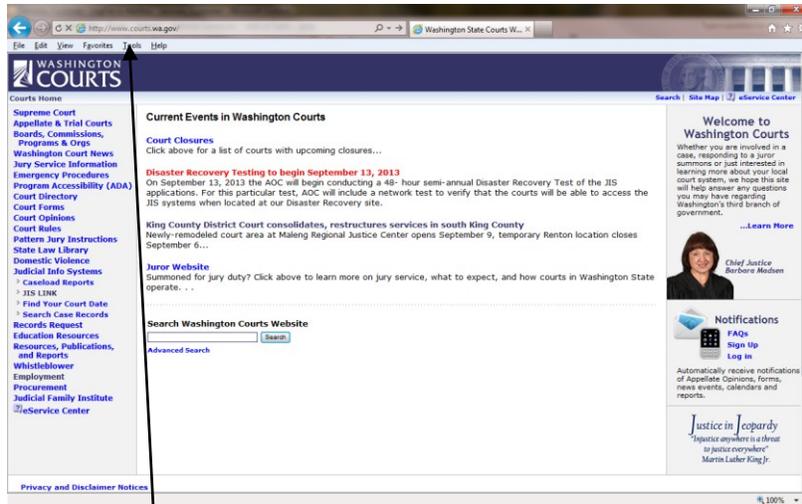
Submit

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.
10. Type the two words that are displayed into the CAPTCHA screen. (required)
11. Press Submit.

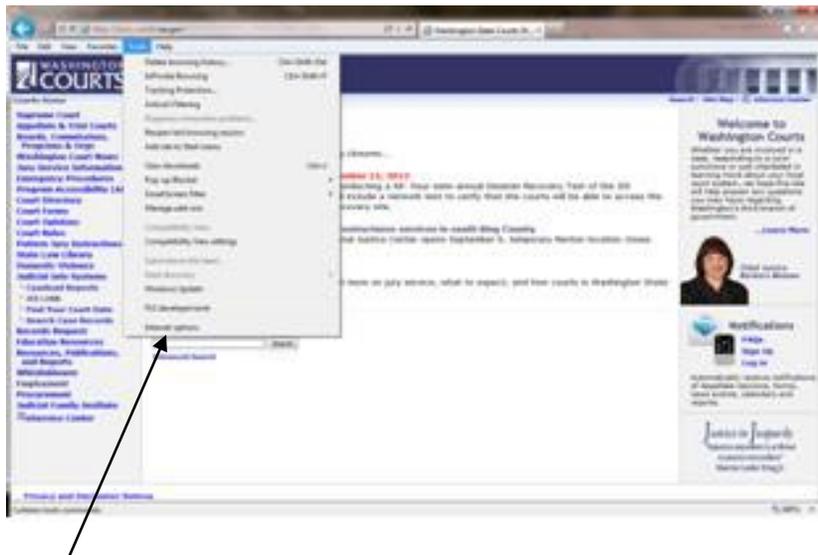
Requests can take up to 3 business days to be completed. As the Site Coordinator you will receive notification via email from the AOC JIS-Link Administrator. If you do not receive an email, check your spam mail.

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

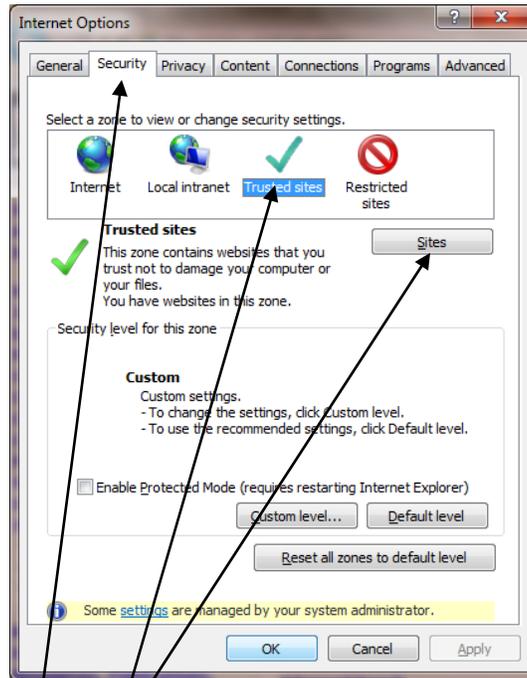
1. Make sure your password hasn't expired. You may want to change your password anyway.
2. Remove [www.courts.wa.gov](http://www.courts.wa.gov) from Trusted Sites and clear the SSL State.
  - a. Open Internet Browser



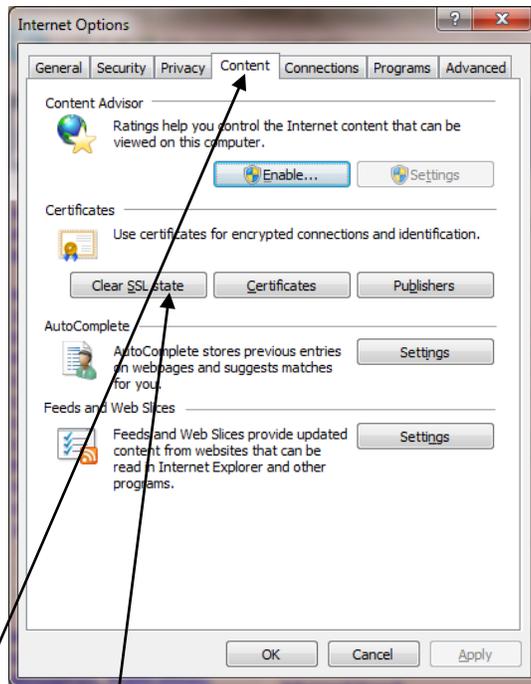
b. Click Tools



c. Click Internet Options

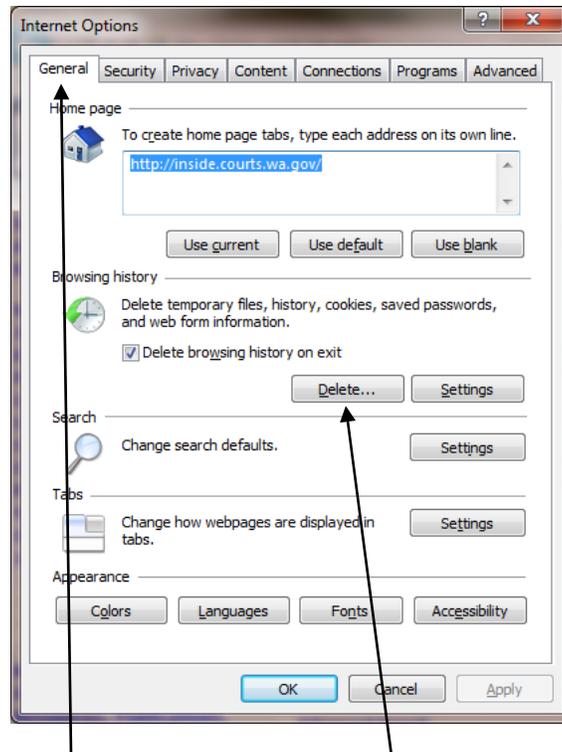


- d. Click the Security Tab
  - i. Click Trusted Sites
  - ii. Click Sites
  - iii. Remove [www.courts.wa.gov](http://www.courts.wa.gov) from the Websites list.

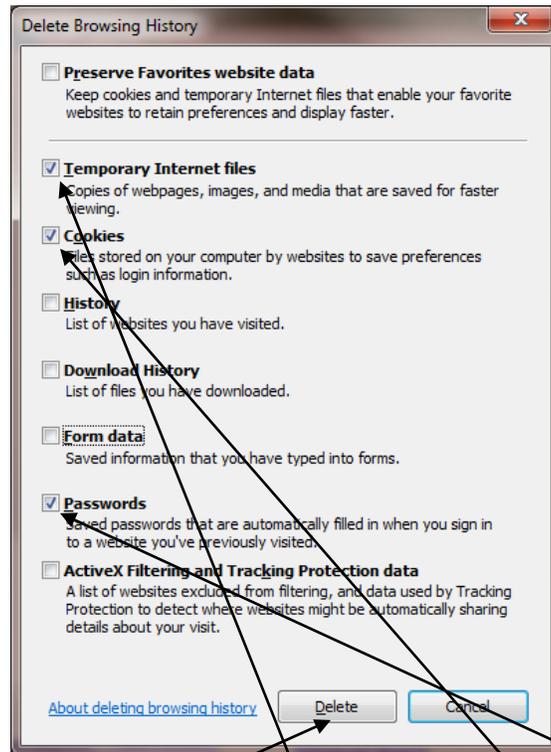


- e. Click the Content Tab
  - i. Click Clear SSL state
- f. Click the Security Tab
  - i. Click Trusted Sites
  - ii. Click Sites
  - iii. This time you will add [www.courts.wa.gov](http://www.courts.wa.gov) back as a Trusted Site. See page 22 for screen shots.

3. Delete cookies and browsing history by following the steps below
  - a. Open Internet Browser
  - b. Click Tools
  - c. Click Internet Options



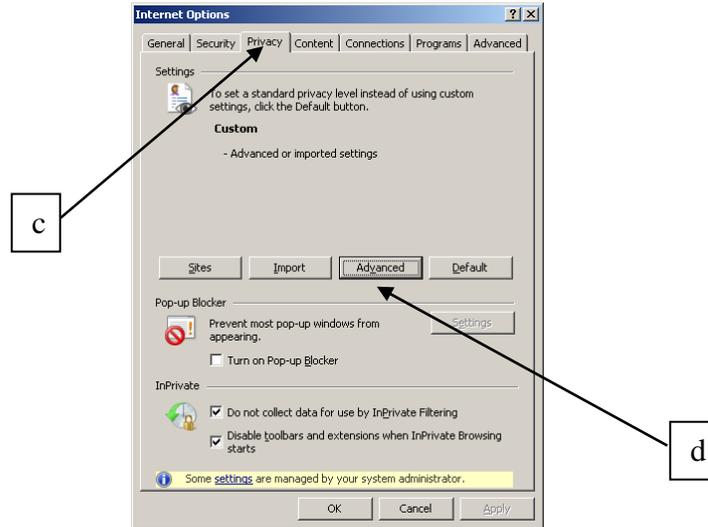
- d. On the General Tab, select the Delete Button found under Browsing History.



- e. Check the following. Temporary Internet files; Cookies, Passwords
- f. Click Delete
- g. Click Ok on the Internet Options Screen.

4. Is your cookies security set to high?

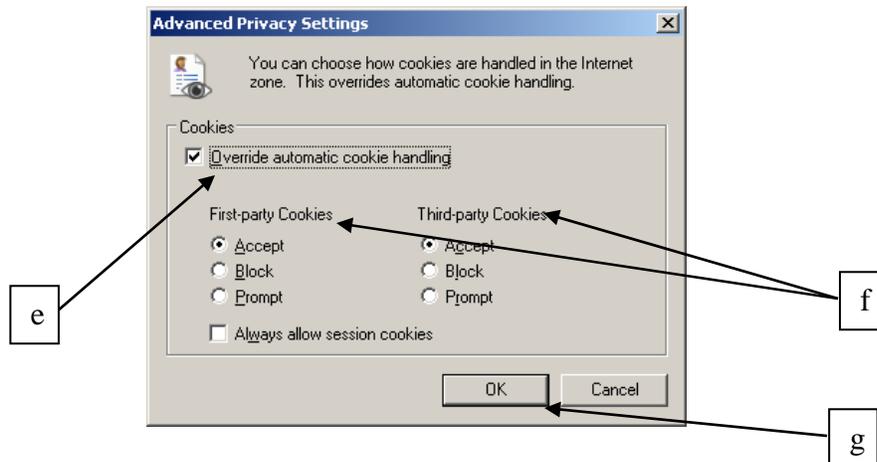
a. Open Internet Explorer



b. Select Tools>Internet Options

c. Select Privacy tab

d. Press Advanced button



e. Make sure "Override automatic cookie handling" is checked

f. Make sure Accept is selected for First-party and Third-party cookies

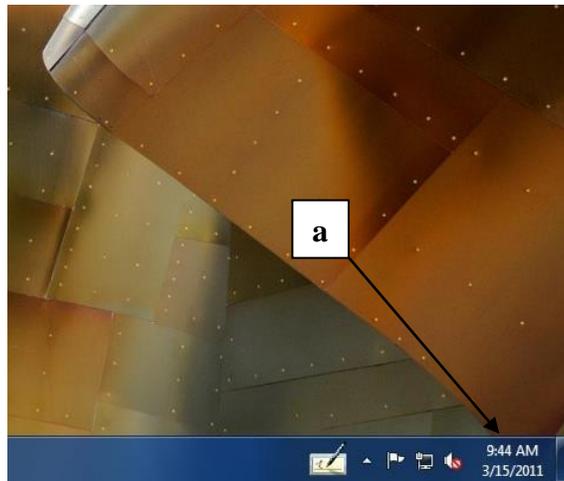
g. Press OK at Advanced Privacy Settings



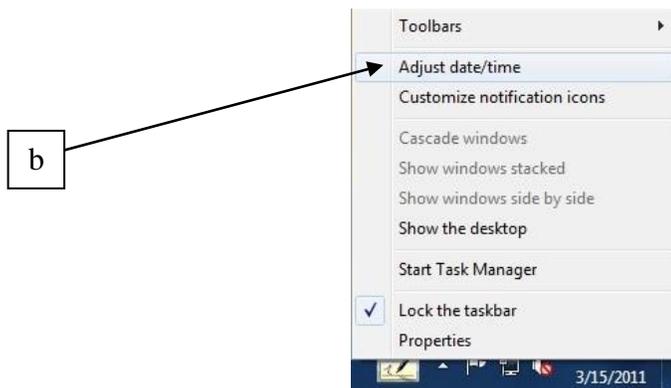
- h. Press OK at Internet Options
- i. Restart the computer.

h

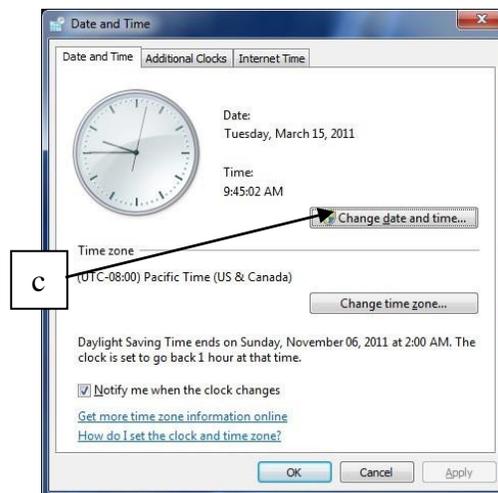
5. Check the date on your computer, is it correct? If not, then correct it.



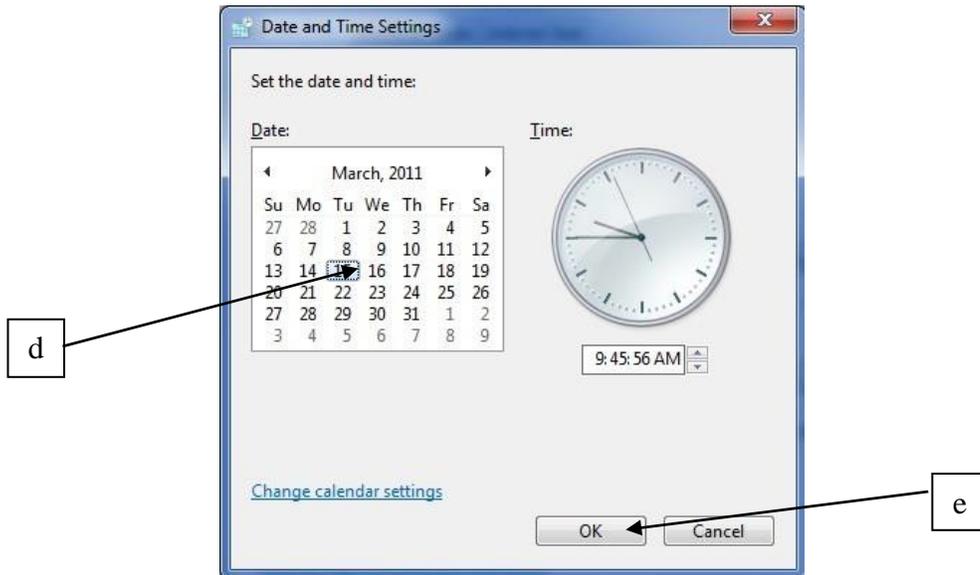
a. Right-click Time and Date at bottom right corner.



b. Left Double-Click "Adjust date/time".



c. Left Click the "Change date and time..." button.



- d. Left Click the correct date.
- e. Click OK "Date and Time Settings" Screen.
- f. Click OK "Date and Time" Screen

If the steps on the previous pages do not clear the problem try the following steps.

1. Open Internet Explorer.
2. Select Tools>Internet Options
3. Select ADVANCED Tab.
4. Scroll to the bottom of the Advanced Tab.
5. At the "Reset Internet Explorer settings" press the RESET button.
6. Go back to Page 17 Step 1 and follow the procedures on pages 17-21 again.

If you are still looping after all these changes, try downloading Firefox and see if it stops this problem.

# Billing Coordinator Duties

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

**JIS-Link**

The Administrative Office of the Courts (AOC) provides a facility that allows the public to access display-only Judicial Information System (JIS) court information through a web-based service called JIS-Link. JIS -Link is offered pursuant to RCW chapter 2.68 and applicable Judicial Information System Committee Rules (JISCR) of the Washington Rules of Court. JIS-Link is a fee-based subscription service. In order to use the JIS-Link service, you must complete the registration process described below.

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

**Current Subscribers**

1. Access JIS Link via BlueZone
2. Access ACORDS
3. Access JIS Link via Z-Web to Host
4. Pay Your Invoice Online
5. Update Your Account Information
6. Account Revoked/Terminated
7. Manage User IDs
8. Change Your Password

**New Subscribers**

Before subscribing, review the following:

1. Basic Access, Subscription and Licensing Agreement
2. Fee Schedule
3. JIS Link Billing Policy
4. Required Information
5. Technical Requirements
6. Subscribe to JIS-Link

**Reminder: There is a \$100 non-refundable set-up fee as well as other charges for the JIS-Link service. For more information, please review the Fee Schedule.**

**Applications Available**

1. ACORDS
2. JIS
3. SCOMIS

**User ID Revoked/Password Reset?**

- Please contact your agency's Site Coordinator.
- If you are the only Site Coordinator for your agency please Email the [JIS-Link Administrator](#).

**County/City Governmental Agencies:**  
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4. JIS Link Security/Billing Manual

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**Account Termination**  
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**Questions?**

1. Log into "4. Pay Your Invoice Online".

Welcome to the JIS-Link account profile page. Here you can view basic account and contact information. In addition, you can view your JIS-Link and ACORDS usage.

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

**Organization Information**

**Organization Name:** Administrative Office of the Courts  
**Department:**  
**Billing Name:**  
If different from Org Name  
**Billing Attn:**  
**Email:** suzanne.hellman@courts.wa.gov

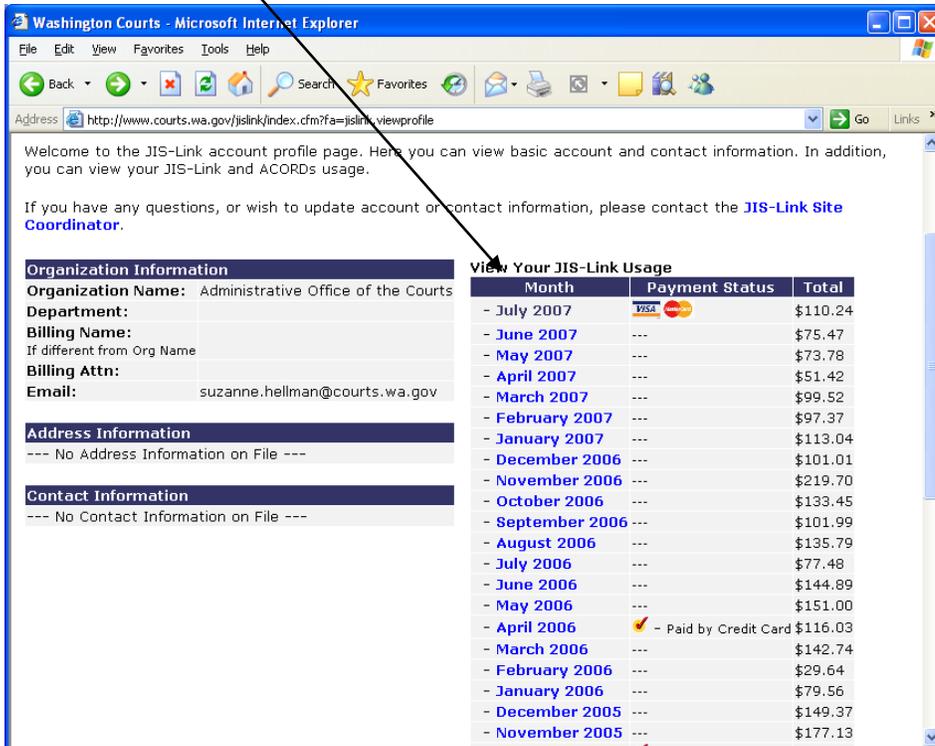
**Address Information**  
--- No Address Information on File ---

**Contact Information**  
--- No Contact Information on File ---

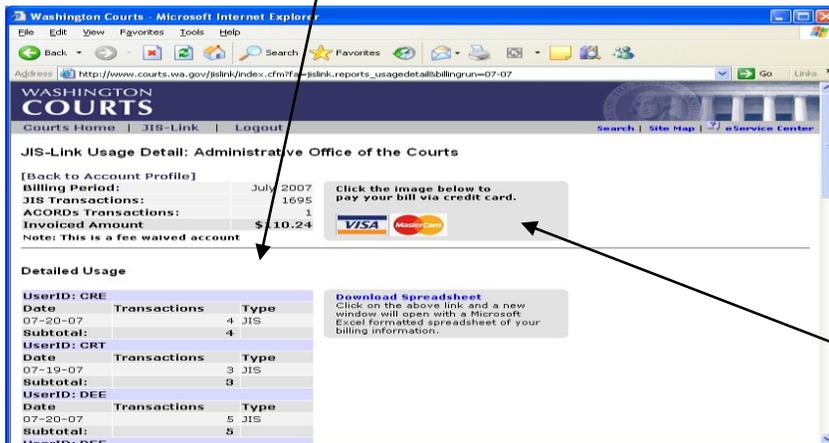
**View Your JIS-Link Usage**

Month	Payment Status	Total
- July 2007		\$110.24
- June 2007	---	\$75.47
- May 2007	---	\$73.78
- April 2007	---	\$51.42
- March 2007	---	\$99.52
- February 2007	---	\$97.37
- January 2007	---	\$113.04
- December 2006	---	\$101.01
- November 2006	---	\$219.70
- October 2006	---	\$133.45
- September 2006	---	\$101.99
- August 2006	---	\$135.79
- July 2006	---	\$77.48
- June 2006	---	\$144.89
- May 2006	---	\$151.00
- April 2006	- Paid by Credit Card	\$116.03
- March 2006	---	\$142.74
- February 2006	---	\$29.64
- January 2006	---	\$79.56
- December 2005	---	\$149.37
- November 2005	---	\$177.13

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 the **JIS-Link Billing Desk at 360-704-4018**. If you receive a voice mail message, leave your name, phone number, name of your company/firm, and your User ID. Your call will be returned as soon as possible.

Keep AOC JIS Link Administrator informed of any billing information changes.

## All JIS Production Application Schedule

JIS Applications are listed below:

ACORDS  
JIS (F4)  
JCS  
SCOMIS

All JIS Production Applications are not available 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. Current JIS System Info 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.