

ELECTRONIC FILING

CASE MANAGEMENT

JURY MANAGEMENT

ONLINE PAYMENTS

ONLINE PUBLIC ACCESS

ELECTRONIC CITATIONS

INTERGOVERNMENTAL
DATA EXCHANGES



Arkansas Supreme Court
Administrative Office of the Courts

acap.help@arcourts.gov

www.courts.arkansas.gov/acap

"Supporting Courts; Ensuring Justice"

2016 ACAP Systems Conference

"Supporting Courts; Ensuring Justice"

Ask ACAP

Gloria Thompson

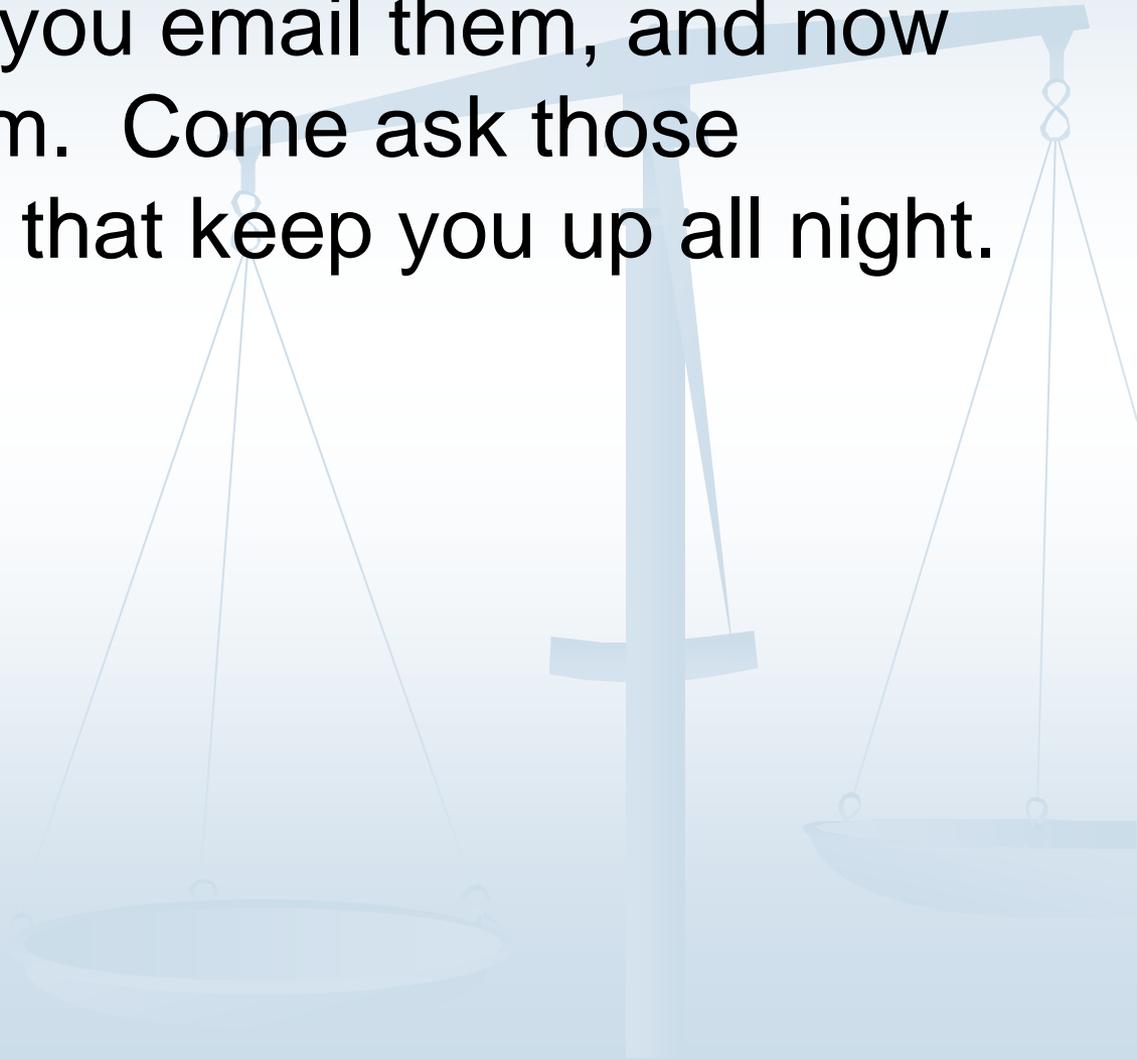
Arkansas Supreme Court

Administrative Office of the Courts

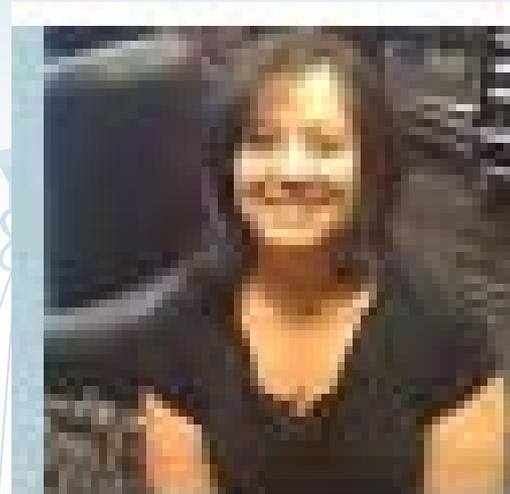
July 2016

Ask ACAP

You phone them, you email them, and now you can meet them. Come ask those burning questions that keep you up all night.



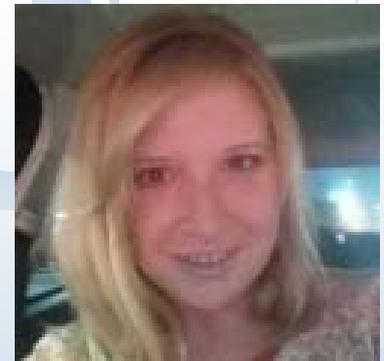
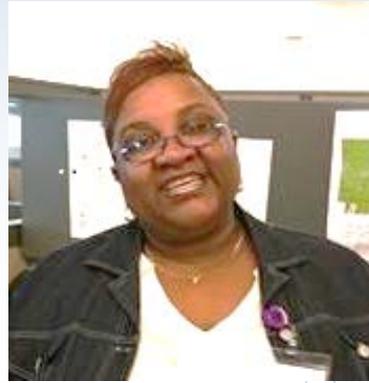
Meet the Help Desk Staff



Functional Staff Introductions



Functional Staff Introductions



Help Desk Stats by Year

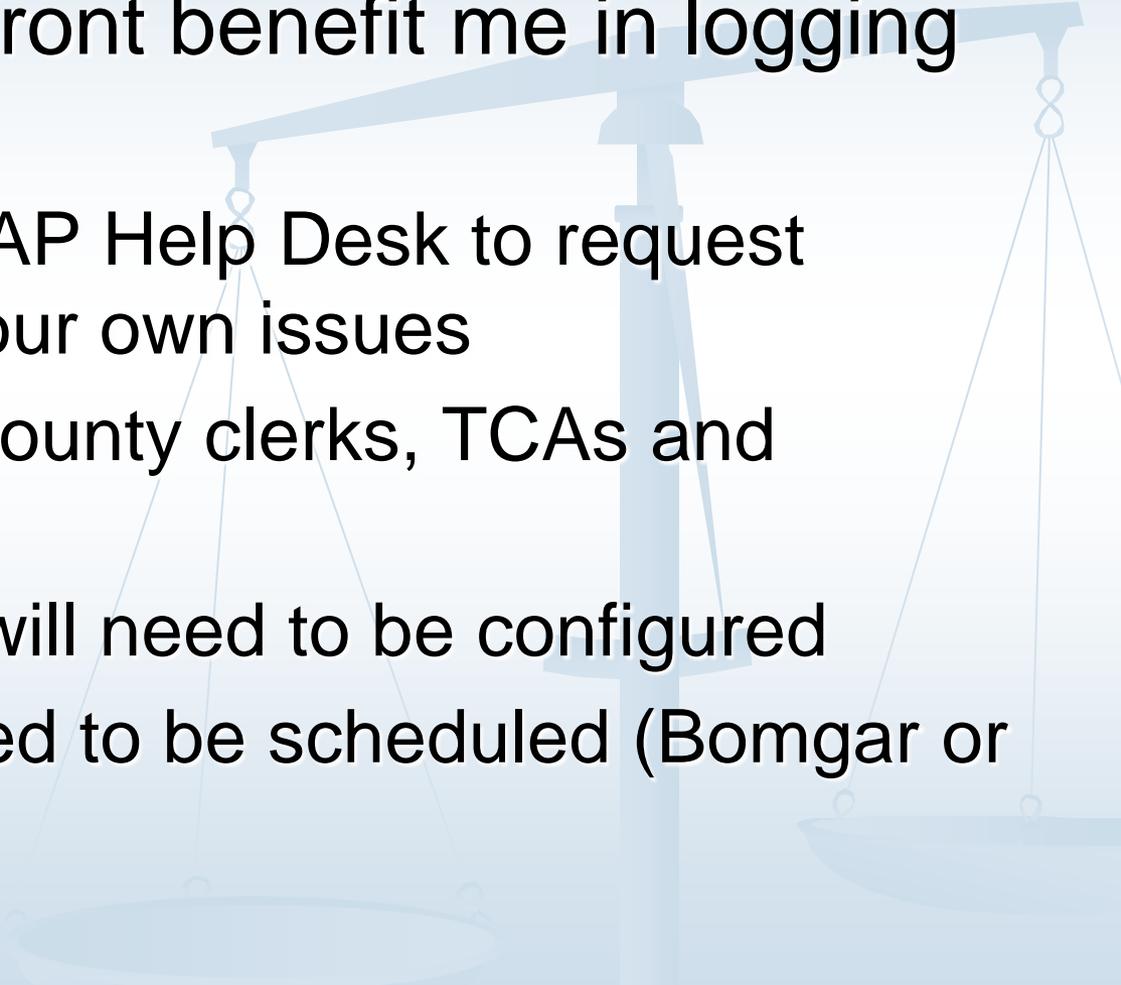
Help Desk	2014	2015	2016
AOC PC/Network Support	874	647	494
Arkansas Judiciary Website Support	14	8	6
Contexte Application Support	5,171	7,333	3,899
DNET Application Support	14	4	4
eFlex Application Support	2,037	1,822	1,020
iMIS Application Support	63	44	305
Juror Application Support	319	472	158
Laserfiche Application Support	35	10	9
Software Support	42	70	16
WorkFront Application Support	31	26	11
Total Issues	8,600	10,436	5,922

Change in Help Desk as of July 1, 2016

Changing to a call center approach

- Create levels of support
 - Level one – logging calls and emails
 - Logged by three staff into WorkFront
 - Level two – researching and resolving issues
 - Level three – escalation for management resolution
- Quicker turnaround time for issues

Change in Help Desk as of July 1, 2016

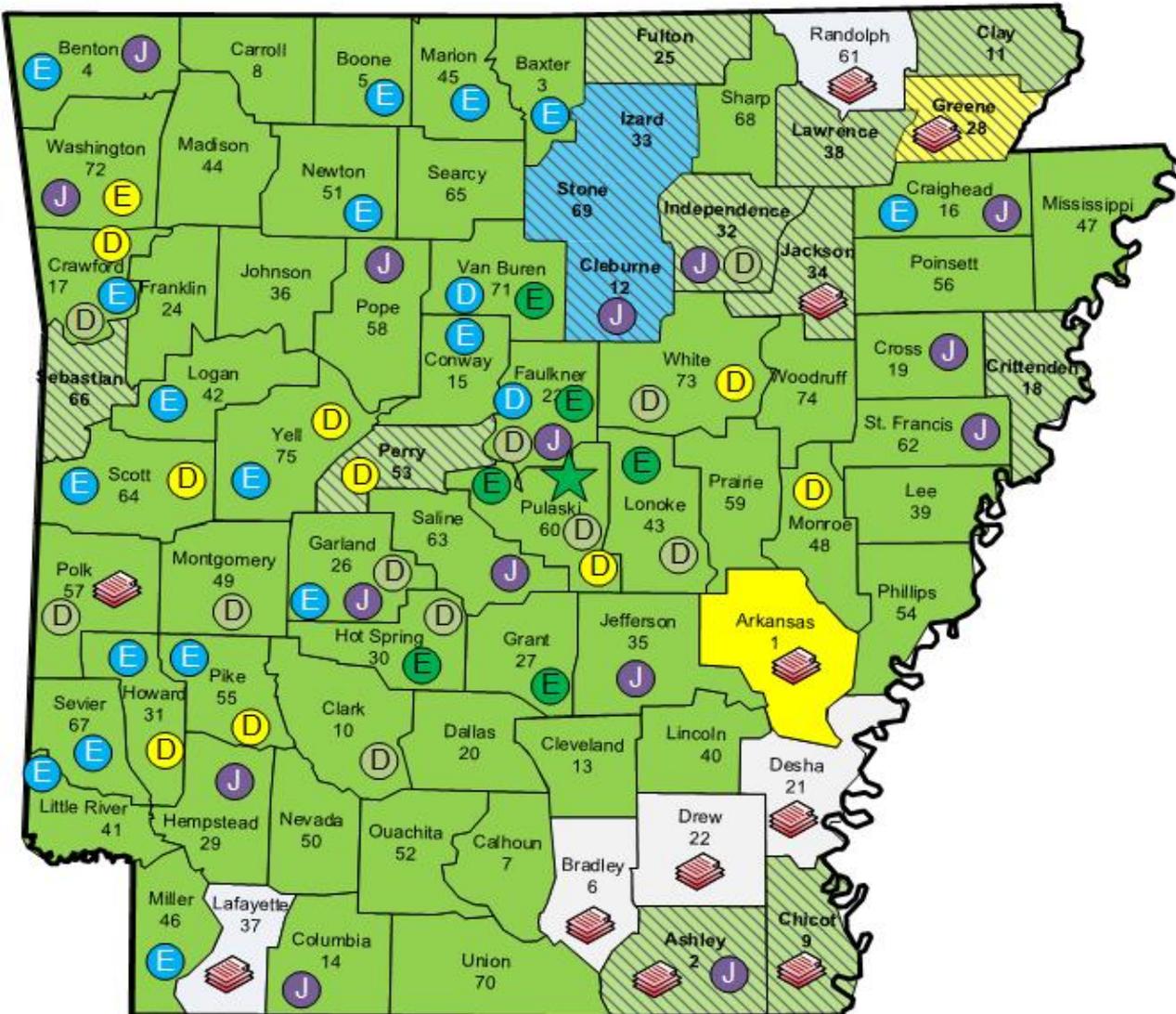
- How can WorkFront benefit me in logging issues?
 - Contact the ACAP Help Desk to request access to log your own issues
 - Circuit clerks, County clerks, TCAs and Judges
 - User accounts will need to be configured
 - Training will need to be scheduled (Bomgar or GoTo Meeting)
- 

Arkansas Courts on Contexte and eFiling

Circuit Court, District Court, & Juvenile Drug Court

as of June 1, 2016

(Contexte court code shown below county name)

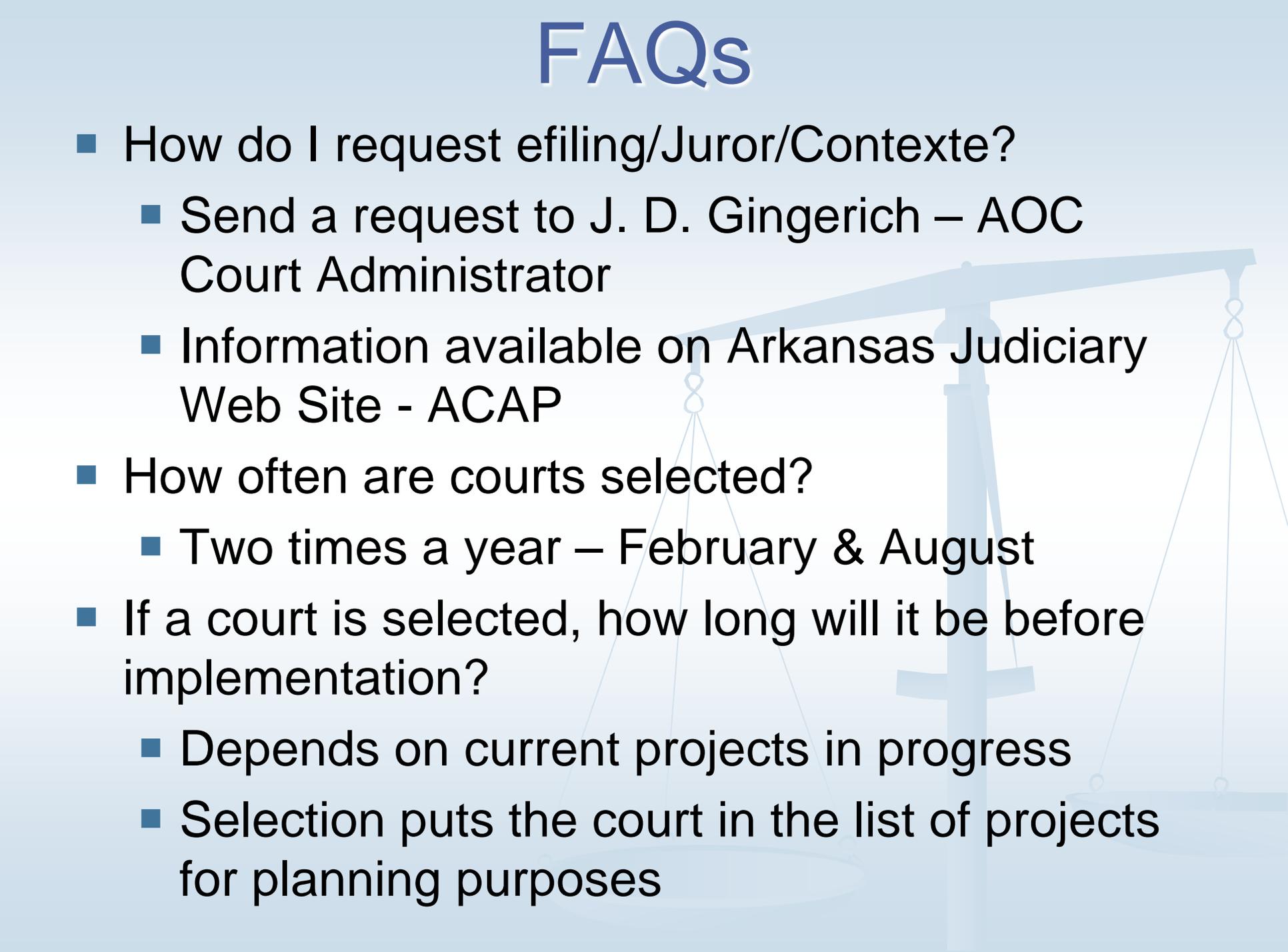


-  Appellate Courts on Contexte
-  Circuit Courts on Contexte
-  CMS Sundown – Circuit Court Legacy AOC CMS on Contexte
-  Court on eFiling
-  District Courts on Contexte
-  Juvenile Drug Courts on Contexte
-  Circuit Paper-Courts on Contexte

-  Circuit Court Contexte Project In Progress
-  Circuit Court Legacy AOC CMS with Full Contexte In Progress
-  Court eFiling Project In Progress
-  District Court Contexte Project In Progress

-  Circuit Court Requesting a Contexte Project
-  Circuit Court Legacy AOC CMS on Contexte Requesting Full Contexte
-  Circuit Court Requesting an eFiling Project
-  District Court Requesting a Contexte Project

FAQs

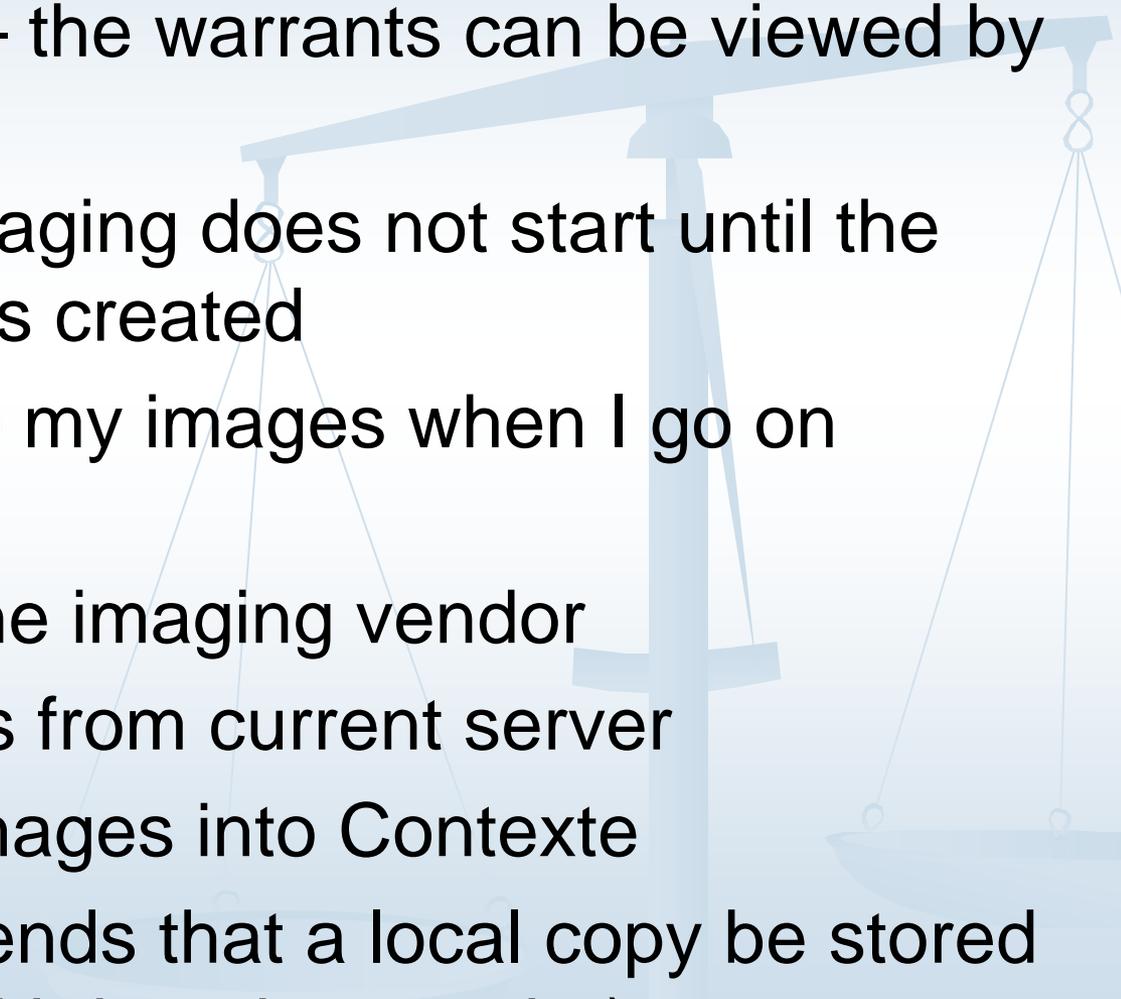


- How do I request efilings/Juror/Contexte?
 - Send a request to J. D. Gingerich – AOC Court Administrator
 - Information available on Arkansas Judiciary Web Site - ACAP
- How often are courts selected?
 - Two times a year – February & August
- If a court is selected, how long will it be before implementation?
 - Depends on current projects in progress
 - Selection puts the court in the list of projects for planning purposes

FAQs

- How do I contact the help desk?
 - WorkFront – get an account and enter issues
 - Email – acap.help@arcourts.gov
 - Phone – 501-410-1900 Option 1 OR
 - 866-823-5778
 - Hours – Monday – Friday 8 am – 5 pm
- Where can I get updated training materials?
 - Contact the Help Desk
- Why can't I see my letter merge?
 - It may be hiding behind the current application
 - Pop-up blocker may be on

FAQs



- Why should I track warrants issued – BW cases?
 - Public safety – the warrants can be viewed by LEO
 - Criminal case aging does not start until the criminal case is created
- What happens to my images when I go on eFlex?
 - Depends on the imaging vendor
 - Extract images from current server
 - Place those images into Contexte
 - AOC recommends that a local copy be stored in the court (with imaging vendor)

FAQs

- What are the three versions of CourtConnect
 - Public CourtConnect (PCC)
 - Case and image security of 1
 - CourtHouse CourtConnect (CCC)
 - Case and image security of 2
 - Court must log in for the public
 - Most important for eFiling courts
 - AO21 requires electronic access to records – no paper files

FAQs



- Internal CourtConnect (ICC)
 - Access controlled through application security
 - User logs into ICC
 - Court determines ICC access
- Does the AOC provide assistance for Leg Audit requests concerning disaster recovery and COOP requirements?
 - Yes, contact ACAP Help Desk

FAQs



- Why can't I find a party in eFlex?
 - CMS courts will have limited parties
 - Judge – all subject areas
 - Defendant – criminal only
 - Juvenile
 - A party must be on a case
 - If not on the case, court should add in
Contexte
- When I go on eFlex, do I really need a new bank account?
 - Yes, clean start with Contexte and eFlex

Questions?

