18B Application

End User - Frequently Asked Questions

Last Updated: February 2011

(v 1.2)

TABLE OF CONTENTS

Q.1 JUDGE MISSING FROM DROP DOWN **3**

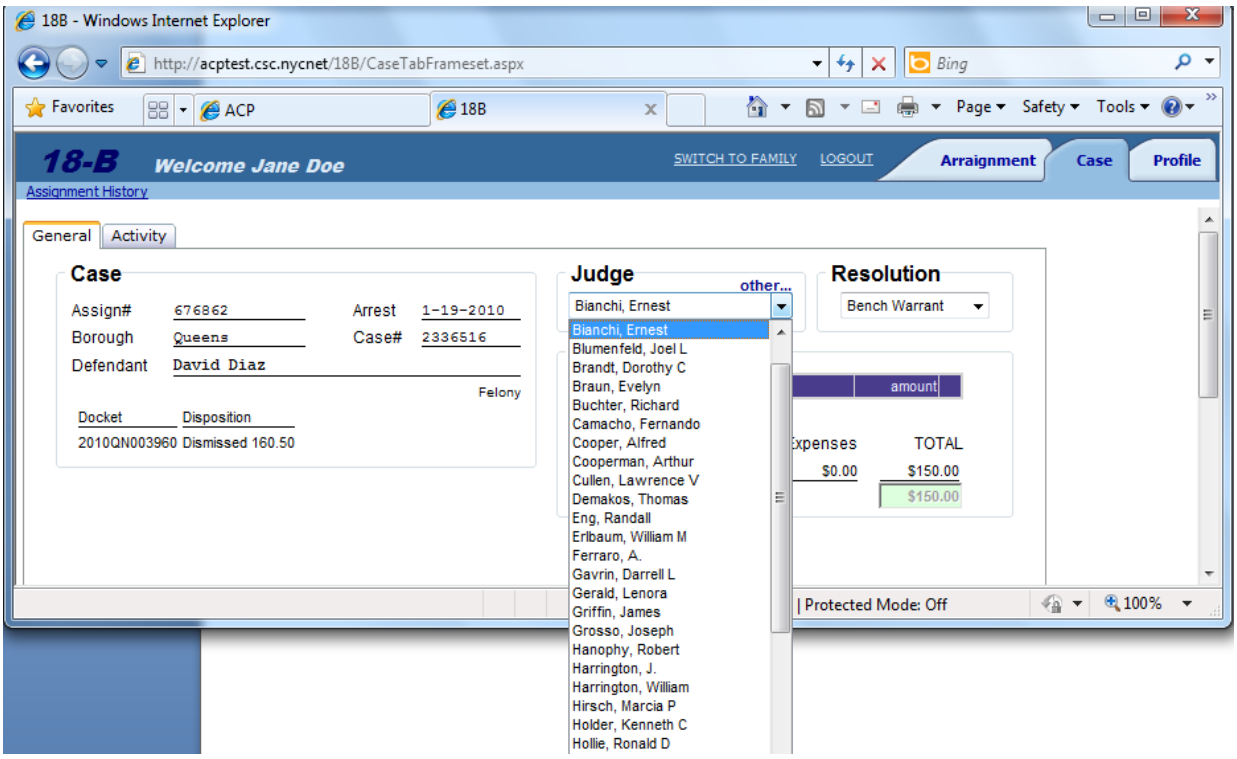
Q.2 FAMILY COURT DOCKET FORMAT. **4**

Q.3 FORGOT USERNAME OR PASSWORD **5**

Q.4 FAMILY COURT CASE VOUCHER – FILE NUMBER **5**

Q.1 Judge missing from drop down

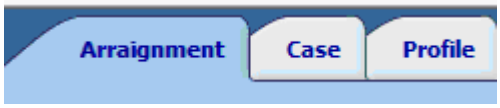
A.1 In order to see list for more judges, please click on link called **"other"** (**screen 1)** for Criminal Court Case Voucher – General tab.



Screen 1 – Criminal court case voucher

In order to see list for other judges, please click on link called **"more"**

On the Criminal court ***Arraignment*** voucher.



Q.2 Family court docket format.

A.2 Have a look family court docket format (**screen 2**). The system will not accept docket if it is in different format. Please ask attorneys to enter docket in this format.

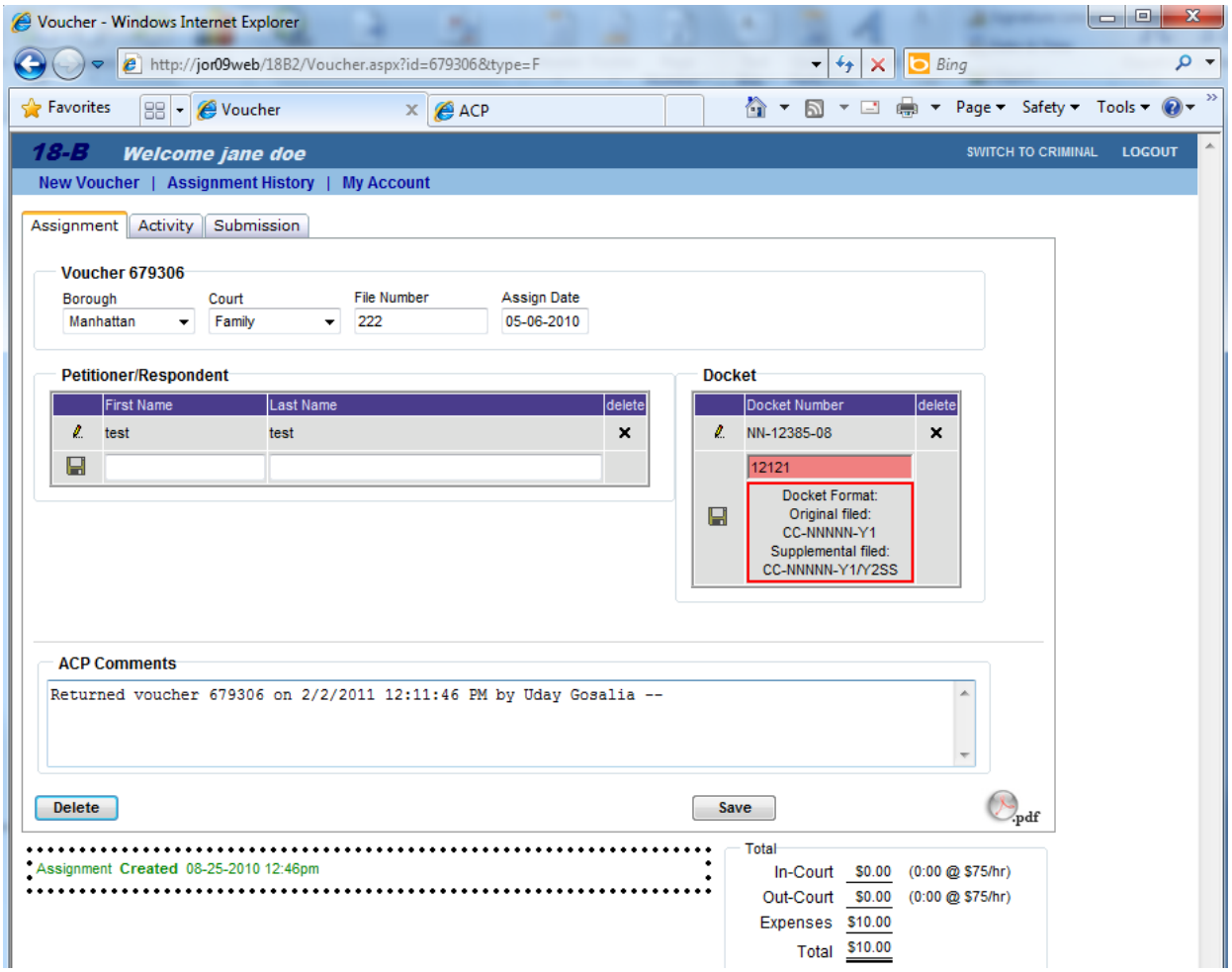
Family Court Docket Format sample: CC-NNNNN-Y1/Y2SS

Where:

- ➔ CC = 1 or 2 character case type (See example below)
- ➔ NNNNN = 5 digit number
- ➔ Y1 = 2 digit year of original filing
- ➔ Y2 = 2 digit year of supplemental filing
- ➔ SS = 1 or 2 character (alphabetic) supplemental indicator

Example:

- ➔ Original Neglect filed in 2007 : NN-00022-07
- ➔ Supplemental filed in 2008 : NN-00022-07/08A

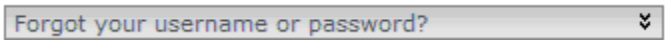


Screen 2 - Family court case voucher

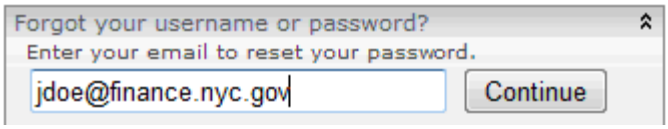
Q.3 Forgot username or password

A.3. You can get your username or password from the Login screen.

Step 1 - Expand forgot username/password panel.

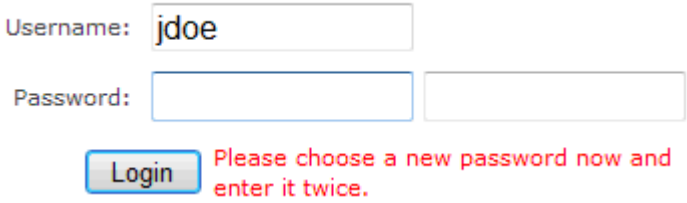


Step 2 - Enter your email address then click ***Continue*** button.



Note: Email address should match with ACP profile. You will get your username and password through 18Bwebhelp email.

Step 3 - Once you get new password from system, enter that password here in password textbox, and then click on login button. System will ask you to choose a new password and enter it twice.



Q.4 Family Court Case Voucher – File Number

A.4. File number is a mandatory field to create and submit any Family/IDV court case voucher. Only numeric digits are allowed and the maximum length is 7 digits. There must be a least 1 numeric digit.

Example: 1234567 or 123

Family Court case dockets are grouped together under a File Number. The court generates a unique identifier, called the file number, that groups related family court matters under a common identifier based on common mother, father, or some other common factor.