

ACAP

AOC Claims and Payment System

Using the Search Tab

Version 1.0

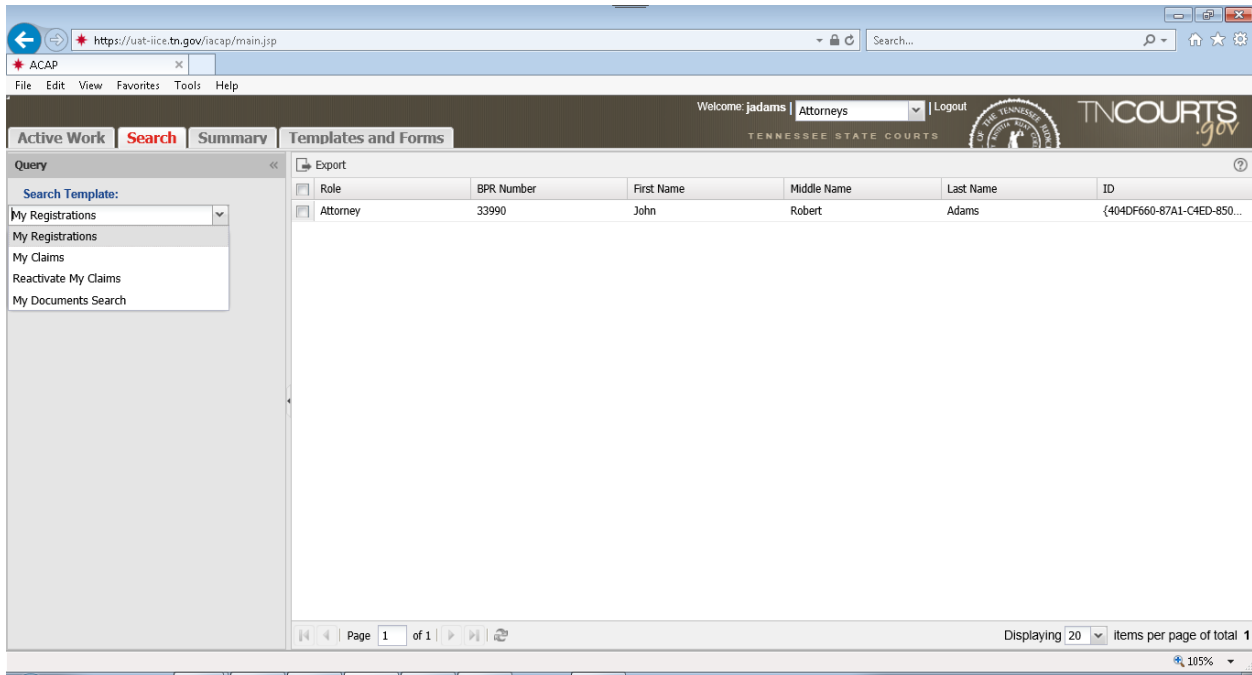
January 23, 2018

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Using the Search Tab

The search tab is used for locating your registration record to update addresses, email or payment information. Or you can search for all your claims by changing the Search Template to My Claims. If looking for denied and removed claims then change the Search Template to Reactivate My Claims. If looking for all your documents then change the Search Template to My Document Search



The screenshot shows a web browser window with the URL <https://uat-iiice.tn.gov/iacap/main.jsp>. The page is titled "TNCOURTS.gov" and "TENNESSEE STATE COURTS". The user is logged in as "jadams" with the role of "Attorneys". The "Search" tab is active, and the "Search Template" dropdown is set to "My Registrations". The search results table shows one entry:

Role	BPR Number	First Name	Middle Name	Last Name	ID
Attorney	33990	John	Robert	Adams	{404DF660-87A1-C4ED-850...

The page also includes navigation controls at the bottom: "Page 1 of 1" and "Displaying 20 items per page of total 1".

My Registration Search

Select this search template when you need to update your addresses, email or payment information. Select the registration record by either double-clicking or check mark the box then double click.

Your registration record will display. You have a tool bar that contains several buttons that perform certain functions.

The screenshot shows the 'My Registration Search' interface. At the top, there is a navigation bar with 'Active Work', 'Search', 'Summary', and 'Templates and Forms'. The user is logged in as 'jadams' with the role of 'Attorney'. Below the navigation bar is a toolbar with buttons for 'Change Address', 'Change 3rd Party', 'Change Bank', 'Change email', and 'Attach Local Document'. The main form area is titled 'Properties' and contains fields for personal information (Role, BPR Number, Prefix, First, Middle, Last, SSN, Suffix, Login ID), contact information (Street, Extended Address, City, State, County, Zip Code, Phone Number, Primary Email, Languages, Certification), and payment information (Firm Type, Firm Name, Street, Suite/Room).

Registration Record Tool bar

Button	Description
Change of Address	Select this button when you need to change either your contact, payment address or both.
Change 3 rd Party	Select this button when you need to add a 3 rd Party company or to change the 3 rd Party information.
Change Bank	Select this button when you need to make a change to the payment method or bank account where funds are deposited for direct deposit.
Change Email	Select this button when you need to change your primary email address.
Attach Local Document	Select this button when attaching a document to your registration record. Please remember when filling out a W9 please email this to the AOC email provided and do not upload. When want to keep your PII (personal identification information such as SSN or birth date) information secure and not visible.
Refresh	Select this button when wanting to refresh the system so your record will reflect your changes.
Close	Select this button when wanting to close the registration record and return to the Search Query template.
Help	Select this button when wanting to find help on a certain topic.
Action	This button is grayed since this is a read – only screen. To make changes select the appropriate buttons.

Requesting a Change of Address

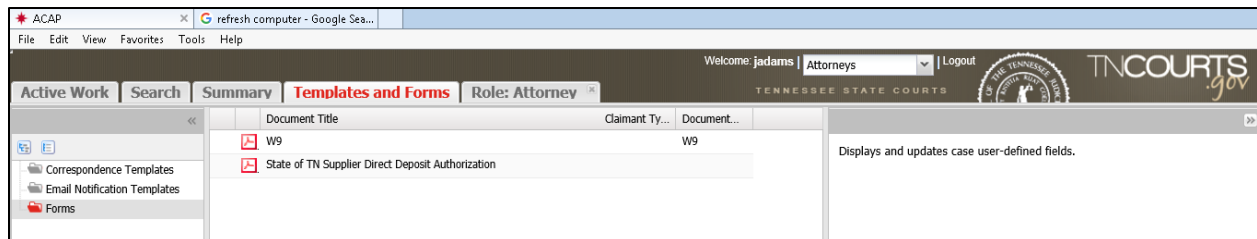
Select this button when making a change to your contact or payment address. The following screen Change Claimant Address Request will display. Complete the all fields and checkboxes on this screen.

Change Claimant Address Request Screen

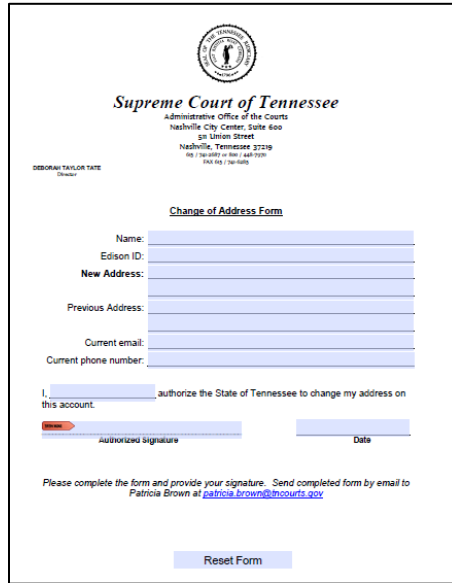
Field/Checkbox	Description
Address check boxes	Select whether the change you make will be to the contact info or payment info or both (if both are checked).
Address 1	Enter your street address.
Address 2	Enter your extended address (e.g. P. O Box, etc.).
City	Enter your city.
County	Enter your county.
State	Enter your state.
Zip Code	Enter your Zip Code.

Once the Change Claimant Address Request screen is complete then select the Ok button to save and send your request to the AOC. Select the Cancel button to cancel changes and close screen. Select the Refresh button to see your new changes on your registration record.

You must also complete the Change of Address form if your payment address is changing. You will need to send completed form to the AOC by email or upload to your registration record using the Attach Local Document button. This form is found in the Template/Forms Tab in the forms folder. Double-click document you want to open and save to your desk top.



Change of Address Form Example:

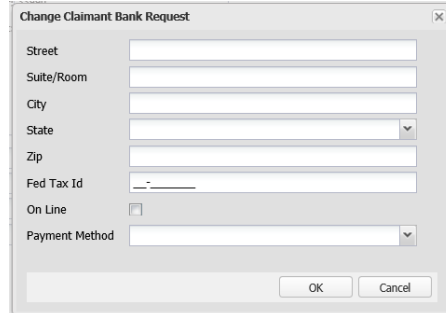


The image shows a 'Change of Address Form' from the Supreme Court of Tennessee. At the top is the state seal and the text 'Supreme Court of Tennessee', 'Administrative Office of the Courts', 'Nashville City Center, Suite 600', '25 Union Street', 'Nashville, Tennessee 37219', and '423-756-2222 or 800-548-7070'. Below this is the name 'DEBORAH TAYLOR TATE' and 'CLERK'. The form title is 'Change of Address Form'. It contains several input fields: 'Name', 'Edison ID', 'New Address', 'Previous Address', 'Current email', and 'Current phone number'. Below these is a signature line with a red cursor and a 'Data' field. At the bottom, there is a 'Reset Form' button and a note: 'Please complete the form and provide your signature. Send completed form by email to Patricia Brown at patricia.brown@incourts.gov'.

Requesting a Change of Bank

Claimant will select this button when you need to make a change to the payment method or bank account where funds are deposited for direct deposit. The following screen Change Claimant Bank Request will display. Complete the all fields and checkboxes on this screen.

Change Claimant Bank Request Screen:

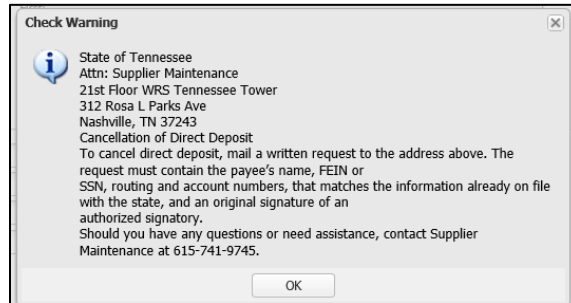


The image shows a 'Change Claimant Bank Request' dialog box. It contains the following fields: 'Street', 'Suite/Room', 'City', 'State' (a dropdown menu), 'Zip', 'Fed Tax Id', 'On Line' (a checkbox), and 'Payment Method' (a dropdown menu). At the bottom right are 'OK' and 'Cancel' buttons.

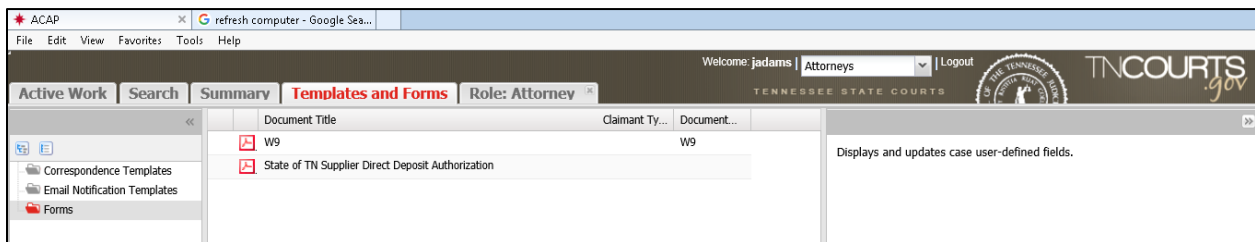
Change Claimant Bank Request Screen

Field/Checkbox	Description
Street	Enter the street address to appear on the payment.
Suite/Room	Enter the Suite/Room or second address when applicable.
City	Enter the city to appear on the payment.
State	Enter the state to appear on the payment.
Zip	Enter the Zip Code to appear on the payment.
Fed Tax ID	Enter the SSN or Federal Tax ID. This information is stored and displayed in an encrypted format.
Online	Check this for online claimant.
Payment Method	Select Check or Direct Deposit. When making a change of payment method you will have complete the Supplier Maintenance Form.

Once the fields are completed on the Change Claimant Bank Request screen then select the Ok button to save information. Select the Cancel button to cancel changes and close screen. If you selected OK then the system will populate the payment Warning message informing you that the Supplier Maintenance form should be completed and completed form be sent to the specific address on the form and message.



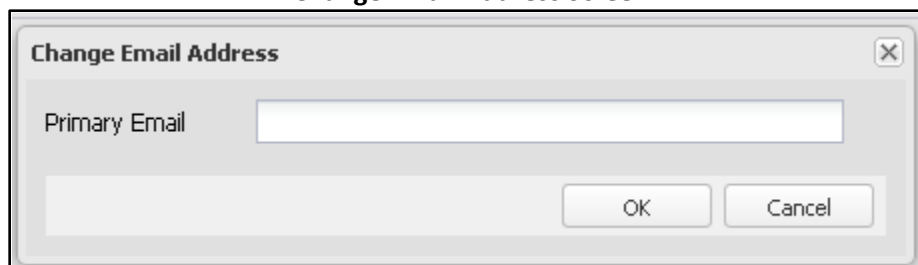
This form is found in the Template/Forms Tab in the forms folder. Double-click document you want to open and save to your desk top.



Change Email

Claimant will select this button when you need to make a change to the Primary Email Address. The Change Email Address screen will display. Enter new email address in the Primary Email field. Select the OK button to save your changes. Select the Cancel button to cancel changes and close screen. Select the Refresh button to see your new changes on your registration record.

Change Email Address Screen

A dialog box titled "Change Email Address" with a close button (X) in the top right corner. It features a text input field labeled "Primary Email". Below the input field are two buttons: "OK" and "Cancel".

Search for My Claims

When you want to search for your claims, select My Claims from the Search Template drop down menu then click on the Search button at the bottom of the panel. This will retrieve all your claims in the different statuses on the right side.

The screenshot shows the TN Courts.gov search interface. The top navigation bar includes 'Active Work', 'Search', 'Summary', and 'Templates and Forms'. The 'Search' tab is active. On the left, the 'Query' panel is expanded, showing a 'Search Template' dropdown set to 'My Claims'. Below this are several filter sections: 'Claim # is equal to:', 'Client Last Name is equal to:', 'Case Numbers contains:', 'Court is equal to:', 'Court County contains:', 'Claim Type contains:', 'Claim Status contains:', and 'Claimant Login is equal to:'. At the bottom of the panel are 'Reset' and 'Search' buttons. The main area displays a table of claims with columns: Claim #, Claim Type, Case Type, Claim Date, Claim Status, Assigned Ju..., Role, BPR Number, Last Name, Case Num..., Client Last..., Court County, and Court. The table lists 20 claims, with the first two rows partially visible.

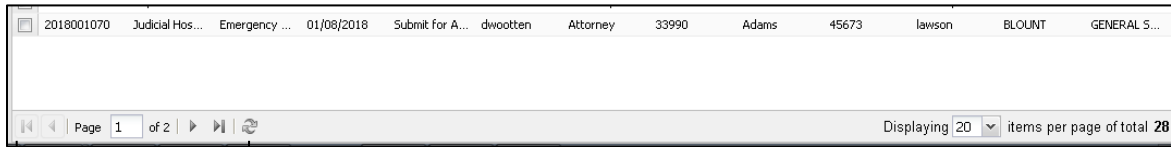
The Query panel has several different query options or combinations of queries you can use to search for claims. The << hide button by the Query header will hide the query panel. To unhide then click >> unhide button to display the Query panel.

This image is a close-up of the 'Query' panel. It shows the 'Search Template' dropdown set to 'My Claims'. Below the dropdown are several filter sections, each with a text input field: 'Claim # is equal to:', 'Client Last Name is equal to:', 'Case Numbers contains:', 'Court is equal to:', 'Court County contains:', 'Claim Type contains:', 'Claim Status contains:', and 'Claimant Login is equal to:'. At the bottom of the panel are 'Reset' and 'Search' buttons. An arrow points to the '<<' and '>>' buttons located at the top right of the panel, which are used to collapse and expand the panel respectively.

Query Type:	Description:
Claim # is equal to:	Enter the exact Claim ID number assigned to your claim.
Client Last Name is equal to:	Enter the exact last name of the client/defendant on the claim.
Case Numbers contains:	Enter the case number.
Court is equal to:	Select the down arrow and select court from the menu.
Court County contains:	Enter part of name of county will pull in results.
Claim Type contains:	Enter part of the claim type will pull in results.
Claim Status contains:	Enter part of the status name will pull in results.
Claimant login is equal to:	Enter the exact login ID.
Last name is equal to:	Enter the exact name of claimant.

Select the query options you want then select the Search button. The right side panel will display your results. If it is blank, the bottom of the panel will state: No results found. If you want to use a different query then select the Reset button to clear information from all query types so you can perform a different query.

ACAP system provides different ways you can do to manage the result list. Look at the bottom of the result list panel.

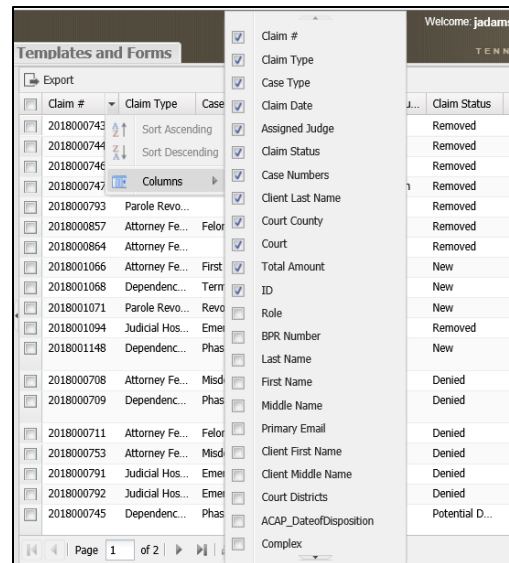


These buttons enable you to move through pages within the result list when more than one page exists. Refresh will refresh the page with current claims that match your query.



To the right of these buttons the system will indicate the number of line items it is displaying (e.g. 20 items per page). You can pick a different number range to view in one page by using the down arrow menu. The system will indicate a total number (e.g. 28) that matched your query. This number may help you decide how many result items to view on a page or use the buttons on the left to move through pages.

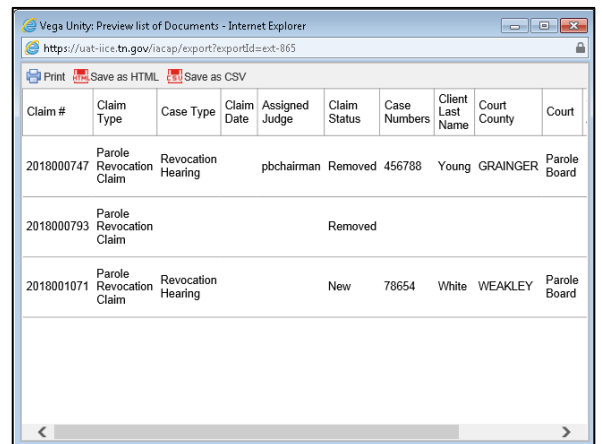
You can manage which column headers you want displayed. Select anyone of the column header down arrows to display menu. Then from the menu select Columns will display another menu listing all the columns that are available. Then click in the check box to either select and place a check mark in check box or deselect if it is already checked to remove check mark by heading.



Once you have selected the columns you want to see but can't see all the information within the column then select the column header sizing handle . You will find the sizing handles by using your mouse and hovering at the end of the column header. When you see two opposing arrows click and drag to the left or right to increase or decrease the column width.

All these managing tools are available throughout the system with the different Vega work tabs you will be using.

The search tab provides a way for you to export your result list by clicking on the Export button at the top of the panel. A Preview list of Document screen opens displaying your result list. This new screen provides three buttons. You can Print, Save as HTML or Save as CSV file. A CSV file can be saved as an Excel file. This is where you can pull reports relating to your claims.



Reactivate My Claims Search

When you want to search for your claims that have a removed status (deleted claim) or denied status then select 'Reactivate My Claims' from the Search Template drop down menu. Next select the Search button at the bottom of the panel. This will retrieve all your claims with the status of 'Removed' and 'Denied' on the right side.

The screenshot shows the TNCOURTS.gov search interface. The 'Search' tab is active, and the 'Reactivate My Claims' search template is selected. The search results table is as follows:

Claim #	Claim Type	Case Type	Claim Date	Claim Sta...	Assigned...	Case Nu...	Client Las...	Court Co...	Court	Total Am...	ID	
<input type="checkbox"/>	2018000708	Attorney Fee Claim - N...	Misdemeanor	11/27/2017	Denied	wacree	CR90876	Stone	WILSON	CIRCUIT	384	{DCA2A1...
<input type="checkbox"/>	2018000709	Dependency and Negle...	Phase 1	11/27/2017	Denied	wacree	T56789	Washington Washington	DAVIDSON	JUVENILE	302.43	{0DD50B...
<input type="checkbox"/>	2018000711	Attorney Fee Claim - N...	Felony A&B o...	11/27/2017	Denied	wacree	CR34568	Warren	HENDERS...	CIRCUIT	235	{78CD82...
<input type="checkbox"/>	2018000743	Attorney Fee Claim - C...	First Degree M...		Removed	jbeasley	CR 789654	Keller	SHELBY	CRIMINAL		{2D95F3B...
<input type="checkbox"/>	2018000744	Attorney Fee Claim - N...	Misdemeanor		Removed	GS 898765	Cassidy	LOUDON	GENERAL...			{BEED5D...
<input type="checkbox"/>	2018000746	Judicial Hospitalization ...	Emergency In...		Removed	JH 98765	Cross	COFFEE	GENERAL...			{374CCFA...
<input type="checkbox"/>	2018000747	Parole Revocation Claim	Revocation He...		Removed	pbchairman	456788	Young	GRAINGER	Parole Bo...		{ECA24E...
<input type="checkbox"/>	2018000753	Attorney Fee Claim - N...	Misdemeanor	12/06/2017	Denied	hsledge	GS 898765	Cassidy	LOUDON	GENERAL...	250	{C1FB07...
<input type="checkbox"/>	2018000791	Judicial Hospitalization ...	Emergency In...	12/08/2017	Denied	probinson	JH 8976	Newsome	DAVIDSON	CIRCUIT	30	{462F814...
<input type="checkbox"/>	2018000792	Judicial Hospitalization ...	Emergency In...	12/08/2017	Denied	probinson	JH7865	Craze	DAVIDSON	CIRCUIT	20	{46493C5...
<input type="checkbox"/>	2018000793	Parole Revocation Claim			Removed							{726C084...
<input type="checkbox"/>	2018000857	Attorney Fee Claim - N...	Felony C,D,E		Removed	jayers	CR876512	Huffman	MONTGO...	CIRCUIT		{8BDF581...
<input type="checkbox"/>	2018000864	Attorney Fee Claim - N...			Removed							{25AECF6...
<input type="checkbox"/>	2018001094	Judicial Hospitalization ...	Emergency In...		Removed				DAVIDSON	GENERAL...		{1754855...

The Query panel has several different query options or combinations of queries you can use to search for claims.

Query Type:	Description:
Claim # is equal to:	Enter the exact Claim ID number assigned to your claim.
Client Last Name is equal to:	Enter the exact last name of the client/defendant on the claim.
Case Numbers contains:	Enter the case number.
Claim Type contains:	Enter part of the claim type will pull in results.
Claim Status contains:	Enter part of the status name will pull in results.
Last name is equal to:	Enter the exact name of claimant.

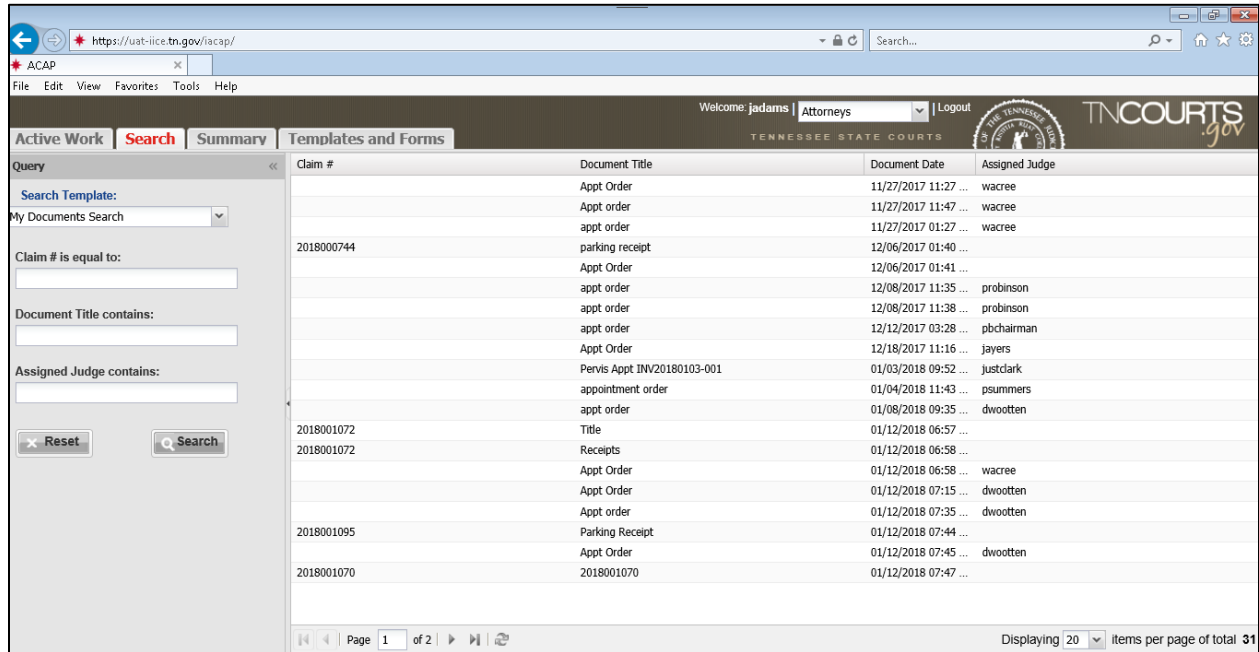
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Once you have selected the columns you want to see but can't see all the information within the column then select the column header sizing handle . You find the sizing handles by using your mouse and hovering at the end of the column header. When you see two opposing arrows click and drag to the left or right to increase or decrease the column width

All these managing tools are available throughout the system with the different work tabs you will be using. This tab also provides the Export button at the top so you can export your results.

My Documents Search


When you want to search for your documents then select My Documents Search from the Search Template drop down menu. Next select the Search button at the bottom of the panel. This will retrieve all your documents uploaded to your claims on the right side.



The Query panel has several different query options or combinations of queries you can use to search for your documents.

Query Type:	Description:
Claim # is equal to:	Enter the exact Claim ID number assigned to your claim.
Document Title contains:	Enter part of the name of your document – does not have to be exact match.
Assigned Judge contains:	Enter part of the name does not have to be exact match.

You can manage which column headers you want displayed. Select anyone of the column header down arrows to display menu. Then from the menu select Columns will display another menu listing all the columns that are available. Then click in the check box to either select and place a check mark in check box or deselect if it is already checked to remove check mark by heading.

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