



Password Reset Information Sharing Sessions with Courts - Questions and Answers

For assistance with your passwords as we bring systems online, please contact us using these options:

PASSWORD RESET SUPPORT	
Court and AOC Support	Customer Services and Desktop Support will online in a Zoom session from 6:00 a.m. to 6:00 p.m. on Monday for assistance: https://wacourts.zoom.us/j/85334372469?from=addon .
eService Center	eService Center "New Support Ticket" section or call 1-800-442-2169 option 1.

General Questions

- **Can we get a copy of the PowerPoint?**
 - Response from AOC: PowerPoint presentations were emailed to everyone on Friday, November 15, 2024.

- **Will users also need to reset their CAR/Cashier's Code password in JIS, after the initial sign in/reset?**
 - Response from AOC: Those passwords are not affected, but we recommend you change those passwords at the same time if you like to keep them all expiring around the same time.

- **Is the JIS password the same as JABS password?**
 - Response from AOC: Yes, they are the same.

- **If users only use JABS, will they still have to reset their RACF ID password in JIS?**
 - Response from AOC: Yes

- **Is the password going to be the same for Odyssey/Enterprise Justice and JIS?**

- Response from AOC: No, you can no longer use your RACF ID credentials for both JIS and Odyssey/Enterprise Justice.
- **Will the “Inside Courts” website password reset option be available after the password reset in JIS on a specific date TBD or not at all?**
 - Response from AOC: After the RACF ID password reset process is complete using “Access JIS” or “Bluezone JIS,” you can reset your password in 90 days using “Inside Courts”.
- **Can the AOC provide documentation that lists the steps needed to change password(s) on a document instead of courts having to rely on the PowerPoint presentation?**
 - Response from AOC: AOC will provide step-by-step instructions to everyone by Monday morning.
- **Will the Supreme Court and COA eFiling portal and ACORDS have separate passwords?**
 - Response from AOC: For the COA and Supreme Court eFiling portal, court users will continue to use their RACF ID credentials. Non-court eFiling portal users will continue to use their already established credentials. For ACORDS users, RACF ID credentials will also be used for this system and will use the same password as the eFiling portal.
- **How do users navigate through fields when resetting the RACF ID password in “Access JIS” or “Bluezone JIS”?**
 - Response from AOC: Please use the **Tab** key to move forward to the next field and use both the **Shift** and **Tab** keys (press down at the same time) to move back to the previous field. Pressing the **Enter** key will complete the task of resetting the password.
- **Will eService be available with the password reset phase, or will we need to call the AOC?**
 - Response from AOC: Once the AOC tells you to begin resetting your password(s), you can receive assistance using the options in the table on the first page.
- **What if a user’s password has expired?**
 - Response from AOC: Once the AOC notifies you that you can begin resetting your password(s), you can receive assistance using the options in the table on the first page.

- **What if courts need help with the account password for AOC's Secure FTP site for our automated process?**
 - Response from AOC: Once the AOC tells you you can begin resetting your password(s), you can receive assistance using the options in the table on the first page.

Turning Systems On Questions

- **What time on Monday can court staff begin resetting passwords?**
 - Response from AOC: Sometime Monday morning. AOC will send an exact time when it becomes available.
- **Can the system handle everyone changing the password(s) at the same time?**
 - Response from AOC: The system will not be affected.
- **Are the courts receiving the "reset password" communication at the same time?**
 - Response to AOC: Yes, we will communicate with everyone with reset password(s). Please note, many AOC staff will have their password(s) reset and access to systems before court staff so we can work on and test the systems before making them available to everyone to make sure they are operational.
- **What if users are not available on the 18th to reset their password due to leave?**
 - Response from AOC: Please plan to reset your password(s) on your first day back to work. If there are issues when you do, please contact the AOC customer service at: [eService Center](#) "New Support Ticket" section or call 1-800-442-2169 option 1.
- **Will the communication that it is time to reset JIS passwords be sent to individual users or via the AOC listservs?**
 - Response from AOC: This will be done via listservs. Please send the communication to people who do not receive listserv messages.

Access JIS or Bluezone JIS Icon Questions

- **Is the "Access JIS" icon the same as the "Bluezone JIS" icon?**
 - Response from AOC: Yes
- **Should we remove the old icon for the JIS application and reinstall it or will the old one work?**
 - Response from AOC: The old icon will work.
- **My JIS icon has an owl on it. Is it the same as the other JIS icons?**

- Response from AOC: Yes, that icon is the same as the others.
- **Will the URL website or “Inside Courts” to the JIS system work as well?**
 - Response from AOC: No, users will need to reset their RACF ID password using the “Access JIS” or “Bluezone JIS” icon.
- **If a single computer has the “Access JIS” or “Bluezone JIS” icon, can users use that one location to reset every RACF ID password?**
 - Response from AOC: Yes. Please be sure each user logs out of the system by pressing the **F** key, then press **Enter** to log out before the next person begins resetting their RACF ID password.
- **Does resetting your password through “Access JIS” or “Bluezone JIS” does this reset your password for SCOMIS/JIS?**
 - Response from AOC: Yes
- **What if users do not have the “Access JIS” or “Bluezone JIS” icon on their computer?**
 - Response from AOC: Once the AOC tells you you can begin resetting your password, your local IT staff then can install the icon on your computer. If there are issues with this, please contact the AOC using the options on the first page.

JIS Site Coordinator/Admin Questions

- **It sounds like each individual user will need to go into “Access JIS” or “Bluezone JIS” to reset their RACF ID password. Is this correct?**
 - Response from AOC: Users will need to use “Access JIS” or “Bluezone JIS” to reset RACF ID password. Admins can reset to a temporary on behalf of others once the admin resets their RACF ID password. However, each user will need to reset their temporary password to a permanent password on their own.
- **Is AOC going to reset our admin passwords?**
 - Response from AOC: AOC will reset RACF ID passwords. Once admins enter their new password using “Access JIS” or “Bluezone JIS,” they then can change their admin password.
- **Will JIS Admin credentials change?**
 - Response from AOC: No, admins will only need to reset their RACF ID password first using “Access JIS” or “Bluezone JIS” and they can then resume their normal duties with the same credentials.

Odyssey/Enterprise Justice/Enterprise Supervision Questions

- **Some staff do not use JIS, can they skip this step and move to reset Odyssey/Enterprise Justice password instead?**
 - Response from AOC: RACF ID password reset is required for all users with a RACF ID. We encourage everyone to reset both passwords even if you are rarely and do not use JIS.

- **Will data previously entered in Judge Edition, including notes, be available?**
 - Response from AOC: Yes, all systems will be back to normal functionality and data will be available, including Judge Edition notes. If there are any issues, please contact AOC using one of the options listed on the first page.

- **Can judicial officers change their password using “Inside Courts” rather than Odyssey/Enterprise Justice or Judge Edition?**
 - Response from AOC: For Judge Edition password reset, this must be done in Odyssey/Enterprise Justice Navigator. For RACF ID password resets, users will need to use “Access JIS” or “Bluezone JIS” to reset RACF ID password.

- **Will the courts need to reset passwords for Tyler Technologies eFiling system?**
 - Response from AOC: No, those passwords will not be affected and will not require a password reset.

- **Can we use dictionary words in our passphrase for Odyssey/Enterprise Justice?**
 - Response from AOC: This has been tested in Enterprise Justice and Odyssey and you can use words from a dictionary.

- **Should we complete RACF ID password reset first before resetting our password in Odyssey and Enterprise Justice?**
 - Response from AOC: No, you can reset your password in Odyssey/Enterprise Justice first. However, we strongly recommend you also reset your RACF ID password without delay.

- **Can we change our Odyssey/Enterprise Justice password using Odyssey/Enterprise Justice?**
 - Response from AOC: You must change your Enterprise Justice/Odyssey password to Enterprise Justice/Odyssey. Resetting your RACF ID password must be done using “Access JIS” or “Bluezone JIS.”

- **How do you change the Odyssey/Enterprise Justice password?**
 - Response from AOC: The PowerPoint slides sent to the courts on Friday, November 15, 2024, and the step-by-step instructions that will be emailed to everyone by Monday morning, November 18, 2024, will outline the specific steps needed to reset your Enterprise Justice/Odyssey password.

- **Is the date for the launch of Odyssey/Enterprise Justice still the same?**
 - Response from AOC: It is expected that Enterprise Justice/Odyssey will be available on Monday, November 18, 2024.

- **Will this password reset affect Enterprise Supervision?**
 - Response from AOC: Yes, Enterprise Supervision will also require a password change like Odyssey/Enterprise Justice. However, if you are using Enterprise Supervision as a stand-alone that is not supported by AOC (Courts working directly with Tyler Technologies) you will not have to change/reset your password.

- **When the password is set to expire in the 90 days in Odyssey/Enterprise Justice, are users required to change it, or can we just change one thing in it?**
 - Response from AOC: Please follow the password standards as outlined in the PowerPoint document and the step-by-step instructions. If the system does not accept changing one character in your new password, it will tell you via a system generated message.

- **How do user admins reset password if someone is locked out of Odyssey or Enterprise Justice?**
 - Response from AOC: Please submit a ticket to AOC's Customer Services.

- **Are Odyssey/Enterprise Justice users now required to update their passwords in Odyssey/Enterprise Justice, or can users update their password using "Inside Courts"?**
 - Response from AOC: Odyssey and Enterprise Justice will require you to reset using those systems. You will also have to do a separate password reset for your RACF ID password due to the decoupling.

- **How/when will the Enterprise Justice/Odyssey temporary passwords be distributed to the courts?**
 - Response from AOC: For Courts of Limited Jurisdiction, the AOC will use the dedicated secure Box accounts, and that team will communicate directly with you on Monday, November 18, 2024. For Superior Court, a Zoom meeting was scheduled for Monday, November 18, 2024, from 6:00 to 10:30 with county clerks, court

administration, and Juvenile Court Administrators to discuss how they will be distributed.

- **Can coordinators manage/reset passwords for Odyssey/Enterprise Justice?**
 - Response from AOC: No, Odyssey/Enterprise Justice users will need to reset their Odyssey/Enterprise password on their own.