

# ACAPS FREQUENTLY ASKED QUESTIONS

## RECOMMENDED BROWSERS

- Google Chrome (Apple and PC)
- Internet Explorer (PC)
- Mozilla Firefox (PC)

## ACAP does not support mobile devices (Tablets, Phones)

## REGISTRATION

How do I register for ACAP? You will need to register online for an ACAP account. Please click on this link and register. <https://ice.aoc.tn.gov/acap/logon.jsp?mode=container>.

How long does it take to process my ACAP registration? It takes 10 business days to process your W9 and set up your ACAP account. Be sure to email your W9 to [acap@tncourts.gov](mailto:acap@tncourts.gov) after you complete the online registration.

How will I receive my log in and password for ACAP? After your W9 is processed an email will be sent to you with a username, temporary password and instructions on logging into ACAP.

Can I take Indigent Appointments and not have an approved ACAP account? Yes. You can go ahead and take Indigent appointments. Please note that Tennessee Supreme Court Rule 13, section 6(a) (5) requires you to file your fee claim within 180 days of the disposition.

Are online training classes available for ACAP? Yes, please send an email to [acap@tncourts.gov](mailto:acap@tncourts.gov) to schedule an online training.

How do I change my address/contact information in ACAP? Please fill out a W9 and email your updated W9 to [acap@tncourts.gov](mailto:acap@tncourts.gov)

How do I apply for Direct Deposit? Please fill out a direct deposit form and mail it to the address at the top of the form. It must be mailed for security purposes.

## FILING A CLAIM IN ACAP

How long does it take to get paid in ACAP? Most claims are paid within 30 days of being submitted to the AOC.

Where do I upload a receipt? The only place to upload receipts is under your Claimant Activities Tab please click on the Upload Receipt Button. See Page 25 of the manual. Document - Attorneys: [Entering Claims](#)

Why is ACAP asking me for a receipt? If you add an expense ACAP will require a receipt to be uploaded by using the Upload Receipt Button. See page 25 of the manual. Document - Attorneys: [Entering Claims](#)

What documentation do I need to file a claim in ACAP? You will need an Appointment Order for every claim you submit in ACAP. The Appointment Order must be signed by the judge, include the Client/Defendant Name, have a Case/Docket Number(s) and have your name appointing you to the case. If your appointment order is missing any of this information your ACAP claim will be returned to you.

Why can't I find my judge in the drop down list? If you do not find your judges name in the drop down list you can submit your claim without a judge name. Leave the judge name blank and go to your ACTION BUTTON and select

SUBMIT FOR JUDICIAL REVIEW. ACAP will ask you to click OK and then a comment box will appear please put the judge name in the box. This will stop the 180 day calendar from ticking and someone at the AOC will fix the judge name and send it for payment processing.

How do I put in an offense/TCA? You must type a key word into the offense box. After you type a key word a drop down list will appear. Please select the TCA.

How long do I have to file an ACAP claim? Tennessee Supreme Court Rule 13, section 6(a) (5) requires you to file your fee claim within 180 days of the disposition.

How do I know my judicial district? If you do not know your judicial district you can request a district list be emailed to you. Please see page 38 of the manual for a list of counties and judicial districts. Document - Attorneys: [Entering Claims](#)

## RETURNED CLAIMS

Why has my claim been returned? Your claim can be returned to you by the Judge or someone at the AOC. Please open your claim and click on the History/Comments and you will be instructed on how to fix your claim

Where can I find my returned claim? You will find your claim under the RETURN CLAIMS Tab which is located on the ACTIVE WORK TAB. If you open the claim in SEARCH you will not be able to make changes or resubmit. You must open the claim under the ACTIVE WORK TAB and you will have an active ACTION BUTTON. See Page 29 of the manual.

Document - Attorneys: [Entering Claims](#)

## CLAIM STATUS

**UNDERSTANDING CLAIM STATUS can be found on page 35 of the manual.** Document - Attorneys: [Entering Claims](#)

Why does my claim status say DENIED? AOC or the Judge may deny the claim. Please check the History/Comments tab for denial reason.

Why does my claim status say LATE? A claim must be submitted before or on the 180 day limit per Supreme Court Rule 13. The system will enter the claim date; the date the claim was submitted to the judge or the AOC.

Why does my claim status say POTENTIAL DUPLICATE? This will be the status of the claim when it appears to be a possible duplicate of a claim that has already been submitted. NOTE: Claimant can check to see if a claim is a possible duplicate prior to submitted claim by selecting the CHECK DUPLICATE button the toolbar.

Why does my claim status say PAYMENT ACCEPTED? Finance and Administration is processing payment

Why does my claim status say SUBMIT TO EDISON? Finance and Administration is processing payment

Why does my claim status say AWAITING JUDGE SIGNATURE? This status will appear if the judge does not approve claims in ACAP and the claimant will need to print out a copy of the claim and get the judge to sign and approve the claim. The signed claim will need to be uploaded before the claim is submitted to the AOC for payment processing. Please see page 28 of the ACAP manual for the complete offline judge process. Document - Attorneys: [Entering Claims](#)

## RESETTING PASSWORD ISSUES

Can I have my security questions reset? Yes, please send an email to [acap@tncourts.gov](mailto:acap@tncourts.gov) and request that your ACAP account be reset. Please include your username for ACAP.

Why am I getting an error message when I change my password? Your password must be 8 characters long, contain an upper case and lower case letter, a number and a special character. Also, your password cannot contain 3 letters from your first name, last name, user id or email address.