

ACAP
AOC Claims and Payment System
Registration Guide
Version 1.0

February 3, 2018

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About ACAP

AOC Claims and Payment (ACAP) system is our new system which will replace our existing Indigent Claims Entry (ICE) system and our existing payment processing system. This will be one system which will handle registration, requests for prior approval of experts/investigators, claim entry, claim processing, judicial review by judges, payment processing with Edison to produce claimant's payments.

This is a browser-based application which allows the following claimants: attorneys, interpreters, experts, investigators, and assignees to enter claims for indigent defense. In addition, Judicial Hospitalization clerks will be able to enter Judicial Hospitalization clerk fees for court payment of clerk fees. Judges can review and approve claims entered through ACAP. Attorneys will make their requests for authorization of experts or investigator services by submitting their pre-approval orders electronically.

To use this application, you will need the one of the following browsers: IE 11+, Firefox 56+, Safari and the latest version of Google Chrome.

Note: Windows 10 comes with the Edge browser which has trouble uploading PDF documents. Please use one of the other browser listed above.

Accessing ACAP

To access ACAP, the web address is: <https://ice.aoc.tn.gov/acap/logon.jsp?mode=container>. Please add this address to your favorites list or bookmark in your browser or set up a shortcut on your desktop for easy access.

Registration

Claimants must first register and complete the required forms. The completed forms must be sent to the appropriate offices to be processed before you can receive your login credentials.

Everyone who expects a payment will be required to complete a W 9 form. This document can be sent via email or fax to the (AOC) Administrative Office of the Courts. Those claimants who wish to have their payments be sent to their bank account will be required to complete the State of TN Supplier Direct Deposit Authorization form. The claimant will mail the completed form to the Finance and Administration office (address is on the form). These forms are readily available on the ACAP system and are necessary to establish your payment account on our payment system prior to approving your registration.

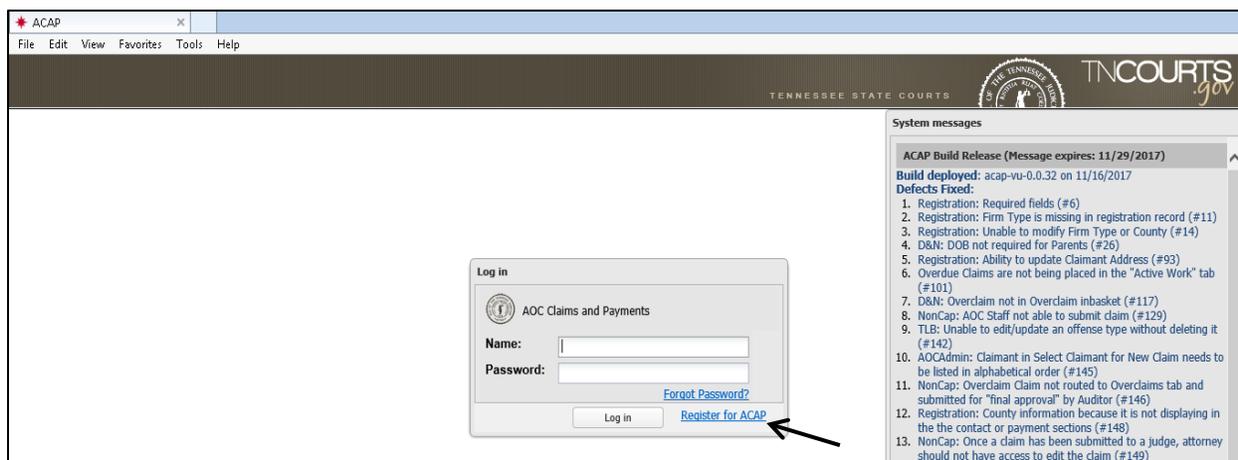
Note: If you find that you serve in multiple roles (e.g. attorney and interpreter), you will be required to register separately for each role using the same email address. When approved for each role, you will have one user name and password. You will need to remember, to select your role, once logged in so that you will find the work that is available to you for that role.

Ready to Register

Enter the following ACAP web address: <https://ice.aoc.tn.gov/acap/logon.jsp?mode=container> into the browser's address bar. This will open the ACAP application. The application will display the login entry screen and system messages

System messages will specify system down times for maintenance or may provide AOC information regarding the indigent defense program. Please review your system messages if the system is down for maintenance, you will not be able to register until maintenance is complete.

To register click on the **Register for ACAP link** at the bottom of the Login screen.



This will open the registration Properties tab. Based on your role selection will determine the tabs that will display for registering.

The roles that are available include:

- Assignee – can submit claims
- Attorney – can submit claims
- Expert/Investigator – can submit claims (invoices) for service on a case with prior pre-approval
- Interpreter – can submit claims
- Judge – approves attorney and interpreter claims
- Judicial Clerks – can submit claims for judicial clerk fees

Who Qualifies as an Assignee Role?

In the state of Tennessee, an attorney representing an indigent client can assign the payment of any claims to a third party company (e.g. BHI, Rayna, etc.). The attorney must provide the original contract made with the Third Party Company and send it to the Administrative Office of the Courts (AOC) so those payments can be directed to them. This Third Party Company must already be established as one of the third party companies listed on ICE. New third party companies can be added but the company will need to contact the Administrative Office of the Courts - Finance Department.

The Third Party Company who manages the attorney’s ICE account will need to register as an Assignee role. Employees for the third party company who enter claims on behalf of the attorney will also register as an Assignee.

How will the attorney make that association?

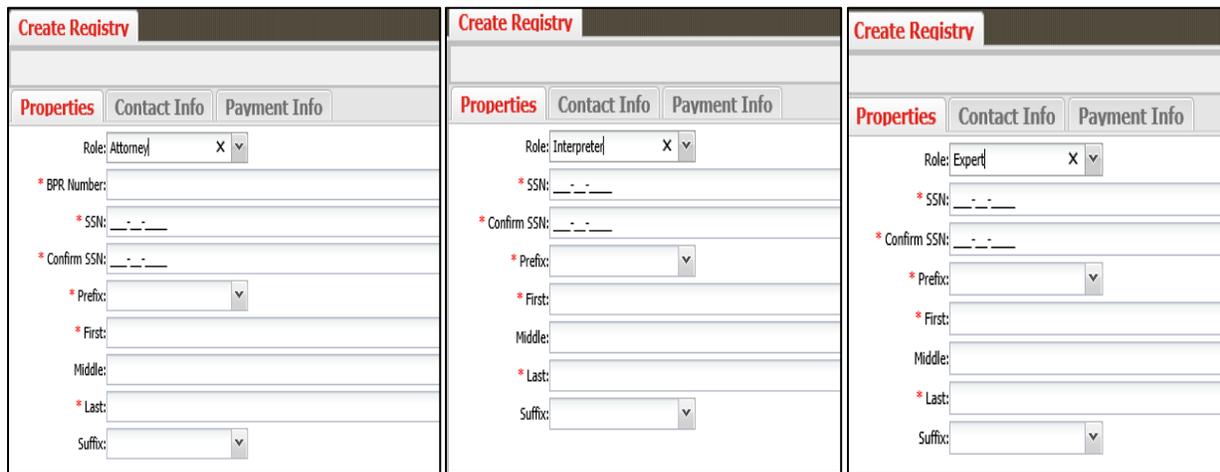
To capture assignments, the attorney registration process will provide two fields. The Third Party Entry check box when checked will indicate the Third Party assignee will key the claim on behalf of the attorney. The second field is the Third Party drop-down menu where the attorney will select their third party affiliation indicating they have contracted with Third Party Company. If the attorney is already registered his/her Third Party Assignment selection can be made on the registration record found in the Search Tab. The attorney procedures will be detailed in their manuals.

Registering for the role of Attorney, Interpreter, Expert or Investigator

Select your role and enter the information required on the property tab.



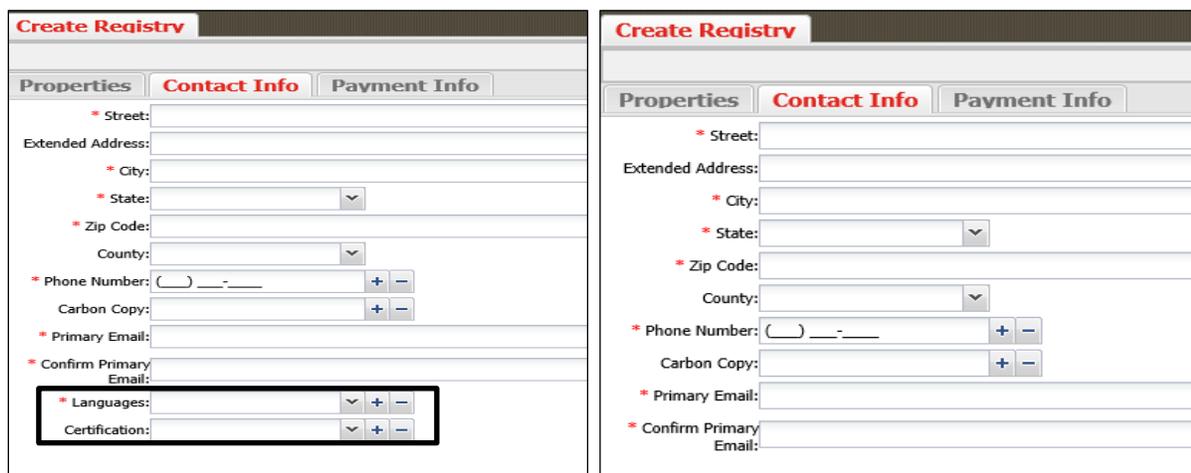
Selecting the role of Attorney, Expert, Interpreter, or Investigator will display two additional tabs (Contact and Payment). The system will populate on the properties tab specific fields required for that role and display a red asterisk (*). For example, an attorney must have a BPR number to register (this will preload name/address information from the Board of Professional Responsibility). This field is not available for Expert, Interpreter, or Investigator. All other fields are same.



Properties Tab:

Field Name	Description
Role	Select your appropriate role from the drop-down options
BPR Number (Attorney only)	Attorney will enter BPR number assigned by the Board of Professional Responsibility
SSN	Enter your Social Security Number. This is required to set up a payment account. Your social security number is stored in an encrypted format and will display in an encrypted format.
Prefix	Select your appropriate prefix from drop-down options
First	Enter your first name
Middle	Enter your middle name or initial - this is optional
Last	Enter your last name
Suffix	Select your appropriate suffix when applicable from the drop-down options

Click on the Contact tab to enter your contact information. The interpreter role will have two additional fields of information to provide (Languages and Certification). The red asterisk or red box will indicate information is required in that field in order to submit your registration. Some fields will have a plus (+) sign, by clicking on it will populate another field to enter another entry of the same type (e.g. second phone number, second language, etc.). Selecting the minus (-) sign will remove the extra entry.



Contact Tab:

Field Name	Description
Street	Enter your street address
Extended Address	Enter your extended address (e.g. P. O Box, etc.)
City	Enter your city
State	Enter your state
Zip	Enter your Zip Code

County	Enter the county you reside at
Phone Number	Enter your phone number
Carbon Copy	Optional - Enter the secondary email address to receive copy of your notifications

Contact Tab continue:

Field Name	Description
Primary Email	Enter your primary email address where you will receive your login credentials and notifications
Confirm Primary Email	Confirm entry of your primary email address
Languages (Interpreter only)	Interpreter will enter language(s) used for interpreting in court
Certification (Interpreter only)	Interpreter will enter certification level of languages used in court

Click on the Payment tab to enter your payment information such as firm/business name and type; firm/business address; payment method preferred and if you have contracted with a 3rd Party company (such as Rayna, DCC, or CEDGE). This is the information that will appear on your payment and the address where your payment will go if paid by check.

The screenshot shows the 'Create Registry' form with the 'Payment Info' tab selected. The form contains the following fields and options:

- Firm Type:** A dropdown menu with options: Corporation, Individual/Sole Proprietor, Limited Liability, Partnership.
- Firm Name Same As Personal Name:** A checkbox.
- Firm Name:** A text input field.
- Address Same As Personal Address:** A checkbox.
- Street:** A text input field.
- Suite/Room:** A text input field.
- City:** A text input field.
- State:** A dropdown menu.
- Zipcode:** A text input field.
- Payment Method:** A dropdown menu.
- Third Party Entry:** A checkbox.
- Third Party:** A dropdown menu.

Payment Info Tab:

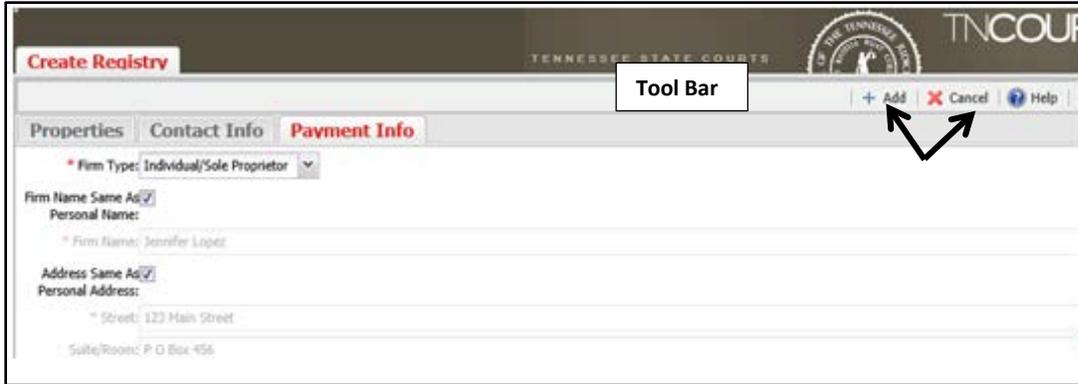
Field	Description
Firm Type:	Select the firm/business type that best describes your business. Selecting Corporation, Limited Liability or Partnership will populate the Federal Tax ID fields required for these types of businesses.
Corporation	Selecting this option will display fields for entering corporation name, address, payment method and third party information if applicable.
Individual/Sole Proprietor	When you select this firm type then your business does not have a federal tax id. .
Limited Liability	Selecting this option, system will require you to select the type of LLC, whether it is a Corporation, Disregarded Entity, or Partnership. Then enter

	the LLC name, address, payment method and third party information if applicable
Partnership	Selecting this option will display fields for entering partnership name, address, payment method and third party information if applicable.

Payment Info Tab continue:

Field	Description
Firm Name same as Personal Name	You can select to place a check mark in the box by this field, if the firm name is the same as the personal name on the contact tab if not then enter the name to appear on the payment.
Address same as Personal Address	You can select to place a check mark in the box by this field, if the address is the same as personal address on the contact tab if not then enter the address to appear on the payment.
Firm Name	When the Same as Personal checkboxes are not selected then you will enter the firm/business name to appear on the payment
Street	When the same as Personal check boxes are not selected then 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
County	Enter the county your firm/business resides at
Fed Tax ID	Enter the SSN or Federal Tax ID. This information is stored and display in an encrypted format.
Payment Method	Select the payment method preferred. Selecting one of these options the system will prompt you to click on a link that will take you to the appropriate forms to be completed for registration.
Third Party Entry	Check this box if the third party you contracted with will key your claims on your behalf.
Third Party	Select the third party you contracted with.

All three tabs are completed and you are ready to send your registration to the AOC. There is a tool bar right above your tabs. Look to the far right. You can select Add to submit the registration. The system will warn you, if a required field is missing data or needs correction. It will have a red border around the field that requires data or correction. Or you can select Cancel to cancel your registration. The system will prompt you: Your changes will be lost. Select OK to continue the cancel or Cancel to return to your registration record.



You will receive a confirmation email your registration has been received by the AOC. This confirmation email will also provide links to the forms necessary to complete your registration.

Registering for the role of Judge or Judicial Clerk

Selecting the role of judge or judicial clerk will display two additional tabs (Contact and Court Info). The role of judge will display the BPR field which is a required field for a judge to register (this will preload name/address information from the Board of Professional Responsibility) All required fields will display a red asterisk (*). This field is not available for the judicial clerk. All other fields are same.

Select your role and enter the information required on the property tab.

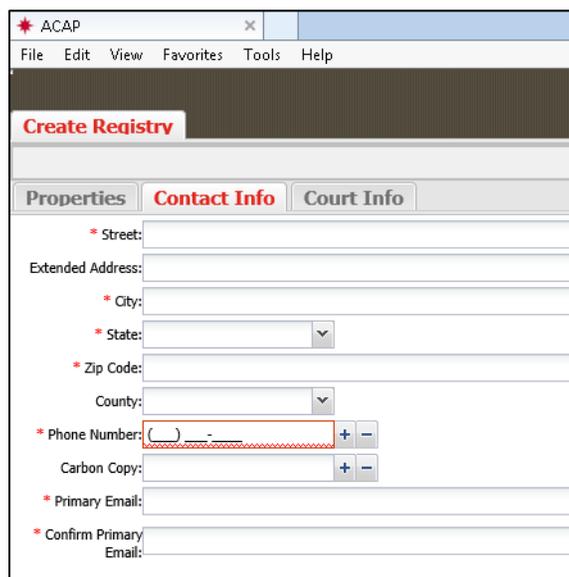


Properties Tab:

Field Name	Description
Role	Select your appropriate role from the drop-down options
BPR Number (Judge only)	Judge will enter BPR number assigned by the Board of Professional Responsibility
Prefix	Select your appropriate prefix from drop-down options

First	Enter your first name
Middle	Enter your middle name or initial - this is optional
Last	Enter your last name
Suffix	Select your appropriate suffix when applicable from the drop-down options

Click on the Contact tab to enter the judges or judicial clerk’s contact information based on role selected. The red asterisk or red box will indicate information is required in that field in order to submit your registration. Some fields will have a plus (+) sign, by clicking on it will populate another field to enter another entry of the same type (e.g. second phone number, second carbon copy email address, etc.). Selecting the minus (-) sign will remove the extra entry.



Contact Tab:

Field Name	Description
Street	Enter your street address
Extended Address	Enter your extended address (e.g. P. O Box, etc.)
City	Enter your city
State	Enter your state
Zip	Enter your Zip Code
County	Enter the county you reside at
Phone Number	Enter your phone number
Carbon Copy	Optional - Enter the secondary email address to receive copy of your notifications
Primary Email	Enter your primary email address where you will receive your login credentials and notifications
Confirm Primary Email	Confirm entry of your primary email address

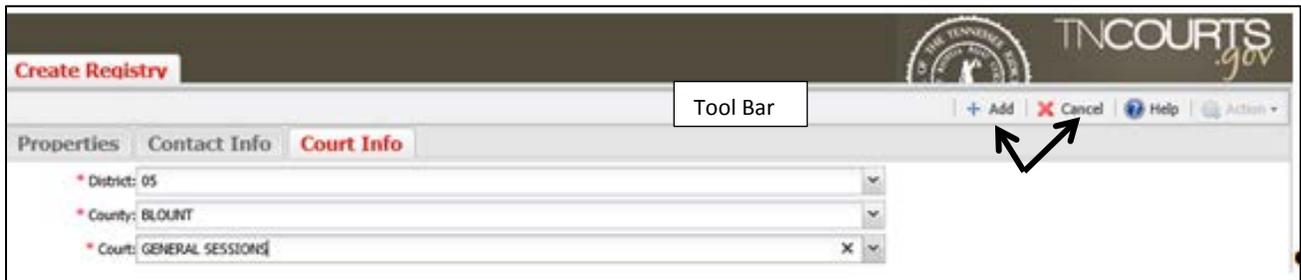
Click on the Court Info tab and enter the court information.



Court Info Tab:

District	Select the numerical value for the court district
County	Select the primary county office
Court	Select your primary court
Online (Judges only)	This will default as checked for Judge to approve claims online. Deselect the checkmark if Judge is not approving claims online and is considered an offline judge.

All three tabs are completed and you are ready to send your registration to the AOC. There is a tool bar right above your tabs. Look to the far right. You can select Add to submit the registration. The system will warn you, if a required field is missing data or needs correction. It will have a red border around the field that requires data or correction. Or you can select Cancel to cancel your registration. The system will prompt you: Your changes will be lost. Select OK to continue the cancel or Cancel to return to your registration record.



You will receive a confirmation email your registration has been received at the AOC.

Registering for the role of Assignee

An assignee is an employee of a third party company such as DCC, Rayna, or CEDGE who may enter claims on behalf of the attorney.

Who Qualifies as an Assignee Role?

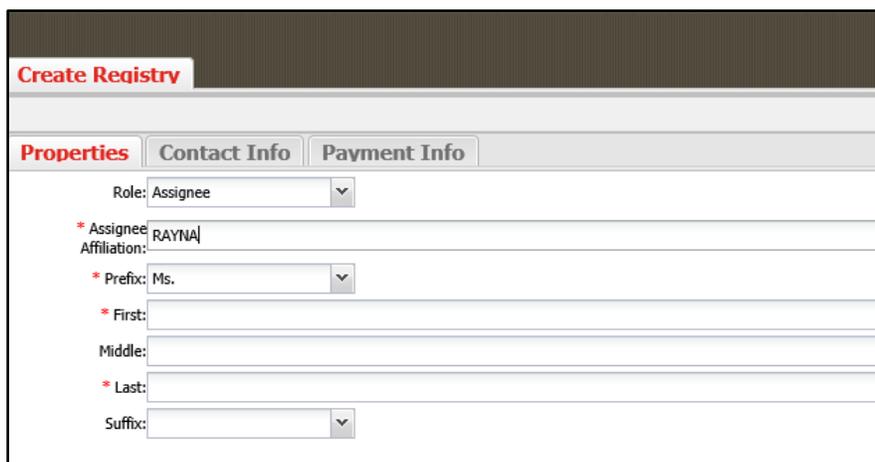
In the state of Tennessee, an attorney representing an indigent client can assign the payment of any claims to a third party company. The attorney must provide the original contract made with the Third Party Company and send it to the Administrative Office of the Courts (AOC) so those payments can be directed to them. This Third Party Company must already be established as one of the third party companies listed on ICE. New third party companies can be added but the company will need to contact the Administrative Office of the Courts - Finance Department.

The Third Party Company who manages the attorney's ICE account will need to register as an Assignee role. Employees for the third party company who enter claims on behalf of the attorney will also register as an Assignee.

How will the attorney make that association?

To capture assignments, the attorney registration process or record will capture the third party information. The attorney procedures will be detailed in their manuals.

The Third Party Company employee will select the assignee role and enter the information required on the property tab.



The screenshot shows a web form titled "Create Registry". It has three tabs: "Properties", "Contact Info", and "Payment Info". The "Properties" tab is active. The form contains the following fields:

- Role: Assignee (dropdown menu)
- * Assignee Affiliation: RAYNA (text input)
- * Prefix: Ms. (dropdown menu)
- * First: (text input)
- Middle: (text input)
- * Last: (text input)
- Suffix: (dropdown menu)

Selecting the role of Assignee will display two additional tabs (Contact and Payment Info). The assignee **will not** need to complete the Payment info Tab. The property tab will have fields with a red asterisk (*) by the name these are considered required fields and must be completed in order for you to submit your registration.

Properties Tab:

Field Name	Description
Role	Select your appropriate role from the drop-down options
Assignee Affiliation	Assignee will select third party company who she/he is employed by
Prefix	Select your appropriate prefix from drop-down options
First	Enter your first name
Middle	Enter your middle name or initial - this is optional
Last	Enter your last name
Suffix	Select your appropriate suffix when applicable from the drop-down options

Click on the Contact tab to enter the assignee’s contact information. The red asterisk or red box will indicate information is required in that field. Some fields will have a plus (+) sign, by clicking on it will populate another field to enter another entry of the same type (e.g. second phone number, second carbon copy email address, etc.). Selecting the minus (-) sign will remove the extra entry.

The screenshot shows a web browser window titled 'ACAP' with a menu bar (File, Edit, View, Favorites, Tools, Help). Below the menu is a 'Create Registry' button. The main content area has three tabs: 'Properties', 'Contact Info' (which is selected and highlighted in red), and 'Court Info'. Under the 'Contact Info' tab, there are several form fields:

- * Street: (required field)
- Extended Address:
- * City: (required field)
- * State: (required field, dropdown menu)
- * Zip Code: (required field)
- County: (dropdown menu)
- * Phone Number: (required field, contains a red dashed border and a plus sign button)
- Carbon Copy: (plus and minus buttons)
- * Primary Email: (required field)
- * Confirm Primary Email: (required field)

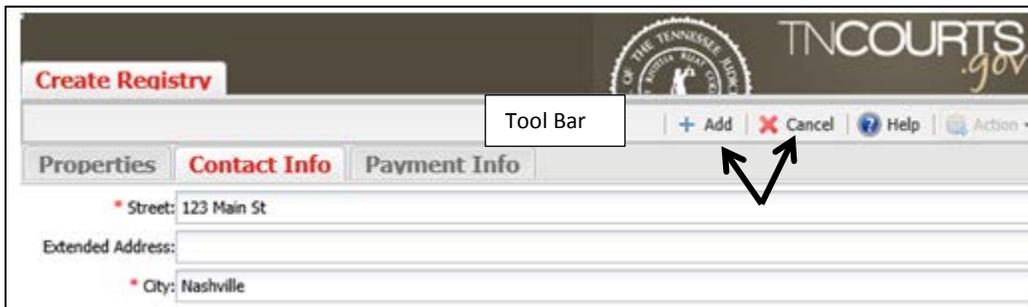
Contact Tab:

Field Name	Description
Street	Enter your street address
Extended Address	Enter your extended address (e.g. P. O Box, etc.)
City	Enter your city
State	Enter your state
Zip	Enter your Zip Code
County	Enter the county you reside at
Phone Number	Enter your phone number

Contact Tab continue:

Field Name	Description
Carbon Copy	Optional - Enter the secondary email address to receive copy of your notifications
Primary Email	Enter your primary email address where you will receive your login credentials and notifications
Confirm Primary Email	Confirm entry of your primary email address

Property and Contact tabs are completed and you are ready to send your registration to the AOC. There is a tool bar right above your tabs. Look to the far right. You can select Add to submit the registration. The system will warn you, if a required field is missing data or needs correction. It will have a red border around the field that requires data or correction. Or you can select Cancel to cancel your registration. The system will prompt you: Your changes will be lost. Select OK to continue the cancel or Cancel to return to your registration record.



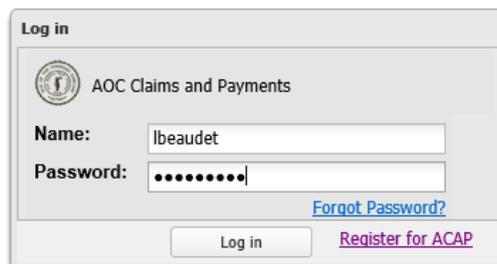
You will receive a confirmation email your registration has been received at the AOC.

After Registration - Next Steps

The AOC Indigent Claims staff will review your registration and either deny or approve your request for access. If your request for access is denied, you will be informed via email. Incomplete registrations for an attorney, interpreter, expert, or investigator, where your W9 form has not been received within a 6 month period will be denied. You can appeal any denial for access to ACAP. To do so, please contact our office at 615-741-2687 or email us at acap@tncourts.gov.

If your registration is approved, you will receive an approval confirmation email with your user ID and temporary one-time password.

At the log in screen enter your user ID and one-time password and click on the Log in button.

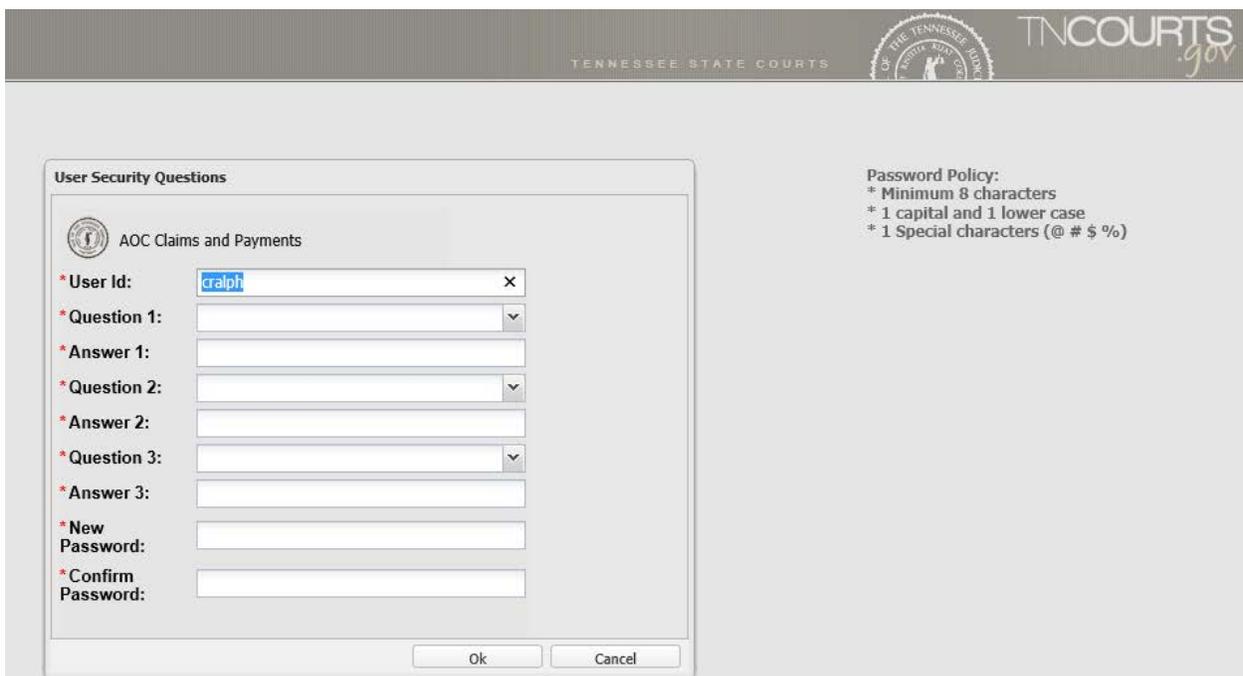


Selecting User Security Questions & Creating Password

ACAP will take you to the User Security Questions and password creation screen. You will need to select three security questions from the available drop-down options then provide the answer to each question in the Answer field provided.

At the New Password field create a password that must be a minimum of eight characters where one character is a capital, one lower case, one is one of the following special characters (@,#,\$ or %). Then re-enter the password again in the Confirm Password field. Click the OK button to save your information and to return to the login screen.

Note: Please save your password and answers to your security questions in a secure location and do not give it out.



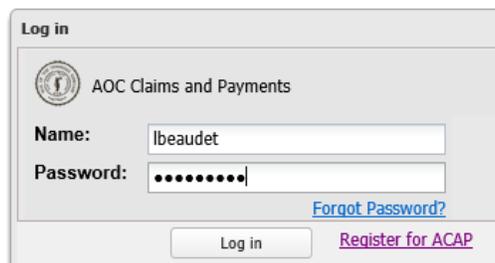
The screenshot shows the 'User Security Questions' dialog box for 'AOC Claims and Payments'. The dialog box contains the following fields:

- * User Id:
- * Question 1:
- * Answer 1:
- * Question 2:
- * Answer 2:
- * Question 3:
- * Answer 3:
- * New Password:
- * Confirm Password:

At the bottom of the dialog box are 'Ok' and 'Cancel' buttons. To the right of the dialog box, the 'Password Policy' is listed:

- Password Policy:
 - * Minimum 8 characters
 - * 1 capital and 1 lower case
 - * 1 Special characters (@ # \$ %)

Enter your userID and newly created password then click the Log in button to open your ACAP account.



The screenshot shows the 'Log in' dialog box for 'AOC Claims and Payments'. The dialog box contains the following fields:

- Name:
- Password:

At the bottom of the dialog box are 'Log in' and 'Register for ACAP' buttons. A link for 'Forgot Password?' is also present.

Forgot Username and Password

[Forgot Username and Password](#) link is found on the login screen. This link enables you to reset your password should you forget what it is.

Click on the [Forgot Username and Password](#) link, this will open the Reset Password screen with the three security questions you originally selected. You must provide the answers you originally entered for the questions. Then at the New Password field create a new password that must be a minimum of eight characters where one character is a capital, one lower case, one is one of the following special characters (@,#,\$ or %). Then re-enter the password again in the Confirm Password field. Click the OK button to save your information. If done correctly then you will return to the login screen.

Reset Password

AOC Claims and Payments

* User Id: ltek

Question 1: WHAT WAS THE NAME OF YOUR FIRST GRA[

* Answer 1:

Question 2: WHAT WAS THE MAKE OF YOUR FIRST CAR?

* Answer 2:

Question 3: WHAT IS YOUR FAVORITE COLOR?

* Answer 3:

* New Password:

* Confirm Password:

Ok Cancel

Password Policy:
* Minimum 8 characters
* 1 capital and 1 lower case
* 1 Special characters (@ # \$ %)

If done incorrectly the system will prompt you: Problems occurred while password change; Click [here](#) for details. Click on the link on the word here for details of the problem.

Reset Password

AOC Claims and Payments

Problem occurred while password change.
Click [here](#) for details.

* User Id:

Question 1:

* Answer 1:

Question 2:

* Answer 2:

Question 3:

* Answer 3:

* New Password:

* Confirm Password:

The system displays a warning message that your answers did not match your original security questions. Click the OK button to close warning message.

Reset Password

AOC Claims and Payments

Problem occurred while password change.
Click [here](#) for details.

* User Id:

Question 1:

* Answer 1:

Question 2:

* Answer 2:

Question 3:

* Answer 3:

* New Password:

* Confirm Password:

Warning
answers did not matched with questions
OK

Ok Cancel

You can try again to answer the questions correctly or you can call the STS Help desk so they can reset your password.

Assistance with Connection Issues

To troubleshoot any technical issues, please refer to the information provided below. This document will provide you with the telephone numbers to call for assistance based on your issue. The STS Help Desk will provide assistance if you are having problems with passwords. The AOC Help desk will provide assistance with technical issues, training support questions and payments questions.

STS Help Desk

Contact STS Help Desk for password issues where you have locked your account from trying to login multiple attempts. Or you forgot your password. STS can reset your password. They are available 24 hours/7 days a week.

STS Help Desk: 615-741-1001

AOC Help Desk

Contact the AOC help desk if you are having technical issues with the system; training questions on how to use the system or payment questions. The AOC help desk will route your call to the appropriate personnel at the AOC who can help you. The AOC is available Monday – Friday from 7:30 AM – 4:30 PM (Central Time) – closed on weekends and state holidays.

AOC Help Desk: 1.800.448.7980 or 615.532.9503

System Messages

The login screen will provide system messages that will specify system down times for maintenance or may provide AOC information regarding the indigent defense program. Please review your system messages if the system is down for maintenance, you will not be able to login until maintenance is complete.