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Account Balance

Q: What activity is reflected in my account balance?
A: The account balance figure shown on line in JACS reflects any deposits and charges that have been processed in JACS. Deposits are shown as soon as they have been recorded in JACS. Most current day charge activity will not show until the next day. However, copy charges processed at the Hughes Justice Complex and tax charges are shown as soon as they are recorded in JACS.

Q: How can I transfer money between JACS accounts which I manage?
A: You cannot transfer money between two JACS accounts on line. If you need to make a transfer of this nature, you can contact the JACS Support unit. You can reach our call center at (609) 421-6100. Our hours are Monday – Friday (except Judiciary holidays) from 8:30 A.M. to 4:30 P.M. If you prefer, you can reach us through the Contact Us function in JACS or via email at jacssupport.mailbox@judiciary.state.nj.us.

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Adding/Removing/Updating Users and their Privileges

Q: How do I add a user to the account?
A: You can add a user to a JACS account through the Manage Users functionality in JACS if you have the manage users privilege for that account. If you have that privilege, you will see the Manage Users tab on the JACS Account Information screen.

Q: How do I update an existing user’s privileges?
A: You can update privileges assigned to a user on a JACS account through the Manage Users functionality in JACS if you have the manage users privilege for that account. If you have that privilege, you will see the Manage Users tab on the JACS Account Information screen.

Q: How do I remove a user from the account?
A: You can remove a user from a JACS account through the Manage Users functionality in JACS if you have the manage users privilege for that account. If you have that privilege, you will see the Manage Users tab on the JACS Account Information screen.

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Changing the Administrator of the account

Q: How do I change the Administrator of the account?
A: You cannot change your Administrator on line. You must complete a form and send it to the JACS Support Unit for processing. You can access the form to change your Administrator from within JACS on the Update Account page. There is also a link to the form on the JACS Information page.

Transaction Inquiries

Q: Who do I contact if I have questions about a transaction that posted to my account?
A: If you have a question about a transaction posted to your JACS account, you should contact the JACS Support Unit. You can do this via the Contact Us function in JACS, via email at jacssupport.mailbox@judiciary.state.nj.us, or by contacting our call center at (609) 421-6100. Our hours are Monday – Friday (except Judiciary holidays) from 8:30 A.M. to 4:30 P.M.

Closing an Account

Q: How do I close a JACS account?
A: You can close a JACS account if you are the Administrator of the JACS account. If you are, the available tabs you see when you access the account will include one labeled Close Account. Click on this to step through the process of closing the account. Please note that a closed account cannot be reopened.

Q: What happens if there is money left in my account when I close it?
A: When you close a JACS account, it is placed in a status of Pending Close for 10 days. You will not be able to incur any new charges for an account in this status, but charges incurred prior to closing will be applied. Once this 10 day pending period is over, the account is placed in a status of Closed and a refund check will be issued for any remaining balance in your account. This check will be issued to the name and address associated with the account when it was closed.

Q: What happens if I owe money after I close a JACS account?
A: Please be aware that you are responsible for payment of any negative balance. You will have access to the Fund Account page for this account in JACS in order to make this repayment as convenient as possible.
**Contact Information - Support**

**Q:** How can I contact you by telephone?
**A:** You can reach our call center at (609) 421-6100. Our hours are Monday – Friday (except Judiciary holidays) from 8:30 A.M. to 4:30 P.M.

**Q:** How can I contact you by email?
**A:** You can send us an email through the Contact Us function that is available in JACS. The link can be found at the bottom of any JACS page, including the JACS Information page accessible from the NJ Courts home page. If you wish, you can send email directly to the JACS Support team. Our email address is jacssupport.mailbox@judiciary.state.nj.us

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**Depositing funds**

**Q:** How do I make a deposit to my account using ACH?
**A:** You can make an ACH transfer request from your bank account to your JACS account through the Fund Account functionality in JACS if you have the fund account privilege for that account. If you have that privilege, you will see the Fund Account tab on the JACS Account Information screen. Click on this to step through the process of funding your account.

**Q:** How do I update my banking information?
**A:** If you are the Administrator for your JACS account, you can add, update and delete bank account information to be used for ACH transfers. If you click on the Add, Update or Delete Bank Accounts link on the Fund Account screen in JACS, you will be able to perform maintenance on your bank account information. (This link will be visible to you only if you are the Administrator for this account.)

**Q:** Can I reverse an ACH deposit I made in error?
**A:** You cannot reverse a completed ACH deposit from within JACS. We urge you to review your transfer information carefully when you are presented with the confirmation screen before you submit the request. As outlined in the Judiciary Account Charge System Participation Agreement, participants agree not to cancel an ACH transaction or initiate an ACH reversal once a transaction is completed in the JACS application. Any disputes regarding ACH transactions should be resolved by contacting the JACS Support Staff via the Contact Us function in JACS, via email at jacssupport.mailbox@judiciary.state.nj.us, or by contacting our call center at (609) 421-6100. Our hours are Monday – Friday (except Judiciary holidays) from 8:30 A.M. to 4:30 P.M.

**Q:** Can I make a deposit to my JACS account with a check or money order?
**A:** You can remit payment via a check or money order to make a deposit in your JACS account. Deposits should be made payable to Treasurer, State of New Jersey and mailed to one of the following addresses:

<table>
<thead>
<tr>
<th>Regular Mail</th>
<th>Overnight Mail and Lawyers Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Office of the Court</td>
<td>Administrative Office of the Court</td>
</tr>
<tr>
<td>JACS Support Unit</td>
<td>JACS Support Unit</td>
</tr>
<tr>
<td>PO Box 980</td>
<td>25 Market Street – 6th Floor – North Wing</td>
</tr>
<tr>
<td>Trenton, NJ 08625-0980</td>
<td>Trenton, NJ 08625-0980</td>
</tr>
</tbody>
</table>

You should include your JACS account number on all checks and correspondence.
**Firm ID**

**Q:** What is a Firm ID?

**A:** A Firm ID is a unique identifying number issued by the Office of Attorney Ethics when a firm is initially registered. It should be noted that a Firm ID is applicable only to private law firms, solo law practitioners, select government agencies/staff, and certain non-profit organizations. If you need your Firm ID but do not know it, JACS provides a search capability either from the Update Account page or as part of the process of creating a new JACS account online.

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**Searching for Transaction Activity**

**Q:** How do I search for a transaction in my JACS account?

**A:** You can search for specific transaction activity that occurred on a JACS account within the past 12 months through the View and Print Activity function if you have been granted that privilege for the account. If you do have the privilege, you will see the View/Print Activity menu tab from the Account Information screen. If you do not see this tab and you think you should see it, contact your Administrator to have this privilege added.

**Q:** What if I am looking for a transaction that is more than a year old?

**A:** You can view transactions online for the most recent 12 months. If you need information for an older transaction, you should contact the JACS Support Unit. You can do this via the Contact Us function in JACS, via email at jacssupport.mailbox@judiciary.state.nj.us, or by contacting our call center at (609) 421-6100.

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**Statements**

**Q:** How do I view or print my JACS account statement?

**A:** You can view or print a statement for a JACS account dated within the past 12 months through the View and Print Activity function if you have been granted that privilege for the account. If you do have the privilege, you will see the View/Print Activity menu tab from the Account Information screen. If you do not see this tab and you think you should see it, contact your account Administrator to have this privilege added.

**Q:** What if I need a statement that is more than a year old?

**A:** You can view statements online for the most recent 12 month period. If you need a copy of an older statement, you should contact the JACS Support Unit. You can do this via the Contact Us function in JACS, via email at jacssupport.mailbox@judiciary.state.nj.us, or by contacting our call center at (609) 421-6100.

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Update Contact information (Account Name, Address or Phone Number)

Q: How do I update the Account Name?
A: You can update your JACS account name on line on the Update Account screen. You will see this screen as one of your available JACS menu tabs if you have the update account privilege for that account. If you do not see the Update Account tab and you think you should see it, see your Administrator to have this privilege added.

Q: How do I update the Address?
A: You can update your JACS account address on line on the Update Account screen. You will see this screen as one of your available JACS menu tabs if you have the update account privilege for that account. If you do not see the Update Account tab and you think you should see it, see your Administrator to have this privilege added.

Q: How do I update the Phone Number?
A: You can update your JACS account phone number on line on the Update Account screen. You will see this screen as one of your available JACS menu tabs if you have the update account privilege for that account. If you do not see the Update Account tab and you think you should see it, see your Administrator to have this privilege added.

User ID / Password Requests

Q: How do I request my User ID?
A: If you have forgotten your User ID, you can request that it be sent to you by email. Simply click the Request User Id Information button on the JACS login screen. You will be asked to provide the email address you used when you registered for your User Id. Once you have provided this email address and clicked the Submit button, you will receive an email containing the User Id information associated with that email address.

Q: How do I request my password?
A: If you have forgotten your password, you can request a password reset by clicking the Reset Password button on the JACS login screen. This will initiate a four step process where you will answer the security questions you established when you registered, and you will receive an email with instructions and a link for resetting your password.