CCAP Help

Supreme Court and Court of Appeals application help
Judicial Assignment application help
Office of Lawyer Regulation help
Off-the-shelf software help
Safe computing and security help

CCAP Circuit Court Application Help

General help

Help by application:
- Calendar
- CCAP2 Case Management
- CCAP3 Case Management
- CCAP3 eFiling Review
- Change of Venue
- Civil Judgment Search
- Courthouse WCCA
- Department of Corrections Interface
- Document Management
- eFiling
- Transmit circuit court information to the court of appeals
- Financial
- For the Record (FTR)/Audio Logging
- Judicial Dashboard
- Jury
- Maintenance

Help by user type:
- Court reporters
- Laptop users
- Part-time court commissioners
- Reserve judges

Release notes | Release videos

Video tutorials

Call center: (800) 422-7137 or (608) 261-6229

UPDATED 04/04/22

Training materials & documentation

Addt'l information

🔗 CCAP Help website

Bulk scanning

- User documentation

Circuit court in-court appearance processing

- In-court appearance processing procedures

Circuit court transaction report

- CCAP table definitions
- Circuit court transaction report procedures

Court reporter guides & documentation

- Accessing case documents as a court reporter
- Filing and sharing transcripts
- Sharing court reporter transcripts with the Attorney General's office
- Court reporter tools & resources (Court Operations)

Desktop scanning

- Automatic Document Feeder (ADF) pad replacement instructions

eSignature

- Quick reference guide

Judge tools

- Quick reference guide

Small claims garnishment calculator

- Documentation and procedures

Juvenile clerk advanced training

- Documentation

Listserv

- Listserv for bookkeepers and financial staff
- Listserv for circuit court judges
- Listserv for clerks of circuit court
- Listserv for digital evidence
- Listserv for juvenile court clerks
- Listserv for juvenile court judges
- Listserv for *pro se*
- Listserv for registers in probate
- Listserv for treatment court

Microsoft Office applications

- Word 2016 for Windows training (external links)
- Excel 2016 for Windows training (external links)
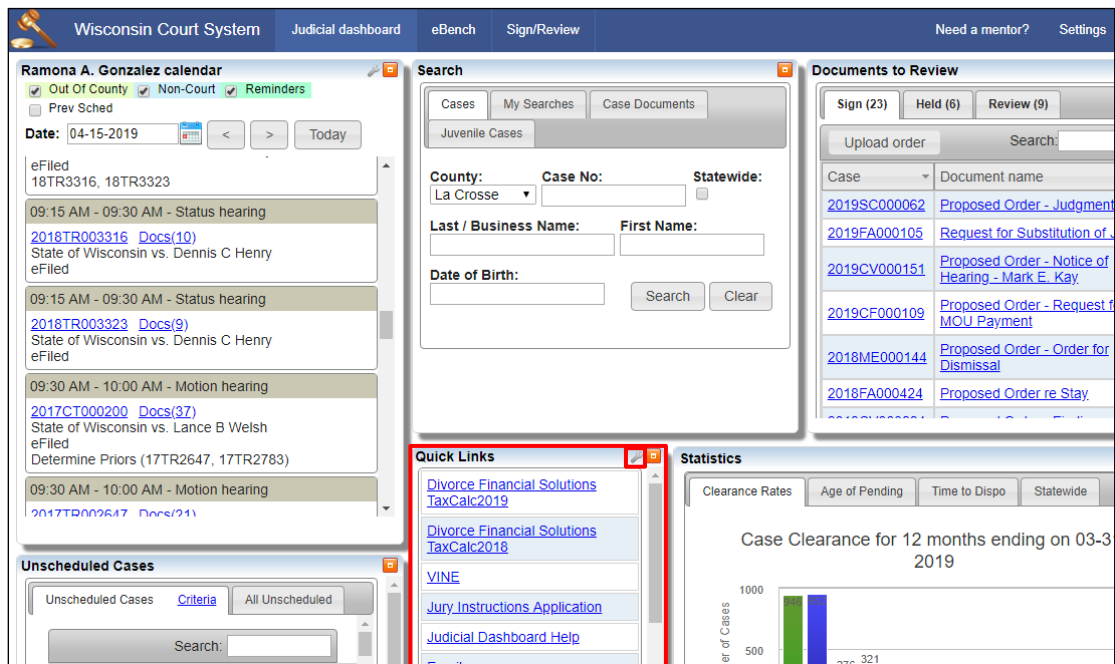- Word 2007 manual

Panasonic scanning

- PanaScan - RTIV Software Manual

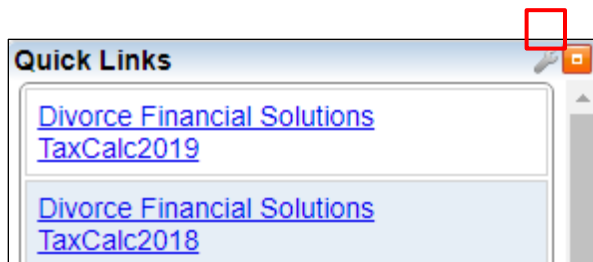# Adding the CCIP CHIPS E-Learning link to the Dashboard Quick Links docklet

The Wisconsin Children's Court Improvement Program (CCIP) E-Learning Project provides access to training modules for child in need of protection or services and termination of parental rights court case processing. The E-Learning site provides valuable instruction to judges for cases that may not be routine occurrences on the court calendar. Adding the E-Learning link to the judge's judicial dashboard under Quick Links will provide instant access to these learning modules.

Creating the CCIP CHIPS E-Learning quick link

1. Select the wrench icon in the top-right corner of the **Quick Links** docklet.
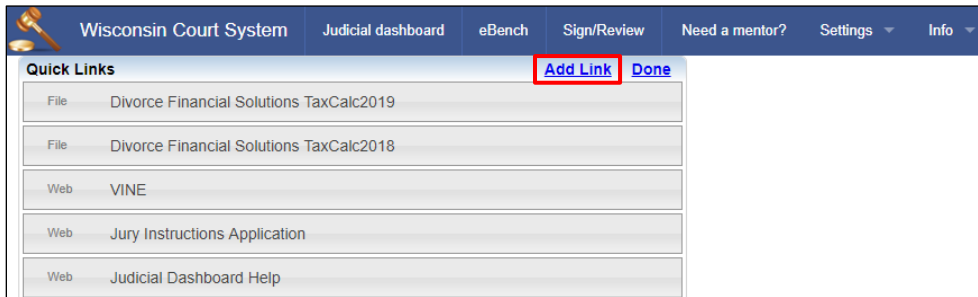
2.   The Quick Links module will display. Select **Add Link** in the top-right corner.

3.   Enter the Quick Link information as follows:
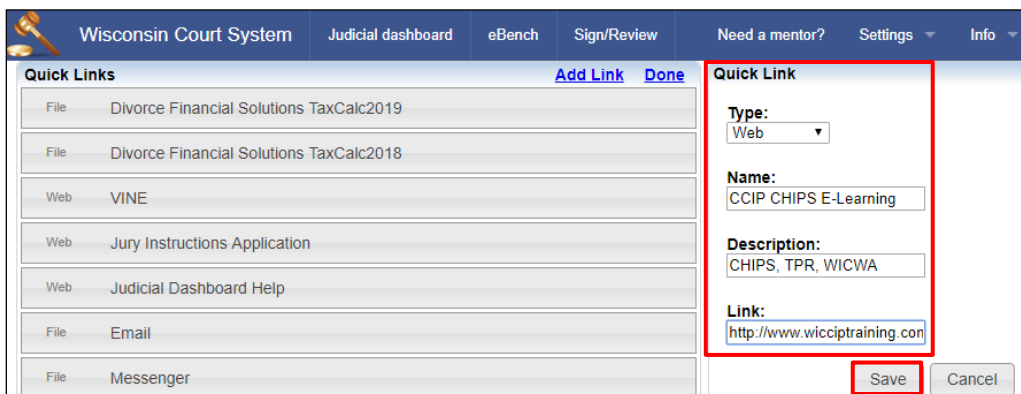
     Type: Web

     Name: CCIP CHIPS E-Learning

     Description: CHIPS, TPR, WICWA

     Link: http://www.wicciptraining.com

4.   Select the **Save** button.

5.   The new quick link will display at the bottom of the list. To reposition the location of the quick link, select the entry and drag it to the desired position. Select the **Done** link.

Locating the new quick link

The new **CCIP CHIPS E-Learning** quick link is now available for use by selecting the hyperlink in the **Quick Links** list.

LISTSERV FOR
Juvenile Court Clerks
Juvenile-Court-Clerks(**@LIST1.WICOURTS.GOV**)

❖ OVERVIEW OF LISTSERV FOR THE Juvenile Court Clerks

- ➢ A listserv is simply a mailing list managed by an e-mail server. Users of the list are called members. When one member sends (posts) a message to the list's address, the message goes to the list's server, which then sends the message to all members. The sender does not receive a copy of the message, but s/he does receive a confirmation message, which indicates that the message was successfully sent to all members.

- ➢ Members of a listserv can stop and restart receiving e-mail postings from the listserv. Users can also opt to receive a daily "digest" of messages rather than receiving each individual posting.

- ➢ Members can also stop receiving postings as e-mail messages, yet still be able to review all postings on a Website. This option is ideal for those members who do not like to receive lots of daily e-mail messages, but want to periodically check what topics are being posted and discussed on the listserv.

❖ BASICS OF USING THE Juvenile-Court-Clerks LISTSERV

- ➢ The Juvenile-Court-Clerks listserv is currently running. When it was created, all Juvenile-Court-Clerks at that time were set up as members. However, as the listserv is voluntary and the original members may chose to unsubscribe, the membership list will fluctuate over time. In the future, when a new Juvenile-Court-Clerk is appointed, CCAP will set up the new Clerk as a member of the listserv.

- ➢ Members can post messages to the listserv by sending an e-mail message to Juvenile-Court-Clerks@LIST1.WICOURTS.GOV.
  - ▪ Note: 'Juvenile-Court-Clerks' is the listserv and 'LIST1' is the e-mail server. There are currently other listservs on this e-mail server)
  - ▪ When sending a message to the listserv, the sender will not receive a copy of the message; however, a confirmation message will be received which indicates that the message was successfully sent to all members.

- ➢ When a member receives a posting from the listserv, it will be received as an e-mail message in the following format:
  - ▪ The 'TO:' portion of the e-mail message header will display the listserv's e-mail address of Juvenile-Court-Clerks@LIST1.WICOURTS.GOV.
  - ▪ The 'FROM' portion of the e-mail message header will display the sender's e-mail address.

- ➢ When replying to a posting from the listserv, there are two options:
  - ▪ Use the [Reply to Sender] option to only reply to the sender of the message.
  - ▪ Use the [Reply to All] option to reply to all members of the listserv.

❖ **OPTIONS IN USING THE** Juvenile-Court-Clerks **LISTSERV**

➢ SUBSCRIBE: To subscribe to the listserv to start receiving postings from the listserv, send an e-mail in the following format:
- ▪ "To:"   LISTSERV@LIST1.WICOURTS.GOV
- ▪ "Subject"   Leave blank
- ▪ Body of Message: SUB Juvenile-Court-Clerks MAIL Your Name
                             (e.g. "SUB Juvenile-Court-Clerks MAIL Andrea Olson")

➢ UNSUBSCRIBE: To stop receiving postings from the listserv, send an e-mail in the following format:
- ▪ "To:"   LISTSERV@LIST1.WICOURTS.GOV
- ▪ "Subject"   Leave blank
- ▪ Body of Message: SET Juvenile-Court-Clerks NOMAIL

➢ RE-SUBSCRIBE: To re-start receiving postings, if you have previously stopped receiving postings, from the listserv, send an e-mail in the following format:
- ▪ "To:"   LISTSERV@LIST1.WICOURTS.GOV
- ▪ "Subject"   Leave blank
- ▪ Body of Message: SET Juvenile-Court-Clerks MAIL

➢ RECEIVE DIGESTS: To receive a digest of each day's postings, instead of receiving each individual posting, send an e-mail in the following format:
- ▪ "To:"   LISTSERV@LIST1.WICOURTS.GOV
- ▪ "Subject"   Leave blank
- ▪ Body of Message: SET Juvenile-Court-Clerks DIGESTS

➢ STOP RECEIPT OF DIGESTS: To switch back from receiving only daily digests to receiving all individual postings, send an e-mail in the following format:
- ▪ "To:"   LISTSERV@LIST1.WICOURTS.GOV
- ▪ "Subject"   Leave blank
- ▪ Body of Message: SET Juvenile-Court-Clerks NODIGESTS

❖ HOW TO ACCESS THE LISTSERV VIA THE WEB SITE*

*To Access Digests of Postings or to Post Messages via the Web site

➢ If a member does not want to send and receive listserv postings using *e-mail messaging*, the listserv has an active Website (HTTP://LIST1.WICOURTS.GOV) which allows posting of messages and viewing of digests via a Web browser.

➢ To access this Website, open any Web browser (e.g. Internet Explorer) and access the Website (HTTP://LIST1.WICOURTS.GOV).
- From the main Web page, select the link to Juvenile-Court-Clerks, which will then display the "Juvenile-Court-Clerks Web Archives" Web page.
- From the "Juvenile-Court-Clerks Web Archives" Web page, a member can select various links to archives of postings, which are weekly lists of all listserv postings. Members can also post messages, which is like sending an e-mail message to the listserv, by selecting the "Post to the list" link.

➢ NOTE: To access these Web pages, a member will have to enter an e-mail address and password. The first time a member selects a link to the archives or to post a message, the member will have to set up a password for security reasons.

- The "Login required" page will be displayed.
  - Select the "get a new LISTSERV password first" link.
  - The "Registering your LISTSERV password" Web page will be displayed. Enter the following information:
    - ♦ In the "E-mail address" field, enter your e-mail address (e.g. "Andrea.Olson@wicourts.gov")
    - ♦ In the "Password" field, enter a unique password, but not your CCAP network password.
    - ♦ In the "Password (again)" field, re-type the unique password.
      - ➢ Make sure to remember this password for future use when accessing this Web page.
    - ♦ Select the [Register password] option to save the new password.
  - After verification, the "Confirmation e-mailed" page will be displayed. This provides notification that an e-mail confirmation message will be sent to the e-mail address entered. Once this e-mail confirmation message is received, the member will be able to access the Web page for use.

- Once the e-mail confirmation message is received, the member can access the Web page using their e-mail address and password. To avoid having to enter the password each time, select the [Login and save my password as a cookie] option; however, if a different workstation is used in the future, the password registration process is required as this password is saved on the workstation.

Case Management – Keyboard Shortcut Guide

Purpose: There are a variety of keyboard shortcuts within the CCAP3 Case Management application. Each keyboard shortcut allows you to keep your fingers on the keyboard.

Applicable Users: Clerks of Court, Register in Probate, Judicial Assistants

Keyboard Shortcuts

When viewing a section on an existing case, use a keyboard shortcut to take an action quickly.

1. Press one the following keys as a shortcut:

   - [**C**] – Create action
   - [**Delete**] – Erase row
   - [**Enter**] – Open record
   - [**G**] – Form dialog
   - [**X**] – Export selected rows from the table
   - [**Esc**] – Exit doclet window

2. In a **Date** field and calendar picker

   - [**D**] - Will enter todays date
   - **Left arrow** - one day past;
   - **Right arrow** - one day future;
   - **Up arrow** - back a week;
   - **Down arrow** -forward a week
   - **PgUp** – forward one month
   - **PgDn** – back one month

Support

Contact the CCAP call center if you have further questions.

Phone: 1-800-422-7137
E-mail: ccap.support@wicourts.gov

CCAP Quick Keys, Searching & Help

Table of Contents

QUICK KEYS

Many applications and menu options have an equivalent keystroke.

Case Application Quick Keys

Title	Description	Location	Keystroke Shortcut
Add Case	Adding a new case	File, Other, Case	Shift+F2 (from case list)
Amending a Charge on a Case	Amending a charge on a case	Special, Case, Amend	Ctrl+Alt+A
Adding a Disposition/Finding	Adding a disposition/finding to a charge on a case	Special, Case, Criminal/Juvenile Disposition/Finding Wizard	Ctrl+Alt+W (from charge list)
Adding a Sentence/Disposition	Adding a sentence/disposition to a charge on a case	Special, Case, Sentence/Disposition	Ctrl+Alt+S (from charge list)
Set Probable Cause Found	Set probable cause found on a charge	Special, Case, Set Probable Cause Found	Ctrl+Shift+C
Convert to E-Filed	Convert case to E-Filed	Special, Case, Convert to E-Filed	Ctrl+Alt+7
Convert to Non-E-Filed	Convert case to Non-E-Filed	Special, Case, Convert to Non-E-Filed	Ctrl+Alt+8
Copy Finding/Disposition	Copy Finding/Disposition	Special, Case, Copy Finding/Disposition	Ctrl+Alt+D
Cross Reference	Cross Reference	Special, Case, Cross Reference	Ctrl+Alt+F
Copy	Copy item	Special, Case, Copy	Ctrl+Alt+P
Assign	Assign court official	Special, Case, Assign	Ctrl+Alt+G
Mass TR/FO/JO Update	Mass TR/FO/JO update	Special, Case, Mass TR/FO/JO Update	Ctrl+Alt+J
Fast Activity	Add an activity to a list of cases	Special, Case, Fast Activity	Ctrl+Alt+Z
Reopen Charges	Reopen Charges	Special, Case, Reopen Charges	Ctrl+Alt+R
In Court Appearance - Criminal	In Court Appearance for Criminal Cases	Special, Case, In Court Appearance Criminal	Ctrl+Alt+6
In Court Appearance – Civil	In Court Appearance for Civil Cases	Special, Case, In Court Appearance Civil	Ctrl+Alt+Q
In Court Traffic	In Court Traffic	View, Other, In-Court Traffic	Ctrl+U
Warrants	Search for Warrants	View, Other, Warrants	Ctrl+W
Party	Search for Parties	View, Other, Party	Ctrl+P
Case Filing Review	District Attorney New Case Filing Review	View, Other, Case Filing Review, New Case Filing	Ctrl+F
Case Filing Review – DOT Citation	New Case Filing Review for electronic citations from DOT	View, Other, Case Filing Review, DOT Citation	Ctrl+I
Case Filing Review – DNR Citation	New Case Filing Review for electronic citations from DNR	View, Other, Case Filing Review, DNR Citation	Ctl+H

Case Filing Review - Amended Petition/Complaint/Information	Case Filing Review for amended petitions, complaints, or information sent by the DA's office	View, Other, Case Filing Review, Amended Petition//Complaint/Information	Ctrl+A
DOC Documents	Case Filing Review for documents sent by the DOC	View, Other, Case Filing Review, DOC Documents	Ctrl+Q
Fast Event	Add events quickly without having to open the case itself	Special, Case, Fast Event	Ctrl+Alt+E
Fast Small Claims	Quickly docket events for SC case type	Special, Case, Fast Small Claims	Ctrl+Alt+L
Fast Check Out/In	Quickly check case files in/out and indicating the location of the file	Special, Case, Fast Check Out/In	Ctrl+Alt+K
File Check Out/In	Checking case files in/out and indicating the location of the file	Special, Case, File Check Out/In	Ctrl+Alt+U
File Transfer	Updating the location of the case file	Special, Case, File Transfer	Ctrl+Alt+T
Quick Scan	Most common method for scanning court documents	Special, Document Imaging, Quick Scan	Ctrl+Alt+2
Desktop Upload Document	Desktop Upload Document for scanning	Special, Document Imaging, Desktop Upload Document	Ctrl+Alt+5
Edit Document	Edit Document	Special, Document Imaging, Edit Document	Ctrl+Alt+3
Mass Traffic	Mass Traffic/ Forfeiture/ Juvenile Ordinance	View, Mass TR/FO/JO List	Ctrl+M

Calendar Application Quick Keys

Title	Description	Location	Keystroke Shortcut
Add Calendar	Add Calendar Activity	File, Other, Calendar	Ctrl+Shift+E
View Calendar	Viewing Calendar	View, Other Calendar	Ctrl+E

Financial Application Quick Keys

Title	Description	Location	Keystroke Shortcut
Add Adjustment	Adding an adjustment	File, Other, Adjustments	Ctrl+Shift+J
View Adjustments	Viewing an adjustment	View, Other, Adjustments	Ctrl+J
Add Assessments	Adding an assessment	File, Other, Assessments	Ctrl+Shift+M
View Assessments	Viewing an assessment	View, Other, Assessments	Ctrl+M
View Receipt History	Viewing receipt history	View, Other, Receipt History	Ctrl+H

View Payables	Viewing payables	View, Other, Payables	Ctrl+P
View General Ledger	Viewing general ledger	View, Other, General Ledger	Ctrl+G
View Checks	Viewing checks	View, Other, Checks	Ctrl+E
View Receivables	Viewing receivables	View, Other, Receivables	Ctrl+B
View Tax Intercept	Viewing tax intercepts	View, Other, Tax Intercept	Ctrl+W
Receipt Collecting on A/R	Collecting on accounts receivables	View, Other, Collecting on A/R	Ctrl+C
Accounting Dates	View system accounting dates	Special, Month End, Accounting Dates	Ctrl+Alt+D

Web Application Quick Keys

Keystroke	Description
C	Create
E	Edit
V	View
X	Export
F9	Print

Menu Quick Keys

Keystroke	Description
Alt + E	Pops up the *Edit* menu
Alt + F	Pops up the *File* menu
Alt + H	Pops up the *Help* menu
Alt + O	Pops up the *Options* menu
Alt + S	Pops up the *Special* menu
Alt + V	Pops up the *View* menu
Alt + Backspace	*Edit, Undo*
Shift + F2	*File, Add*
Shift + F3	*File, Inquiry*
Shift + F4	*File, Change*
Shift + F5	*File, Erase*
Shift + F8	Spacebar Select. After you select {Shift+F8} you can select records in a list using your up and down arrow and the spacebar.
Shift + Delete	*Edit, Cut*
Shift + Insert	*Edit, Paste*

Ctrl + A	Select all
Ctrl + C	Edit, Copy
Ctrl + D	View, Drop Rows
Ctrl + F	File, Finish
Ctrl + I	File, Finish, Next
Ctrl + L	*View, Last Query*
Ctrl + N	*View, New*
Ctrl + R	*View, Replace*
Ctrl + S	*View, Selected Columns*
Ctrl + T	*View, Title*
Ctrl + V	*Edit, Paste*
Ctrl + X	*Edit, Cut*
Ctrl + Y	*Edit, Redo*
Ctrl + Z	*Edit, Undo*
Ctrl + ?	Select All
Ctrl + F4	Close frame
Ctrl + F5	Restore frame
Ctrl + F6	Switch internal frame
Ctrl + F9	Minimize frame
Ctrl + F10	Maximize frame
Ctrl + Insert	*Edit, Copy*
F1	*Help, Help*
F3	*File, Exit*
F5	*Window, Refresh Current Window.*
F9	*File, Print dialog*

HELP MENU

On-line help is an extremely useful tool – finding the information you need right at your desk will often allow you to avoid frustration, minimize delays, and eliminate the need to call for telephone support.

Figure 1 shows the selections available on the Help Menu, and Figure 2 shows the main topics available in Case Management Help.
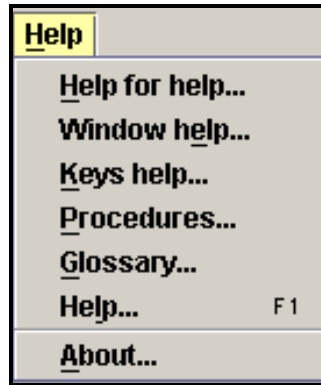

Figure 1: The Help Menu

Procedures

CCAP procedures are instructions for performing specific tasks, such as adding a traffic case. Procedures can be accessed from the Help menu by selecting *Help, Procedures*….
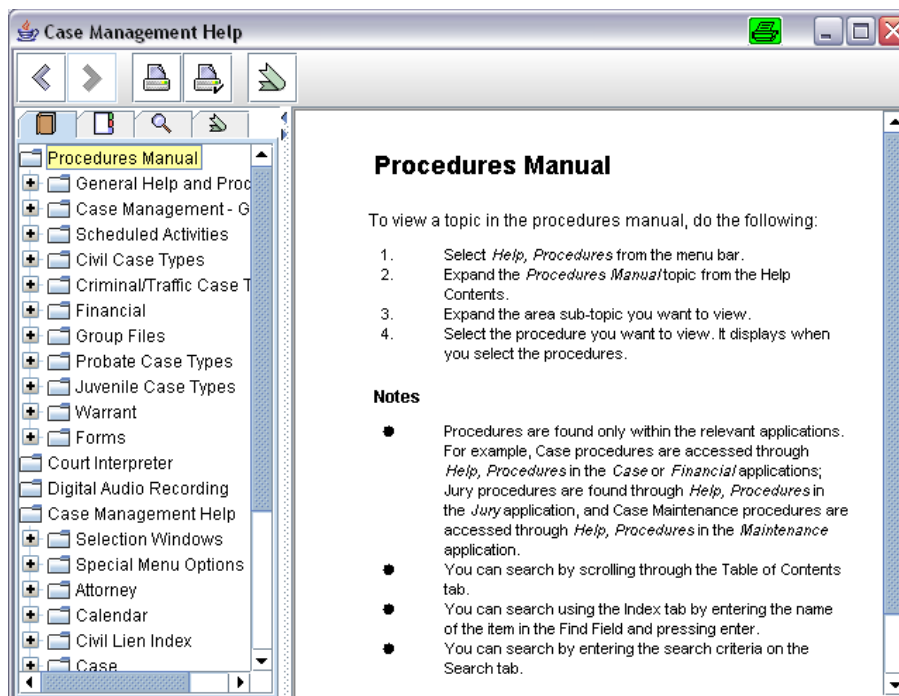
Figure 2. Help – Main Topics:

Use Find on Index tab
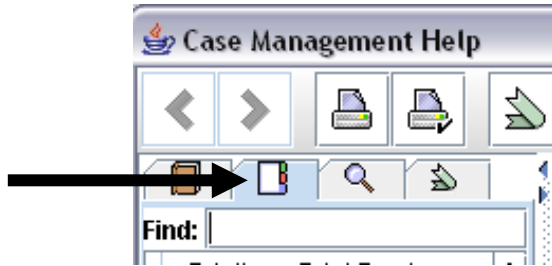
The find field on this tab searches the index.
1. Click on index tab
2. Search for a keyword for the help procedure you are looking for (example: consent decree)
3. Press the enter key and the help will move to next found search topic.

The Search tab

The search tab searches the complete text of all procedures.
1. Click on the Search tab.
2. Search for a keyword for the help procedure you are looking for (example: consent decree).
3. Press the enter key and the help will provide a list of all the procedures that contain the keyword you searched for.

Save Help as a Favorite

You can save a list of favorite procedures in help that can then be viewed on the Favorites tab.
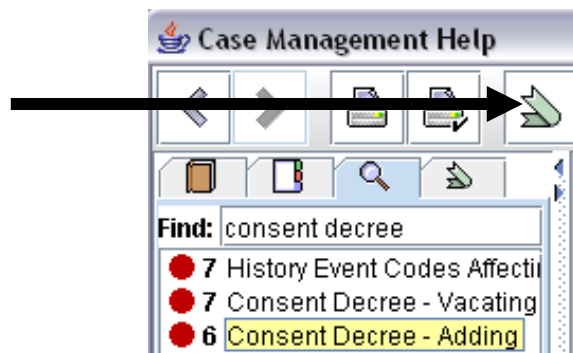
1. Highlight the procedure you would like to save as a favorite.
2. Click once on the Favorites tool on the help toolbar. This will add it as a favorite.

To view saved favorite procedures:
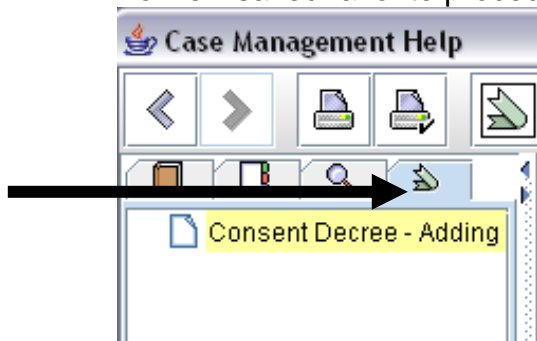
1. Click on the favorites tab.
2. The saved favorite topics will display.

Field Help

For information on a specific field, you can use the **Help…** selection or press the **F1** key (see Figure 3). Use either of these options in any field to go directly to the Procedures manual topic that explains the field in focus. In the example shown, selecting **Help…** from the Help menu or pressing **F1** while focused in a party type field opens Case Management Help, Party, "Party Window" topic and displays the "Help for Party Type".
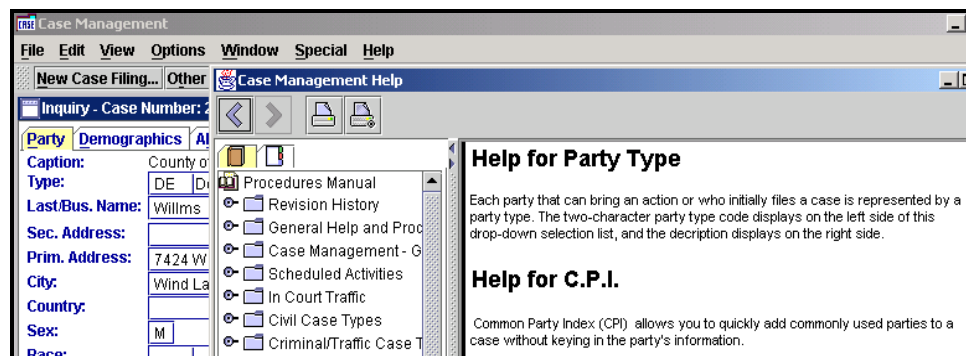
Figure 3. Help is available anytime you want assistance for a particular field, by pressing F1 while you are focused in the field.

SEARCH RESULTS

1. View, New or **View, Replace …** - Two search features will help you monitor your searches and repeat them when necessary.

- When performing a search with **View, New** or **View, Replace…**, the results list box will show the progress of your search. The lower left corner of the list box displays the number of records in the list, and the lower right corner of the screen indicates if the list is still loading or is done.
- Use **View, New** when you want to keep the previous search list. The number of 'new' lists may have an impact on your performance.
- Use **View, Replace**… to override the previous search list. This option will keep the number of windows open to a minimum.
- In between the row count and status indicator is a Cancel button. If you begin a search and then realize that it was incorrect, you can cancel it yourself.

2000CV006666 30301	04-27-2001	Linda J. Steffens et al v. Claudia Balbuena et al
2000JM000053A 66999	01-03-2001	In the Matter of Daniell M Shepard
2000ME000083A 50501	01-29-2001	In the Matter of Travis J Kretschmer
2000ME000089A 50501	01-20-2001	In the Matter of Nathaniel J Rasmussen

Rows: 1560   Cancel   Status: Loading

ROW COUNT   **CANCEL BUTTON**   **STATUS INDICATOR**

Monitoring the Search Results List Box.

2. Last Query…, this option allows you to reopen a search screen with the information you used on your previous search.

- It is useful if you want to rerun your search with criteria almost the same as your previous search. For example, if a search requires five criteria, and you only enter four, or one had a typo, once you discover the mistake you can use **Last Query…** to restore your previous search, make minor changes, and look again.

View	Options	Window	Special
New...			Ctrl-N
Other			▶
Replace...			Ctrl-R
Last Query...			Ctrl-L
Case Number Sequence			
Party Sequence			
Other Sequence...			
Month at a Glance...			
Week at a Glance...			
Day at a Glance...			
Mass TR/FO/JO List...			Ctrl-M
Walk In List...			Ctrl-K

View Menu

- Using **>**, **<** Symbols [For "greater than" and "less than" searches]
- Using , Symbol [For "and" searches]
- Use **'** for exact name searches

Searching by Case Status:

1. Case type = **JV**
2. Status = **OP (OP – Open, CL – Closed, FL – Filed)**

Searching by Party Name

1. Lastname*Firstname*
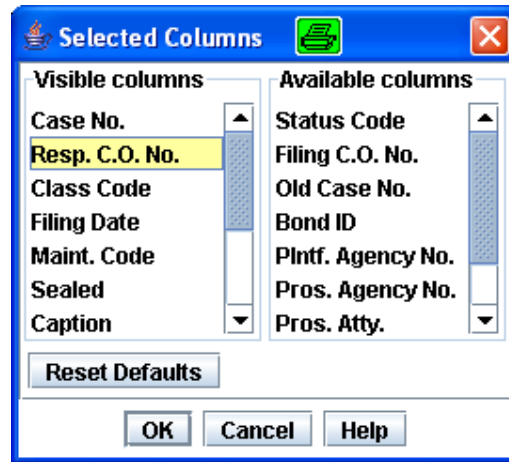2. 'Lastname,Firstname*'

Other Search Fields
Maintenance & Status
Disposition Code and Date
Court Official
Filing Date

Viewing Features

a. **View, Selected Columns - Purpose:** Change columns displayed in the list.
   Example:
   - *View, New*: ***JV*, OP** Cases
   - Select *View, Selected Columns*
   - Make Resp. C.O. the **2**nd column.

Note: You can organize these columns by clicking and dragging on the column title*.*

    b. **View, Other Sequence - Purpose:** Change sorting order of list.
       Example:
- Select View, Other Sequence
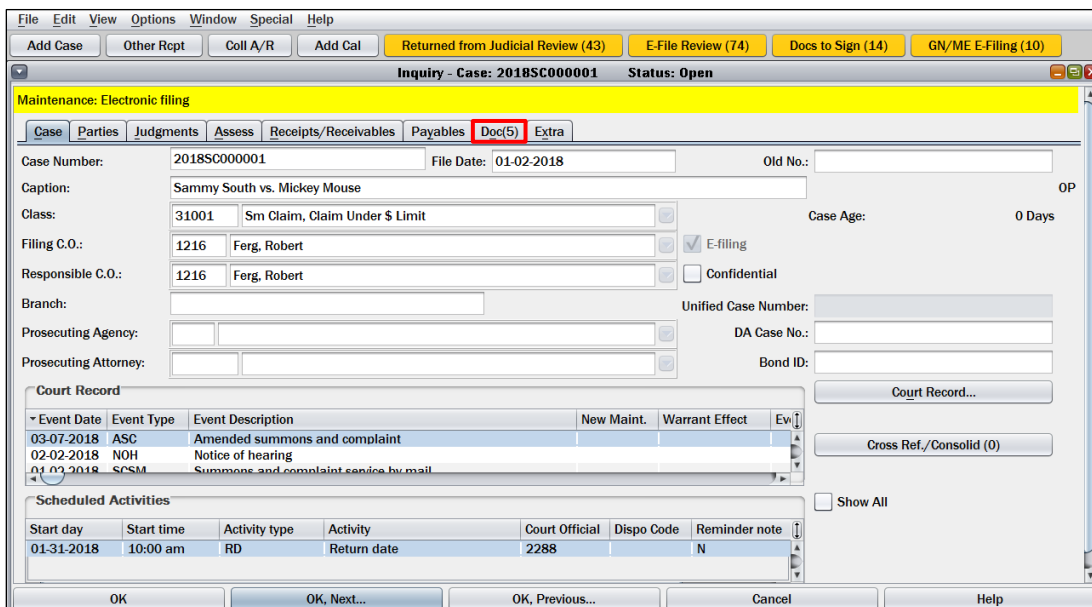- Make Resp. C.O. the **1**st sort criteria
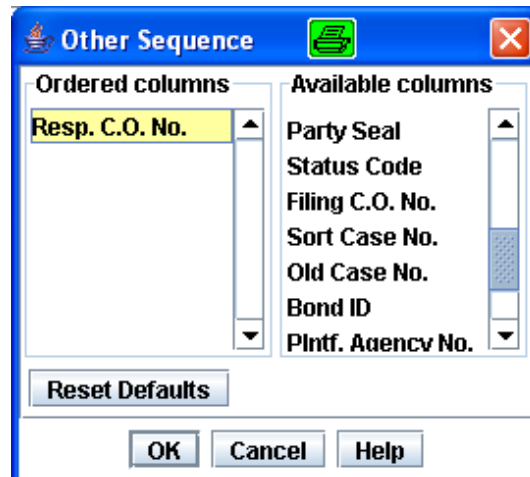
Note: You can also sort by a specific column, by clicking once on the column title.
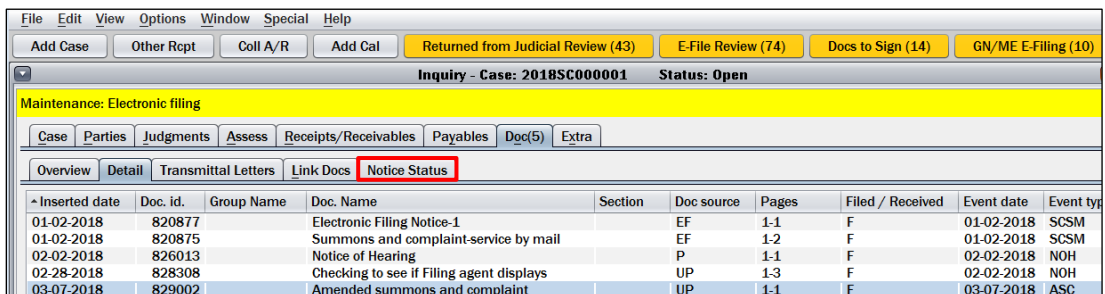
Viewing the notice status for a document

The Notice Status tab provides a way to determine how parties were notified about filings on their cases. This feature, available within the Doc tab when reviewing cases in Case Management, displays the notice status of each participant (party, attorney, filing agent, or designated filer) at the time a document is docketed to a case.

1. Retrieve the corresponding case in **Case Management** and select the **Doc** tab.

2. Select the **Notice Status** tab.

3. The **Notice Status** tab displays the document name and the date the document was inserted.

Note: This feature will not retroactively display the notice status for documents added prior to the 18.2 release.

4. To view notice status information, double-click the applicable document row. An **Inquiry - Notice Status** window opens, displaying the participants (party, attorney, filing agent, or designated filer) and how each was notified (paper or eNotice)of the filing.

Note: A *Notice Type* of *paper* does not guarantee that a notice was mailed to the participant. When printing a CCAP form that saves the Court Original to the case and allows you to select the Notice Distribution (Personal Service, Mail Notice, Phone Notice, No Notice, Other) on the dialog window, the Notice Type will be set to *paper*.

The **Notice Status** feature is also available for eFilers on the eFiling website. In a future release, it will be available for court officials on their Judicial Dashboard.

Notice recipients overview

A notice recipient (previously referred to as a related party) is an individual or agency who is not a party on a case but may need to receive notices or copies of CCAP-generated court documents. Notice recipients can be provided electronic or paper copies. Scanned or eFiled documents cannot be sent to notice recipients.

Some forms can only be sent to notice recipients electronically, where others will allow paper or electronic copies to be generated. Forms which have printed for related parties in the past will continue to, as notice recipients will automatically be selected. For all other forms, court staff will still have option to choose whether or not notice recipients receive copies. This functionality replaces the "Related Parties" section on the Party tab of a case.

New functionality and benefits of using the Notice Recipients feature

- Notice recipients can now receive a copy of CCAP-generated court documents docketed to a case.

- Notice recipients listed with an email address will receive PDF attachments of CCAP-generated court documents via email.

- Many new notice recipient types have been added.

- Notice recipients can be selected when processing documents which have been electronically signed or returned from judicial review.

- Notice recipients can be mass added to a set of cases. This may be beneficial when initially converting existing parties to notice recipients or adding one notice recipient to many cases.

Note: Notice recipients are not visible on WCCA.

Adding notice recipients to a case

Notice recipients can be added to the system in two places:

- In CCAP3 Maintenance, navigate to Calendar Maintenance > Notice Recipients. Frequently-used recipients can be created here. Users can enter a recipient type, person/business name, address, and email address for a recipient. Users must have maintenance authority to add notice recipients here.

- In Case Management, navigate to the Parties tab of a case. Highlight an entry in the Notice Recipients list and select File > Add. If a notice recipient has been added in CCAP3 Maintenance, select the recipient from the dropdown menu. You may also add a notice recipient manually if a record does not exist in the dropdown list.

- Only notice recipients with the Notify check box checked will receive copies of forms.

- If an email address is entered, then the recipient only receives forms via email.

Notice recipients maintenance

- In the Notice Recipients feature in CCAP3 Maintenance:
    - Frequently-used notice recipients should be saved
    - Email addresses can be saved. Collect email addresses when possible to maximize the usefulness of notice recipients.
    - When notice recipient information is updated in this application, the change is applied to all instances of the notice recipient on a case.

- Each county has a return email address in the format [County].Clerk@wicourts.gov. A Register in Probate and Juvenile Clerk email address will be added at a later date. If an incorrect or invalid email address is entered for a notice recipient, an email will be sent to this return email address. Within that email, you will see the email address for which delivery could not be completed.

- When a notification is returned as undeliverable, it is important to update the notice recipient on that case to ensure that notifications are appropriately delivered.
    - In order to update a notice recipient that has been saved for future use, open CCAP3 Maintenance, and select Notice Recipients under Calendar Maintenance on the left side of the CCAP3 Maintenance window.
    - Select the notice recipient in the list and click Choose Action > Edit (e) to update that recipient's information.

Updated Help documents

- In Court Appearance Civil
- In Court Appearance Criminal
- In Court Traffic
- Fast Small Claims
- In Court Appearance Processing List
- Notice Recipient Overview
- Notice Recipients Window
- Adding a Notice Recipient to a Case
- Printing Forms with Notice Recipients from Calendar
- Printing Forms with Notice Recipients from Case Management
- Adding Notice Recipients in Maintenance
- Returned from Judicial Review

eFiling

Managing prosecuting and petitioning attorneys in CCAP3 Maintenance

Attorneys who work for government agencies are exempt from the $20 eFiling fee. If an attorney who works for a local government agency (such as Child Support, the District Attorney's Office, a local municipality) reports that the eFiling site is asking them to pay the filing fee, the Clerk's office needs to add them to the local Prosecuting and Petitioning agency in CCAP3 Maintenance.

If an attorney is no longer employed by a local government agency, the Clerk's office should inactivate them in the Prosecuting and Petitioning agency.
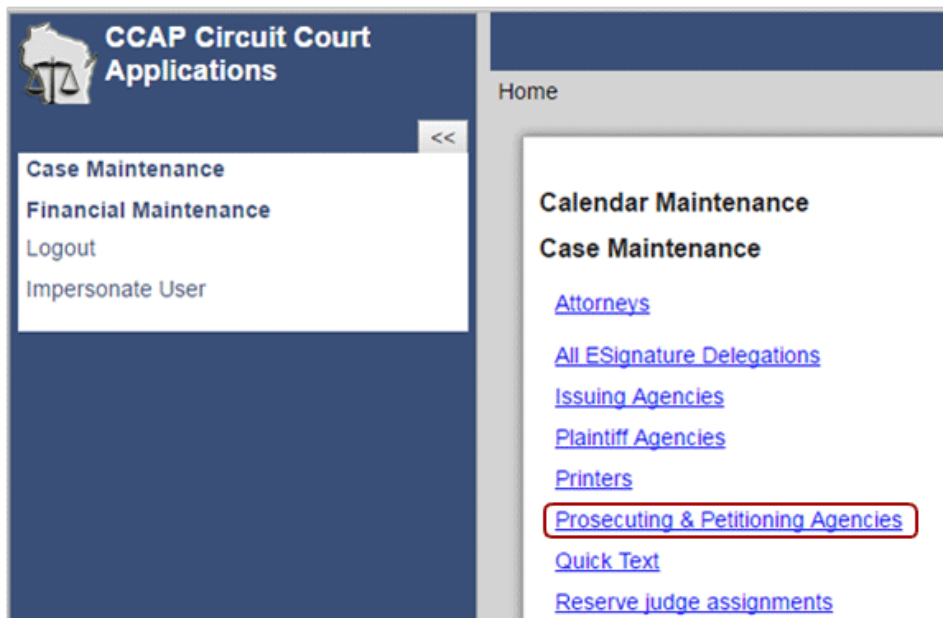
Note: CCAP will work with state agencies (such as Department of Justice, Attorney General's Office) to ensure that attorneys for those agencies are set up properly to eFile without incurring the fee.

Creating a Prosecuting and Petitioning Attorney record

1. Open **CCAP3 Maintenance**.

2. Select **Prosecuting and Petitioning Agencies**.

3. Double click the agency from the list.

Prosecuting & Petitioning Agencies

--Choose Action-- ▾   Unhide Rows

Show 15 ▾ entries

Prosecuting agency number ▴	Prosecuting agency name
Start typing to filter	Start typing to filter
1	District Attorney
2	Attorney General
3	Corporation Counsel
4	Town of Lake Mills
5	City of Waterloo
6	Human Services
7	Old - do not use
8	State of Wisconsin Child Support
9	City of Lake Mills
10	Town of Ixonia
11	City of Fort Atkinson
12	City of Jefferson
13	City of Watertown
14	Columbia Co. DA
15	Village of Johnson Creek

Showing 1 to 15 of 36 entries

4. From the **Choose Action** drop down menu, select **Create**.

Save, Previous   Save, Next   Save   Delete   Cancel

Edit - Prosecuting & Petitioning Agency - Corporation Counsel

Record 1 of 1

Prosecuting agency number:
3

Prosecuting agency name:
Corporation Counsel

Default attorney:
None ▾

Local government organization:
Jefferson Corporation Counsel

Address

Primary address:
311 S. Center Ave

Secondary address:

Zip:
53549

City:
Jefferson

State:
WI

Prosecuting & Petitioning Attorneys

--Choose Action-- ▴   Unhide Rows

System Default View ▾   Edit views

🔍

Reset Filters

--Choose Action--	Attorney ▴	Name ◇	Active ◇
Create (c)		Start typing to filter	All ▾
Edit (e)			
View (v)		Underwood, Steven Cook	Yes
Export (x)		Ward, Jon Blair	Yes
Print (F9)		Hansen, Christine L.	No
Hide Row (h)		Zarwell, Yelena Olegovna	Yes

Showing 1 to 4 of 4 entries

First   Previous   1   Next   Last

Save, Previous   Save, Next   Save   Delete   Cancel

5. Enter the attorney number and select the appropriate address. Make sure the **Active** indicator is set to **Yes**. Select **Save** to save your changes.
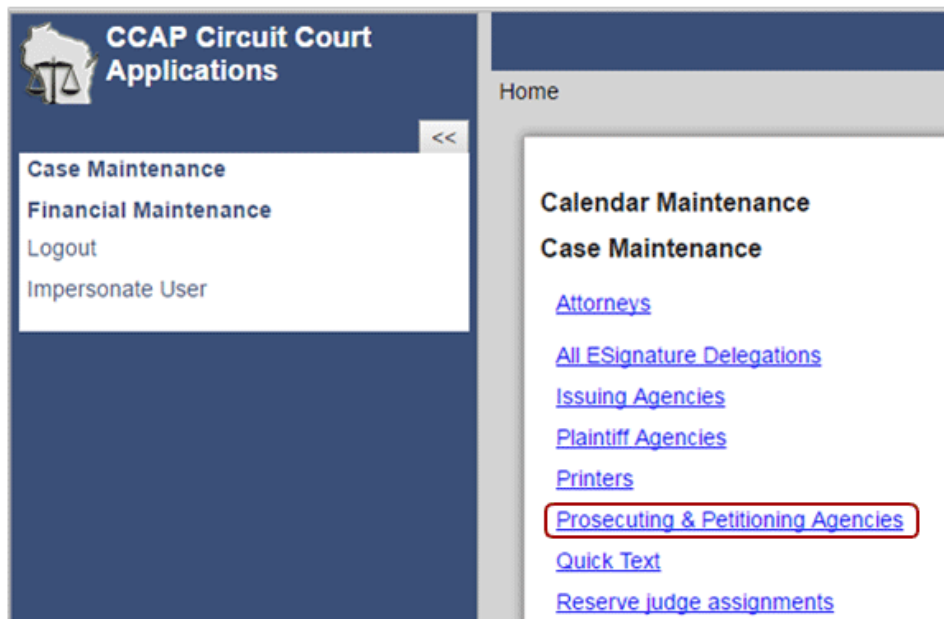

Inactivating a Prosecuting and Petitioning Attorney record

1. Open **CCAP3 Maintenance**.

2. Select **Prosecuting and Petitioning Agencies**.

3. Double click the agency from the list.

4. Double click the record which should be deactivated.

5. Mark the **Active** indicator as **No** to deactivate the attorney in **Prosecuting and Petitioning Agencies**. Select **Save** to save your changes.

Edit - Prosecuting & Petitioning Attorney - Corporation Counsel - Jane Smithe

| Save, Previous | Save, Next | Save | Delete | Cancel |

Attorney number: **Name:**
1079776   Jane Smithe

Attorney address:

15 - 121 S. Pinckney Street, Madison, WI 53703   ▼

Active:

NO

| Save, Previous | Save, Next | Save | Delete | Cancel |

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