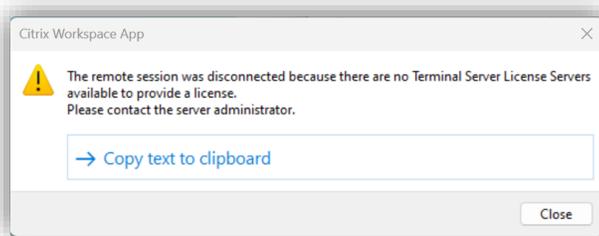
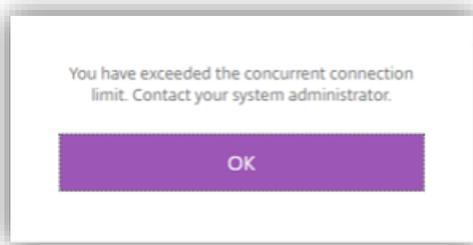


### Things to note when starting to record:

1. The first time you login to Citrix and to each of your applications, you will likely experience slowness. This should only occur the first time you open the applications. Afterwards, you should experience normal loading times.
2. You may encounter images that are not on file. This is to be expected, as thirteen percent of the total images stored are being validated.
3. If you are not receiving eFilings, please contact the eFiling vendor with which you are working to inform them that you are able to receive documents from them. If the vendor confirms transmission, please contact Cott Support so we can assist you further.
4. If you receive one of the following messages periodically, please acknowledge the message, log out of Citrix and log back in after a few minutes. You will be able to proceed. This is a temporary situation that we are working to resolve.



### If you have not manually recorded documents during the outage:

1. You may begin recording cases.
2. The next case number will assign automatically for you if your system is set up to do so; however, if your case number series includes a year, it will restart to 2023 after the first case is recorded for 2023.
  - a. To avoid assigning a case number a 2023 prefix, ensure the Working Day is set to the date you wish to record when adding a new case.

### If you have manually recorded documents during the outage:

1. Gather information (documents and manual records) for the items recorded.
2. You should re-enter documents in the same order manually recorded to keep the same case number series or type the Case Number into the Case Number field on the General Screen during Add a Case.

General | Parties | Associated Parties | History | Docket Entries | E-Case | Letters / Notices | Minutes | Notes | Case File Tracking | Exhibits | Pending | Case Summary

Case Information:

Case Type: CIVIL

Case Number: 111122

File Date: 12/27/2022 Proceeding: DAMAGES Fees: \$0.00

Case Title:

Remarks:

Judge & Division Allotment:

Assign Division Division: Judge:

Save Cancel

3. For each day's worth of cases, follow these steps:
  - a. Set the Working day to match the date the cases are to be filed.
    - i. Utilities>Civil>Begin Work Day
    - ii. Below is a sample of a working date of 12/27/2022

Begin Work Day

Please select your session recording date.

December 2022

27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Today: 1/3/2023

Ok

Close

- b. Select this date as the Working Day when entering Add a Case or Case Maintenance.
- c. After a day is complete, start with the next day's work.

### Verifying the last case number entered in the system:

Please follow these steps if you need to verify the last case number entered into the system.

- 1) Navigate to Reports>Civil>Case Statistics Report
- 2) Enter the last date you entered into the system – probably 12/22/2022 or 12/23/2022 – in the From and Through Dates and press the <Preview> button.
- 3) Go to the Case Detail Section of the report.
- 4) This will show a listing of the cases that were entered that day. You will need to find the highest Case Number for each numbering series. If you are set up for multiple numbering series based on Case Type, you may need to increase your range if no cases of that type were entered on that day.