

Washington State Appellate Courts' Portal

Logging On – Frequently Asked Questions

Logging On – General Questions

- I am a court employee, can I log on with my JIS Court ID?
- I have a JIS-Link Account. Can I use my JIS-Link ID to log on?
- How do I get a User ID?
- Is my User ID case sensitive?
- Is my password case sensitive?
- I forgot my User ID, can I retrieve it?
- I forgot my password, can I retrieve it?

Logging On – Problems

- I received a message stating “Your Account has been Locked”.
- I received an email indicating there were 3 failed attempts at logging on. Why?
- I received a message stating “Your Account has been Revoked”.
- I received an email indicating my account has been revoked. Why?
- My password does not work, what can I do?
- I cannot log on, what can I do?
- I received a temporary password via email, but it does not work.

Managing your User ID and Password

- Does my password have to be changed periodically?
- Are there any restrictions or guidelines for creating a new password?
- Can I reuse a password?
- Do I need to know the answer to my security questions in order to change or reset my password?
- Can I change my User ID?
- My password has expired, what do I do?
- I forgot my password, what do I do?
- I cannot remember the answers to my security questions, what do I do?
- I cannot remember any of my account settings, what do I do?
- My account has been revoked, what do I do?

Logging On – General Questions

[I am a court employee, can I log on with my JIS Court ID?](#)

Yes. Court staff must log on with their JIS Court ID (also known as RACF ID).

[I have a JIS-Link Account. Can I use my JIS-Link ID to log on?](#)

No. Sorry, JIS-Link IDs cannot be used to log on to the Washington State Courts Appellate Courts' Portal. You will need to register in order to use the portal. There are no fees involved with the Portal registration.

[How do I get a User ID?](#)

If you are not an employee of a Washington State Court, with a valid JIS Court ID, then you will need to register with the Washington State Courts Appellate Courts' Portal in order to create a User ID that will allow access to the Portal. Please visit <https://ac.courts.wa.gov/> to begin the registration process.

[Is my User ID case sensitive?](#)

Yes. If you don't remember the exact User ID you created during the registration process you can request that it be sent to your email by visiting <https://ac.courts.wa.gov/index.cfm?fa=reg.forgotId>.

[Is my password case sensitive?](#)

Yes. If you have forgotten your password, you can have it reset by visiting <https://ac.courts.wa.gov/index.cfm?fa=reg.forgotPw>

[I forgot my User ID, can I retrieve it?](#)

Yes. If you have forgotten your User ID, you can have it emailed to you. To do so visit: <https://ac.courts.wa.gov/index.cfm?fa=reg.forgotId>.

[I forgot my password, can I retrieve it?](#)

No. If you have forgotten your password it will need to be reset. To request a temporary password, visit: <https://ac.courts.wa.gov/index.cfm?fa=reg.forgotPw>

Logging On – Problems

[I received a message stating "Your Account has been Locked".](#)

After 3 failed log on attempts your account will be locked for 15 minutes. If you believe you remember your User ID and password and want to try again, wait 15 minutes before trying.

If you have forgotten your User ID or password, please review your options at:

<https://ac.courts.wa.gov/index.cfm?fa=home.showPage&page=needHelp>

[I received an email indicating there were 3 failed attempts at logging on. Why?](#)

As a security precaution your account is locked after 3 failed attempts to log on. If that happens, an email will be sent to your primary email address with that information. The email will let you know that the lock will be in place for 15 minutes. After that time, you may try to log on again, or you may take action to reset your password. For options see:

<https://ac.courts.wa.gov/index.cfm?fa=home.showPage&page=needHelp>

I received a message stating “Your Account has been Revoked”.

After 20 failed log on attempts your account is revoked. You will not be able to access the portal until your account is reset. You must wait at least 20 minutes before you can attempt to reset your account.

To reset your account, wait 20 minutes than visit:

<https://acdev.courts.wa.gov/index.cfm?fa=reg.resetRequired&rsn=revoked>

I received an email indicating my account has been revoked. Why?

As a security precaution your account is revoked after 20 failed log on attempts within an hour. If that happens, an email will be sent to your primary email address with that information. The email will let you know that you must wait 20 minutes and after that you can reset your account by going to:

<https://ac.courts.wa.gov/index.cfm?fa=reg.resetRequired&rsn=revoked>

My password does not work, what can I do?

If you are a court employee having problems with your JIS Court ID and password, please contact your JIS Site Coordinator for assistance.

If you are a registered Portal user, and your password is not working, you may need to reset your password. You can do so by visiting <https://ac.courts.wa.gov/index.cfm?fa=reg.forgotPw>

I cannot log on, what can I do?

If you are a court employee having problems with your JIS Court ID and password, please contact your JIS Site Coordinator for assistance.

If you are a registered Portal user, you may want to begin by verifying that the User ID you are using is correct and you are using the correct case. To verify your User ID, fill out the form at <https://ac.courts.wa.gov/index.cfm?fa=reg.forgotId> and your ID will be sent to you.

If you are certain you are using the correct User ID, and you are getting a message that states “Please enter a valid User ID and Password”, then your log on attempt is being rejected because your password is incorrect. You may want to just reset your password. To do so, visit <https://ac.courts.wa.gov/index.cfm?fa=reg.forgotPw>

I received a temporary password via email, but it does not work.

When using the temporary password sent to you via email be careful when copying it. If you copy/paste the temporary password in to the password reset form, you may carry through a trailing space. If an extra space is included at the end of your password, it may not be recognized and your attempt to reset your password may fail.

If you find the temporary password is not working and you are doing a copy/paste to include it in the form, try actually typing the password in to the form. If you had tried more than 3 times, you may have to request a new password as the first may have expired.

Managing your User ID and Password

Does my password have to be changed periodically?

Yes. Your password will expire every 3 months. Ten days before your password is due to expire, you receive an email notification reminding you it is time to think about changing your password. Then again 5 days later you will receive a second notification. If you allow your password to expire, you will receive an email to that effect and the email will include a link to request that your password be reset.

If your password has expired and you need to reset it go to <https://ac.courts.wa.gov/index.cfm?fa=reg.pwReset>.

Are there any restrictions or guidelines for creating a new password?

Yes. Your password must meet a pretty strict set of guidelines. Please review the [Password Standards](#) before attempting to reset your password.

Can I reuse a password?

No. Your password must be unique every time you reset it. Please review the [Password Standards](#) before attempting to reset your password.

Do I need to know the answer to my security questions in order to change or reset my password?

Yes. In order to change or reset your password you will need to correctly respond to one of your security questions. Remember that answers to the security questions are case sensitive. If you cannot correctly answer your questions, you will need to reset your account. To do so visit <https://ac.courts.wa.gov/index.cfm?fa=reg.resetRequired&rsn=all>

Can I change my User ID?

No. Not at this time. There may be a future enhancement, but as of this writing it is not possible.

My password has expired, what do I do?

If your password has expired visit <https://ac.courts.wa.gov/index.cfm?fa=reg.pwReset> to create a new password.

I forgot my password, what do I do?

If you have forgotten your password you can request a temporary password by visiting <https://ac.courts.wa.gov/index.cfm?fa=reg.forgotPw>. Once you are sent a temporary password, you will then need to change your password to one that meets the [Password Standards](#)

I cannot remember the answers to my security questions, what do I do?

If you remember your User ID and password, then you can log on to the Portal and follow the link to manage your account.

If you are unable to log on and need to change your security questions, you will need to reset your account. To do so visit <https://ac.courts.wa.gov/index.cfm?fa=reg.resetRequired&rsn=ans>.

I cannot remember any of my account settings, what do I do?

If you have forgotten your User ID, your password, and the answers to your security questions then your account will need to be reset. To reset your account visit <https://ac.courts.wa.gov/index.cfm?fa=reg.resetRequired&rsn=all>.

My account has been revoked, what do I do?

If your account was revoked, it will need to be reset. To reset your account visit <https://ac.courts.wa.gov/index.cfm?fa=reg.resetRequired&rsn=all>.