

## **Index of FAQ Topics**

[User ID / Password Requests](#)

[Contact Information - Support](#)

[Account Balance](#)

[Transfer Between Accounts](#)

[Adding/ Removing/Updating Users and their Privileges](#)

[Changing the Administrator of the Account](#)

[Closing an Account](#)

[Transaction Inquiries](#)

[Depositing Funds](#)

[Firm ID and Linking Firm ID to a JACS Account](#)

[Searching for Transaction Activity](#)

[Statements](#)

[Update Account Name, Address, or Phone Number](#)

### **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 at the bottom of 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 at the bottom of 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.

[\[Return to Index\]](#)

## Contact Information - Support

**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 [Welcome to JACS](#) page accessible from the NJ Courts Online home page. You can also send an email directly to the JACS Support Unit at [jacssupport.mbx@njcourts.gov](mailto:jacssupport.mbx@njcourts.gov)

**Q:** How can I contact you by telephone?

**A:** You can reach our call center at (609) 421-6100 (Monday – Friday [except Judiciary holidays] from 8:30 A.M. to 4:30 P.M. EST).

[\[Return to Index\]](#)

## Account Balance

**Q:** What activity is reflected in my account balance?

**A:** The account balance figure shown online 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 appear until the next day.

[\[Return to Index\]](#)

## Transfer Between Accounts

**Q:** How can I transfer money between JACS accounts which I manage?

**A:** You **cannot** transfer money between two JACS accounts online. If you need to make a transfer between accounts, you can contact the JACS Support Unit by using the [Contact Us](#) function in JACS, or via email at [jacssupport.mbx@njcourts.gov](mailto:jacssupport.mbx@njcourts.gov) . Alternatively, you can reach our call center at (609) 421-6100 (Monday – Friday [except Judiciary holidays] from 8:30 A.M. to 4:30 P.M. EST).

[\[Return to Index\]](#)

## Adding/ Removing/Updating Users and their Privileges

**Q:** How do I add a user to the account?

**A:** A user must first setup a User ID for JACS before being added to the account. To obtain a User ID, ask the user to go to and follow the instruction at : <https://portal.njcourts.gov/webe6/onboarding/pages/NewUserWelcome.faces> . Once the user has obtained a User ID, you can add that person as a user to the JACS account, using the [Manage Users](#) function in JACS if you have the manage users privilege for the account. If you have that privilege, you will see the [Manage Users](#) tab at the top of the [Account Information](#) screen. If you do not see this tab and you think you should have this privilege, contact your account Administrator to have the privilege added. *An account can have up to 6 users (including the Administrator).*

**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 function in JACS if you have the manage users privilege for that account. If you have that privilege, you will see the Manage Users tab at the top of the Account Information screen. If you do not see this tab and you think you should have this privilege, contact your account Administrator to have the privilege added.

**Q:** How do I remove a user from the account?

**A:** You can remove a user from a JACS account through the Manage Users function in JACS if you have the manage users privilege for that account. If you have that privilege, you will see the Manage Users tab at the top of the Account Information screen. If you do not see this tab, and you think you should have this privilege, contact your account Administrator to have the privilege added.

[\[Return to Index\]](#)

## **Changing the Administrator of the Account**

**Q:** How do I change the Administrator of the account?

**A:** You **cannot** change your Administrator online. You must complete a Request to Change Administrator 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 screen. There is also a link to the form on the Welcome to JACS page, under the Related Content section.

[\[Return to Index\]](#)

## **Closing an Account**

**Q:** How do I close a JACS account?

**A:** You can close a JACS account only 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 Close Pending 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 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.

[\[Return to Index\]](#)

## Transaction Inquiries

**Q:** Whom do I contact if I have questions about a transaction that posted to my account?

**A:** If you have a question about a transaction that posted to your JACS account, you should call the telephone number noted below applicable to the county and division or court area associated with the transaction fee.

County	Family Division	Civil Division	Special Civil Division	General Equity
<b>Atlantic</b>	609-402-0100 Ext. 47496	609-594-3579 609-594-3201	609-594-3579 609-594-3201	609-594-3579 609-594-3201
<b>Bergen</b>	201-221-0700 Ext. 25150	201-221-0700 Ext. 25683	201-221-0700 Ext. 25617	201-221-0700 Ext. 25497
<b>Burlington</b>	609-288-9500 Ext. 38843	609-288-9500 Ext. 38586	609-288-9500 Ext. 38586	609-288-9500 Ext. 38586
<b>Camden</b>	856-379-2200 Ext. 3769	856-379-2200 Ext. 3070	856-379-2200 Ext. 3037	856-379-2200 Ext. 3060
<b>Cape May</b>	609-402-0100 Ext.47557	609-402-1000 Ext. 47890	609-402-0100 Ext. 47910	609-402-0100 Ext. 47890
<b>Cumberland</b>	856-453-4548 856-453-4555	856-878-5050 Ext. 15390	856-878-5050 Ext. 15390	856-878-5050 Ext. 15390
<b>Essex</b>	973-776-9300 Ext. 56669 or Ext. 56718	973-776-9300 Ext. 55090 or Ext. 56527	973-776-9300 Ext. 56498 or Ext. 57184	973-776-9300 Ext. 52119
<b>Gloucester</b>	856-686-7403 856-686-7465	856-878-5050 Ext. 15370	856-878-5050 Ext. 15370	856-878-5050 Ext 15370
<b>Hudson</b>	201-748-4400 Ext. 60572	201-748-4400 Ext. 60084	201-748-4400 Ext. 66680	201-748-4400 Ext. 60150
<b>Hunterdon</b>	908-824-9750 Ext. 13174	908-824-9750 Ext. 13810	908-824-9750 Ext. 13810	908-332-7700 Ext. 13780
<b>Mercer</b>	609-571-4423 609-571-4407	609-571-4200 Ext. 74812 Ext. 74482	609-571-4200 Ext. 74812 Ext. 74482	609-571-4200 Ext. 74475
<b>Middlesex</b>	732-645-4300 Ext. 88807	732-645-4300 Ext. 88279	732-645-4300 Ext. 88351	732-645-4300 Ext. 88279
<b>Monmouth</b>	732-677-4029	732-677-4262	732-677-4242	732-677-4249
<b>Morris</b>	973-656-4311	973-656-4363	973-656-4363	973-656-4363
<b>Ocean</b>	732-506-5038	732-504-0700 Ext. 64385	732-504-0700 Ext. 64366	732-505-0700 Ext. 64376
<b>Passaic</b>	973-247-8470	973-247-8205	973-247-8239	973-247-8242
<b>Salem</b>	856-878-5050 Ext. 15872	856-878-5050 Ext. 15830	856-878-5050 Ext. 15830	856-878-5050 Ext. 15830
<b>Somerset</b>	908-332-7700 Ext. 13588	908-332-7700 Ext. 13710	908-332-7700 Ext. 13710	908-332-7700 Ext. 13710
<b>Sussex</b>	973-579-0610	973-579-0706	973-579-0706	973-579-0678
<b>Union</b>	908-787-1650 Ext. 21293	908-787-1650 Ext. 21494	908-787-1650 Ext. 21497	908-787-1650 Ext. 21495
<b>Warren</b>	908-750-8100 Ext. 13209	908-750-8100 Ext. 13910	908-750-8100 Ext. 13910	908-332-7700 Ext. 13780

**Appellate inquiries should be directed to 609-815-2900 Ext. 52615**

**Tax inquiries should be directed to 609-815-2922 Ext. 54650.**

**Foreclosure and Statewide Judgment Lien inquiries should be directed to 609-421-6100.**

**Record copies and report related inquiries should be directed to 609-421-6100**

[\[Return to Index\]](#)

## Depositing funds

**Q:** How do I make a deposit to my account using ACH?

**A:** You can make an ACH transfer (i.e., electronic transfer of funds) request from your bank account to your JACS account through the Fund Account function in JACS if you have the fund account privilege for the account. If you have that privilege, you will see the Fund Account tab at the top of the JACS Account Information screen. Click on this to step through the process of funding your account. If you do not see this tab and you think you should have this privilege, contact your account Administrator to have the privilege added.

**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 updates 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, or via email at [jacssupport.mbx@njcourts.gov](mailto:jacssupport.mbx@njcourts.gov). Alternatively, you can contact our call center at (609) 421-6100 (Monday – Friday [except Judiciary holidays] from 8:30 A.M. to 4:30 P.M. EST).

**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 to your JACS account. Deposits should be made payable to **Treasurer State of New Jersey** and mailed to one of the following addresses:

<b>Regular Mail</b> Administrative Office of the Courts JACS Support Unit PO Box 980 Trenton, NJ 08625-0980	<b>Overnight Mail and Lawyers Service</b> Administrative Office of the Courts JACS Support Unit 25 Market Street – 8 <sup>th</sup> Floor – North Wing Trenton, NJ 08625-0980
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*Please include your JACS account number on all checks/money orders and correspondence.*

[\[Return to Index\]](#)

## Firm ID and Linking Firm ID to a JACS Account

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

**A:** A Firm ID is a unique 9-position ID, starting with an "F", "H" or "L", assigned during the annual attorney registration, and applicable only to private law firms, solo law practitioners, in-house counsels, legal service entities, non-profit organizations, and Administrative Office of the Courts legal units. **When creating a new JACS account, please ensure that you complete the steps to associate (link) the Firm ID to the account, if you will be utilizing eCourts. Existing JACS accounts must also have the Firm ID associated (linked) to the account in order to file through eCourts. The eCourts system will not recognize the collateral account if the Firm ID has not been associated.** If you need your Firm ID but do not know it, JACS provides a search capability either as a part of the process of creating a new JACS account, or through the Update Account screen for an existing JACS account. You can also call 609-421-6100 if you do not know your Firm ID.

**Q:** How do I associate (link) the Firm ID to my existing JACS account?

**A:** To associate (link) the Firm ID to your existing JACS account, follow the steps shown below:

1. After logging in, go to **MY ACCOUNTS** (to the right of HOME at the top), then click the Update Account tab.
2. Click the Search/Modify button located in the upper left portion of the Update Account screen.
3. In the Firm Association area enter either the Firm ID OR the Firm Name, and then click the Search Firm button located on the right side.
4. After the search results are displayed, select the correct Firm ID using the radial button, and then check the box at the bottom certifying that the ID is correct, and after that is done, click the Associate Firm button located in the bottom right corner.
5. On the next screen that appears, check the Certify box located about mid way down the page, certifying that the update is true/correct and that you are authorized to make the change. Then click the Update button located in the bottom right corner.

[\[Return to Index\]](#)

## 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/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 have this privilege, contact your Administrator to have the privilege added.

**Q:** What if I am looking for a transaction that is more than 12 months 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, using the Contact Us function in JACS, or via email at [jacssupport.mbx@njcourts.gov](mailto:jacssupport.mbx@njcourts.gov) . Alternatively, you can contact our call center at (609) 421-6100 (Monday – Friday [except holidays] from 8:30 A.M. to 4:30 P.M. EST).

[\[Return to Index\]](#)

## Statements

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

**A:** You can view or print a monthly statement for any month within the past 12 months, through the View/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 have this privilege, contact your account Administrator to have the privilege added.

**Q:** What if I need a monthly statement that is more than 12 months 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, or via email at [jacssupport.mbx@ncourts.gov](mailto:jacssupport.mbx@ncourts.gov) . Alternatively, you can contact our call center at (609) 421-6100 (Monday – Friday [except holidays] from 8:30 A.M. to 4:30 P.M. EST).

[\[Return to Index\]](#)

## Update Account Name, Address or Phone Number

**Q:** How do I update my Account Name?

**A:** You can update your JACS account name online 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 have this privilege, see your Administrator to have the privilege added.

**Q:** How do I update my Address?

**A:** You can update your JACS account address online 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 have this privilege, see your Administrator to have the privilege added.

**Q:** How do I update my Phone Number?

**A:** You can update your JACS account phone number online 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 have this privilege, see your Administrator to have the privilege added.

[\[Return to Index\]](#)