

## Answers to FAQ's

### **How do I get a login for an attorney?**

Go to <https://fl18.org/jacsrequest> and fill out the form.

### **What is my login and password?**

The first time an attorney logs in, the username and password are both the attorney's bar number (no zeroes in the front of the number). Once the login is completed the first time, the user will be prompted to change the password. The password can only be up to eight characters (letters, numbers, or a combination). **\*\*\*NOTE: If your attorney is not yet in the system you will receive "Invalid User ID / Password" Message. If you can't figure out the login, fill out the form above.**

### **I forgot my password, what do I do?**

Go to <https://fl18.org/jacsrequest> and fill out the form.

### **I tried the incorrect password too many times, what do I do?**

Close your web browser and log back onto the attorney scheduling. If this does not recognize your password, go to <https://fl18.org/jacsrequest> and fill out the form.

### **I can't select party I represent (case screen), what do I do?**

You have "timed out", "Cancel", logout and log back into the JACS Attorney Scheduling screen.

### **Can't find time slots (no time slot show available), what do I do?**

Click the back button on your browser. Make sure that the "Courtroom" field is blank and select a different amount of time (15 or 30 minutes).

### **How to select a Pro Se attorney?**

Type Pro, click "Find". You'll see an attorney named "Pro Se", select this attorney.