



THE STATE OF FLORIDA  
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## Instructions for New Case Opening in *MyJAC*

### Introduction

You can open your court-appointed and indigent for costs cases online through *MyJAC*. To use these systems, login to [MyJAC](#). On the left horizontal, blue menu bar on the homepage, you will find "**Open a New Appointed Case**" and "**Open a New IFC Case.**" Click on the appropriate link to open the online form to enter a new court-appointed or indigent for costs case (IFC Case).

In order to use the new case opening systems and online billing submission systems, you must create a *MyJAC* account with JAC. If you have submitted a contract online, you should already have an account. If you do not already have an account, please go to:

<https://www.justiceadmin.org/login/register.aspx>

If you have any questions about the new case opening systems, please contact the JAC Online Support Team at [onlinesupportteam@justiceadmin.org](mailto:onlinesupportteam@justiceadmin.org).

### Open New Appointed Case

You will be prompted to enter the case information. In criminal cases, select the highest charge as the Case Type. If you represent the defendant/client in multiple criminal cases with different case numbers, please open each case separately even if there is one order of appointment with multiple case numbers.

You must upload the following required documents for each case:

- An Order of Appointment
- A Charging Document (in criminal cases) or Petition (in civil cases).

A Petition is not required for Dependency, Termination of Parental Rights (TPR), or Parental Notice of Abortion cases.

Once your request to open a new case is successfully submitted, you will receive a pop-up confirmation message indicating "Case Submission Successful." A confirmation e-mail will be sent to the address JAC has on file for you. After the auditor reviews your submission, a follow up email will be sent letting your know that *either* the case was opened successfully *or* the case

opening was rejected including the reason(s) for the rejection. Please be aware that it may take up to three business days for JAC to process your case opening documents.

If you submit a court-appointed case through the online system, please do not provide JAC with another copy of the order of appointment via email.

### **Open a New IFC Case**

You will be prompted to enter the case information. Please enter all case numbers for the defendant/client arising out of the same county. You can enter up to ten case numbers. In criminal cases, select the highest charge (of all the case numbers) as the Case Type. If you represent the defendant/client in multiple cases in different counties, you must repeat the process to open separate cases for each county.

You must upload the following required documents:

- A written Motion to Declare the Defendant/Client Indigent for Costs;
- A completed and signed Clerk's Application for Indigent Status;
- A completed Attorney Fee Affidavit; and
- A Charging Document (in criminal cases) or Petition (in civil cases).

A Petition is not required for Dependency, Termination of Parental Rights (TPR), or Parental Notice of Abortion cases.

Once your request to open new case is successfully submitted, you will receive a pop-up confirmation message indicating "Case Submission Successful." After the documents are reviewed, if there is a deficiency in the case submission, you will receive an email indicating the reason(s) for the rejection. If the submission is complete, you will receive an email response indicating JAC's position on the motion. If JAC objects to the motion and requests a hearing, JAC will file a formal response with the court. Please be aware that it may take up to three business days for JAC to process your case opening documents.

If you submit an IFC case through the online system, please do not serve JAC with another copy of the motion and supporting documents via email. This includes any service through Florida's Eportal.

Once the court determines the defendant is indigent for costs, you must submit a copy of the order declaring the defendant indigent for costs to JAC via [pleadings@justiceadmin.org](mailto:pleadings@justiceadmin.org). Please make sure the order includes a clear finding that the defendant is indigent for costs.

### **General Information**

Please make sure all your documents are legible; particularly, the scan of any order of appointment or application for indigency. Because these documents often contain handwritten information and electronic signatures, a scan may not be legible requiring resubmission of a legible copy of that document.

Although JAC strives to process new case documents within 24 hours, it may take up to three business days to open a case in the JAC system. Please do not resubmit the case or the case opening documents. If a case has not been opened after five business days, please contact the JAC Online Support Team at [onlinesupportteam@justiceadmin.org](mailto:onlinesupportteam@justiceadmin.org) for assistance.

In using JAC's online systems, please note the following:

- Javascript should be enabled in your web browser.
- You should disable any pop-up blockers in your web browser.
- All documents must be either PDF or TIFF file format.
- Total file size for submission must be less than 20 MB (megabytes) for all documents.
- When submitting documents, they need to be submitted as separate files. For example, the order of appointment and the charging document need to be submitted separately. Do not create separate files for each page of a document.
- All documents submitted should be legible and scanned right side up. Each page should consist of a full-sized single page (8 ½ x 11) of the original document. Documents should be scanned in black and white, with a resolution no greater than 300 DPI. Please keep in mind that 300 DPI is the optimal standard for electronic document submission.
- Once documents are submitted, please do not mail, fax, or e-mail additional copies to JAC unless requested to do so.