



THE STATE OF FLORIDA  
**JUSTICE ADMINISTRATIVE COMMISSION**

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## Instructions for Opening New Cases in *MyJAC*

### Introduction

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

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

To submit bills, you must open your court-appointed and/or indigent for costs (IFC) cases online via *MyJAC*. First, log in to *MyJAC*. On the blue menu bar, you will find selections titled "**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 IFC case.

If you have any questions about opening a case via *MyJAC*, please contact the [JAC Online Support Team](#).

### Opening a New Court-Appointed Case

When opening a new court-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:

- The Order of Appointment
- The Charging Document (in criminal cases) or Petition (in civil cases)
- Petition for Dependency and Termination of Parental Rights cases (First 2-3 pages only)

You do not need to upload the Petition for Parental Notice of Abortion and Guardianship 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 email address JAC has on file for you. After your submission is reviewed, you will receive a follow-up email indicating that the case was successfully opened *or* the opening of the

case was rejected and the reason(s) for the rejection. Please be aware that it can take up to **seven** business days for JAC to process your case opening documents.

If you open a court-appointed case in *MyJAC*, please **do not** serve JAC with another copy of the order of appointment by email or by Florida's Court E-Filing Portal. Please note that submitting these documents to JAC by email or through Florida's Court E-Filing Portal will not result in opening a case for billing purposes.

### **Opening a New IFC Case**

When opening 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. 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 can enter up to ten case numbers. In criminal cases, select the highest charge (of all the case numbers) as the Case Type.

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**
- The Charging Document (in criminal cases) or Petition (in civil cases)
  - If the Charging Document is unavailable, an Arrest Affidavit may be considered sufficient for case opening purposes, only.

You do not need to upload the Petition for Dependency, Termination of Parental Rights (TPR), or Parental Notice of Abortion cases.

Once your request to open a new IFC 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 deficiency. 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 **five** business days for JAC to process your case opening documents.

If you open your IFC case through the online system, please **do not** serve JAC with another copy of the motion and supporting documents via email or via Florida's Court E-Filing Portal. Please note that submitting these documents to JAC by email or through Florida's Court E-Filing Portal will not result in opening a case for billing purposes.

Once the court determines the defendant is IFC, you must upload a copy of the order declaring the defendant indigent for costs via *MyJAC*. Please make sure the order includes a clear finding that the defendant is indigent for costs.

## General Information

Please make sure 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, scans may not be legible requiring resubmission of a legible copy of that document. Please **do not** resubmit case-opening documents. If a case has not been opened after five business days, please contact the [JAC Online Support Team](#) at for assistance.

When working in *MyJAC*, please note the following:

- Javascript must be enabled in your web browser.
- Disable any pop-up blockers in your web browser.
- Ensure **all** documents are either in PDF or TIFF file format.
- Total file size for submission must be less than 20 MB (Megabytes) for all documents, combined.
- 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.