



January, 2010

NewsNotes - Happy New Year! We've all survived the holidays, the stormy weather and are now back to work. We'd like to welcome new judges, clerks and courts to Service Education and The CourtRoom Program. As always this time of year, we've been busy helping courts enter their new judges into the CourtRoom Program. Please be sure to direct any new personnel to our website for lots of good, up to date information about The CourtRoom Program. There are manuals, the NewsNotes you're reading now and our new feature, an updated listing of new forms and letters recently added to the website.

Current Count - As of January 19, 2010 there are 1138 courts (including parking) using our programs. By the end of this week, we'll have installed 4 new courts in 2010!

User Group Meetings - There are already 3 User Group meetings scheduled for 2010. All customers, both judges and clerks, are welcome to attend any User Group meeting. Not only do you learn about The CourtRoom Program, you get to meet other judges and clerks, hear what they do in their offices and how they use the program. Also, from time to time, we have representatives from OCA and other state agencies join us. **Please check the Meetings tab on the website for the 2010 schedule.**

Updates and Backups - Two interesting statistics are tracked and recorded on the website. The number of daily backups we receive and the number of updates courts download. Check out these numbers on our home page right in the center of the heading. You can also click on Recent Changes to see what's new in the program.

Over the years we have seen the importance of backups. The most recent being the call we got last week telling us about a court that burned to the ground. Unfortunately, we had never received a backup from the court. Because we have experienced so many similar situations, we have built into the program the ability to automatically create a backup and send it to us electronically. If this is something you'd like to set up, give the office a call.

TeamViewer Remote Support - This spring, we added a feature to the Help option in the program called **Enable SEi Remote Support**. Selecting this opens a program called TeamViewer which allows us to access your computer. Once we gain access, we see exactly what you see and can watch you work or, we can take control of the mouse so you can see what we are doing.

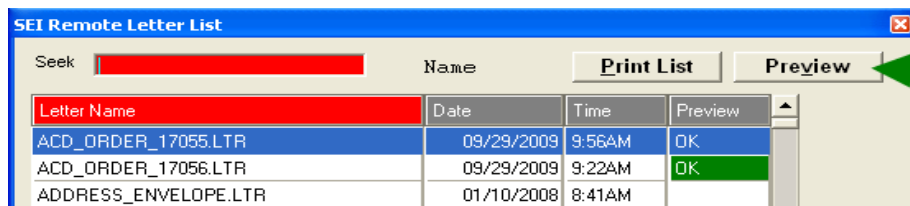
TeamViewer has been tremendously helpful for trouble shooting, data conversions and training. Please note, we can only access your computer when you initiate TeamViewer and give us the ID number which is specific to your court. We can never get into your computer without your permission and you will always see exactly what we are doing, so it is very secure and safe.



Letter Requests- Over the years, we have built up a large list of form letters (and reports). There are currently over 250 letters on the website for you to download into your letter list. Many of the letters are standard forms which all courts use, many are custom forms to be used in a specific county and others are specific requests from individual courts. Unfortunately, we get so many requests for a letter that is specific to only one court we've had to re-evaluate our position on forms and letters. It is now our policy to review a request and determine whether it's beneficial to a group of courts such as a county or all the courts. If we believe the letter is beneficial to many courts, we'll create it and put it on the website. If it's court specific, we'll add it to the wish list, and work on it when time allows.

Remember, you can make changes to existing letters or even create your own. On the website under HELP is a letters manual you can print. The manual explains how to make simple changes to existing letters so you can modify them to meet your needs.

When you're out on the website looking at letters to download into your system, use the PREVIEW feature to see a sample of a letter before you add it to your letter list. To get to the letters on our website, click UTILITY->Edit Databases->Form Letters. Click NEW and respond to the prompts to add a new letter. Then, click IMPORT, then Search SEi Website for Letters. Scroll through the list to see what's there, print a list of all the letters and descriptions or type a letter name in the Seek box and select it from the list.



Click here to see a preview of the letter you've highlighted

NEW LETTERS TO DOWNLOAD

Letter/Form Name	Date
PSI_Monroe_County	1/20/10
Jury_Name_Release_Order_Broome_cty	1/2/010

Closing - 2010 promises to be another busy year for Service Education! We're looking forward to welcoming new customers and seeing old faces at User Group Meetings and conferences. We'll be busy working on the website making it a source of good, up to the minute information for all our users and of course, continue working on The CourtRoom Program to make it even better!

Not everyone remembers to go to the website, so when you're talking to other people in your office or at neighboring courts, remind them to check out www.nyCourts.us. Please send any feedback or suggestions for future NewsNotes to marty@nycourts.us.

