



December, 2009

**NewsNotes** - Welcome to our new online newsletter. We're planning to update NewsNotes on a regular basis with news about Service Education and our programs. Among other things, NewsNotes will include tips, information on updates to the program and the schedule of User Group meetings. Please let us know how you like this new feature and send along any suggestions for items you'd like included in future NewsNotes. Send your suggestions to [marty@nycourts.us](mailto:marty@nycourts.us), or pass them on the next time you call the office.

Since NewsNotes is only on our website, it is important to let everyone in the office know they're available. You'll see an option on the page to print a PDF version of NewsNotes. Please print a copy for distribution if not everyone in your office has internet access.

**Current Count** - As of December 15, 2009 there are 1133 courts (including parking) using our programs. On December 14<sup>th</sup> we completed our 50<sup>th</sup> installation of the year. 12 of those 50 converted from other computer systems.

**User Group Meetings** - In 2009, we held 12 user group meetings across the State. Two of those meetings were held at Judicial District offices, which worked out very well. Start watching our website in February for the 2010 schedule.

**Updates to the program**- We're happy to report that the majority of courts are running a version of the program that is no more than 4 months old. That's great! As always, we are constantly changing the program to best fit the needs of the courts. After you receive an update, be sure to check the Recent Changes section found under Help.

Following is a small list of changes that have been made in the past few months. Please look in Recent Changes (HELP->Recent Changes) for explanations:

Change Judge's initials on checkbook records (12/03/09)

Schedule backups to be sent to SEi automatically (8/2/09)

Show more detail about the law(s) charged on a (7/2/09)

Program recognizes when the scoff-lift fee should be \$35 and when it should be \$70 (Recent Changes 6/15/09)



New Seal types (6/9/09 and 2/20/09)

Preview letters on the website before downloading (5/12/09)

Enable SEi Remote Support (5/12/09)

The ability to merge a defendant's open cases into one case (2/6/09)

**User Tips** - For a list of Frequently Asked Questions (FAQs) check our website by clicking HELP->Website Links->Service Education Website. On the left of the homepage, click HELP OPTIONS then click USER TIPS. Click a specific topic for detailed information. This document can be printed from the website.

**User Guide** - Since no two courts are alike, it has always seemed a daunting task to write a User Guide. However, we found some software that allows us to grab a screen shot from The CourtRoom Program then add comments, creating what we hope is a helpful guide to using the program. Obviously, not everything in the manual applies to every court, but we hope you will find some of it useful. On our website, click HELP OPTIONS then select USER GUIDE

We're in the progress of making the online User Guide interactive so you'll be able to click a topic from a list. As always, we welcome any suggestions and comments from you.

On the website, you'll also find a DMV\_Call Guide and Letters Manual.

**Closing** - Once again, we'd like to thank **all** our customers- new and long standing - for another successful year.

**Have a very happy holiday season and a healthy, happy New Year!**

