

## **User's Guide for Vendors**

Rev. 1/1/20

# **Connecticut Probate Courts eBilling**

Introducing eBilling	6
eBilling Basics	6
Figure 1: eBilling Navigation	6
Figure 2: eBilling NavigationTrail	6
Document Preparation Prior to Login	7
Figure 3: Online Screen Tips	7
Getting Started	8
Logging In and Requesting an Account	8
Figure 4: Login Screen	8
Figure 5: Reading and Accepting the User Agreement	9
Figure 6: Association with a User Role	9
Figure 7: Association with an Organization	10
Figure 8: User Profile Information	11
Figure 9: Notification of a User Account Request	12
Resetting a Forgotten Password	12
Figure 10: Requesting a Password Reset	12
Figure 11: Temporary Password Sent to Your Email	13
Figure 12: Resetting a Forgotten Password	13
Navigating from the Home Page	13
Figure 13: Home Page	14
Logging Out	14
Figure 14: Notification of Drafts (or Incomplete Invoices)	14
Working with Profiles	15
My User Profile	15
Viewing or Editing Your User Profile	15
Figure 15: My Profile Navigation	15
Figure 16: User Profile Overview	16
Figure 17: Modify the User Profile	17
Passwords	18
Changing the Password	18

Figure 18: Change Password	18
Login History	19
Figure 19: Login History	Error! Bookmark not defined.
Working with Cases	19
To View My Cases	19
Figure 20: Navigate to "Existing Cases"	19
Navigate to the My Cases Page	20
Figure 21: Number of Cases Displayed Drop-down	20
Figure 22: Viewing the Case History	20
Figure 23: Case History Page	21
Figure 24: Show Active, Show Inactive and Show Both Filters	21
Figure 25: Case Sorting and Expansion Button	22
Figure 26: "Inactive" Cases	23
Notifications	23
Accessing Notifications	24
Figure 27: Notification	24
Figure 28: Accessing Notifications	25
Figure 29: List of Notifications	25
Submitting an Invoice	26
Initiating a New Case: Attorney	26
Figure 30: Initiating a New Case - Attorney	27
Figure 31: Defining Case Type - Attorney Invoice	27
Adding Case Data	27
Figure 32: Invoice Initiation Page - Attorney Case Info	28
Figure 33: Represented Party - Attorney	29
Adding Documents	29
Figure 34: Add a Document Page - Attorney	30
Figure 35: Add a Document Page - Attorney Online Invoice	30
Figure 36: Add Billing Details to Online Invoice - Attorney	31
Figure 37: Billing Details Information - Attorney	32

	Figure 38: Editable Invoice Line Items - Attorney Invoice	33
	Figure 39: View Generated Invoice - Attorney	33
	Figure 40: Generated - Attorney Invoice	34
	Figure 41: Review and Approve for Submission - Attorney	35
	Figure 42: Regulation 13 Compliance - Attorney	36
	Figure 43: Invoice Submitted Message - Attorney	36
Ini	tiating a New Case: Regulation Conservator	37
	Figure 44: Initiating a New Case - Regulation Conservator	37
	Figure 45: Defining Case Type - Regulation Conservator	37
	Adding Case Data	37
	Figure 46: Case Initiation Page - Regulation Conservator	38
	Adding Documents	38
	Figure 47: Add a Document Page - Regulation Conservator	39
	Figure 48: Add a Document - Regulation Online Invoice	39
	Figure 49: Add Line Item - Regulation Conservator Invoice	40
	Figure 50: Invoice Billing Details - Regulation Conservator	41
	Figure 51: Create Generated Invoice - Regulation Conservator	42
	Figure 52: View/Edit Generated Invoice - Regulation Conservator	42
	Figure 53: Generated Invoice - Regulation Conservator	43
	Figure 54: Review and Approve for Submission - Regulation Conservator	44
	Figure 55: Regulation 16 Compliance - Regulation Conservator	45
	Figure 56: Invoice Submission Status - Regulation Conservator	45
Ini	tiating a New Case: Contract Conservator	46
	Figure 57: Initiating a New Case - Contract Conservator	46
	Figure 58: Defining the Case Type - Contract Conservator	46
	Figure 59: Case Initiation Page - Contract Conservator	47
	Adding Case Data	47
	Adding Documents on a New Case	47
	Figure 60: Add a Document Page - Contract Conservator	47
	Invoice Form	48

	Figure 61: Invoice Form - Contract Conservator	48
	Figure 62: Billing Items - Contract Conservator	49
	Figure 63: View Contract Conservator Generated Invoice	50
	Figure 64: Generated Invoice - Contract Conservator	50
	Figure 65: Review and Approve for Submission - Contract Conservator	52
	Figure 66: Invoice Submitted Message - Contract Conservator	53
Invo	pice Status	53
	Figure 67: My Invoices Page Filters	53
	Figure 68: Invoice Status Hyperlink	54
	Figure 69: Invoice Status Case and Submission Details	55
	Figure 70: Hyperlink to Clerk-Stamped Generated Document	56
eBil	ling on an Existing Case	56
	Figure 71: Existing Cases Navigation	57
	Figure 72: Existing Case Search	57
	Figure 73: Yellow Banner on Existing Case Add a Document Page	58
	Figure 74: Existing Case Search for Invoicing History	59
	Figure 75: Invoicing History from the Existing Case Page	59
	Figure 76: Cases Table - Hyperlinks and Column Sort Feature	60
	Figure 77: Cases Table - Show Inactive Display	61
	Figure 78: Cases Table - Expansion Link	62
Dra	ft Submissions	62
	Figure 79: Draft Invoice Navigation	63
	Figure 80: List of Draft Invoices with Hyperlinks	63
	Figure 81: Add a Document Page from Draft Invoices	64
	Figure 82: Deleting a Draft Invoice	. 64

## **Introducing eBilling**

### **eBilling Basics**

The Connecticut Probate Courts eBilling system is designed to make the submission and processing of invoices more efficient for both vendors and court personnel. The web-based vendor interface allows attorneys, regulation conservators and contract conservators to create invoices and submit them to the court electronically. The vendor interface also provides the means for users to view invoice histories and check the status of submissions.

This user's guide is intended to instruct vendors on the features of the eBilling system.

Following the steps outlined in this manual is highly recommended in order to easily process invoices through the eBilling system.

Also, for best results, users are strongly encouraged to use only the navigation buttons that are displayed on the eBilling interface. These will appear at the bottom of each page and will give the user options such as **Back** or **Next**.

Figure 1: eBilling Navigation



It is important to **avoid using the internet browser back arrow** during the preparation and submission of an invoice.

The vendor may use the menu bar located at the top of each page, just below the Connecticut Probate Courts banner. Another option is the navigation trail at the top of every page. This appears just below the menu bar, and the active links show the pages the user visited to get to the current page. Clicking on any of these links will take the user back to the page listed.

Figure 2: eBilling Navigation Trail



#### **Document Preparation Prior to Login**

Vendors are strongly encouraged to use the forms that are integrated with the eBilling system to generate their invoices within the submission. However, there is an option for vendors to upload their own invoices. Invoices created on the vendor's computer must be in an Adobe® Acrobat® PDF format to be uploaded and submitted. If a PDF will be uploaded, it is best if it is prepared before logging into the eBilling system.

Note: Any PDF invoice to be uploaded to the eBilling system must have a top margin no smaller than .75 inches and a bottom margin no smaller than 1 inch. The margins will be used to record the file stamps from the Probate Clerk, the Probate Judge and Probate Court Administration (PCA).

**Note**: The web session will terminate automatically if a user does not click a **Submit, Next** or **Save** button within 30 minutes. The session will time out and log the user off the system. When the system logs the user out, the screen doesn't change. It appears that the user is still logged on; however, as soon as the user clicks an action button, the user will be asked to login. **Typing in a text field does not count as being "active."** 

**Warning:** It is important that the user only open one instance of eBilling at a time. Multiple windows where eBilling is open could cause significant problems with the submissions.

In addition to the in-depth instructions provided in the manual, the user will find abbreviated instructions on the eBilling website itself. They are located under the blue question mark to the right of the menu bar at the top of the page. If the question mark is unavailable, there are no instructions for that particular page.



## **Getting Started**

### Logging In and Requesting an Account

Prior to making the account request, the user must be set up as a State of Connecticut vendor. To begin eBilling, the user must go to the "Login" page located at: go.tybera.net/ct and request an account.

The "Login" page is also the place where the system administrator periodically may communicate with vendors by posting a message providing links to rules or forms or by posting a message notifying users of upcoming system maintenance that will make the system unavailable for a set time period.

Figure 4: Login Screen



1. The user will need to first register and create an account. To begin the registration process, click on the **Request Account** button on the login page. The "User Agreement" page will open.

Figure 5: Reading and Accepting the User Agreement



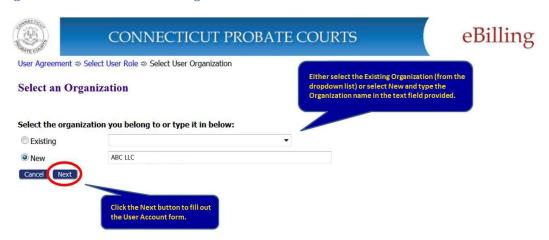
1. From the "User Agreement" page and after reading the terms of agreement, accept the terms by selecting the proper radio button, and click **Submit**. The "User Roles" page will appear.

Figure 6: Association with a User Role



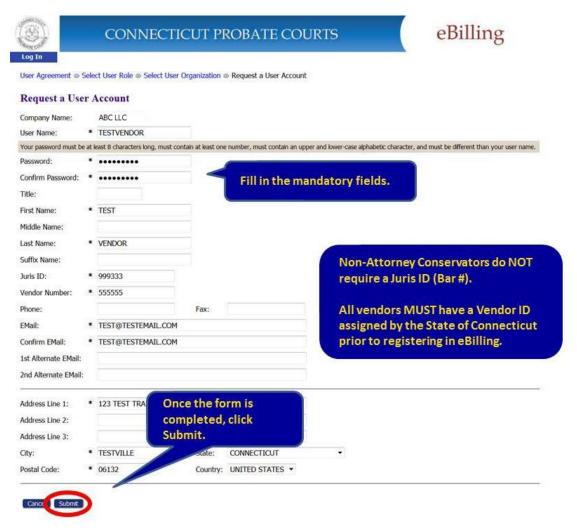
- 2. Each eBilling user must have an assigned role. If you are will be performing services in more than one capacity, select he appropriate combined roles by selecting the radio button.
- 3. Click **Next**. The "Select an Organization" page will open. This is the business name under which the user will be paid.

Figure 7: Association with an Organization



- 4. Each user must be associated with an organization. On the "Select an Organization" page, use the drop-down menu to select an organization that is already a part of the eBilling community. Alternately, to create a new organization account, select "New" and fill in the textbox with the organization name for which an account is being established. Make sure you use the name of the organization as it is set up in the State of Connecticut Accounts Payable System.
- 5. Click **Next**. The "Request a User Account" page will display.

Figure 8: User Profile Information



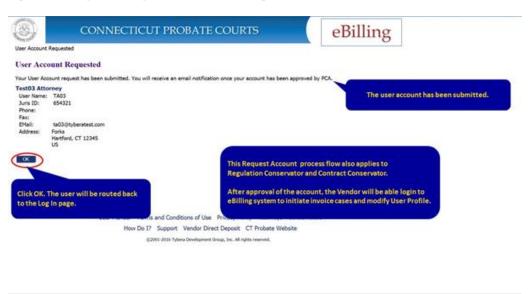
- The password must be at least 8 characters long, must contain at least one number, must contain an upper and lower case alphabetic character and must be different than the user name.
- 7. If the user selected "Attorney" as the vendor role, then the Juris ID number is required. The Juris ID number is a unique identifier, and it is through the Juris ID number that the eBilling system connects the attorney vendor to the cases submitted.
- 8. Although not required, many vendors make use of the alternate email fields. An assistant's email or accounting department's email can be entered, and the same system-generated email regarding the invoice will be sent to the alternate email address.

**Note:** Some information, such as the Juris ID number, organization, or user role cannot be modified by the account holder after registration. Changes to these fields must be done through PCA. Contact PCA at

(860) 231-2442 x301 during regular business hours (M-F, 8 a.m. – 5 p.m.) or PCAAccountspayable@ctprobate.gov.

9. Click **Submit**. A page notifying the user that an account has been requested appears and displays basic user information, including the organization with which the user is associated.

Figure 9: Notification of a User Account Request

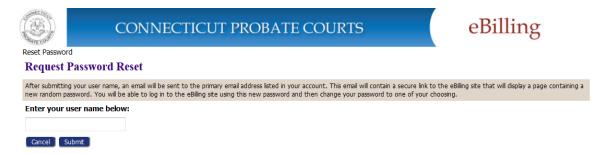


10. Click **OK** to be returned to the "Login" page. When the user has completed the registration, the request will go through PCA's approval process. The user will receive an email message stating the account has been approved. The user can then log into the eBilling system.

## **Resetting a Forgotten Password**

1. If the user has forgotten the password, click **Forgot Your Password**? on the "Login" page. The "Request Password Reset" page will appear.

Figure 10: Requesting a Password Reset



2. Enter the user name, and click **Submit**.

Figure 11: Temporary Password Sent to Your Email



- 3. An email containing a link will be sent to the primary email address listed on the user profile. Upon clicking the link, the user will be directed to a page with a temporary password that will be used to log into the eBilling system.
- 4. Click the email link to be taken to the Connecticut Probate Courts "Login" page. After logging in, proceed to the "Change Password" page to change the temporary password.

Figure 12: Resetting a Forgotten Password



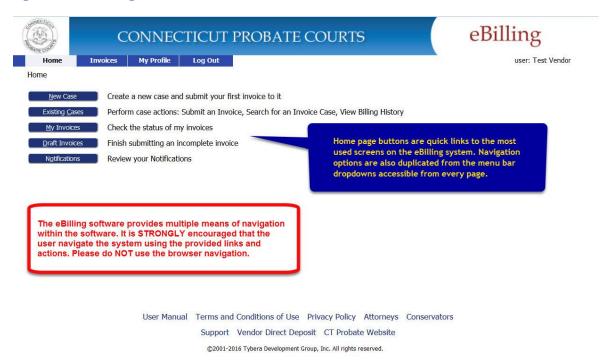
- 5. Enter the temporary password in the "Password" field.
- 6. Create a new password. The password must be at least 8 characters long, must contain at least one number, must contain an upper and lower case alphabetic character and must be different than the user name.
- 7. In the "Confirm New Password" field, re-type the password exactly as it was entered in step 6.
- 8. Click **Submit** to save the changes.

### **Navigating from the Home Page**

The "Home Page" is the starting point as a vendor and is the default screen upon login. All the basic vendor functions are accessed by clicking the appropriate button. The vendor can also navigate using the menu bar that appears at the top of most pages on the website. Roll the mouse over the listings on the menu bar to become familiar with options not available in the list of buttons at the left of the page.

For instance, on the menu bar, the "My Profile" drop-down list allows the vendor to access pages to view and modify profile information, including changing the password.

Figure 13: Home Page



The user identification appears on the right side below the banner.

### **Logging Out**

1. Click the **Logout** button listed on the right side of the menu bar. A "Logout" page will appear.

Figure 14: Notification of Drafts (or Incomplete Invoices)



Prior to user logout, the eBilling system notifies users of drafts that are in process. The eBilling system automatically executes a save action on incomplete invoices when a user selects **Logout**. The information entered will be saved in draft form and will be accessible for completion on subsequent logins.

## **Working with Profiles**

### **My User Profile**

When a user registers for an account, the user is required to provide profile information, which can be edited or updated later as needed.

#### **Viewing or Editing Your User Profile**

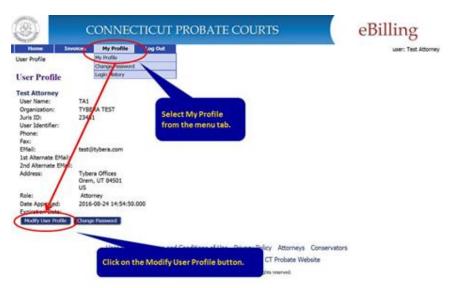
1. Select **My Profile** > **My Profile** from the menu. The "User Profile" page will appear and display the information entered when the user account was created or modified.

Figure 15: My Profile Navigation



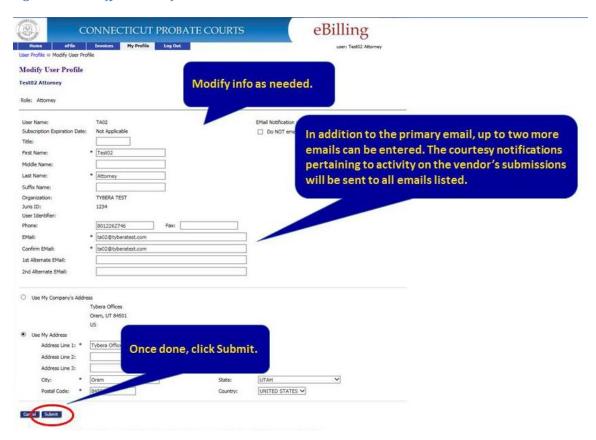
2. To change the information in the user profile, click **Modify User Profile** to cause the "Modify User Profile" page to appear.

Figure 16: User Profile Overview



**Note:** It is of the utmost importance that the primary email address associated with this account is kept up-to-date because this is one way the eBilling system communicates with the vendor about activity that has taken place on the vendor's cases/invoices. If users change their email addresses and do not record the new email information on the User Profile page, they will no longer receive courtesy notices. However, users can still login the eBilling system and view notifications within the system (**Notifications** button on Home page).

Figure 17: Modify User Profile



- 3. On the "Modify User Profile" page, fields that display a textbox, radio button, or checkbox may be modified.
- 4. **Optional:** The alternative email addresses are provided so that someone else can receive email notices when the user receives courtesy notices. This may be used for partners or assistants.
- 5. **Optional:** The eBilling system default is to automatically send users emails notifying them of status updates for action taken on their submissions. If a user does not wish to receive email updates on status changes for rejected submissions, select the appropriate checkbox to discontinue that service.
- 6. Click **Submit** to save the changes made and be returned to the "User Profile" page.

**Note:** If modification needs to be made to fields without a textbox, such as the user's assigned role or organization, the user will need to contact PCA at 860-231-2442 x 301 during regular business hours (M-F, 8 a.m. – 5 p.m.) or PCAAccountspayable@ctprobate.gov.

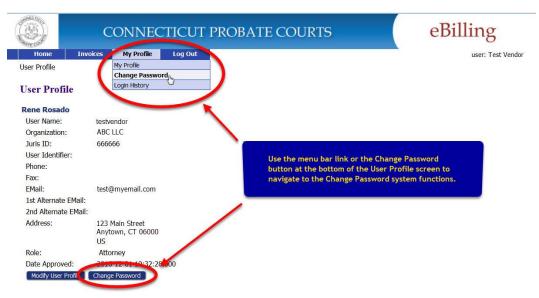
#### **Passwords**

Users may change their passwords whenever desired. Periodically changing the account password is a wise security measure. The password must be at least 8 characters long, must contain at least one number, must contain an upper and lower case alphabetic character and must be different than the user name.

#### **Changing the Password**

1. Select My Profile > Change Password from the menu bar at the top of the page, or go to the "User Profile" page and click Change Password.

Figure 18: Change Password



- 2. Enter the current password in the "Password" field.
- 3. Create a new password following the password requirements, and type it into the "New Password" field.
- 4. In the "Confirm New Password" field, re-type the password exactly as it was entered in step 3.
- 5. Click **Submit** to save the changes and return to the "User Profile" page.

### **Login Attempts**

Note: User accounts are suspended after 5 failed login attempts. In order to regain access to the eBilling account, wait 30 minutes and login successfully or contact Tybera Support (844-892-3721) during regular business hours (M-F 8 a.m. – 7 p.m. EST except federal holidays).

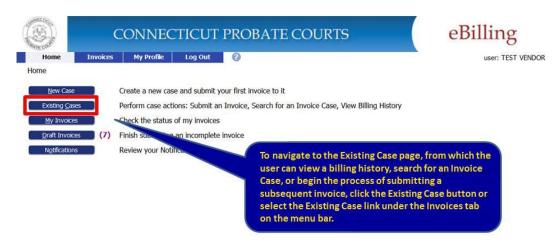
## **Working with Cases**

When a user initiates a new case, submits an invoice to a court and the court approves it, the case number is added to the "Existing Cases" list.

## **To View My Cases**

1. Click Existing Cases on the home page or select Invoices > Existing Cases from the menu bar.

Figure 20: Navigate to Existing Cases



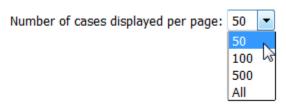
#### From here the user can:

- Search for cases.
- Filter cases by active, inactive, or both.
- View a history of invoiced cases that are stored electronically.
- View case documents.

#### **Navigate to the My Cases Page**

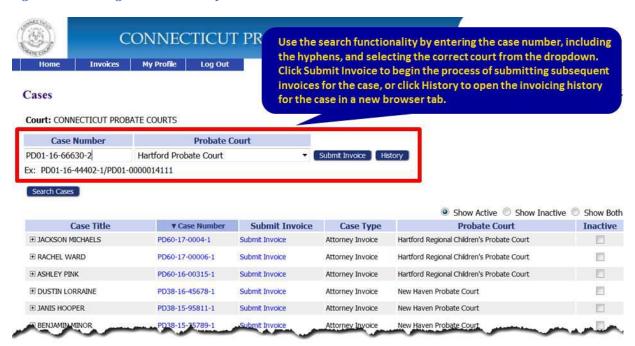
1. Limit or expand the number of cases listed by clicking on the "Number of Cases Displayed per Page" drop-down menu in the upper right corner of the page.

Figure 21: "Number of Cases Displayed "Drop-down"



2. **Optional:** Pull up an Invoicing History by entering the case number, including the court prefix (ex. PDxx), and clicking **History**.

Figure 22: Viewing the Case History



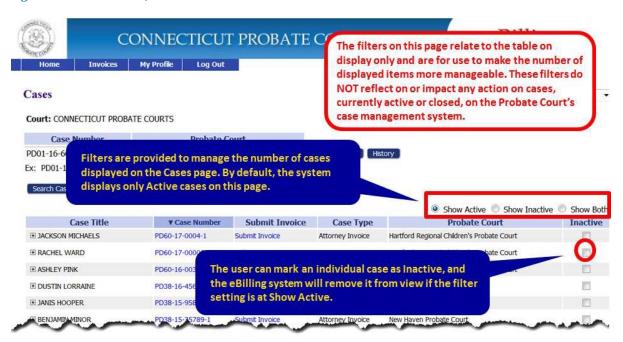
3. A detailed Invoicing History displays in another browser tab.

Figure 23: "Case History" Page



4. The "Show Active," "Show Inactive," and "Show Both" radio buttons above the list of cases are another means of filtering what is displayed on the page. The system default is "Show Active."

Figure 24: Show Active, Show Inactive and Show Both Filters



5. The "+" expansion sign listed next to the case title will expand to display a list of documents submitted with the submission.



Figure 25: Case Sorting and Expansion Button

6. Clicking the document title within the expanded case will open the document in another browser tab or in Adobe Reader, depending on the browser configuration.

Figure 26: "Inactive" Cases



**Note:** If action is taken on a case marked as "Inactive," the user will still receive notifications of that action and can then reset the flag to "Active" so the case will display on the "My Cases" list.

- 7. To reset a case as "Active," select the **Show Inactive** radio button on the right side above the list. The page will refresh and only list the cases that have been marked "Inactive."
- 8. When the inactive cases appear on the page, uncheck the "Inactive" checkbox for the entry that has become active. The entry will be reset to "Active" and will display on the "My Cases" active list.
- 9. **Optional:** Access additional information about the cases listed on the page by clicking on the "Case Number" link to view the case history or on the "Submit Invoice" link to route the user to the process of submitting a subsequent invoice on the case. The subsequent submission process will be covered later in this user guide.

#### **Notifications**

As part of the original account registration, one and potentially two additional email addresses were associated with the account. The eBilling system automatically generates emails to communicate with participants when eBilling action is taken on their cases. The email does not include the actual documents or all the details of the submissions. Contained in the email are links to the vendor interface

so that the user can access the details and documents. The email informs the user that there is a notice waiting for the user to access.

#### **Accessing Notifications**

- 1. To access notifications from within the email, click on the link embedded in the email.
- 2. This will launch a web browser directly to the "Login" page. Once logged in, the user will be transferred to the "Notification Listing." (It is not recommended to open a new session if the user already has the eBilling application open.)

Figure 27: Notification



Action has been taken on one or more documents for case #: PD03-16-12345-1

 Date/Time:
 04-07-2017:11:40:38 AM

 Court:
 CONNECTICUT PROBATE COURTS

Tobacco Valley Probate Court

Case Title: SAM HOUSTON

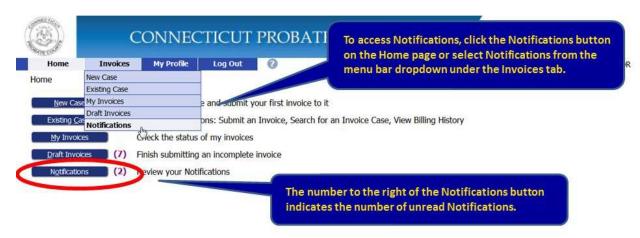
**Document(s):** Approved Attorney Online Invoice: 123456751

This notification was automatically generated by the court's auto-notification system.

**Note:** The user can always log in and view notifications. The eBilling system holds all notifications, access to the details of the notifications and the ability to download the documents for at least 60 days from the time of the event.

3. To access notifications from the "Home" page, click on the **Notifications** button. Next to the **Notifications** button on the "Home" page may be a number in parentheses such as (2). This number represents the number of notifications not accessed yet and does not include the notifications that have already been read.

Figure 28: Accessing Notifications



4. The user can also access notifications from the menu bar Cases > Notifications.

**Note:** These notifications are not permanent. They are deleted after a period of time determined by the court. Generally, this auto-clean out time period is not less than 60 days.

Figure 29: List of Notifications



5. An unopened envelope icon will appear to the left of each notification that has not been viewed.

- 6. Click the link of the submission to view. A secondary page opens, and the notification displays, indicating submission information about the invoice.
- 7. A sub-listing of each entry will display the documents that were included with the submission. Click on the document link to download a PDF of the document onto the local computer.
- 8. The envelope icon will change to an open envelope after the notification has been viewed.
- After the notification has been viewed and the related documents downloaded, the user can delete the notification by selecting the checkbox to the left of the notification and clicking the Delete button. The page will refresh, and the deleted notification will no longer appear on the list.

## **Submitting an Invoice**

There are four options associated with the process of submitting an invoice to the Connecticut Probate Courts. They are:

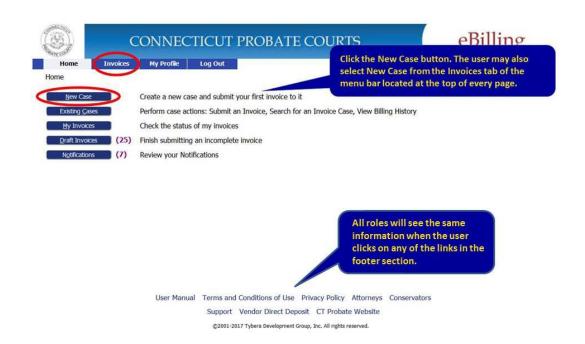
- New Case
- Invoice Status
- Existing Case
- Draft Invoices

### **Initiating a New Case: Attorney**

1. From the home page, click the **New Case** button or select **Invoices > New Case** from the menu bar at the top of most pages on the website.

You **MUST** wait for the court to take action on the 1<sup>st</sup> invoice before submitting any subsequent invoices on the case. **DO NOT** create another new case for the same matter.

Figure 30: Initiating a New Case - Attorney



2. A "Case Type" page will appear based on the user profile.

Figure 31: Defining Case Type - Attorney Invoice



3. Select the link for the appropriate case type. An "Invoice Initiation" page appears.

#### **Adding Case Data**

The "Invoice Initiation" page allows the user to enter case-relevant information.

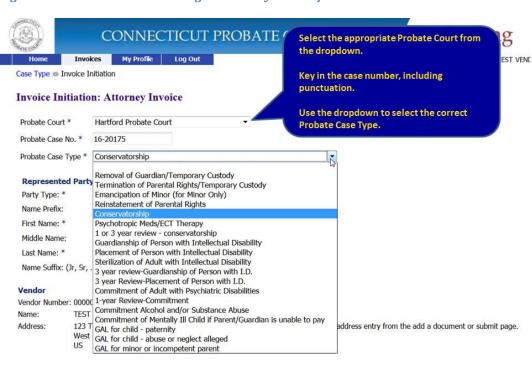


Figure 32: "Invoice Initiation" Page - Attorney Case Info

\* indicates a required field

Back Save to Draft Next

4. Select the appropriate Probate Court from the dropdown. Key in the case number, including the hyphen. Use the drop-down to select the correct "Probate Case Type".

eBilling CONNECTICUT PROBATE COURTS Invoices My Profile Log Out user: TEST VENDOR Case Type => Invoice Initiation **Invoice Initiation: Attorney Invoice** Probate Court \* Hartford Probate Court Enter the required information about the Probate Case Type \* Conservatorship Represented Party. Represented Party Party Type: \* Conserved Person ▼ Name Prefix: First Name: \* STAN Middle Name: Last Name: \* CROWN Name Suffix: (Jr, Sr, ...) Vendor Vendor Number: 0000011857 Name: TEST VENDOR Address: 123 Test Trail If your address has changed, include a change of address entry from the add a document or submit page. West Hartford, CT 06107 With all information entered, click Next to \* indicates a required field move forward to entering invoice information. Back Save to Draft N

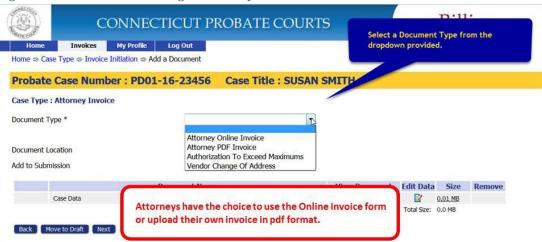
Figure 33: Represented Party - Attorney

- 5. Enter the Represented Party information and select the appropriate "Party Type" from the drop-down. Fields marked with an asterisk (\*) are required to be filled in order to move forward in the submission process.
- 6. When the information is entered, click **Next** to move to the "Add a Document" page.

### **Adding Documents**

7. From the "Document Type" drop-down menu, select the type of document to be added to the submission. More than one document can be added to the submission, but it must be done one document at a time, repeating each of the "Add Document" steps for each document.

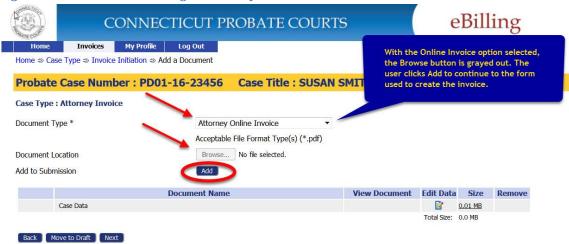
Figure 34: Add a Document Page - Attorney



8. It is strongly recommended to use the "Online Invoice" form, but attorneys have a choice to upload their own invoice in PDF format. To do so, in the "Document Type", select "PDF Invoice". In "Document Location", select "Browse", which causes an Explorer window to open so the user can choose a document. Select the document, and click **Open**. Back on the eBilling "Add a Document" screen, Click **Add**.

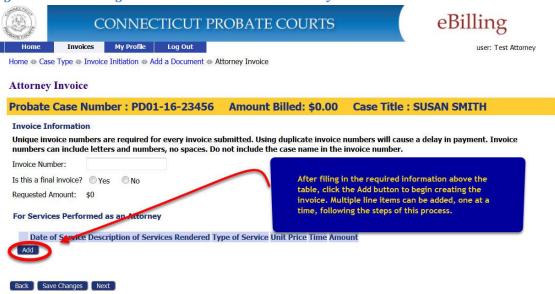
Note: Any PDF invoice to be uploaded to the eBilling system must have a top margin no smaller than .75 inches and a bottom margin no smaller than 1 inch. The margins will be used to record the file stamps from the Probate Clerk, the Probate Judge and the PCA staff. Only one PDF document can be attached to a submission.

Figure 35: Add a Document Page - Attorney Online Invoice



- 9. Select the "Attorney Online Invoice", and click the **Add** button. A form will display, allowing the user to key in service information that will be used in generating the invoice.
- 10. Enter a unique invoice number and whether the invoice is final or not. The requested "Amount" will auto-fill based on services entered.

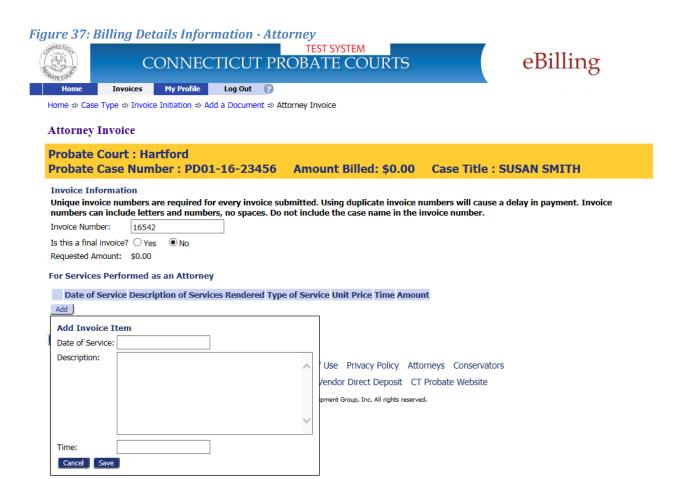
Figure 36: Add Billing Details to Online Invoice - Attorney



- 11. Click the **Add** button to begin entering detailed billing entries.
- 12. Add the requested detailed information for one line item in the popup. Complete the "Date of Service", a "Detailed Description" (up to 400 characters), "Type of Service" and "Amount of Time". When the form is complete, click **Save**.

Actual time must be documented for all services in at least one tenth (.10) of an hour increments. You are also able to bill out to two digits to the right of the decimal if you chose.

**Note:** After 01/01/20 will have no distinction between hearing and prep. time. The billing time is at one rate for either service.



13. Upon clicking **Save**, the user will be returned to the "Invoice Information" page. Additional line items may be added, one at a time, by following the steps above. Begin the next line item by clicking **Add**.

Click save changes between each entry to ensure data is saved. The system will time out after a determined period of time.

Figure 38: Editable Invoice Line Items - Attorney Invoice **TEST SYSTEM** eBilling CONNECTICUT PROBATE COURTS Invoices My Profile Log Out ? Home ⇒ Case Type ⇒ Invoice Initiation ⇒ Add a Document ⇒ Attorney Invoice Attorney Invoice **Probate Court: Hartford** Probate Case Number: PD01-16-23456 Amount Billed: \$0.00 Case Title: SUSAN SMITH **Invoice Information** Unique invoice numbers are required for every invoice submitted. Using duplicate invoice numbers will cause a delay in payment. Invoice numbers can include letters and numbers, no spaces. Do not include the case name in the invoice number. Invoice Number: 16542 Is this a final invoice? ○ Yes Requested Amount: \$290.00 For Services Performed as an Attorney Date of Service **Description of Services Rendered** Type of Service Unit Price Time Amount Services provided as per allowance - review of documentation. Phone calls on behalf X 10/3/2019 Attorney 58.00 1.00 58.00 of client. × 10/10/2019 Interview with client, Meeting with staff. Attorney 58.00 2.50 145.00 × 10/14/2019 Hearing Attorney 58.00 1.00 58.00 × 10/14/2019 Hearing continued. Attorney 58.00 0.50 29.00

14. When all line items have been added successfully, click Next to be returned to the "Add a Document" page and continue with the submission process.

Figure 39: View Generated Invoice - Attorney

Back Save Changes Next



15. The "Attorney Online Invoice" displays on the "Add a Document" page table.

16. View the completed invoice by clicking the "View Generated Document" hyperlink. The generated invoice opens in a new browser tab.

Figure 40: Generated -Attorney Invoice

#### INVOICE FOR SERVICES AS ATTORNEY

STATE OF CONNECTICUT PROBATE COURT ADMINISTRATION

Invoice Number	Invoice Amount	Core-CT Vendor No.
16542	\$290.00	0000011219
Vendor Information:		
Payee Name		
Address:		
City:	-,	

## FOR SERVICES PERFORMED AS AN ATTORNEY IN THE MATTER OF: SUSAN SMITH Hartford

Invoice for service must be received at the local court within 6 months from the date services were rendered.

Date of Service	Description of Services Rendered	Type of Service	Unit Price	Time (.1 Hr.)	Amount
10/3/2019	Services provided as per allowance - review of	Attorney	58.00	1.00	58.00
	documentation. Phone calls on behalf of client.				
10/10/2019	Interview with client. Meeting with staff.	Attorney	58.00	2.50	145.00
10/14/2019	Hearing	Attorney	58.00	1.00	58.00
10/14/2019	Hearing continued.	Attorney	58.00	0.50	29.00
			TOTAL	5.00	\$290.00

- 17. **Optional:** Using the browser tools provided, the vendor can print or save the invoice. Close the new browser tab when finished with the invoice.
- 18. If changes are needed on the invoice, under the "Edit Data" column, click the "Edit Data" icon which looks like a piece of paper and a pencil, listed to the right of the "Attorney Online Invoice" listing.
- 19. Clicking **Next**, the user views the "Review and Submit Invoice" screen. The purpose of the "Review and Submit Invoice" screen is to allow the user a view of what will be submitted as well as to provide links to allow for any necessary editing.



Figure 41: Review and Approve for Submission - Attorney

- 20. If the information is correct, the user can add comments to the Probate Court or PCA staff by entering in the textbox provided. The textbox accepts a maximum of 250 characters.
- 21. Click Submit Invoice.



Figure 42: Regulation 13 Compliance - Attorney

- 22. A dialog box displays when the user clicks **Submit Invoice**. The user must click **Yes** to attest to being in compliance with Probate Court Regulation 13.
- 23. Upon the user acknowledging compliance, the eBilling page refreshes, a notice displays information on the invoice being submitted, and a button linking to the "Invoice Status" displays.

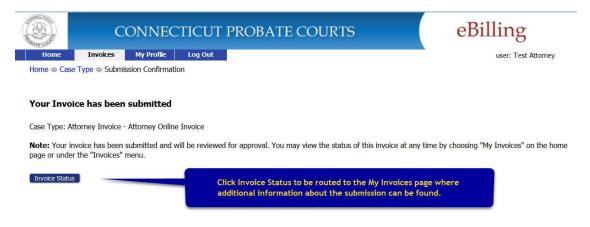
Figure 43: Invoice Submitted Message - Attorney

Thank you for your attention to this matter. Please contact me at 860-226-2746 if

Back Cancel (Delete) Move to Draft Submit Invoice

Additional Comments:

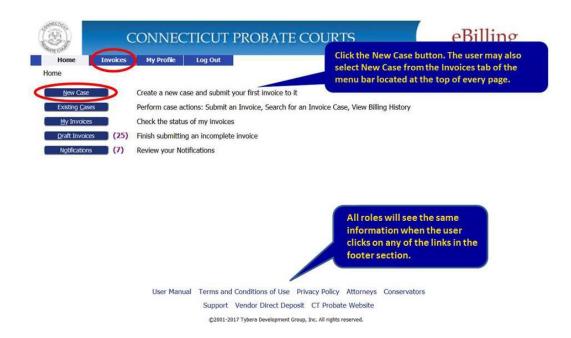
you have any questions.



## **Initiating a New Case: Regulation Conservator**

1. From the home page, click the **New Case** button or select **Invoices > New Case** from the menu bar at the top of most pages on the website.

Figure 44: Initiating a New Case - Regulation Conservator



2. A "Case Type" page will appear based on the user profile.

Figure 45: Defining Case Type - Regulation Conservator



3. Select the link for the appropriate case type. An "Invoice Initiation" page appears.

## **Adding Case Data**

The "Invoice Initiation" page allows the user to enter case-relevant information.

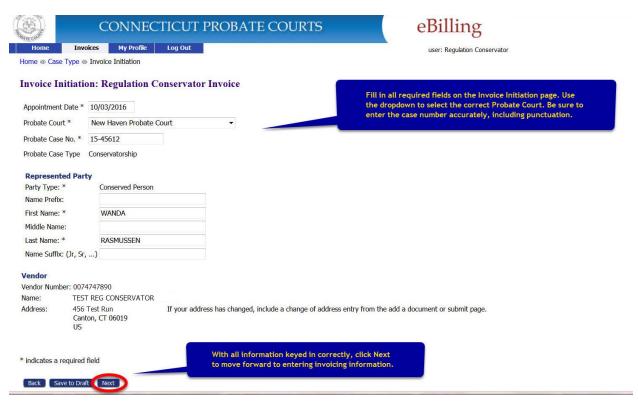


Figure 46: "Case Initiation Page" - Regulation Conservator

- 4. Enter preliminary information by selecting the court and entering the case number, including the hyphen.
- 5. Add the "Represented Party" information. Fields marked with an asterisk (\*) are required to be filled in order to move forward in the submission process.
- 6. With information entered, click **Next** to move to the "Add a Document" page.

## **Adding Documents**

7. From the "Document Type" drop-down menu, select the type of document to be added to the submission. More than one document type can be added to the submission, but it must be done one document type at a time, repeating each of the "Add Document" steps for each document.

eBilling CONNECTICUT PROBATE COURTS My Profile Log Out user: Regulation Conservator Home ⇒ Case Type ⇒ Invoice Initiation ⇒ Add a Document Case Type: Regulation Conservator Invoice Multiple documents can be added to a submission, one at a time, beginning by selecting the Document Type from Acceptable File Format Type(s) (\*.pdf) Document Location Browse... No file selected. Add to Submission dit Data Size Remove Regulation Conservators have the choice to use the 0.01 MB Case Data Online Invoice form or upload their own in pdf format. otal Size: 0.0 MB Back Move to Draft Next

Figure 47: "Add a Document Page" - Regulation Conservator

8. It is strongly recommended that Regulation Conservators use the "Online Invoice" form; however, Regulation Conservators may choose to upload their own invoice in PDF format. To do so, in the "Document Type", select "PDF Invoice". In "Document Location", select **Browse**. This causes an Explorer window to open so the user can choose a document. Select the document, and click **Open**. Back on the eBilling "Add a Document" screen, click **Add**.

Note: Any PDF invoice to be uploaded to the eBilling system must have a top margin no smaller than .75 inches and a bottom margin no smaller than 1 inch. The margins will be used to record the file stamps from the Probate Clerk, the Probate Judge and PCA staff. Only one PDF can be attached to a submission.

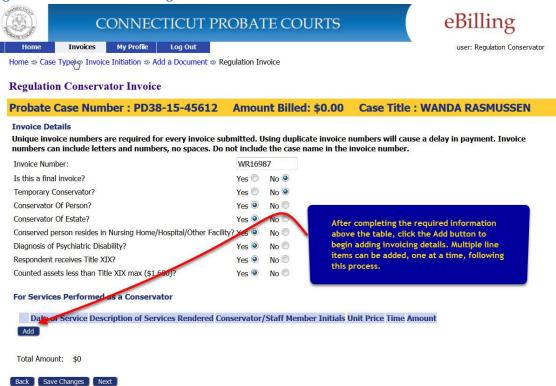




9. Select the "Regulation Online Invoice", and click the **Add** button. A form will display, allowing the user to key in service information that will be used in generating the invoice.

10. At the top of the Regulation Invoice Form, enter a unique invoice number, whether the invoice is final or not and complete the conservator appointment information.

Figure 49: Add Line Item - Regulation Conservator Invoice



- 11. Click the Add button to begin entering detailed billing entries.
- 12. Add the requested detailed information for one line item in the popup. Complete the "Date of Service", "Description of Service" (up to 400 characters allowed), the initials of the person performing the service, the appropriate rate and the time spent on the service.

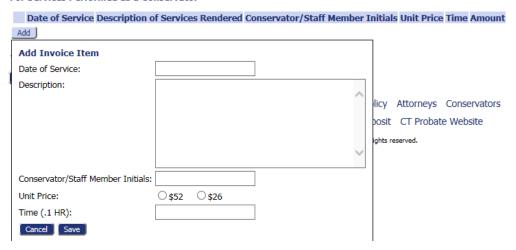
Figure 50: Invoice Billing Details - Regulation Conservator

#### **Invoice Details**

Unique invoice numbers are required for every invoice submitted. Using duplicate invoice numbers will cause a delay in payment. Invoice numbers can include letters and numbers, no spaces. Do not include the case name in the invoice number.

06/11/2019	
WR16987	
Yes O	No 💿
Yes O	No 💿
Yes	No O
Yes	No O
Yes O	No O
Yes	No O
Yes	No O
Yes	No O
	Yes ○ Yes ○ Yes ● Yes ● Yes ○ Yes ○ Yes ○ Yes ○ Yes ○

#### For Services Performed as a Conservator



13. Upon clicking Save, the user will be returned to the "Invoice Information" page. Additional line items may be added, one at a time, by following the steps above. Begin the next line item by clicking Add.

**Note**: The web session will terminate automatically if a user does not click a **Submit, Next** or **Save** button within 30 minutes. The session will time out and log the user off the system. When the system logs the user out, the screen doesn't change. It appears that the user is still logged on; however, as soon as the user clicks an action button, the user will be asked to login. **Typing in a text field does not count as being "active."** 

Figure 51: Create Generated Invoice - Regulation Conservator

### Regulation Conservator Invoice

Probate Court : New Haven	At Pillada do	OO C TH WANDA BACKUCCEN
Probate Case Number: PD38-15-45612	Amount Billed: \$0	.00 Case Title: WANDA RASMUSSEN
Invoice Details Unique invoice numbers are required for every invoice sul numbers can include letters and numbers, no spaces. Do i		
Date Appointed:	1/1/19	
Invoice Number:	WR16987	
Is this a final invoice?	Yes O	No ●
Temporary Conservator?	Yes O	No ●
Conservator Of Person?	Yes ●	No O
Conservator Of Estate?	Yes	No O
Conserved person resides in Nursing Home/Hospital/Other Facilit	y? Yes ◉	No O
Diagnosis of Psychiatric Disability?	Yes ●	No O
Respondent receives Title XIX?	Yes	No O
Counted assets less than Title XIX max (\$1,600)?	Yes ●	No O
For Services Performed as a Conservator  Date of Service Description of Services Rendered Conservation	ervator/Staff Member Initia	als Unit Price Time Amount
Total Amount: \$0.00  Back Save Changes Next		

14. When all line items have been added successfully, click **Next** to be returned to the "Add a Document" page and continue with the submission process.

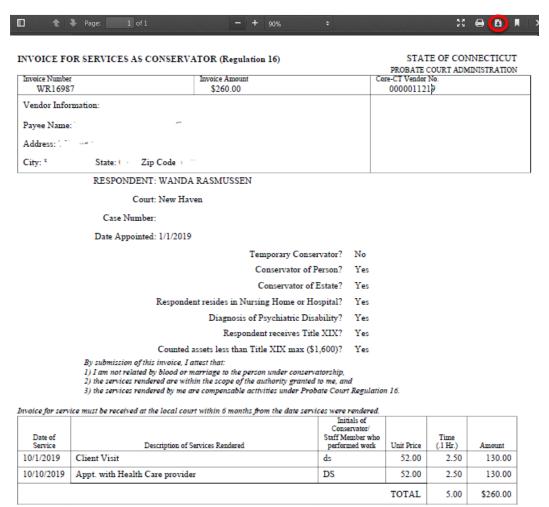
Figure 52: View/Edit Generated Invoice - Regulation Conservator



15. The "Regulation Online Invoice" displays on the "Add a Document" page table.

16. The invoice can be viewed by clicking the "View Generated Document" hyperlink. The generated invoice opens in a new browser tab.





- 17. **Optional**: Using the browser tools provided, the vendor can print or save the invoice. Close the new browser tab when finished with the invoice.
- 18. If changes are needed on the invoice, go to the "Edit Data" column. Click the "Edit Data" icon which looks like a piece of paper and a pencil, listed to the right of the "Regulation Conservator Online Invoice" listing.
- 19. Clicking **Next** routes the user to the "Review and Submit Invoice" screen. The purpose of this screen is to allow the user a bird's eye view of what will be submitted as well as to provide links to allow for any necessary editing.

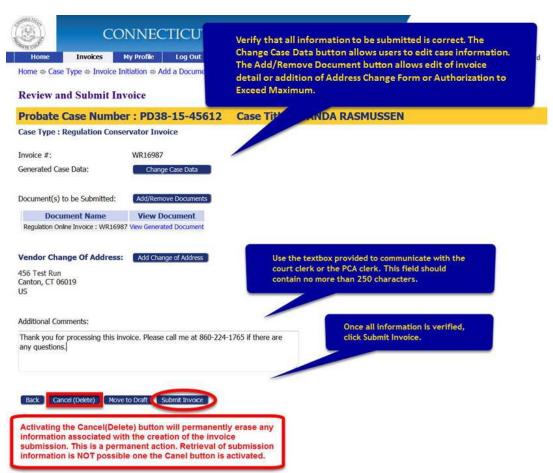


Figure 54: Review and Approve for Submission - Regulation Conservator

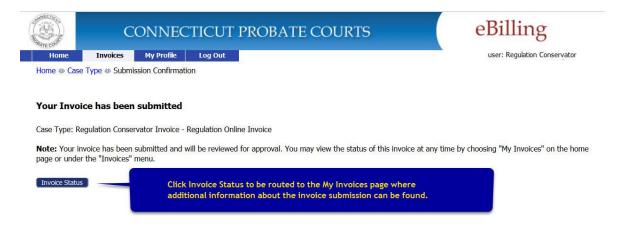
- 20. If the information is correct, the user can add comments to the Probate Court or PCA staff by entering in the textbox provided. The textbox accepts a maximum of 250 characters.
- 21. Click Submit Invoice.



Figure 55: Regulation 16 Compliance - Regulation Conservator

- 22. A dialog box displays when the user clicks **Submit Invoice**. The user must click **Yes** to attest to being in compliance with Probate Court Regulation 16.
- 23. Upon the user acknowledging compliance, the "eBilling" page refreshes, a notice displays information on the invoice being submitted, and a button linking to the "Invoice Status "displays.

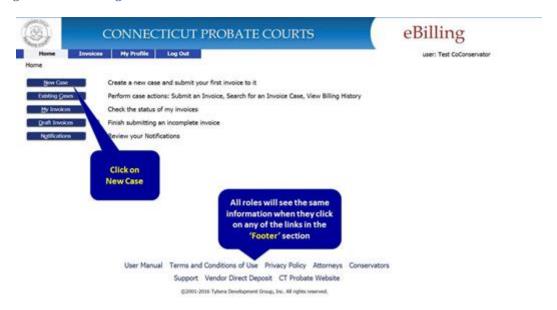
Figure 56: Invoice Submission Status - Regulation Conservator



# **Initiating a New Case: Contract Conservator**

1. From the home page, click the **New Case** button or select **Invoices > New Case** from the menu bar at the top of most pages on the website.

Figure 57: Initiating a New Case - Contract Conservator



2. A "Case Type" page will appear based on the user profile.

Figure 58: Defining the Case Type - Contract Conservator



3. Select the link for the appropriate case type. An "Invoice Initiation" page appears.

Figure 59: "Case Initiation Page" - Contract Conservator

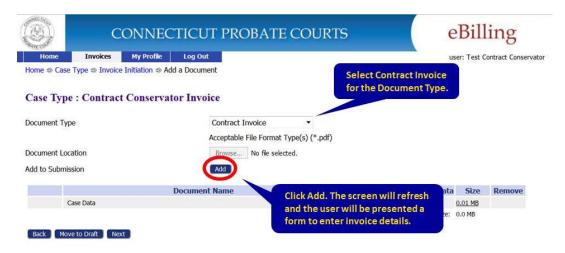


## **Adding Case Data**

- 4. Select the correct court and verify that the vendor information displayed is correct.
- 5. Click Next to route to the "Add a Document" page.

## **Adding Documents on a New Case**

Figure 60: "Add a Document Page" - Contract Conservator



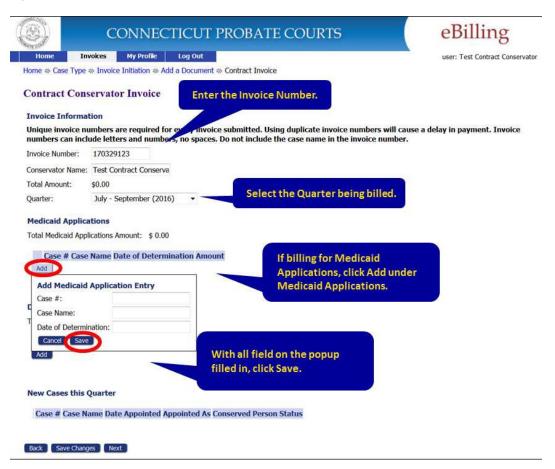
6. From the "Document Type" drop-down menu, select the type of document to be added to the submission. More than one document can be added to the submission, but it must be done one document at a time, repeating each of the "Add Document" steps for each document.

7. Select the "Contract Invoice", and click the **Add** button. A form will display, allowing the user to key in information that will be used in generating the invoice.

### **Invoice Form**

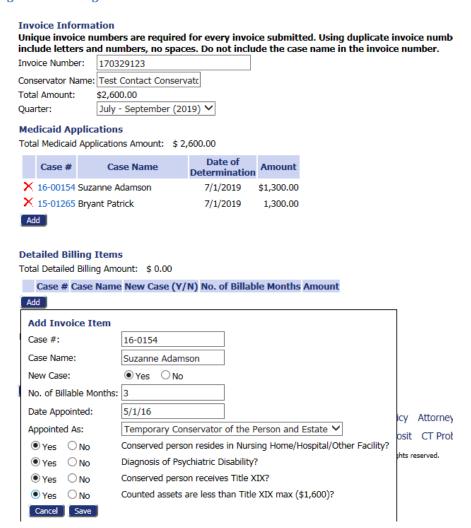
8. At the top of the form, fill in the required invoice information. The "Total Amount" calculates automatically.

Figure 61: Invoice Form - Contract Conservator



- 9. If the vendor is billing for Medicaid applications, click the **Add** button under the "Medicaid Applications" subheading. A popup displays. Fill in all information requested, and click **Save**.
- 10. Continue to add additional applications by clicking the Add button and following the above steps until all applications to be submitted are listed on the "Medicaid Applications" table.

Figure 62: Billing Items - Contract Conservator



- 11. Under the "Detailed Billing Items" subheading, click Add.
- 12. A popup will display. Fill in all of the information requested and when complete, click **Save**. If a billing item is marked as a "New Case", the information will display on the "New Cases this Quarter" table in addition to the "Detail Billing" table.
- 13. To add additional billing items, click the **Add** button and follow the above steps for each billing item to be added. When all billing items have been entered, click **Next**.



Figure 63: View Contract Conservator Generated Invoice

- 14. The "Contract Invoice" displays on the "Add a Document" page table.
- 15. Under the "View Document" column, click the "View Generated Document" hyperlink. The generated invoice opens in a new browser tab.

Figure 64: Generated Invoice - Contract Conservator



Billing Quarter: July - September, 2019

Probate Court: Berlin

Conservator Name: Test Contact Conservator

AMOUNT \$2,870.00

#### MEDICAID APPLICATIONS (Eligibility Determination Received):

Case Number	Case Name	Date of Determination	Amount
PD08-16-00154	Suzanne Adamson	7/1/2019	1,300.00
PD08-15-01265	Bryant Patrick	7/1/2019	1,300.00
TOTAL			\$2,600.00

- 16. **Optional:** Using the browser tools provided, the vendor can print or save the invoice. Close the new browser tab when finished with the Invoice History.
- 17. If changes are needed on the invoice, go to the "Add a Document" page. Under the "Edit Data" column, click the Edit Data icon, which looks like a piece of paper and a pencil, listed to the right of the Contract Invoice listing.
- 18. Clicking **Next** routes the user to the "Review and Submit Invoice" screen. The purpose of this screen is to allow the user a view of what will be submitted as well as to provide links to allow for any necessary editing.



Figure 65: Review and Approve for Submission - Contract Conservator

- 19. If the information is correct, the user can add comments to the Probate Court or PCA staff by entering them in the textbox provided.
- 20. Click Submit Invoice.
- 21. A dialog box displays when the user clicks **Submit Invoice**. The user must click **Yes** to attest to being in compliance with the terms and conditions of the Memorandum of Agreement between PCA and the user.
- 22. Upon the user's acknowledging compliance, the "eBilling Page" refreshes, a notice displays information on the invoice being submitted, and a button linking to the Invoice Status displays.

Figure 66: Contract Conservator - Invoice Submitted Message



## **Invoice Status**

The "My Invoices" page allows the user to view or print documents as well as to check on submission status as documents progress through the system.

To access the "My Invoices" page, select My Invoices from the "Home" page or Invoices > My
Invoices from the menu bar at the top of any page.

Figure 67: My Invoices Page Filters



- 2. The "My Invoices" page will appear, allowing the user to either search for the invoice or case needed or to select from a list.
- 3. Set the filters at the top of the page to create the search parameters, and click **Go** to initiate the search.
- 4. In addition to the filters at the top of the page, the column headers on the table are a sort feature. Clicking the column header will cause an ascending or descending order sort based on the column header selected. The table default sort is the "Date Submitted" column.





5. The "Invoice Status" page details all of the "Invoice Case" identifying information as well as information that references the selected submission.

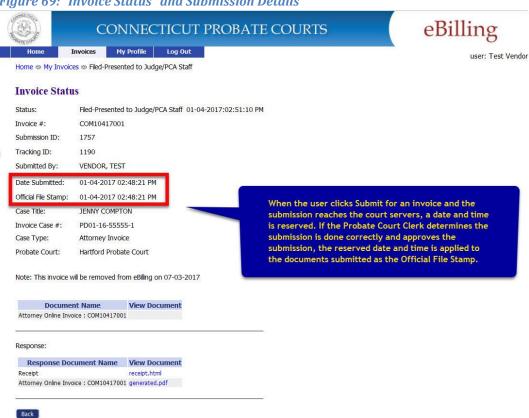


Figure 69: "Invoice Status" and Submission Details

6. The user can view/download a copy of the invoice with the file-stamped date the invoice was routed to the judge by clicking the generated.PDF hyperlink in the "Response" section of the screen. The document will open in a new browser tab from which it can be downloaded or printed.

eBilling CONNECTICUT PROBATE COURTS My Profile Log Out Home ⇒ My Invoices ⇒ Filed-Presented to Judge/PCA Staff **Invoice Status** Filed-Presented to Judge/PCA Staff 01-04-2017:02:51:10 PM Status: Invoice #: COM10417001 Submission ID: 1757 Tracking ID: 1190 VENDOR, TEST Submitted By: Date Submitted: 01-04-2017 02:48:21 PM Official File Stamp: 01-04-2017 02:48:21 PM JENNY COMPTON Case Title: Invoice Case #: PD01-16-55555-1 Attorney Invoice Case Type: Probate Court: Hartford Probate Court Note: This invoice will be removed from eBilling on 07-03-2017 Document Name View Document Attorney Online Invoice: COM10417001 Response Document Name View Document Attorney Online Invoice : COM10417001 generated.pdf Back

Figure 70: Hyperlink to Clerk-Stamped Generated Document

**Note:** The information on the My Invoices and Invoice Status pages, including links to the file-stamped invoice or the receipt, will be removed after 180 days. The user can download a time-stamped copy after the invoice status changes to "Filed-Presented to Judge/PCA Staff."

# eBilling on an Existing Case

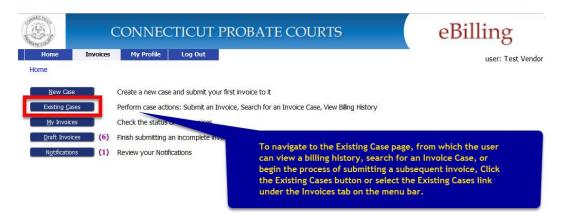
Note: This process is the same for all types of vendors.

Submitting an invoice on an existing case is similar to submitting an invoice on a new case. Regardless of the type of vendor, accessing existing case invoice submissions involves the same navigation and tools.

 Click Existing Case on the home page or select Invoices > Existing Case from the menu bar on the top of any page. The "Existing Cases" page will appear.

**Note:** The first invoice on the case must be completed through payment for the case to appear on the existing cases list.

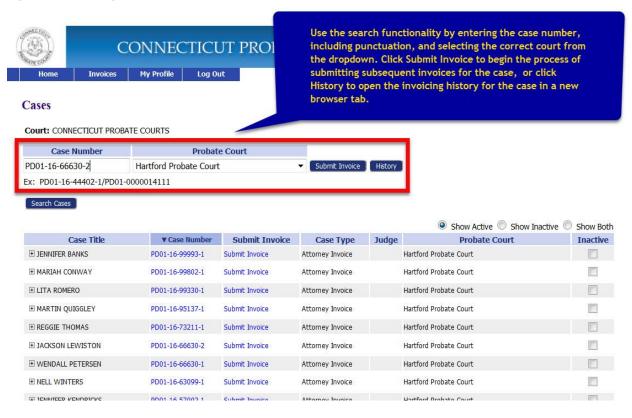
Figure 71: Existing Cases Navigation



2. To search for a specific case on which to submit an invoice, enter the case number (including probate district prefix), select the correct Probate Court from the drop-down, and click **Submit**.

**Note:** For Contract Conservators – The Contract Conservator case titles will be the vendor name; case number will be the probate district number and vendor number; case type will be Contract Conservator Invoice.

Figure 72: Existing Case Search



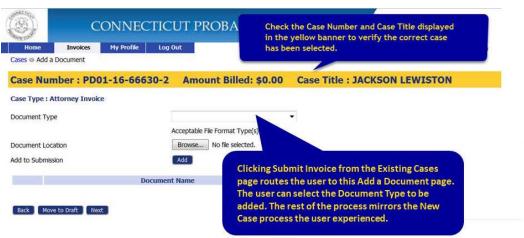


Figure 73: Yellow Banner on Existing Case "Add a Document" Page

- 3. The "Add a Document" page will display. An existing case will have the yellow banner with the case number and name displayed so the vendor can easily verify that he or she is submitting an invoice to the correct case.
- 4. From the "Add a Document" page, the vendor will select the document type and click **Add** to select the "Document Type" to be added to the submission. The rest of the process mirrors the New Case process.
- 5. To view the invoicing history on a specific case, enter the case number on the "Existing Case" page, select the correct Probate Court from the drop-down and click **History**. This will cause a new browser tab to open and the complete invoicing history to display.

Figure 74: Existing Case Search for Invoicing History

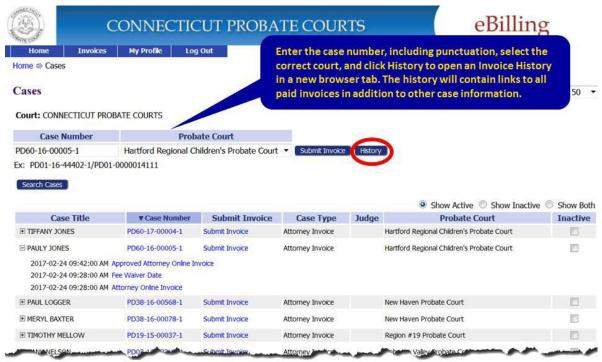


Figure 75: Invoicing History from the "Existing Case" Page



Vendors can also use the information on the "Existing Cases" table to access an invoicing history for a specific case or to begin the submission process for a new invoice on a specific case.



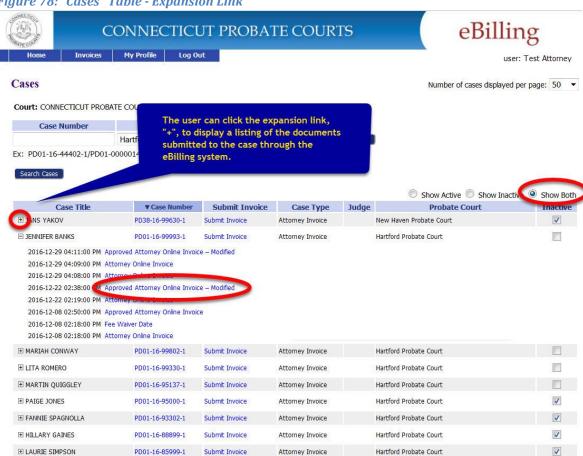
Figure 76: Cases Table - Hyperlinks and Column Sort Feature

7. **Optional:** Marking a case as "Inactive" applies to the table display on the "Cases" page only. The inactive categorization does not affect the status of the case at the court. Selecting a filter corresponding with inactive will show the organization of the "Cases" table as determined by the vendor.



Figure 77: "Cases" Table - Show Inactive Display

8. **Optional:** Clicking the **Expansion Link (+)** to the left of a case listing also opens a view of all the documents submitted to the case to date. The document listings are hyperlinks to the recorded, finalized invoices.



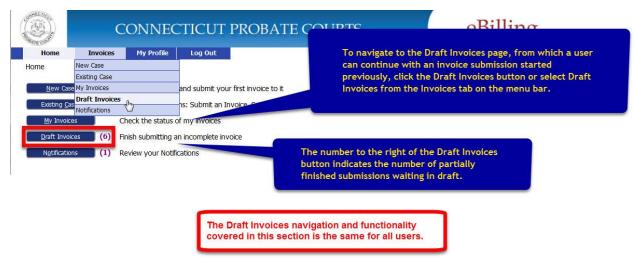
# Figure 78: "Cases" Table - Expansion Link

### **Draft Submissions**

When a new invoice is created, eBilling records data each time the user advances to the next screen, including any document data that has been loaded. Generally, the automatic save feature is activated at the "Add a Document" page. The user can also perform a manual save by clicking Save to Draft on the "Invoice Initiation" page. Additionally, the user can click Move to Draft on the "Add a Document" page or the "Review and Approve Invoice" page. The user can continue the submission process by picking up the submission from the "Draft Invoice" page. Each time the user logs out, he or she will be notified if there are any partially completed submissions.

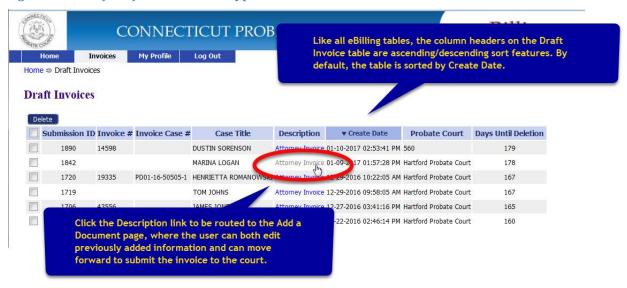
1. Click the **Draft Invoices** button or select **Invoices** > **Draft Invoices** on the menu bar to see a list of partially completed submissions.

Figure 79: Draft Invoice Navigation



2. Click the **Description** hyperlink to return to the "Add a Document" page of the selected submission.

Figure 80: List of Draft Invoices with Hyperlinks



3. On the "Add a Document" page, verify the case number and title in the yellow banner across the top of the screen. Once the case has been verified, continue with the submission as described in the "Case Initiation" section pertaining to the appropriate vendor role.

Figure 81: "Add a Document" Page from Draft Invoices



- 4. To delete draft invoices no longer needed, select the draft invoice to be deleted by clicking on the checkbox to the left of the listing. Click the **Delete** button.
- 5. A warning dialog box will pop up. Click **OK** when asked to proceed with the deletion.

Figure 82: Deleting a Draft Invoice

