civitek SOLUTIONS

CaseAccess

Your path to court records.

User Guide

Version 1.1

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Revision History

Version	Date	Authors	Description
1.1	10/08/2026	ePortal Team, eCommerce Team, CCIS Team, Application Support Services Team	Published version.

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Florida Court Clerks & Comptrollers and FACC Services Group, LLC

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NOTE: Text that appears onscreen will be in **boldface** type.

Overview

CaseAccess is a statewide subscription service that allows attorneys and self-represented individuals to search and view case information across all 67 Florida counties using a single secure platform.

What CaseAccess Provides:

- Access to case details via the Comprehensive Case Information System (CCIS). Access will be role-based using rules equivalent to those of the Florida Supreme Court's Access Security Matrix's Role 3 (Attorney of Record) and Role 5 (Registered User) role types.
- The ability to search people and cases across any county.
- Access to Clerk-provided images, where available and permitted under applicable law, court rules, court orders, administrative orders, or the Florida Supreme Court Access Security Matrix.

Subscription Options and Pricing

CaseAccess offers two subscription choices:

- Monthly: $20 per month.
- Annual: $200 per year.

A non-refundable 3.95% payment processing fee applies to all transactions. This fee and the service terms are disclosed during subscription setup and must be accepted by the user.

Getting Started

Registration

1. Sign in to the **E-Filing Portal**. Your **E-Filing Portal** account must be active.

NOTE: If you do not have an **E-Filing Portal** account, go to My Florida Court Access and follow the instructions to create an account.

Subscription Setup

2. At the **E-Filing Portal** home page, select the **CaseAccess Subscription** link on the command ribbon.

3. The **My Profile** window displays at the **CaseAccess Subscription** tab.
   - Select the **Add CaseAccess Subscription** button.

4. The **CaseAccess Terms of Use** pop-up window displays.
   a. Read the **Terms of Use**.
   b. Select the **Accept** button at the bottom of the **Agreement**.

CaseAccess Terms of Use

CaseAccess User Agreement

Effective Date: October 12, 2026
Version: 1.0

This CaseAccess User Agreement ("Agreement") governs your use of the CaseAccess service ("CaseAccess" or the "Service"), provided by the Florida Courts E-Filing Authority ("FCEA," "we," "us," or "our") and the Florida Court Clerks and Comptrollers ("FCCC").

CaseAccess is an optional subscription service available to eligible users of the Florida E-Filing Portal ("E-Filing Portal"). By accessing or using CaseAccess, you agree to the terms of this Agreement.

If you do not agree to these terms, you may not use CaseAccess.

1. CaseAccess Service

CaseAccess provides eligible E-Filing Portal users with a single point of electronic access to court case information made available through Florida's Clerks of Court and the Comprehensive Case Information System ("CCIS").

CaseAccess is intended to provide a convenient way for users to search and access court case information available through CCIS without requiring the user to separately access individual Clerk systems.

Access to CaseAccess does not provide a user with any greater right to access court records than is otherwise permitted under applicable law, court rules, court orders, administrative orders, or the Florida Supreme Court Access Security Matrix.

2. Eligibility and Access

CaseAccess is available to eligible non-governmental users who have valid security credentials for the E-Filing Portal.

Access to CCIS through CaseAccess is provided pursuant to the applicable access permissions established for the user.

Generally:

- Registered users will access CCIS information under Role 5 as defined by the current Florida Supreme Court Access Security Matrix; and
- Attorneys of record will have the applicable Role 3 access in addition to Role 5, as permitted by the current Florida Supreme Court Access Security Matrix.

Your access to information through CaseAccess may be limited based upon the applicable security role, the type of record requested, the availability of the information provided by the applicable Clerk of Court, and restrictions imposed by Florida or federal law, the Florida Supreme Court Access Security Matrix, court rule, court order, or administrative order.

Neither the Florida Courts E-Filing Authority nor FCCC have authority to expand a user's legal entitlement to access court records beyond the permissions established by the applicable court-record access requirements.

19. User Responsibility

You are responsible for your use of CaseAccess and for complying with this Agreement and all applicable laws, rules, administrative orders, and court orders.

You acknowledge that information obtained through CaseAccess may be subject to restrictions on use or disclosure even after it has been accessed by you.

You agree to exercise reasonable care in handling and using information obtained through the Service.

20. Electronic Acceptance

By selecting **"I Agree,"** checking an acceptance box, or otherwise accessing CaseAccess after being presented with this Agreement, you acknowledge that:

- You have read and understand this Agreement;
- You agree to be bound by this Agreement;
- Your electronic acceptance constitutes your electronic signature and acceptance of this Agreement; and
- The Florida Courts E-Filing Authority and FCCC may retain an electronic record of your acceptance.

21. Governing Law and Venue / Jury Trial Waiver

This Agreement is governed by the laws of the State of Florida, without regard to conflict-of-law principles.

To the extent permitted by applicable law, any action or proceeding arising out of or relating to this Agreement shall be brought in the state or federal courts located in Leon County, Florida. Trial shall be by Judge alone, and THE PARTIES WAIVE ANY RIGHT TO JURY TRIAL of any matter pertaining to this Agreement.

22. Severability / Non-Waiver

If any provision of this Agreement is determined to be invalid, illegal, or unenforceable, that provision will be enforced to the maximum extent permitted by law, and the remaining provisions will remain in full force and effect. No waiver of enforcement as to any breach by the other party or by any other Users of CaseAccess of any condition or provision similar to those in this Agreement shall be deemed (or offered or used as evidence of) a waiver of a subsequent breach of such condition or provision or waiver (or offered or used as evidence of waiver) of a similar or dissimilar condition or provision at the same time or any subsequent time.

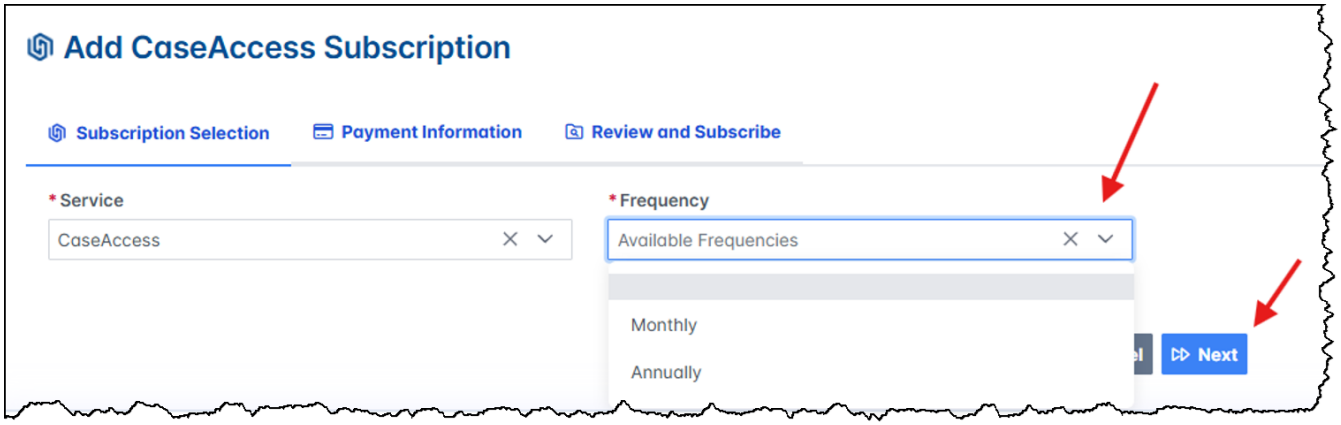
23. Entire Agreement

This Agreement constitutes the entire agreement between you and the Florida Courts E-Filing Authority concerning your use of CaseAccess and supersedes any prior agreements concerning your use of CaseAccess.

Any applicable privacy policy or other terms expressly incorporated into the Service are incorporated into this Agreement by reference.

✕ Cancel ✓ Accept

5. After the **Terms of Use** have been accepted, the **Add CaseAccess Subscription** window displays at the **Subscription Selection** tab.
   a. At the **Frequency** list box, select the down arrow to display the payment frequency drop-down list. Then, select the frequency you want (**Monthly** or **Annually**).
   b. Select the **Next** button.

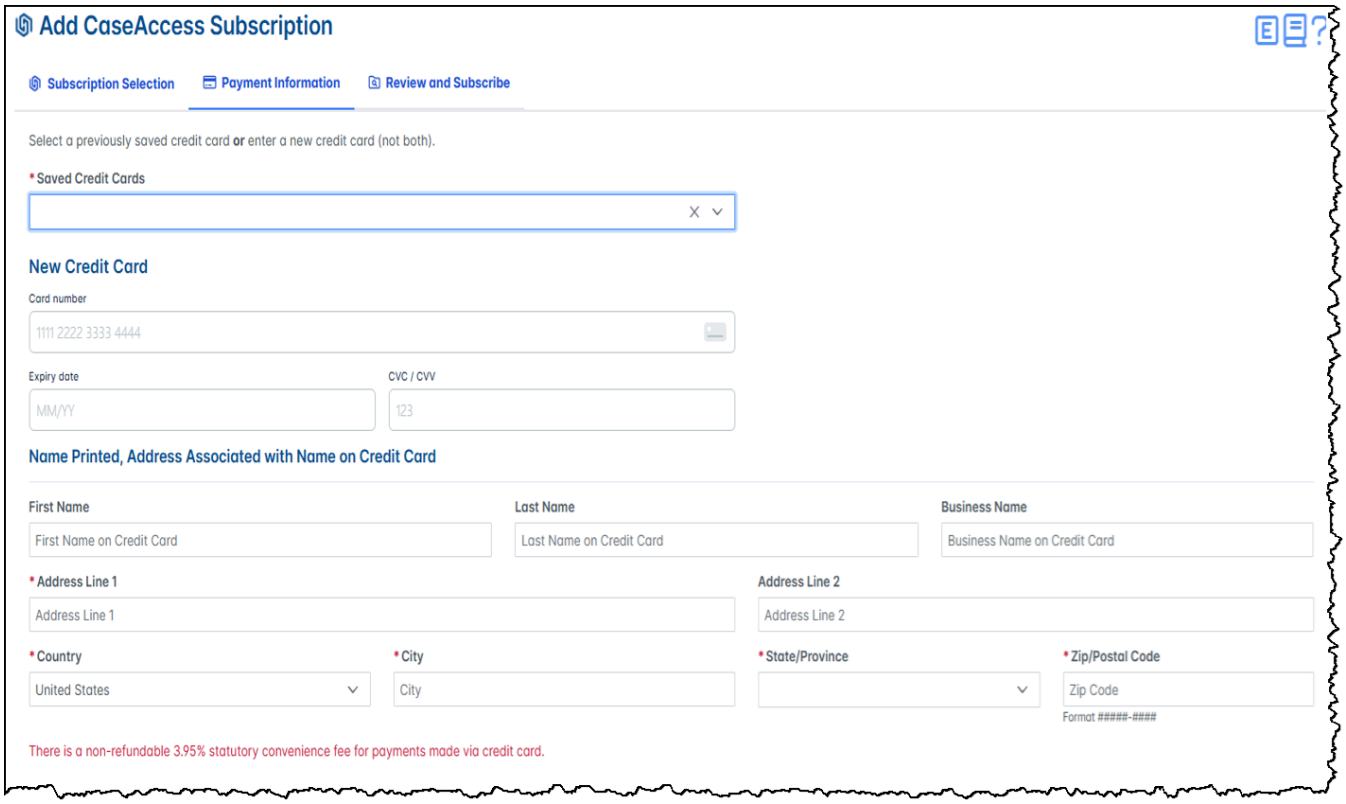


6. The **Add CaseAccess Subscription** window refreshes at the **Payment Information** tab.
   a. Confirm your credit card information:

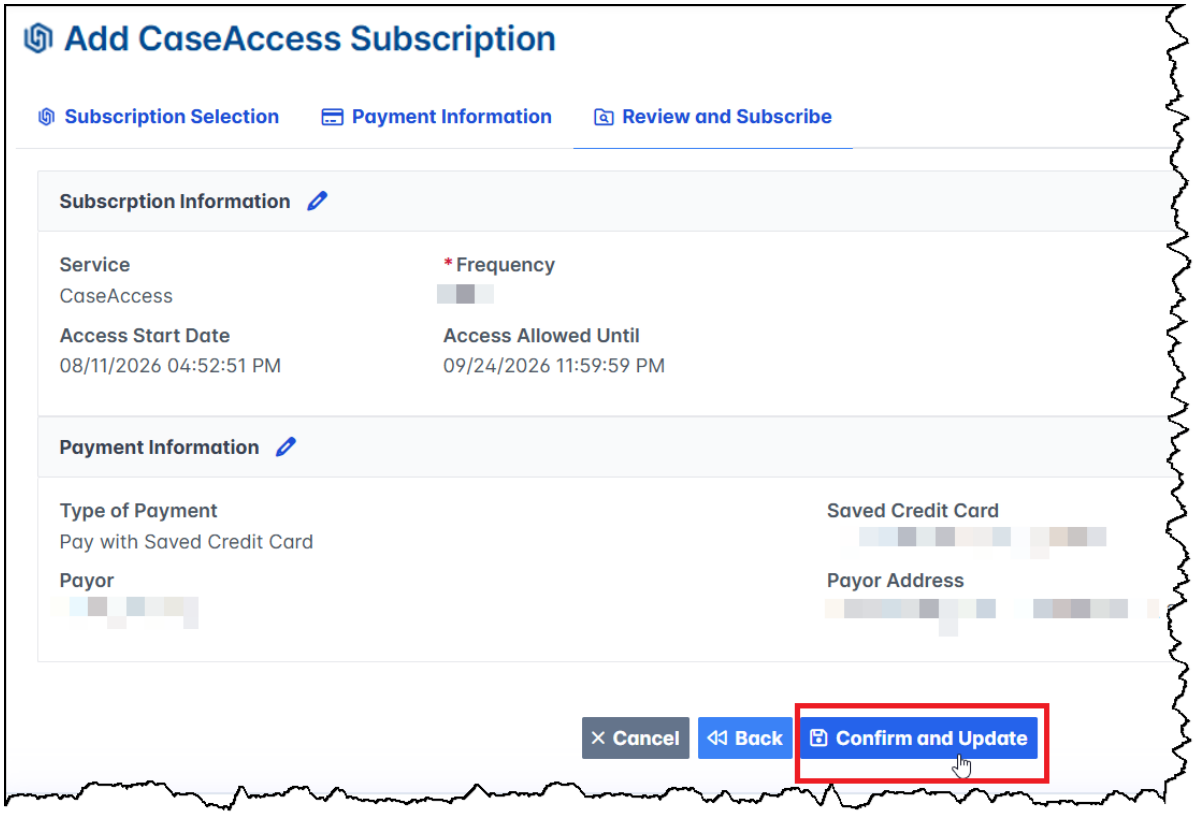
NOTE: Automated Clearinghouse (ACH) is not supported.

- If you have a saved credit card from your Portal Profile, you can select it at the **Saved Credit Cards** list box.
- If not, go to the **New Credit Card** section and complete the credit card information as needed.

   b. Once your **Payment Information** is complete, select the **Next** button.



7. The **Add CaseAccess Subscription** window refreshes at the **Review and Subscribe** tab.
   a. Double-check that all information is correct.
   b. Select the **Confirm and Subscribe** button.



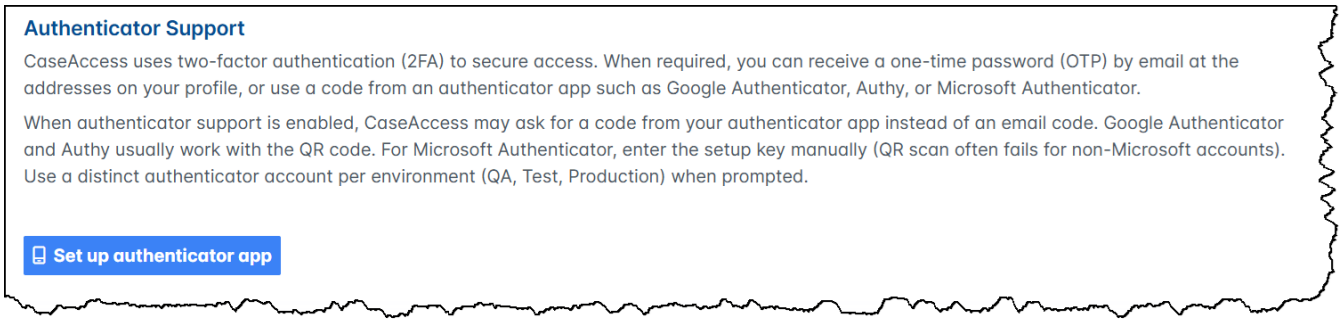
CaseAccess Subscriber Verification

1. After a payment has been successfully processed, a receipt with transaction details is emailed to the address in your profile. The email contains a six-digit verification code, which is a One-Time Password (**OTP**) for you to use to verify your account.
2. After payment success and the email has been sent to you, the **Verify CaseAccess** window displays.
   a. Enter the six-digit code you received in your email.
   b. Select the **Verify** button.

Security and Authentication

One-Time Password Authentication

CaseAccess uses One-Time Password (**OTP**) for security and authentication. **OTP** can be completed using email or by using an authenticator application. **Authenticator Support** information appears under the CaseAccess profile.



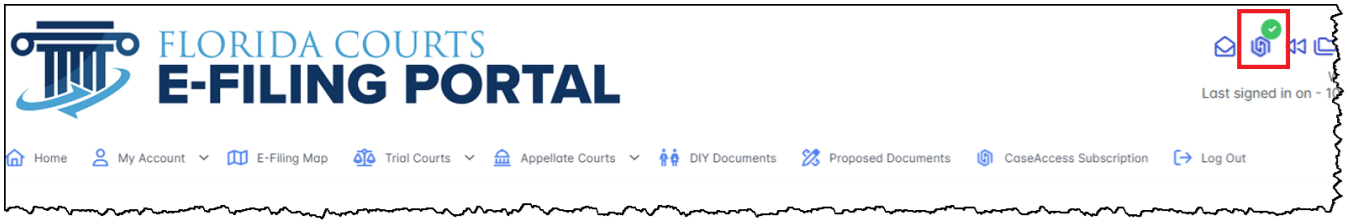
Optional: Authenticator App Setup

1. Open your authenticator app.
2. Scan the barcode provided in the portal.
3. Enter the generated code to verify setup.

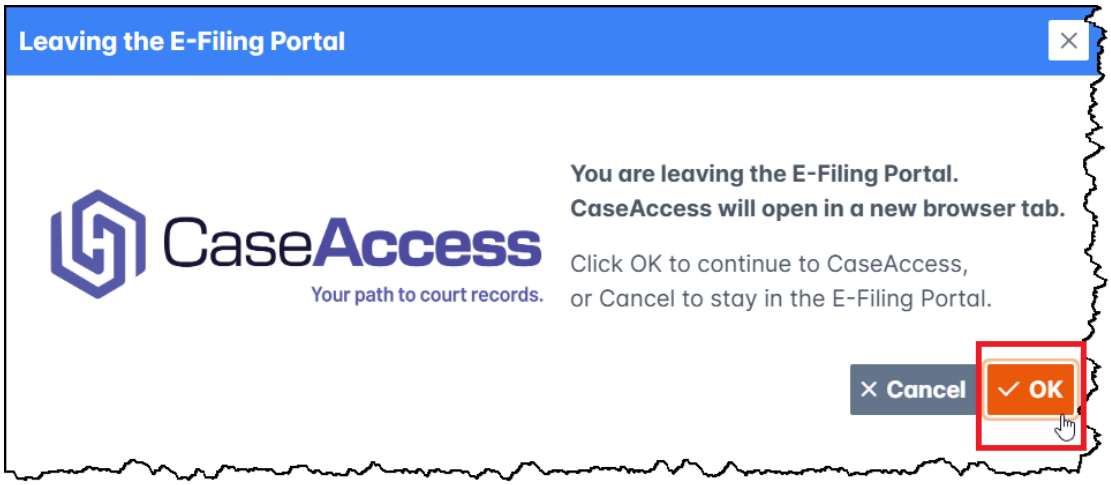
Using CaseAccess

Leaving the E-Filing Portal

When your CaseAccess subscription is active, the CaseAccess icon displays with a green check mark in the upper right corner of the **E-Filing Portal** home page:



1. Sign in to the **E-Filing Portal**.
2. At the **E-Filing Portal** home page, select the **CaseAccess** icon, , in the upper right menu.
3. The **Leaving the E-Filing Portal** pop-up window displays. Select the **OK** button to proceed to the Comprehensive Case Information System (**CCIS**).

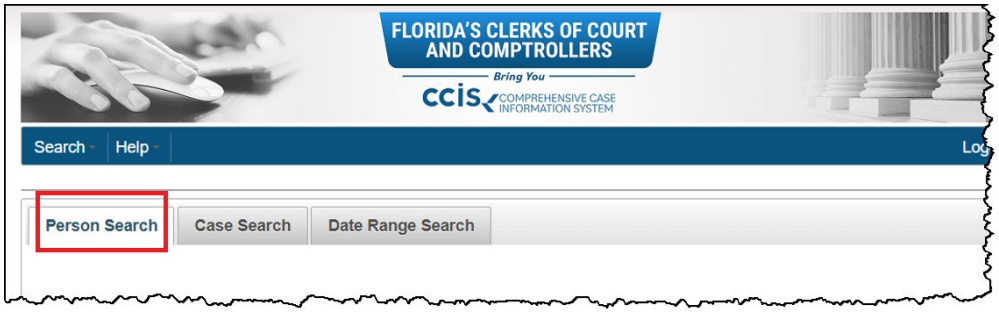


Opening CCIS

1. You may see a temporary Pause page as **CCIS** starts up.

2. The **CCIS** Verification window displays.
   a. If you are prompted, select the **Verify you are human** check box.
   b. Select the **Verify** button.

3. **CCIS** opens at its **Search** feature, defaulting to the **Person Search** tab.



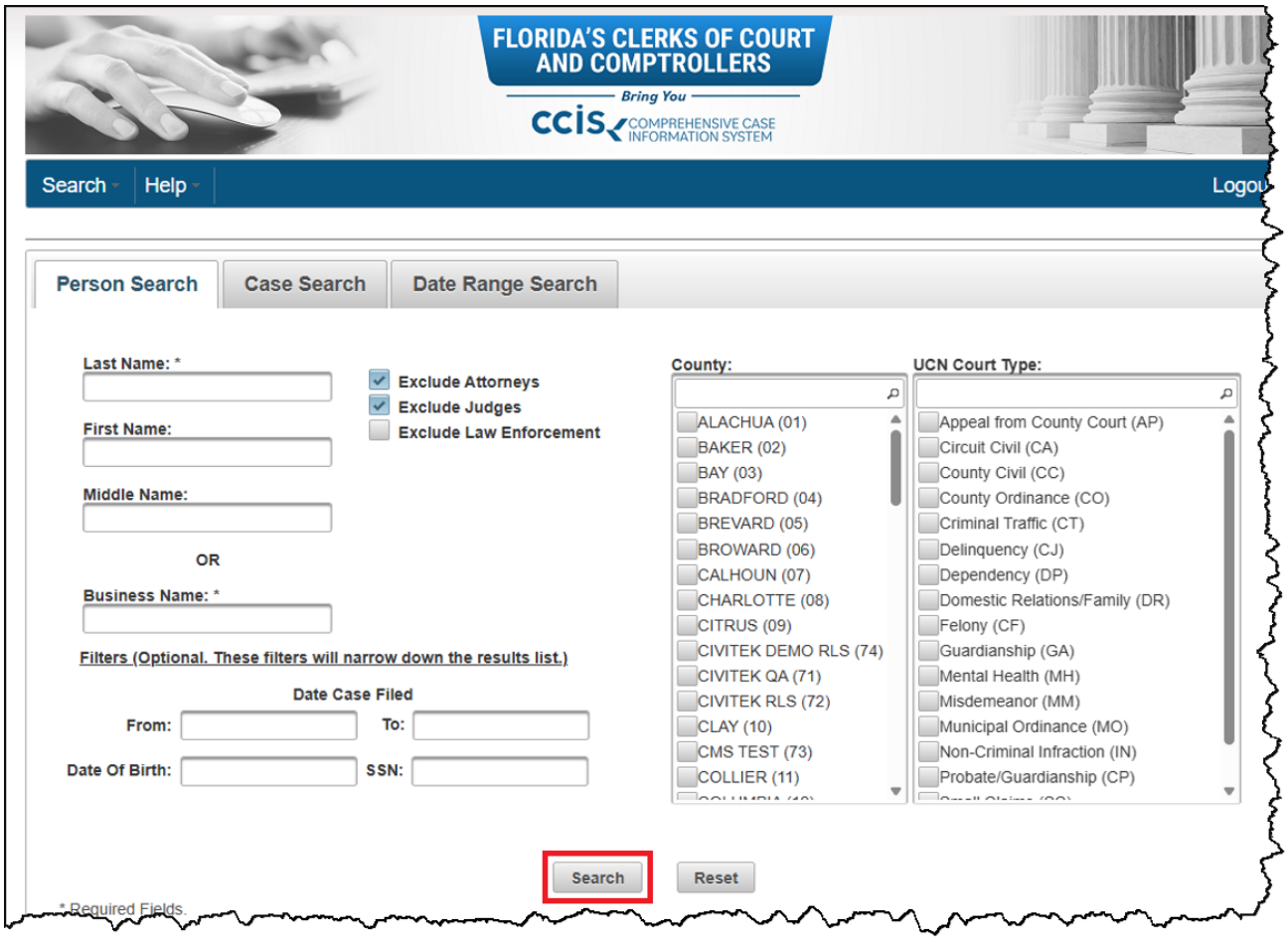
CCIS Search Features

In **CCIS**, you can search by person, case number, or date ranges. You will be able to view case details, events, and documents (if authorized, and if published by the Clerk).

Searching for a Person or Party

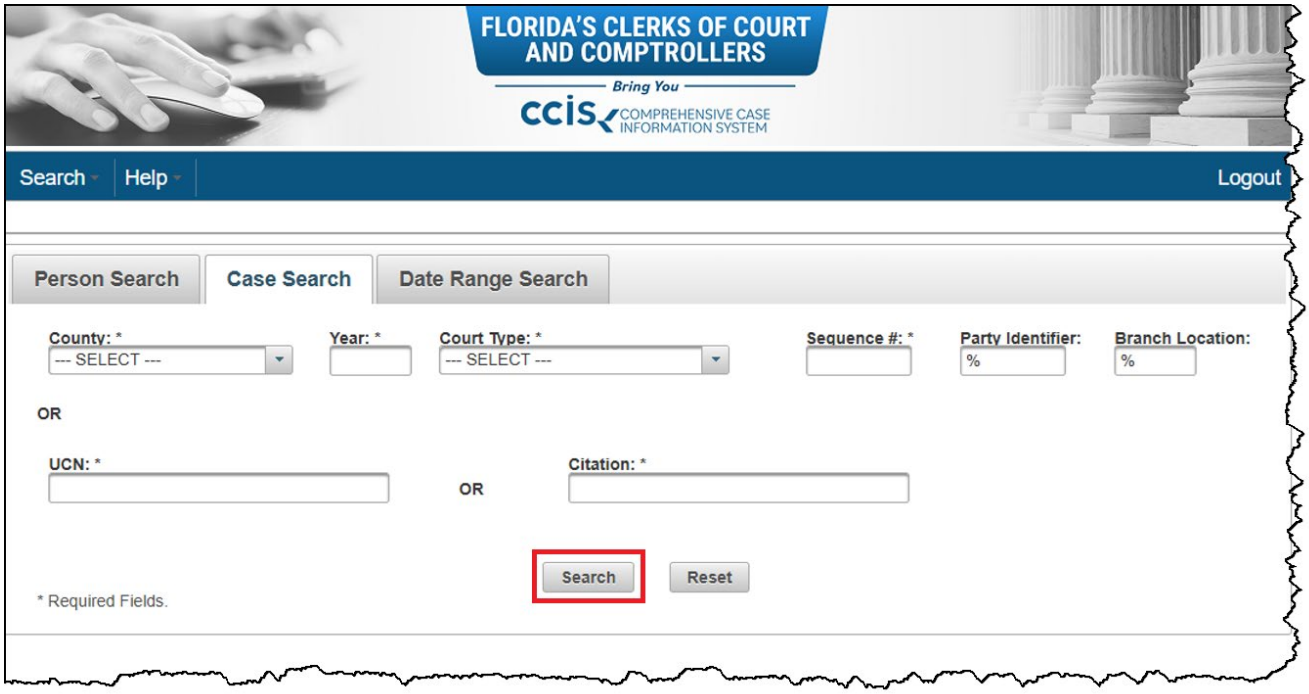
The **Search** feature defaults to the **Person Search** tab.

1. Fill out all required fields (denoted with asterisks (*))and other fields as desired.
2. The **County** field defaults to ALL counties.
3. Select the **Search** button.



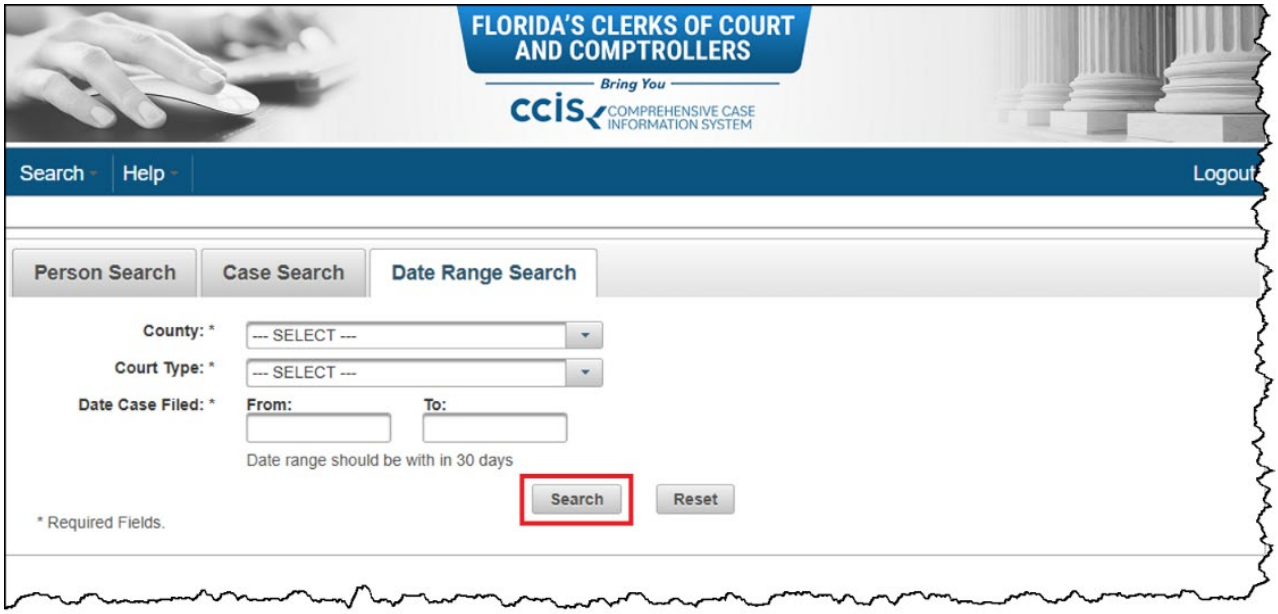
Searching for a Case

1. Select the **Case Search** tab.
2. To search with a full 20-character Uniform Case Number (**UCN**), enter it in the **UCN** field. To search by a traffic citation number, enter its value in the **Citation** field. Otherwise, enter the **County**, the case **Year**, the case's **Court Type**, and the **Sequence #** assigned to the case.
3. Select the **Search** button.



Searching a Date Range of Cases

1. Select the **Date Range Search** tab.
2. Fill out all required fields and other fields as desired.
3. Select the **Search** button.



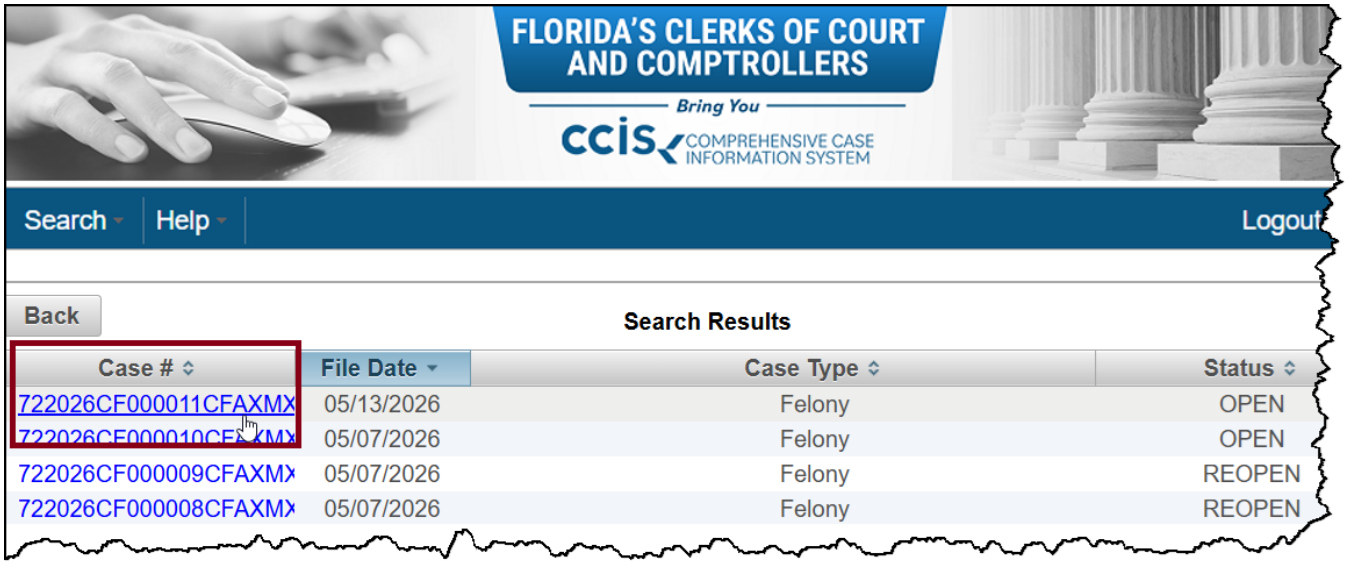
Data Sources

- Cases in **CCIS** are updated at least once each business day, but some updates may take up to 24 hours.
- Images are provided by Clerks' offices. Image availability varies by each county and their security protocols. If you have an issue viewing an image, contact the Clerk of the county providing the image.

Search Results

Search results in CCIS will include links to individual cases in the **Case #** column.

1. At the **Search Results** window, select the link you want.



2. The **Case Details** window displays.

NOTE: The **Dockets** section automatically opens by default.

- In the **Image** column on the left, you may see an icon, indicating that an image is present.

Case Number	Filed Date	Disposition Date	County	Case Type	Status
722026CF000011CFAXMX [2026000011CFAXMX]	05/13/2026		CIVITEK RLS	FELONY	OPEN

Charge Seq #	Description	Date	Phase
1	CONSPIRACY TO SELL COCAINE	05/13/2026	Charge

Party Name	Party Type	Attorney
UNKNOWN	JUDGE	

Dockets

Page : 1 10

Image	Doc #	Action Date	Description
	9	05/13/2026	eServe NOTICE TO APPEAR
	8	05/13/2026	Event ARRAIGNMENT CF scheduled on 5/27/2026 at 0900 AM, MX - Judge presiding.
	7	05/13/2026	Citation 7825BCY- filed on 5/13/2026
	6	05/13/2026	Judge: Assigned
	5	05/13/2026	Arrest name set to , felony defendant for SEQ: 1
	4	05/13/2026	Initial Status of Arrest entered for SEQ: 1
	3	05/13/2026	OBTS # 8888888888 - SEQ: 1
	2	05/13/2026	test 2.11.3
	1	05/13/2026	Case 722026CF000011CFAXMX Filed with Clerk on 5/13/2026

Judge Assignment History

Court Events

Sentences

Warrants / Capias / Summons

Financial Summary

Reopen History

NOTE: Your ability to view an image depends on the type of icon displayed in the **Image** column. If you have access to an image, selecting its icon will open the image for you.

Image Security Icons

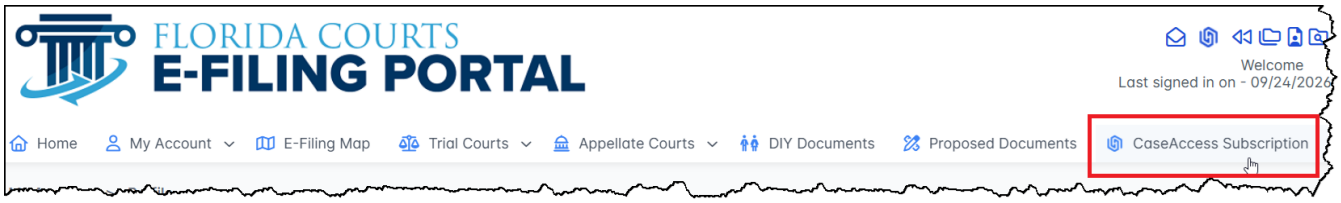
The following table details the image security icons and their meanings.

Icon	Icon Meaning
	The Image is viewable by the Public
	The Image is Pending processing by a county's redaction system
	The Image must be requested by the Viewer
	A View-on-Request is pending county review of the request
	The Image is not viewable by the Viewer
	No icon means that No Image is available on the docket

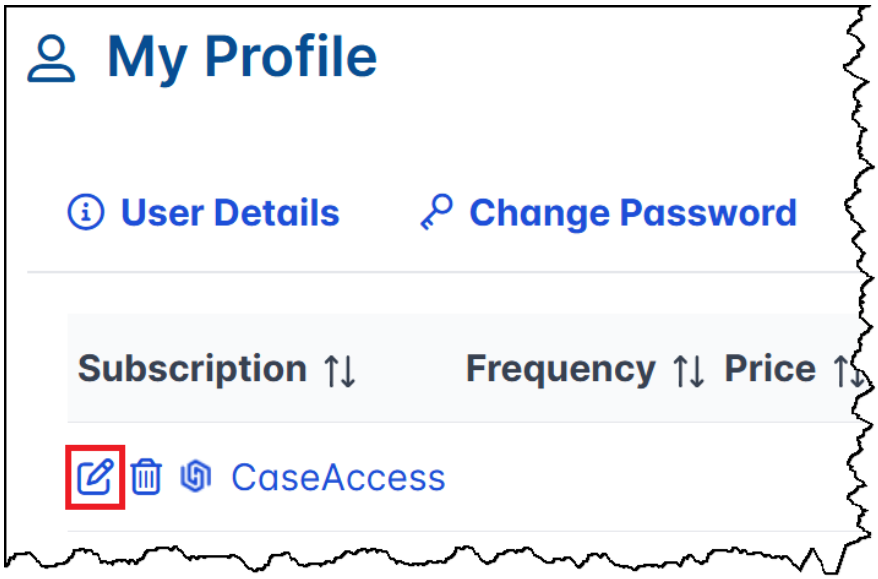
Managing Your CaseAccess Subscription

Updating Your Subscription

1. Sign in to the **E-Filing Portal**.
2. In the upper right corner of the **E-Filing Portal** home page, select the **CaseAccess Subscription** link on the command ribbon.



3. The **My Profile** window displays. Select the Pencil icon to edit your CaseAccess subscription.

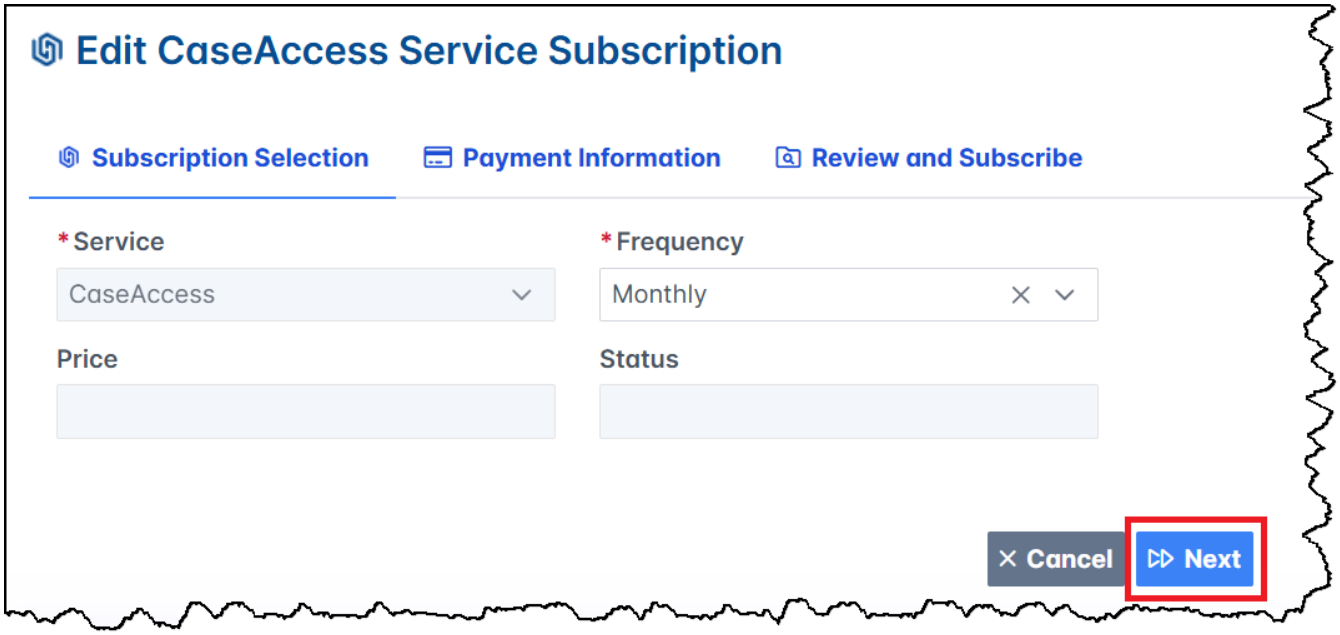


4. The **Edit CaseAccess Service Subscription** window displays at the **Subscription Selection** tab.
   - You can review and change your payment frequency at any time, from **Monthly** to **Annually** or **Annually** to **Monthly**.
   - The next payment will process on the **Access Allowed Until** date and then update accordingly.

To update your payment frequency:

a. At the **Frequency** list box, select the down arrow to display the subscription payment frequency drop-down list. Then, select the frequency you want (**Monthly** or **Annually**).

b. Select the **Next** button.

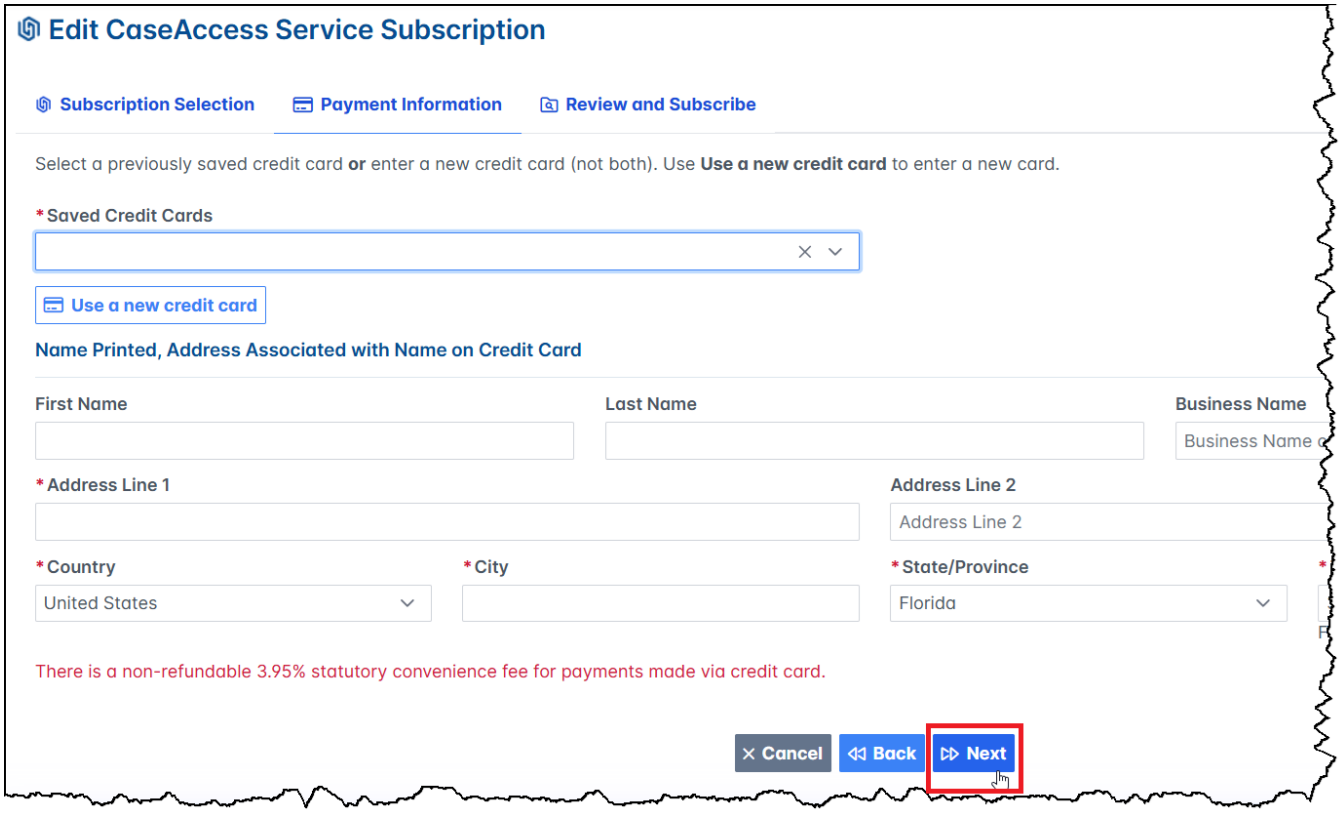


5. The **Edit CaseAccess Service Subscription** window refreshes at the **Payment Information** tab.
   - You can review and update your payment (credit card only) and corresponding information.

To update your payment information:

a. Make your changes on the form.

b. Select the **Next** button.

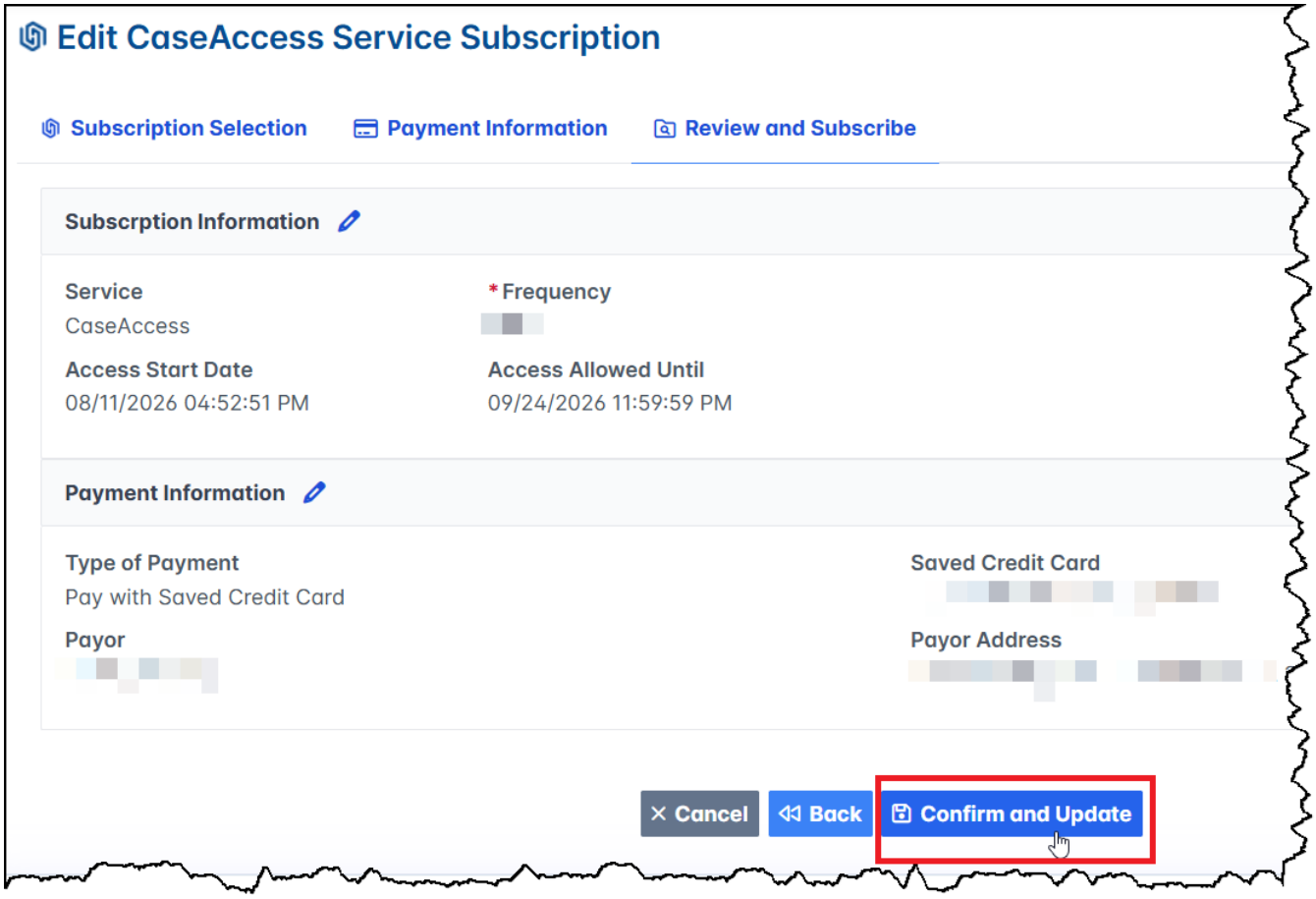


6. The **Edit CaseAccess Service Subscription** window refreshes at the **Review and Subscribe** tab.
   - You can review your subscription information and update your subscription, if necessary.

To update your subscription:

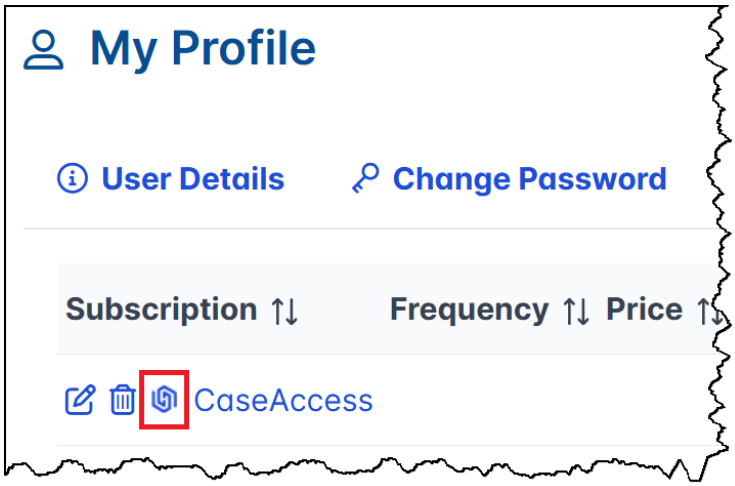
a. Review your subscription information.

b. Select the **Confirm and Update** button.

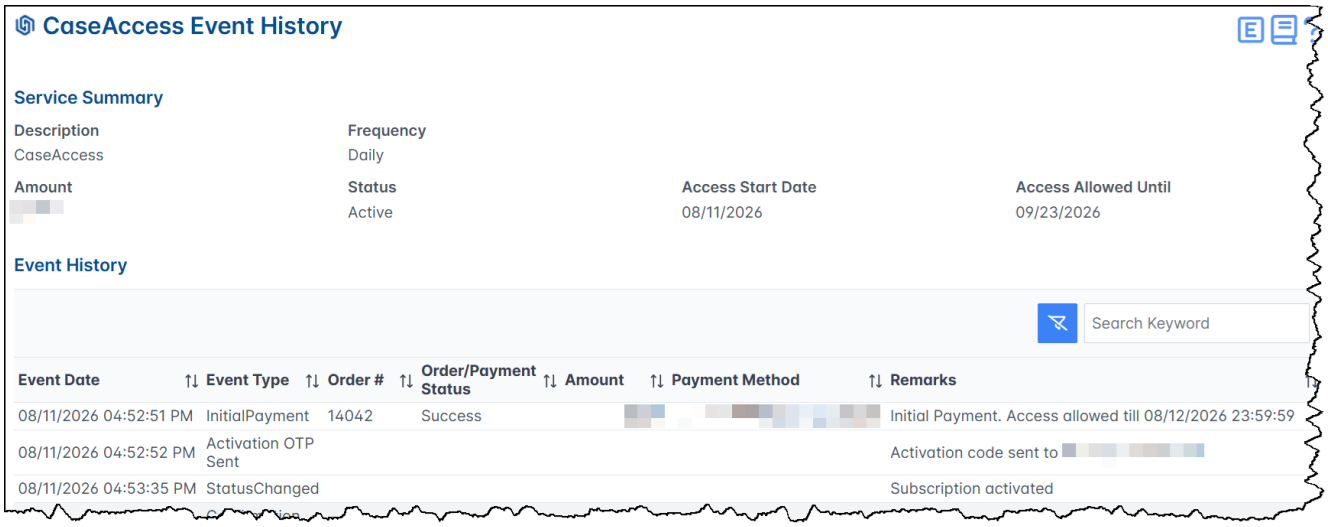


Reviewing Your Subscription History

1. You can review your subscription event history by selecting the CaseAccess icon at the **My Profile** window.

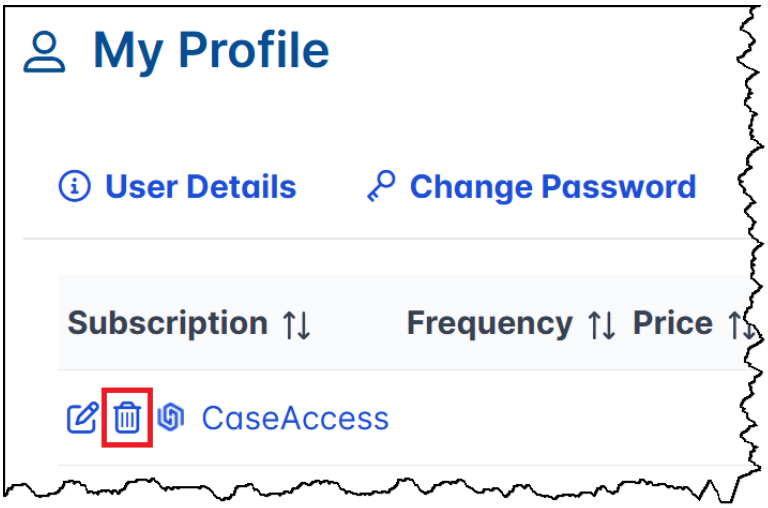


2. After you select the CaseAccess icon, the **CaseAccess Event History** window displays.

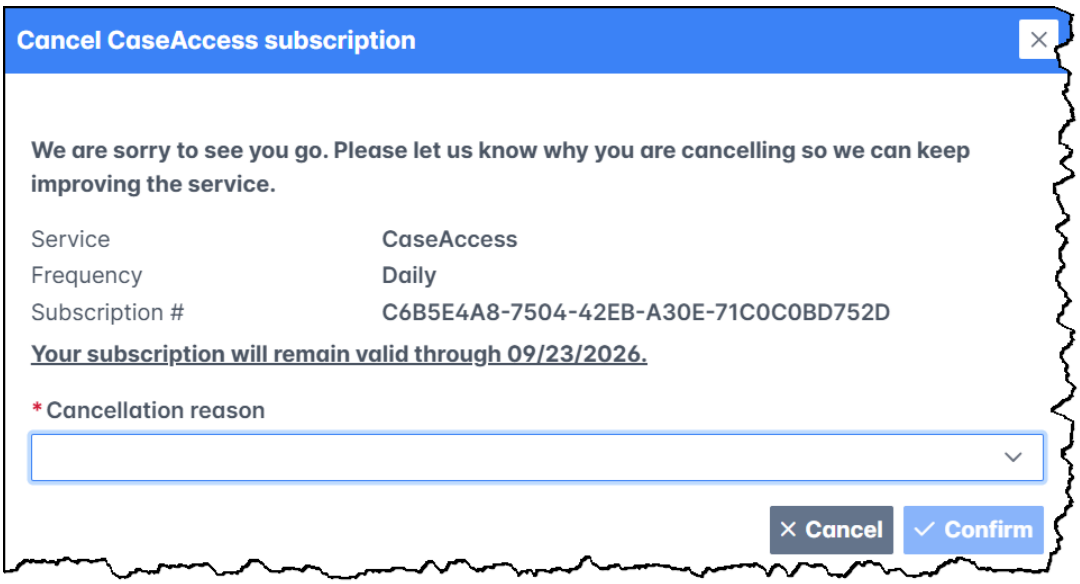


Canceling Your Subscription

1. Your access continues until the paid period ends (the **Access Allowed Until** date).
2. You must choose a **Cancellation Reason**.
3. At the **My Profile** window, select the Trash Can icon to start the cancellation process.



4. The **Cancel Subscription** pop-up window displays.
   a. At the **Cancellation Reason** list box, select the down arrow to display the reason list.
   b. Select a reason.
   c. Select the **Confirm** button to cancel your subscription.

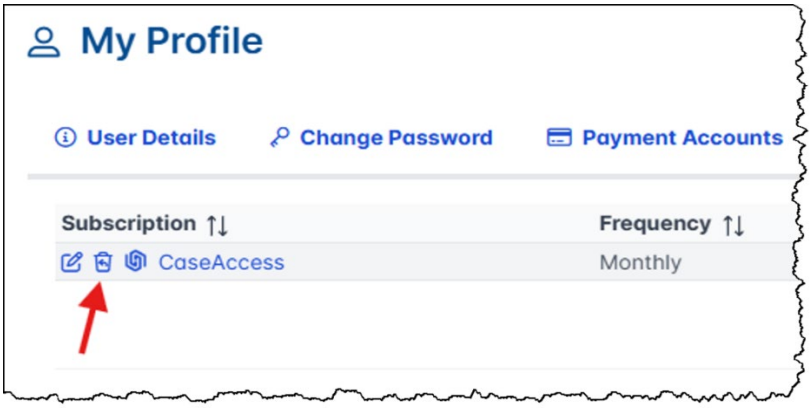


Re-Enrollment

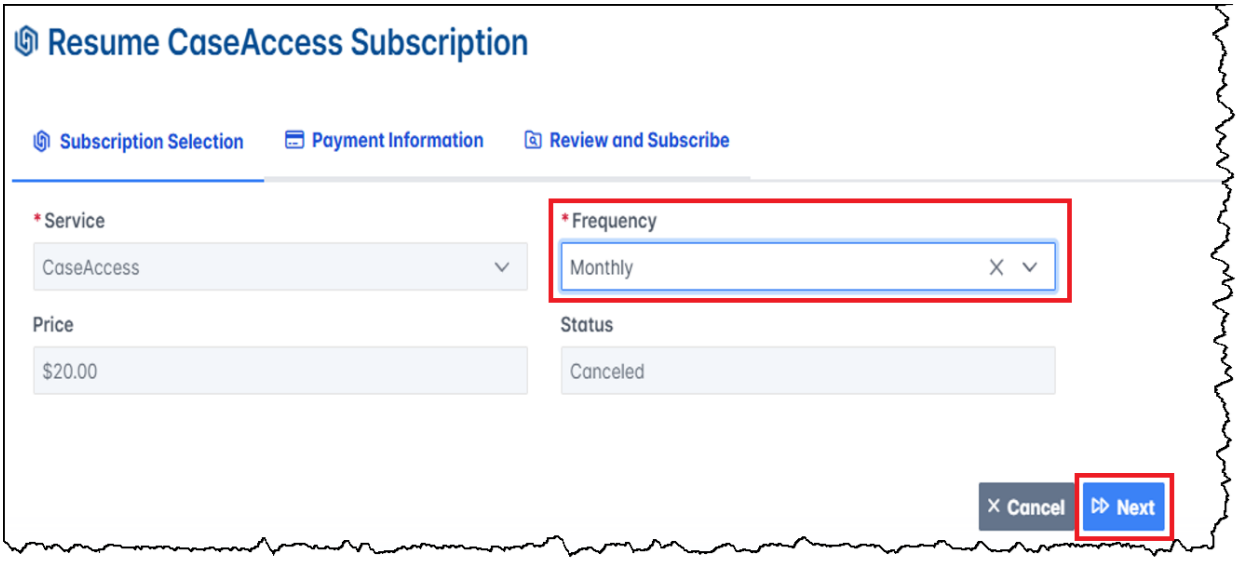
- Users can re-enroll at any time after cancellation.
- Subscription history, payment history, and renewal dates are visible in the **My Profile** window.

To re-enroll:

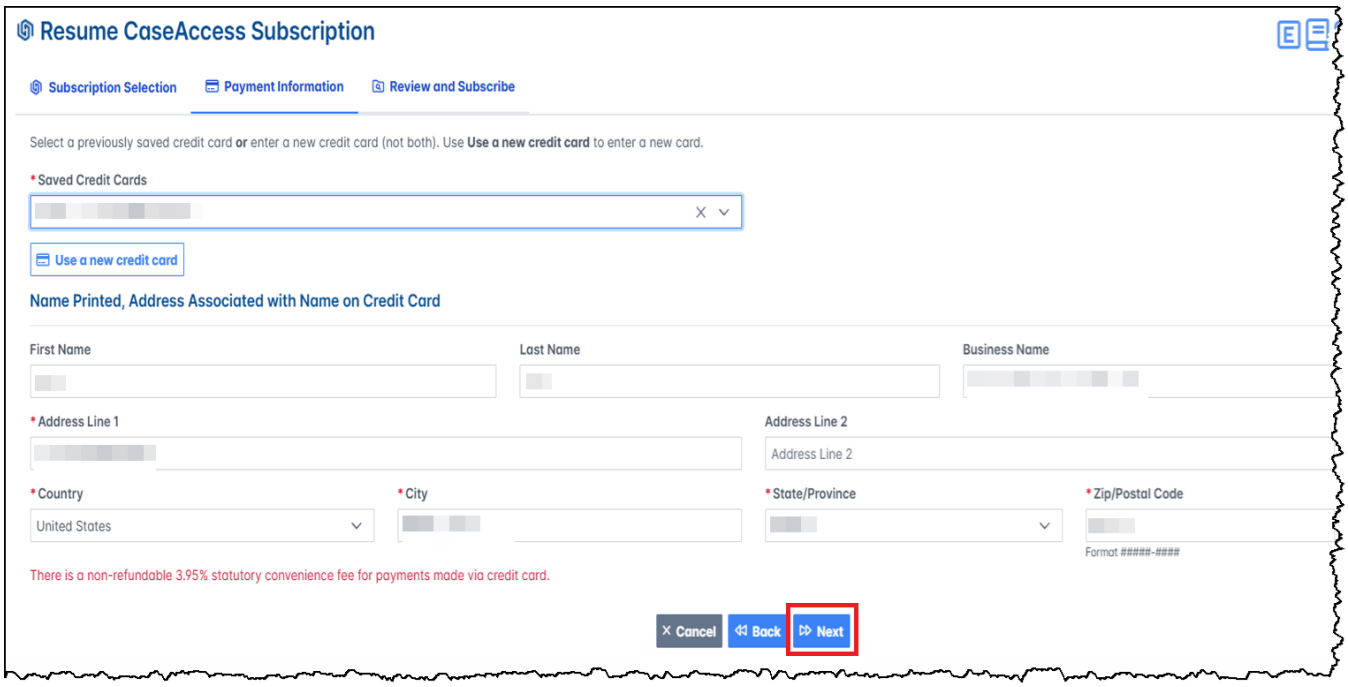
1. At the **My Profile** window, select the Recycling Can icon.



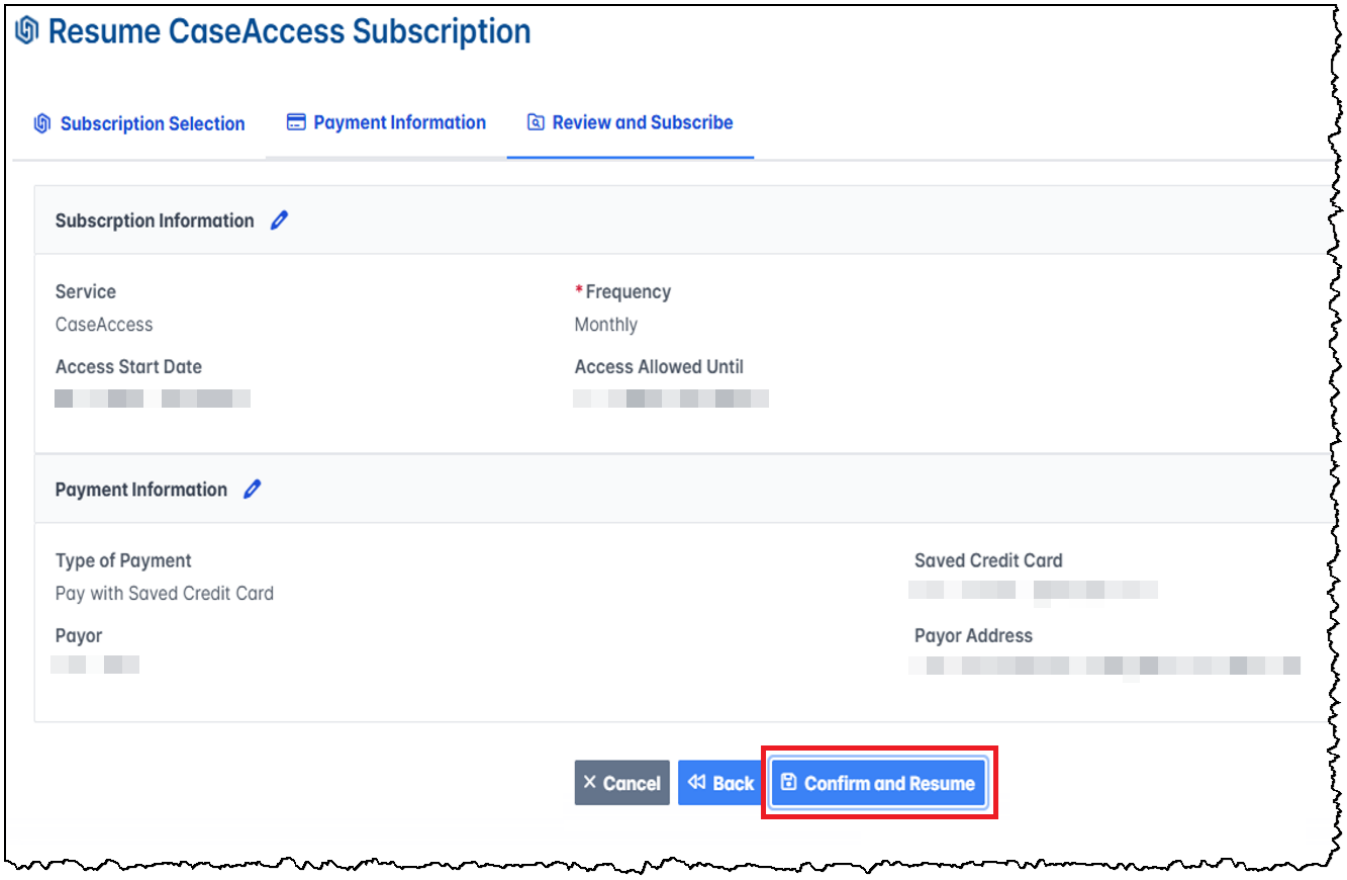
2. The **Resume CaseAccess Subscription** window displays at the **Subscription Selection** tab.
   a. At the **Frequency** list box, select the payment frequency you want.
   b. Select the **Next** button.



3. The **Resume CaseAccess Subscription** window refreshes at the **Payment Information** tab.
   a. Review your payment information.
   b. Select a **Saved Credit Card** or select the **Use a New Credit Card** button to add a card.
   c. After you have confirmed your payment information, select the **Next** button.



4. The **Resume CaseAccess Subscription** window refreshes at the **Review and Subscribe** tab.
   a. Review your subscription information.
   b. Select the **Confirm and Resume** button.



Support & Issue Resolution

Support Channels

- Use the dedicated CaseAccess support form in the **E-Filing Portal** to submit issues.
- Image access issues receive an automatic response directing users to contact their local Clerk's office.
- Payment issues are routed directly to Civitek's banking department.
- For Clerk support or Civitek support, contact the FCCC Service Center.

Frequently Asked Questions

What is CaseAccess™?
An optional subscription research service that consolidates Clerk-sourced case information from Florida's 67 counties into one secure platform offered through the Florida Courts E-Filing Portal.

Who should use it?
Solo practitioners and small firms, regional/statewide firms, litigation and trial-support teams, corporate legal departments, legal researchers, self-representing litigants, and professionals who frequently conduct statewide case research.

Where does the information come from?
From Florida's Clerks of Court through the Comprehensive Case Information System (CCIS). information is updated daily, excluding weekends and holidays.

How is CaseAccess™ different from Clerk public-access sites?
Clerk public-access channels remain available; CaseAccess™ complements them by providing a single, consistent statewide research experience for frequent professional users.

Is CaseAccess™ the official court record?
No. CaseAccess™ is a research tool. For the official and most current record, document, or case status, consult the appropriate Clerk of Court.

How often is information updated?
Daily, excluding weekends and holidays.

What are the subscription options and prices?
$20 per month or $200 per year (All fees are non-refundable).

Can I cancel or get a refund?
You may cancel your subscription at any time; however, please note that subscription fees are non-refundable. For further details, review the subscription terms at purchase or contact support.

How do I sign in?
Use your Florida Courts E-Filing Portal credentials to subscribe and log in.

Do I have to be a lawyer or legal professional to subscribe?
No. The service is available to the public.

What problems does CaseAccess™ solve?
It saves time and simplifies research by reducing the need to navigate multiple county websites and tools, offering broader statewide visibility with daily updates through one platform.

Who operates and supports CaseAccess™?
Developed by Civitek® Solutions in partnership with Florida's Clerks of Court and offered through the Florida Courts E-Filing Portal; the subscription supports the technology, processing, security, maintenance, daily updates, and customer service.

Is my data secure?
Yes. Security is integral to the platform's technology and operations supported by Civitek® Solutions.

Does CaseAccess™ replace county sites?
No. It streamlines statewide research, but for official records and the most current information, consult the relevant Clerk of Court.

Why is there a subscription fee?
Fees fund the consolidated search technology and the processing, security, daily updates, maintenance, and customer service required to operate the platform. Users subscribe to the enhanced research experience and supporting services. **They are not purchasing public information.**

Do I use my existing credentials?
Yes. Sign in with your Florida Courts E-Filing Portal credentials.

What if I don't have E-Filing credentials?
If you are subscribing for the first time and do not have existing credentials, you can create a new account during the subscription process. Credentials are not required to browse information about the service, but they are necessary to access and use the platform.

Does CaseAccess™ include document downloads?
No. CaseAccess does not include bulk document downloads.

Appendix A: Acronyms and Abbreviations

Acronym or Abbreviation	Full Name
ACH	Automated Clearinghouse
CCIS	Comprehensive Case Information System
FACC	Florida Association of Court Clerks (Former name of Florida Court Clerks & Comptrollers)
FAQ	Frequently Asked Question
FCCC	Florida Court Clerks & Comptrollers
LLC	Limited Liability Corporation
OTP	One-Time Password
UCN	Uniform Case Number