

# Application FAQ



## Logging In / Attorney Dashboard

### **I am logging in for the first time. Where do I find my login information?**

You will receive an email on 03/01/2024 to set up your account. Emails expire after 7 days. If you need a new email sent, please contact [IDSDIT@waynecountymi.gov](mailto:IDSDIT@waynecountymi.gov).

### **I forgot my password. What should I do?**

You can create a new password by clicking [Forgot Password?](#) on the login page. Enter your email address and you will receive a password reset email.

**I don't see one of my active cases. Who should I contact?** Please note that accepted cases may take one business day to appear in your dashboard. If a case is missing from your attorney dashboard, please contact [IDSDIT@waynecountymi.gov](mailto:IDSDIT@waynecountymi.gov). Please include the CTN, tier, case title, and your bar number.

**Is there a downloadable cellphone app?** There is not, but you can access the application through your phone's browser.

## Editing Billing Items / Adding Attachments

### **In what scenario should I edit a billing item?**

If you notice that you selected the wrong tier, attached the wrong document or there is an error in the time you submitted, you should edit the billing item before attaching it to an invoice and make these corrections.

### **I edited a billing item, but I don't see a change. Why?**

Be sure to refresh your browser to see billing item edits take effect.

### **What file types can I attach?**

Attachments must be in PDF format.

### **How do I know what to put in the billing description or what attachments to attach?**

Please see our billing/invoice FAQ located at <https://www.waynecountymi.gov/Government/Departments/Indigent-Defense-Services/Resources/Billing-and-Support-Services> under documentation.

## Entering Billing Time

### **What billing items should I begin with?**

Enter billing items into the system that take place starting March 1, 2024.

### **What is the smallest amount of time I can bill for?**

You can log time down to the minute. You cannot enter time larger than 18 hours for a single event.

### **I am getting an overlapping time error. Why?**

The system is designed so only one billing item can take place at once. Be sure that if one billing item ends at 12:00 pm, the next item starts at 12:01 pm.

Billing dates/times span all your accepted cases. You will get an error message if time overlaps with another case.

### **What is the customer remark field for?**

The customer remark field is an optional field for your personal use. If you are using another billing/invoice system, you can use this field for tracking purposes.

## Creating Invoices / Approvals / Payments

### **Does the system know my vendor ID?**

Yes. If you are currently being paid by the county, your vendor ID is attached to your profile in the application.

### **How many billing items can I attach to one invoice?**

There is no maximum, however you should add billing items to an invoice within 30 days. This is a progressive billing system. Billing items cannot be paid until they are attached to an invoice and submitted for approval.

### **One of my billing items was rejected. What do I do now?**

Your billing item will include a rejection reason. Once rejected, a new billing item will need to be created to correct the error. Create a new billing item that can then be added to an invoice and submitted for approval. See the billing/invoicing FAQ for common rejection reasons located at

<https://www.waynecountymi.gov/Government/Departments/Indigent-Defense-Services/Resources/Billing-and-Support-Services>