

A Debt Setoff (DSO) Participant's Guide on "How to Request DSO Program Training":

Debt SetOff: DSO

Tax Intercept Program (software): TIP

Nationwide Public Records Search Program: NPRS

Administrative Office of the Courts: AOC

Arizona Judicial Information Network: AJIN

Virtual Private Network: VPN

How to Request DSO/TIP training:

This training provides attendees with knowledge of the DSO Program, its benefits and guidelines, and the Tax Interception Program (TIP) software. There will be a live demonstration on entering and modifying claims, running reports and finalizing interceptions. The training session is approximately two hours long and is COJET accredited.

- A supervisor or manager must submit a Remedy request for anyone who needs DSO/TIP training. If a remedy request is submitted outside these roles, the inquiry will be delayed, and the AOC Support Center will request management to approve.
- A request can be submitted to the AOC Support Center by calling (602-452-3900/855-229-3900) or emailing (help@courts.az.gov).
- If you already have access to RemedyForce, you may login, go to the "Remedyforce Self Service" option, and select "Create a New User" (UARF) form.
- Complete the UARF form requesting access to TIP and select "submit" at the bottom.
- A RemedyForce ticket will be created automatically and you will receive an automated email with the ticket information. The AOC Support Center will assign the ticket to the DSO queue, and DSO staff will contact the employee to schedule DSO/TIP training.

How to Request NPRS training:

This training provides attendees with knowledge of the NPRS Program, its benefits and guidelines and the NPRS vendor software. There will be a live demonstration on searching for demographic and/or address information to submit the case part to collections via the Debt Setoff and/or FARE programs. All other searches are **strictly prohibited** to include searches for personal or court business reasons and/or practice searches. The training session is approximately one hour long and is COJET accredited.

- A supervisor or manager must submit a request for anyone who needs NPRS training. If a remedy is submitted outside these roles, the inquiry will be delayed, and the Support Center will request management to approve.
- A request can be submitted by going to the AJINWEB's Consolidated Collections Unit: <http://ajinweb/csd/csd.htm> → Debt Set-Off Program → Resources → Nationwide Public Records Search (NPRS) Program → NPRS → NPRS Program → Participation Agreement.
- Complete the NPRS Participation Agreement and select "Submit" at the bottom.
- A RemedyForce ticket will automatically be created and you will receive an automated email with the ticket information. The AOC Support Center will assign the ticket to the DSO queue, and DSO staff will contact the employee to schedule NPRS/TLO training.

How to Request VPN access:

You may need remote network access to AJIN and/or TIP software. Depending on how your court/agency is electronically connected to the AOC, VPN access may be required.

- A supervisor or manager must submit a request for anyone who needs VPN access. If a remedy is submitted outside these roles, the inquiry will be delayed, and the Support Center will request management to approve.
- A request can be submitted to the AOC Support Center by calling (602-452-3900/855-229-3900) or emailing (help@courts.az.gov).
- If you already have access to RemedyForce, you may login, go to the “Remedyforce Self Service” option, and search for the “Remote Access Request (VPN)” form.
- Complete the VPN form and select “Submit” at the bottom.
- A RemedyForce ticket will be created automatically and you will receive an automated email with the ticket information. The AOC Support Center will issue VPN credentials and AOC Support Center staff will notify the user via telephone and/or email.