

# BENCHMARK SCHEDULING – FREQUENTLY ASKED QUESTIONS

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## 1. *Do I need a login account for Benchmark?*

In most counties, yes, however a login is not needed if you only wish to view the Court Docket in Flagler County. Please review the judge's scheduling guidelines, usually found on the judge's webpage at [www.circuit7.org](http://www.circuit7.org) for more information. If the judge permits online scheduling or directs you to use Benchmark to identify available hearing time, then you will need a login account.

## 2. *How do I obtain a login account for Benchmark?*

Each county has a different procedure.

In **Flagler County**, go to <https://flaglerclerk.com/wp-content/uploads/2015/11/Flagler-County-Registered-User-Agreement.pdf> and follow instructions within the document.

In **St. Johns County**, go to [https://stjohnsclerk.com/wp-content/uploads/2021/03/agreement\\_for\\_viewing\\_electronic\\_court\\_records\\_online.pdf](https://stjohnsclerk.com/wp-content/uploads/2021/03/agreement_for_viewing_electronic_court_records_online.pdf) and follow instructions within the document.

In **Volusia County**, go to

<http://www.circuit7.org/Attorney%20Resources/>

[VOLUSIA COUNTY BENCHMARK REGISTRATION APPLICATION.pdf](#) and follow instructions within the document.

**Putnam County** may be using Benchmark to schedule in the near future. A link will be provided when scheduling is available.

## 3. *What internet browser(s) can I use for the Benchmark website?*

Benchmark currently works with the following browsers: Chrome, Firefox, Internet Explorer 11 (no compatibility mode), Safari or Microsoft Edge.

## 4. *Why can I see the open date on the calendar, but no schedule button?*

One reason is that the time block may not be available for attorney scheduling. Only certain days, times and hearing events are open for attorneys to add cases.

Another possible reason is that you are using an unsupported internet browser. If you are using Internet Explorer, make sure you do not have the Benchmark site added to Compatibility View. For more information on setting Compatibility mode, click [here](#).

**5. Why does Benchmark allow scheduling on a time block that is already full?**

Benchmark is used by many different court personnel, and some parties are allowed to overbook on full dockets.

**It is important to review the scheduling rules on the judge's website page before you schedule your case.**

If the judge does not allow over-booking and you try to schedule a case on a full time block, the judicial assistant will reject your hearing request.

**6. Will I receive a confirmation email when I schedule a hearing on Benchmark?**

No, Benchmark does not send confirmation emails.

After you schedule your hearing, you can verify by refreshing the Calendar or by searching the Court Docket. A successfully scheduled hearing will appear on the docket immediately.

**7. How do I cancel a scheduled hearing?**

You must contact the judicial assistant to cancel a hearing. Benchmark does not allow an attorney to cancel a hearing once scheduled.