

Attorney Information System (AIS)

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Is participation in AIS mandatory?

Yes. Maryland Rule 19-802 provides that, with some exceptions, the following individuals shall register with AIS:

1. attorneys admitted to the Maryland bar or otherwise permitted to practice law in Maryland, including:
 - magistrates, examiners, and active and senior judges;
 - judicial law clerks;
 - attorneys who are subject to a temporary decertification order entered pursuant to Rule 19-409 or 19-503;
 - out-of-state attorneys who are authorized to practice law in Maryland pursuant to Rule 19-218 (legal service program) and who, pursuant to section (h) of that Rule, are required to make payments to the Client Protection Fund (CPF) of the Bar of Maryland and the Disciplinary Fund;
 - out-of-state attorneys who are authorized to practice in Maryland under Rule 19-219 (military spouse); and
 - attorneys who are exempt from making CPF and Disciplinary Fund payments but who wish to make voluntary contributions to one or both funds.

The following individuals are not required to register with AIS so long as they remain in one of these categories:

- attorneys on inactive status pursuant to Rule 19-739;
- attorneys on permanent retired status pursuant to Rule 19-740;
- attorneys suspended pursuant to Rule 19-606 or 19-741;
- attorneys approved by the trustees of CPF for inactive/retired status pursuant to Rule 19-604, regardless of whether they are engaged in the limited practice of law permitted by that rule;
- out-of-state attorneys authorized to practice under Rule 19-218 (legal service

program) and who, pursuant to section (h) of that rule are not required to make payments to the CPF or Disciplinary Fund;

- out-of-attorneys admitted pro hac vice pursuant to Rule 19-217; and
- former judges who have not been approved for recall as senior judges and are not actively practicing law in Maryland.

As provided in Rule 19-802, those who are required to register must do so on or before June 1, 2019.

How do I enable Multifactor Authentication (MFA)?

To enable MFA on your account, refer to the following AIS How to Enable Multifactor Authentication Quick Reference Guide for assistance.

Why does AIS require my Social Security Number (SSN) to activate my registration?

Attorneys on active status are required, by Rule 19-605, to provide the Client Protection Fund (CPF) a valid SSN and Taxpayer Identification Number (TIN) if applicable, unless he or she does not have one. Although the same obligation does not apply to attorneys who are not on active status, if you wish to use AIS, you will need to provide CPF with an SSN. This is used to ensure that only you have access to your information in AIS. AIS also uses your Attorney Number, but, as that number is public, the SSN is needed to verify your identity. The SSN is stored in an encrypted format with restricted access. Upon registration, you are required only to enter the last six digits of your SSN, which is used in combination with your Attorney Number to verify your identification to complete registration. Once registered, you are no longer required to provide this information, and it is also not visible within your profile.

Where can I find my Attorney Number?

Your Attorney Number is what was formerly referred to as your “CPF Number.” You can look up that number on the Attorney Listing page.

Can other attorneys see my information?

No. Only you can see your full attorney profile. When attorneys use AIS to look up other attorneys, they are limited to only seeing the information already available to

the public on the Attorney Listing page. That listing includes your attorney number, your name, your current status, the date you were admitted to practice, and your primary public address, if the status is not Judge/Magistrate, Inactive/Retired or Deceased.

Can the public see information about me in AIS?

No. The public does not have direct access to AIS. The public can obtain information about Maryland Attorneys on the Attorney Listing page.

Does AIS include information about pending disciplinary matters?

No. The administrative and disciplinary information displayed in AIS only reflects actions taken by the Supreme Court of Maryland which are a matter of public record. The Attorney Grievance Commission does not use AIS to manage active cases.

Who uses the information in AIS?

AIS permits the courts and several entities that assist the Supreme Court of Maryland in its role in regulating the profession to review consistent and accurate information about attorneys and whether they are authorized to practice law. These entities include the Client Protection Fund, the Administrative Office of the Courts, the Attorney Grievance Commission, the Commission on Judicial Disabilities, the State Board of Law Examiners, and the office of the Executive Director of Commissioners. The contact information maintained in AIS permits those entities to communicate effectively about annual assessments and reporting requirements.

I did not get a confirmation email after registering.

Check your junk mail or spam folders in your email account. If you have an account that is part of a law firm or corporate network, your organization or network may have rules that automatically remove certain email messages from your inbox. Check with your network or email administrator. Finally, if you are still unsuccessful in verifying that you have successfully registered, contact the Judiciary's technical assistance team at Service Now, 410-260-1114.

Why am I receiving a “my identity cannot be verified” message?

You are receiving this message because the information that the Client Protection Fund has on file does not match the information that you have entered. Please contact the Client Protection Fund at 410-630-8140 to verify and make any necessary corrections.

If an assistant wants to access AIS on behalf of their attorney(s)?

We recommend that the attorney register themselves to protect their information.

Does the authenticator support multiple authenticator registrations?

Yes, multiple registrations are allowed, however, you may need to create a unique name after initial registration is complete to differentiate one profile from another.

For Microsoft Authenticator:

- Open Microsoft Authenticator.
- Select Account.
- Select the Gear in the upper right corner.
- Click on the Account Name.
- Change the Account Name.
- Select Done.

Are multiple devices possible?

Yes, but we recommend only using a single device. The security is diminished if more devices are being registered.

Do I need to enter a space when entering the code?

There are no spaces when entering the one-time passcode.

I received the multifactor registration email, however, I am retired or inactive.

MFA is only required if you intend to access AIS at any time. If not, the message can be disregarded.

The authenticator one-time code I enter into AIS is not working.

Make sure you have the latest version of the Microsoft Authenticator app. You may need to remove the app and reinstall it.

For a Google Android device

- Go to the Google Play Store.
- Search for the app (Microsoft Authenticator).
- The system will display an Update button if it needs an update.

For an Apple device

- Open the App Store.
- Tap your profile icon at the top of the screen.
- Scroll to see pending updates and release notes.
- Tap Update next to the app (Microsoft Authenticator) or tap Update All.

I did not receive a passcode to my email or as a text message.

The passcode can be found in the Authenticator application. The application will never send a passcode to your email or to a text message.

Is there an option to have a passcode sent to an email address or as a text message?

No, these options are not available.

Other Troubleshooting Methods

- If you are using mobile data, try switching to just Wi-Fi or Cellular Service only.
- Make sure Airplane mode is off.
- Try turning off Battery Optimization on your phone for better sync performance.
- Make sure your device is up to date and any other security apps (such as

Microsoft Defender and Intune Company portal) are also up to date.

- Make sure your device's Date and Time are correct.
- If you are using VPN, try disconnecting to see if the issue persists.