State of Florida ePortal e-Filer Documentation

Prepared by: Florida Association of Court Clerks

7/19/2012

Table of Contents

State of Florida ePortal	1
Introduction:	3
Account Registration:	3
Create an Account	4
Email Notifications	7
ePortal Functionality:	8
Administrative Links	g
User Details	10
Change Password	12
Filing Options / Links	12
My Filings	13
Existing Case:	17
Adding / Editing Party Information	18
Adding Documents	21
New Case	24
Adding Case Information	24
Adding / Editing Party Information	26
Adding Documents	29
Payment	31
Simple E-File:	33
Simple E-File with Fees	36
Confirmations	41
Clerk Review	42
Notifications	43
Open Multiple ePortal Sessions	44
Frequently Asked Questions	46

STATE OF FLORIDA — EPORTAL USER DOCUMENTATION

Introduction:

The purpose of this document is to provide you, the e-Filer, with information necessary to file court case documents via the State of Florida's Statewide E-Filing Court Records Portal – commonly referred to as the "ePortal". The contents of this document will step you through the process of registering as a new e-Filer, managing your User Account, filing documents through the ePortal, generating reports and making payments for filings submitted via the ePortal.

As with documentation for any new system being deployed, this document will be revised as necessary to reflect modifications and enhancements to the ePortal.

Account Registration:

Prior to utilizing the State of Florida e-Portal filers must create an account. Filers can access the ePortal's log-in page, by typing the following URL into their web browser: www.myflcourtaccess.com. Filers will be directed to the State of Florida ePortal's Welcome Page.



Create an Account

To begin the account creation process, click on the **Register Now!** link. Filers will be directed to the following page which provides information on the ePortal's implementation process as well as requirements for participation.

If the potential filer decides to continue with registration, clicking on the "Continue to Registration" link will take them to the Account Registration page.

Welcome to the Florida Courts eFiling Portal



The Florida Courts E-Filing Authority, through agreement with the 67 Clerks of Court, has established the goal that on or before July 1, 2012 all clerks will be prepared to accept eFilings through the Florida Courts ePortal, in the civil divisions (defined as circuit civil, county civil, probate, family, and juvenile dependency) and by December 31, 2012 for criminal divisions (defined as circuit criminal, county criminal, criminal traffic, civil traffic, and juvenile delinquency).

Please remember, rule 2.525, Rules of Judicial Administration, requires that any document filed electronically must be followed-up and filed with the Clerk as a paper document, with original signatures, during the first 90 days of eFiling. For this reason, the local Clerk's office may limit the number of filers participating in the eFiling Portal during the first 90 days of operation. Please contact your local Clerk's office for more information.

Continue to ePortal Registration

Additionally, you may eFile directly with the following counties by selecting the link below (you will be redirected from the Florida eFiling Portal to the Clerk's Web Site)

Clay

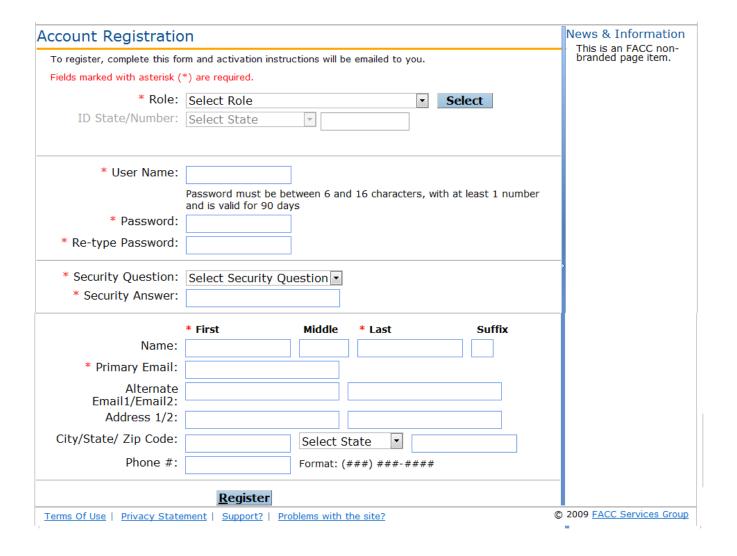
<u>Manatee</u>

Orange

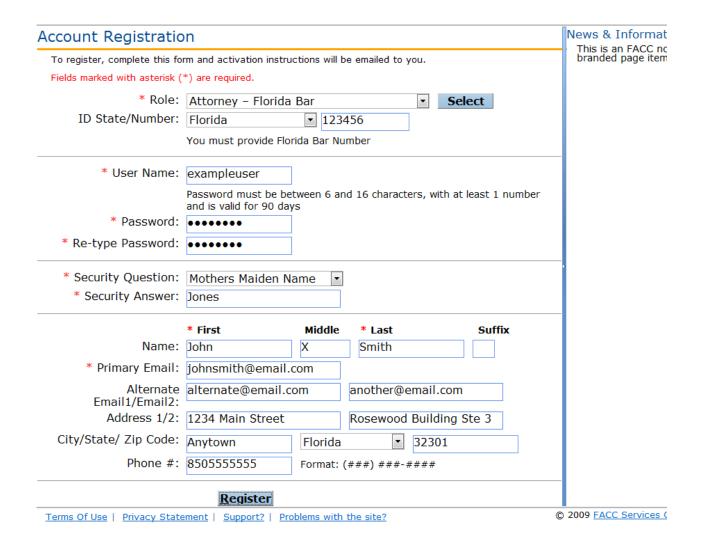
Pasco

Sarasota

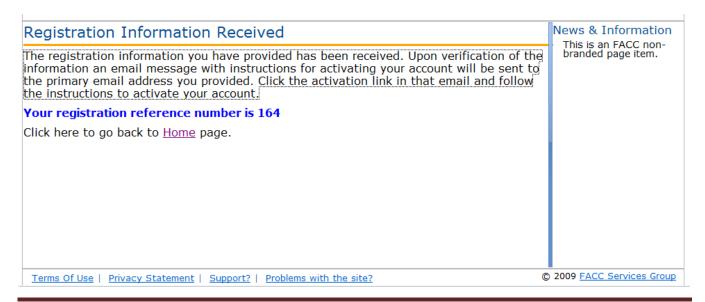
Filers will be prompted to complete all available fields on the screen. Required fields are indicated with an asterisk.



- 1. From the **Role** drop down menu, select the <u>Attorney-Florida Bar</u> option. A Florida Bar Number is required.
- 2. Filers are required to enter a user name and password and confirm their password selection by retyping it. The requirements for creating a valid password appear above the password field.
- 3. Filers are required to select a security question from the drop down menu and provide an answer to it.
- 4. Filers are required, at a minimum, to enter their first and last name along with a primary email address. All notifications to the filer are sent via email. The ePortal allows for three email addresses to be entered. Notifications sent to the filer will be sent to each email address listed.
- 5. Click on **Register** once all information is entered.



Upon successful registration filers will be taken to the **Registration Complete** screen.



Email Notifications:

Filers will receive two (2) separate email notifications.

1. The first email notification provides the Filer with confirmation that the registration process was successful and provides the filer with profile information entered during the registration process.

If the registration requires review by FACC before approval the e-mail notification will indicate that the registration is pending approval. Once approved by FACC Support Services the filer will receive the emails regarding approval and activation.

Dear John X Smith:

This is a non-monitored email, please do not reply directly. If you have any questions, please contact support at mailto:support@myfldocs.com

This email is sent to you as a result of your registeration for electronic filing with FACC ePortal on 12/30/2010 12:50:56 PM

Account Details you have provided are as follows:

Name: John X Smith
User Name: exampleuser2

Role: Pro Se - Self Representation
Email Address: vminer@flclerks.com

Phone #:

A separate email with instructions to activate your account will be sent.

Thank You, FACC ePortal Staff

2. The second email notification provides the filer with an activation link which the filer must click on to complete the registration process.

Dear John X Smith:

This is a non-monitored email, please do not reply directly. If you have any questions, please contact support at mailto:support@myfldocs.com

Information provided at the time of registration for electronic filing with FACC ePortal is verified and your account is ready for activation. To Activate your account click on activation link below

https://test.myfldocs.com/Common/UIPages/ActivateUser.aspx?activationid=1550975c-b625-4a97-ac8a-36d1acaba80e

Your Account Details are as follows:

Name: John X Smith
User Name: exampleuser2

Role: Pro Se - Self Representation
Email Address: vminer@flclerks.com

Phone #:

Thank You, FACC ePortal Staff

Clicking the link provided in the email takes the filer to the **User Account Activation** screen.



Filers must verify their identity by selecting the security question from the drop down menu that they selected during the registration process. Filers must also provide the answer to the security question that they provided during the registration process. Then click Activate to complete this step.

The filer is notified that their account has been successfully activated.



ePortal Functionality:

Once the account is activated, users can return to the State of Florida ePortal's home / log-in page at www.myflcourtaccess.com.

Filers will be prompted to enter their User Name and Password and click "Sign In" to enter the portal.



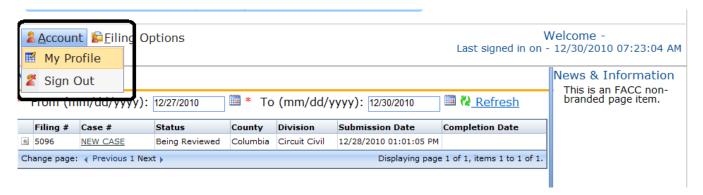
Administrative Links

Once the filer is logged in they are immediately taken to the **My Filings** screen. The My Filings Screen presents filers with two menus: (1) the **Account** menu and (2) the **Filing Options** menu located on the upper left side of the screen. The functionality associated with these two menus allows filers to make changes to their profile / account.



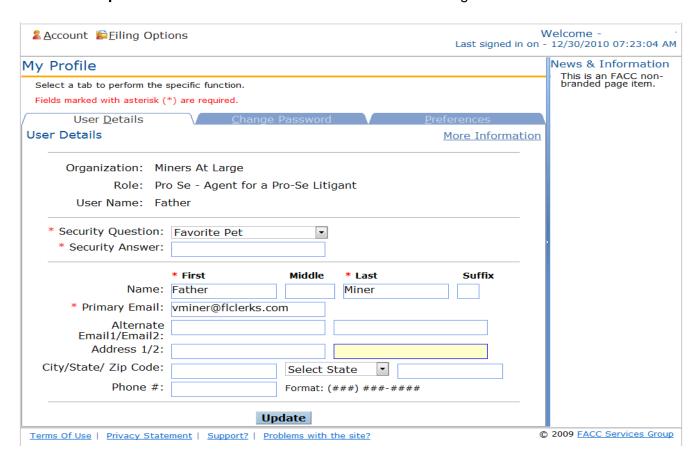
Account Menu

Choosing **My Profile**, from the **Account** menu provides filers with the ability to manage their account information using the **User Details** and / or **Change Password** selections.

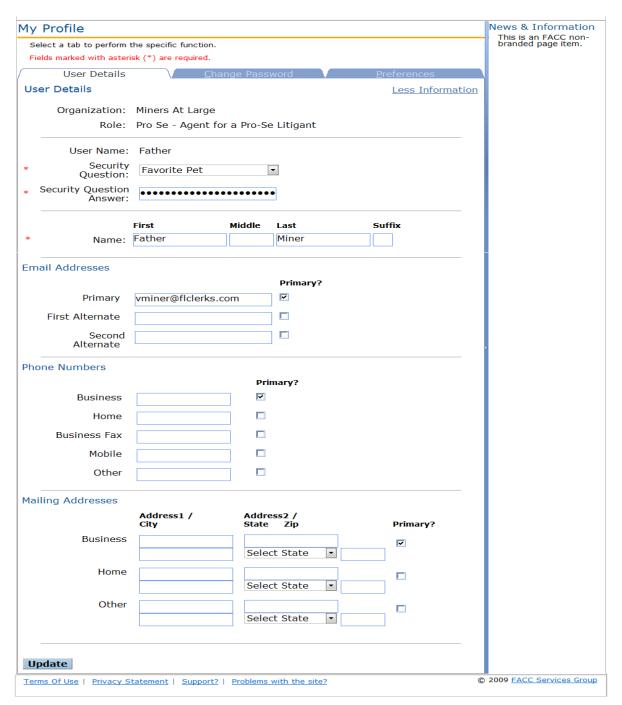


User Details

The User Details option provides filers with the ability to update their profile information. Filers are able to update any profile information present with the exception of **Organization**, **Role** and **User Name**. Click on the **Update** button at the bottom of the screen to save changes.



<u>Note</u>: The screen view defaults to a condensed screen. Click on **More Information** located in the upper right side of the screen for an expanded view. The expanded view allows the filer to see all their profile details at one time.



The ePortal allows for the e-filer to enter multiple Email Addresses, Phone Numbers and Mailing Addresses. Electronic Notifications are sent to all email addresses on the account. The Phone Number and Mailing Address marked as Primary are the ones used in the Party Information for the case.

Change Password

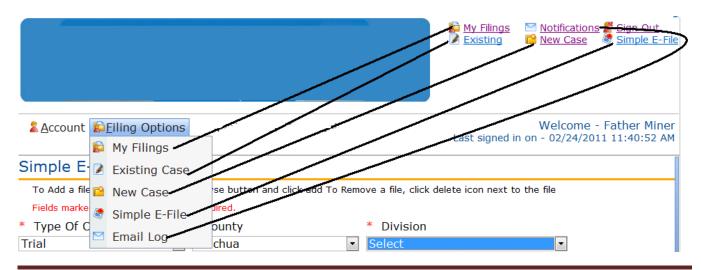
The **Change Password menu option** provides filers with the ability to manage / change their password.

My Profile							
Select a tab to perform the specific fun Fields marked with asterisk (*) are requ							
User <u>D</u> etails	<u>C</u> hange Password		<u>P</u> references				
* Current Password: * New Password:							
Password must be between 6 and 16 characters, with at least 1 number							
* Re-enter New Password:							
<u>C</u> hange							

New passwords must meet the criteria for password stated on the screen under the New Password input box.

Filing Options / Links

The State of Florida ePortal filing management links are located under the Filing Options Menu on the screen. In addition, for ease of use these links are also located in the upper right corner of the screen.



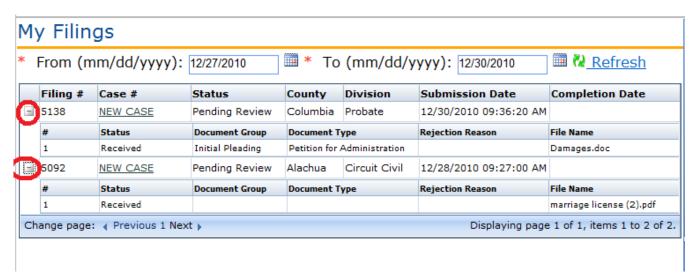
Each filing management link is discussed below:

My Filings

The **My Filings** link allows filers to view a list of filings they have entered using the ePortal. This page allows the filer to view the status of the filing and create a list for a date range. The following is a summary of the information that is contained within the **My Filings** screen:

- Filing #: The portal assigned reference number for your filing.
- Case #: The Case Number assigned to the filing. When the filer submits a new case this column will read **NEW CASE** until the case number is assigned by the clerk; once the Clerk assigns a Case Number it will display.
- Status: The status will reflect one of the following: Pending Review, Being Reviewed, Filed, Pending Queue, or Filed for Judicial Review
- County: The name of the county the case is filed in.
- **Division**: The court division the case is filed in.
- Submission Date: Date the filer submitted the filing on the portal.
- Completion Date: Date the filing was processed by the Clerk's office.

Note: To expand each filing for more details, click the box to the left of each filing.



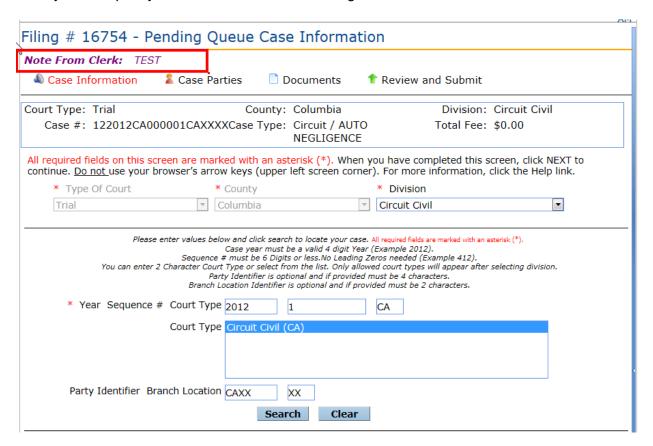
The My Filings list defaults to filings within the current week. The filer may expand or narrow the list by using the '**From**' and '**To'** dates. These date ranges will be utilized to run a report of all filings for the specified date range. Then click **Refresh** to generate the list for the new date range selected.

Pending Queue:

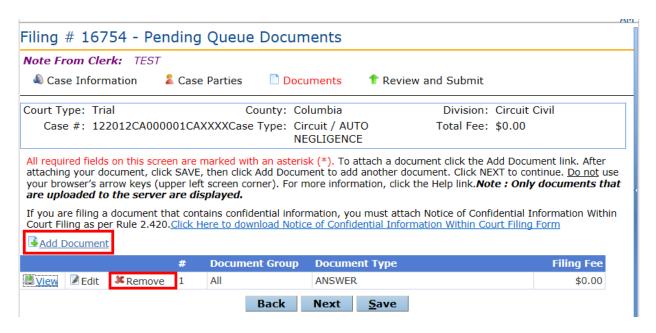
When filings have been moved to pending queue, the county the document was filed in has issues that need to be addressed.



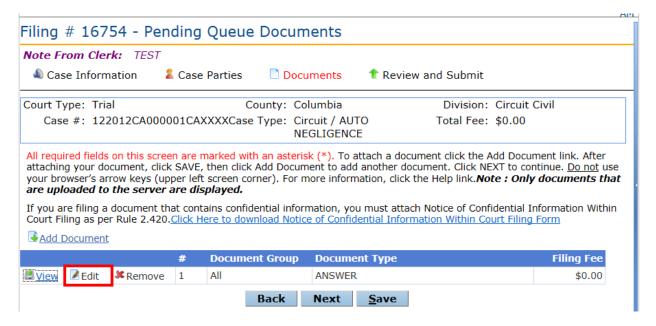
The filer will see the Filing # is hyperlinked. Click the link to open the filing and make corrections. The county has to specify what the issue is with the filing.



If there is an issue with the document, if you remove or add documents to the filing you will receive a new timestamp for the filing.



If you edit the document, the timestamp will stay the same.



If your filing is a new case you will have to resubmit your payment. Your first payment will not be charged to your account. It will authorize but not settle.

After the document has been updated and is ready for resubmission, check your filing on the review and submit page.



Filed For Judicial Review

If a document that has been moved to pending queue has not been touched within 5 business days, the county has the ability to move the filing to Judicial Review. Once a document has been moved to Judicial Review, no updates/corrections can be made on the ePortal.



Existing Case:

Selecting **Existing Case** from the Filing Options allows the filer to file subsequent filings into an existing case.



To File Subsequent Document(s) into an existing case, the filer must know the case number.

Select the Court type, County and Division from the dropdown list provided. (Items are added to the dropdown when it becomes available for e-Filing. If the dropdown does not contain the court type, county or division for your filing, e-filing is not available.)

Enter the case number and click search. The ePortal will search for the case record.

- If the county's case management system is not linked to the ePortal the search for case information will not be initiated and no case information will be displayed to the filer.
- If the case record is located the Case Type and Title are displayed. Please verify that you have the case for your filing before proceeding.
- If the case record is not located a message will be presented. Please verify your case number entry.
 - If entered incorrectly click the Cancel button on the message to reenter the case number.
 - If entered correctly click the OK button on the message to continue processing.
 - If the case privacy is confidential or higher, case information will not be returned from CCIS and may not be returned from the county case management system.

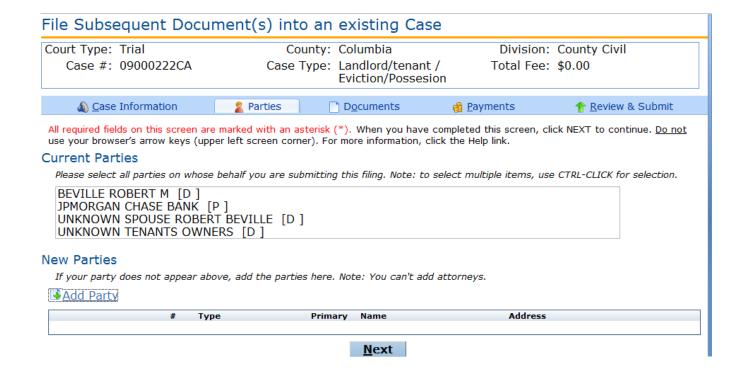


Note: Items in the drop down lists are dependent on what is available on the ePortal and by the county. Initially the Type of Court dropdown contains only Trial court. As e-Filing continues other court types will be added to the court types allowing e-Filing. As a county begins participation in e-Filing they will be added to the County dropdown. If the county is not displayed in the dropdown they are not currently participating in e-Filing. Each County determines the Divisions participating in e-Filing. Not all divisions in a county may initially participate in e-filing. As a county brings up a new division it will be listed in the dropdown for the county.

Complete all required fields and click **Next**. The filer may move through the process by clicking on the Next button when each screen is complete or by clicking on the tabs (Case Information, Parties, Documents, Payments, Review And Submit.

Adding / Editing Party Information

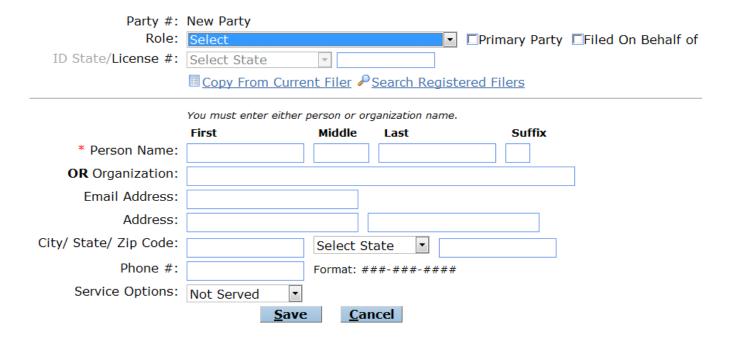
Select Current Parties or under the New Parties section click Add Party to add a new party.



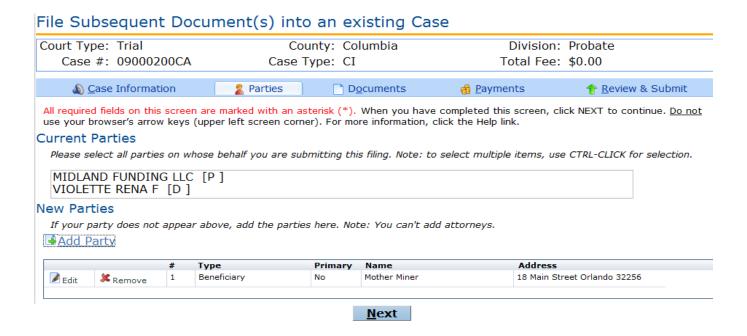
When adding a party you have 3 options:

- Copy your account information into the party fields by pressing on the Copy from Current Filer option.
- 2. Search registered users and copy their information into the party fields by pressing on the Search Registered Filers option
- 3. Enter party information directly into the fields available.

In some cases the party may need to be served with documents. Service Options are provided to identify the type of service to be used to serve the documents. If electronic is chosen then an email is sent to the party email address with documents attached when the filing is submitted.



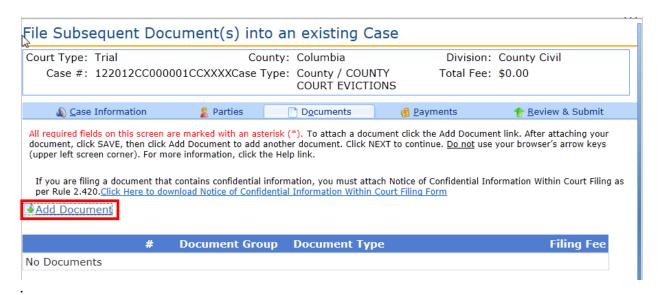
Click the Save button when entries are complete. The pre-existing parties and the new parties will be displayed. In the listing of the new party records the filer has the option to **Edit** or **Remove** a party they have entered on the case. Parties previously existing on the case cannot be edited or removed. Clicking **Add Party** again allows the filer to add another party to the case.



When the filer has completed adding or editing all necessary party information, click the **Next** button.

Adding Documents

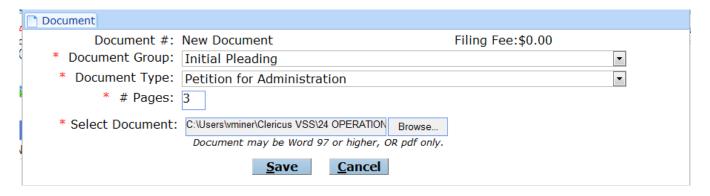
The filer is directed to the documents screen. Click Add Document to add a document to the case.



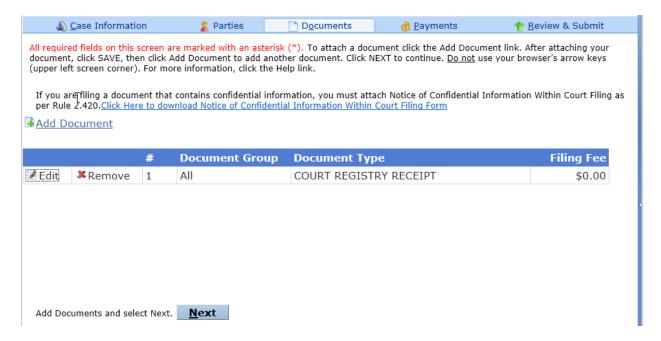
Note: On existing cases, there may or may not be a file, based on the type of document and the codes the clerk has set up.

Select the **Document Group**, **Document Type**, **# Pages** and select the document. To select a document click **Browse**, select the document and attach document. Click **Save**.

Document Group and Document Type dropdown lists are established by the county staff. If the document group or type is not listed, contact the county office.



The document displays in the list.

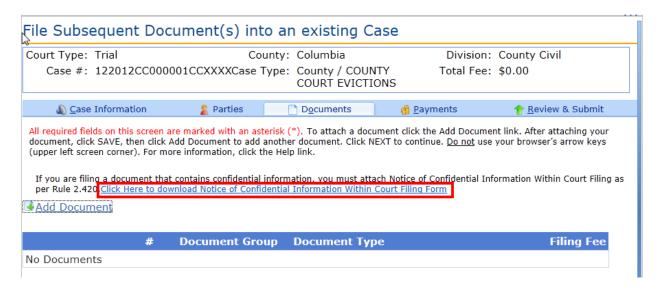


The document screen also allows the filer to **Edit** or **Remove** a document. Clicking **Add Document** again allows the filer to add another document to the case.

When the filer has completed adding or editing all necessary document information, click the **Next** button.

Note: There is no additional payment required.

For confidential documents, the filer must attach the Notice of Confidential Information Within Court Filing as per Rule 2.420.



Review and Submit

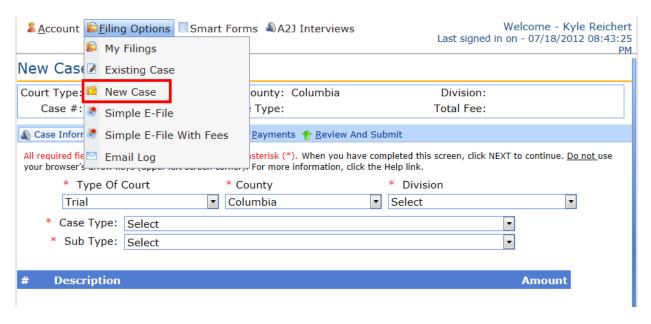
Review all information carefully, clicking **Submit** is FINAL. If there are any edits or changes that need to be made, filer must click back to the **Case Information**, **Parties**, **Documents**, and/or **Payments** tab(s) to make the changes and re-save the information. Once any edits to information have been made, Click **Submit**.



User receives a Filing Received Confirmation upon successful filing.

New Case

Choose the **New Case** Link when filing a new case.



The filer will be taken to the case information screen.

Adding Case Information

eFilers can enter new case information. When the case information is reviewed by the county staff a case number will be assigned. The eFiler will received a confirmation email regarding the filing and the new case number will be recorded in the email. Once the case number is assigned the 'My Filing' list will be populated with the case number in place of the 'new case' text.

From the available drop down menus select the following:

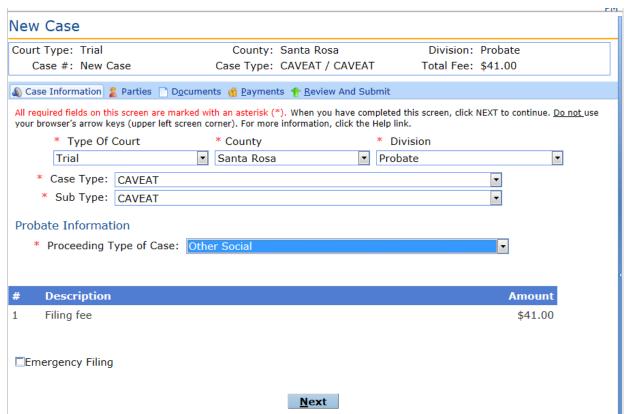
- Type of Court
- County
- Division
- Case Type
- Sub Type

Required data elements put forth by the Florida Courts Technology Committee (FCTC) are required for all divisions. These data element vary from one division to another.

Civil:

Circuit/County Civil Information	on
* Proceeding Type Of Case:	▼
* Related Cases Filed:	<u> </u>
Known Related Cases:	
* Remedies Sought:	☐Monetary ☐Non-monetary ☐Declaratory or injunctive relief ☐Punitive
* Number Of Causes of	
Action:	
* Class Action:	
* Jury Trial Demanded:	•
B 1 4	
Probate:	
Duckets Information	
Probate Information	
* Proceeding Type of Case:	▼
	•
Family:	
	1
Family Information	
Proceeding Type:	•
Proceeding Reopen Type:	•
* Proceeding Type of Case:	•
* Related Cases Filed:	▼
	•
Juvenile Dependency:	
Dependency Information	
* Proceeding Type:	v
Proceeding Reopen Type:	▼
* Proceeding Type of Case:	<u> </u>
* Related Cases Filed:	•

Note: Items in the drop down lists are dependent on what is available on the ePortal and by the county. Initially the Type of Court dropdown contains only Trial court. As e-Filing continues other court types will be added to the court types allowing e-Filing. As a county begins participation in e-Filing they will be added to the County dropdown. If the county is not displayed in the dropdown they are not currently participating in e-Filing. Each County determines the Divisions participating in e-Filing. Not all divisions in a county may initially participate in efiling. As a county brings up a new division it will be listed in the dropdown for the county.



The filing fee amount(s) automatically calculate based on the selections made by the filer.

When complete, click on the **Next** button. The filer may move though the process by clicking on the Next button when each screen is complete or by clicking on the tabs (Case Information, Parties, Documents, Payments, Review And Submit.

Note: Emergency Filing flag – Each county may handle emergency filing differently. Please contact the county for information regarding the emergency filing processing procedure.

Adding / Editing Party Information

The filer is directed to the parties screen. Click Add Party to add a party to the case.



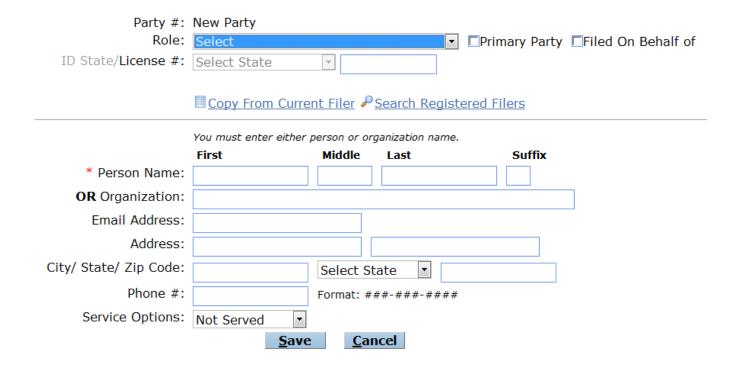
Select Role and select either Primary Party or Filed On Behalf of. Complete all required fields. Click Save.

- Role Description of party's involvement in the case (defendant, petitioner, etc.)
- Primary Party Party with direct connection to the case.
- Filed On Behalf of Identifies the party that would be credited with the payment of the submitted fee. Party must be identified whenever fees are collected.

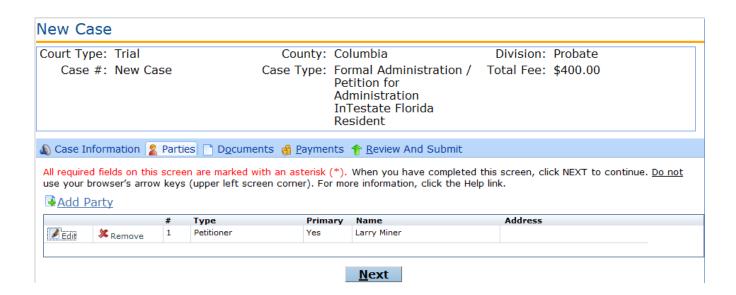
When adding a party you have 3 options:

- Copy your account information into the party fields by pressing on the Copy from Current Filer option.
- 2. Search registered users and copy their information into the party fields by pressing on the Search Registered Filers option
- 3. Enter party information directly into the fields available.

In some cases the party may need to be served with documents. Service Options are provided to identify the type of service to be used to serve the documents. If electronic is chosen then an email is sent to the party email address with documents attached when the filing is submitted.



The party screen refreshes and the party that was just added will be displayed in the list.

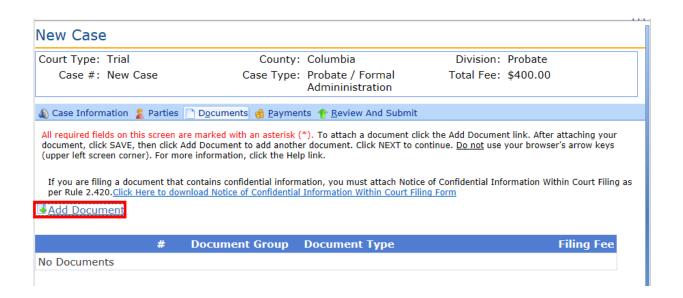


The party screen also allows the filer to Edit or **Remove** a party on a case. Clicking **Add Party** again allows the filer to add another party to the case.

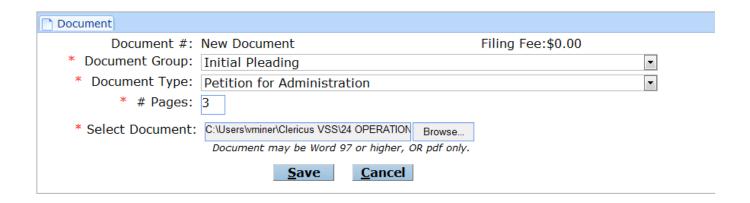
When the filer has completed adding or editing all necessary party information, click the **Next** button.

Adding Documents

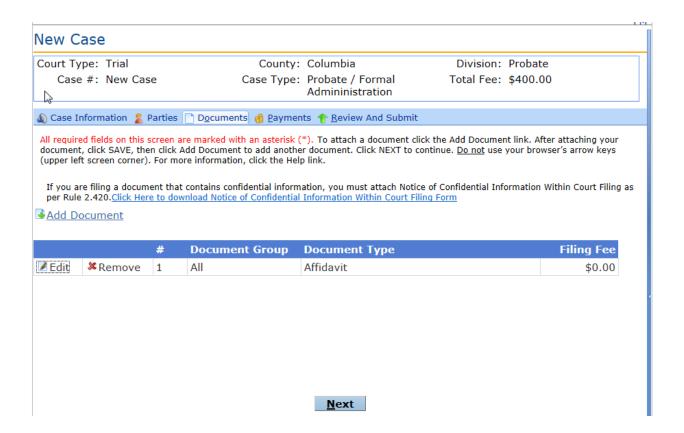
The filer is directed to the documents screen. Click Add Document to add a document to the case.



Select the **Document Group**, **Document Type**, **# Pages** and select the document. To select a document click **Browse**, select the document and attach document. Click **Save**.



The document will display in the list.



The document screen also allows the filer to **Edit** or **Remove** a document. Clicking **Add Document** again allows the filer to add another document to the case.

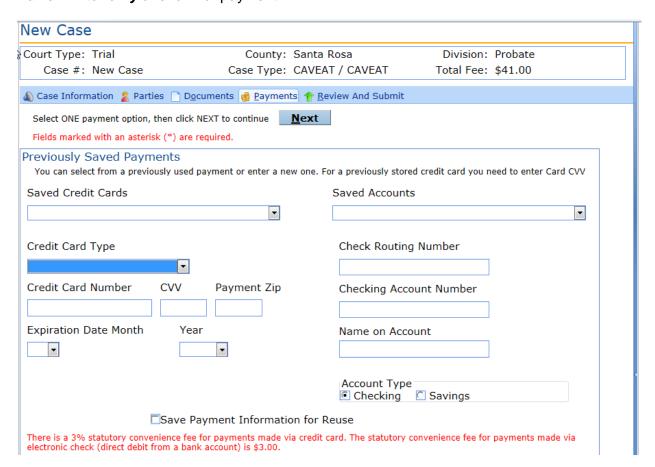
When the filer has completed adding or editing all necessary document information, click the **Next** button.

For confidential documents, the filer must attach the Notice of Confidential Information Within Court Filing as per Rule 2.420.



Payment

The filer is directed to the payment screen. There are three payment options: credit card, check or fee waiver. Enter *only* one form of payment.



eFiler – July 19 ver 2.4 Page 31

A breakdown of the filing fees are listed in the Fee Information portion of the screen.

The filer may elect to use a credit card or e-check. Only one payment method is allowed. Once a user enters their payment information, the payment information is stored for future use.

The filer may request a Waiver of the fees by completing the bottom portion of the screen.

Note: An explanation of how the convenience fee is calculated is stated in red text below the fee total.

What is C.V.V.? It is a 3 to 4 digit code found on the back of the credit card.



When the filer has completed adding all necessary payment information, click the **Next** button.

When the user clicks on the Submit button on the Review And Submit screen the credit card or check routing information are verified with the appropriate institution. Successful verification will place a hold on the funds until the clerk reviews and accepts the filing.

Review and Submit all information carefully, clicking **Submit** is FINAL. If there are any edits or changes that need to be made, filer must click back to the **Case Information**, **Parties**, **Documents**, and/or **Payments** tab(s) to make the changes and re-save the information. Once any edits to information have been made, Click **Submit**.

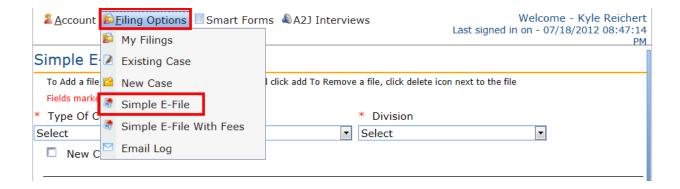


If the filer has failed to enter required information they will receive a pop up message providing information on what is missing. The filing is not submitted if required data is not entered.

The filer will receive a Filing Received Confirmation upon successful filing.

Simple E-File:

Selecting Simple E-File from the Filing Options allows the user to file documents with the court.

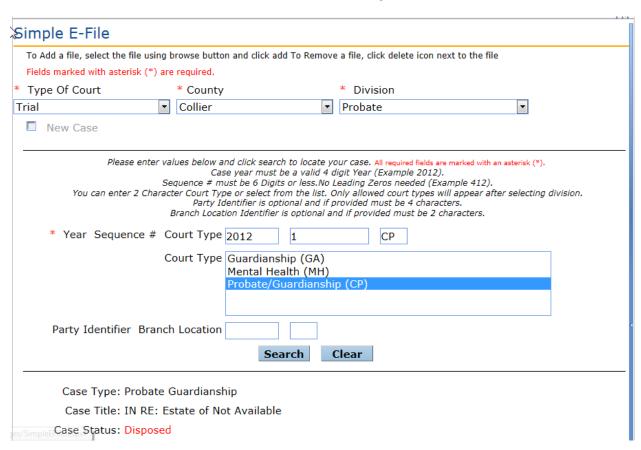


Select Type of Court, County and Division from the drop downs.

Check the New Case box if the filing is to be used to generate a new case.

If this filing is to be applied to an existing case enter the case number.

Click on the Browse button to locate and select your document for filing. Once the document is selected click on Add file to add the document to the filing



Note: Items in the drop down lists are dependent on what is available on the ePortal and by the county. Initially the Type of Court dropdown contains only Trial court. As e-Filing continues other court types will be added to the court types allowing e-Filing. As a county begins participation in e-Filing they will be added to the County

dropdown. If the county is not displayed in the dropdown they are not currently participating in e-Filing. Each County determines the Divisions participating in e-Filing. Not all divisions in a county may initially participate in e-filing. As a county brings up a new division it will be listed in the dropdown for the county.

Click on **Browse...** and select the file to be submitted. When the file name is displayed click on Add File to add the file to the Simple E-File

Please enter values below and click search to locate your case. All required fields are marked with an asterisk (*). Case year must be a valid 4 digit Year (Example 2012). Sequence # must be 6 Digits or less.No Leading Zeros needed (Example 412). You can enter 2 Character Court Type or select from the list. Only allowed court types will appear after selecting division. Party Identifier is optional and if provided must be 4 characters. Branch Location Identifier is optional and if provided must be 2 characters.						
* Year Sequence # Court Type 2012 1 CP						
Court Type Guardianship (GA) Mental Health (MH) Probate/Guardianship (CP)						
Party Identifier Branch Location Search Clear						
Case Type: Probate Guardianship Case Title: IN RE: Estate of Not Available Case Status: Disposed						
Browse Add File						
# File # Remove 1 C:\fakepath\TEST.docx						
□Emergency Filing						
<u>S</u> ubmit						

The document added will be displayed in the listing below the Browse button.

The filer may remove the document from the list by clicking on the X Remove option next to the document path and name.

Click on **Submit** when all documents for this case have been selected.

Once submitted, the user will receive the confirmation notice.

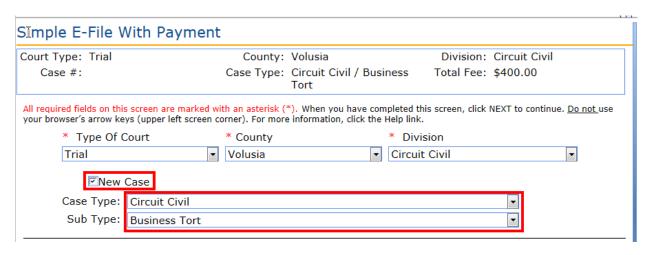
Simple E-File with Fees

Selecting **Simple E-File** from the Filing Options allows the user to file documents with the court.



Select Type of Court, County and Division from the drop downs.

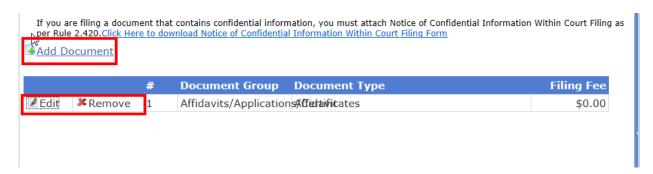
Check the New Case box if the filing is to be used to generate a new case. The filer will put in their Case Type and Sub Case Type.



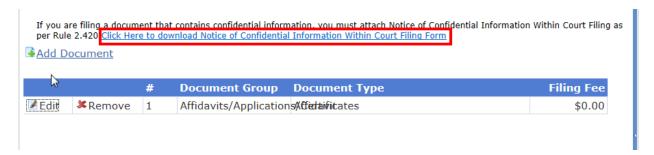
The filer then adds their document.



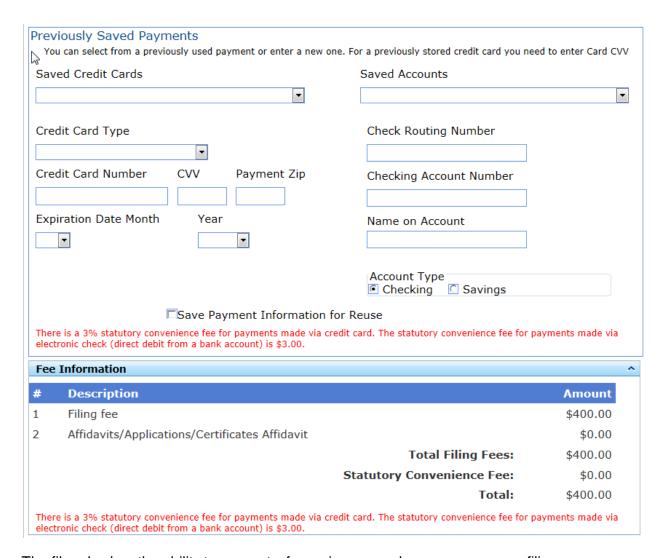
The filer has the option to add, edit or remove the document added.



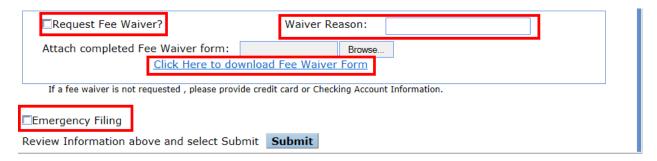
For confidential documents, the filer must attach the Notice of Confidential Information Within Court Filing as per Rule 2.420.



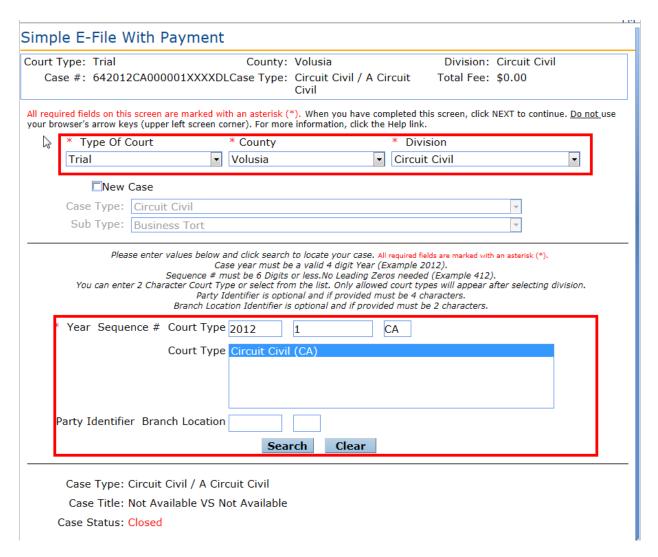
After documents have been added, the filer makes the payment.



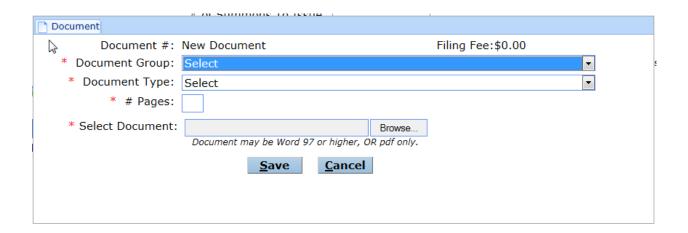
The filer also has the ability to request a fee waiver or mark as an emergency filing.



If this filing is to be applied to an existing case enter the case number.



Click on the Add Document button to locate and select your document for filing.

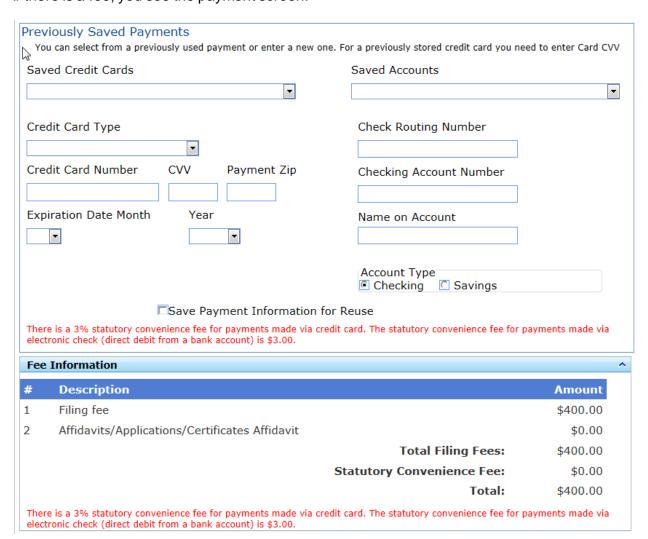


If there is a document fee for the document the filer is attaching you will receive a payment screen just like in Simple E-File new cases.



If there is a fee, you see the payment screen.

Note: This document does not require a fee.



For confidential documents, the filer must attach the Notice of Confidential Information Within Court Filing as per Rule 2.420.



Confirmations

In total, the filer receives three (3) Confirmations during the filing process:

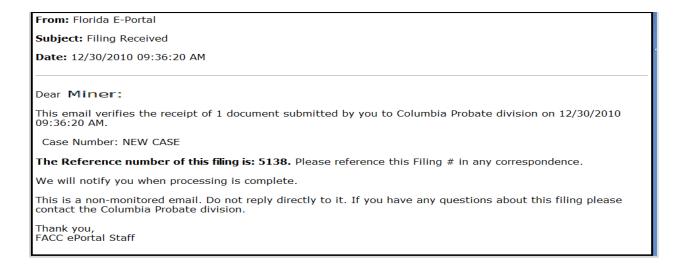
1. The Filing Received Confirmation screen:

Immediately upon submitting the filing the filer will receive a confirmation notice. This notice provides the filing reference number. This number is needed if the filer contacts the county regarding the filing prior to a case number being assigned to the filing.



2. An Email:

The filer receives an email regarding the filing in their email client account based on the email addresses in their profile. This email is also in the Email Log / Notifications in the ePortal.



3. The document displays in My Filings (notice there is no Completion Date at this time.)

When the filer returns to the My Filings listing the new filing is displayed in the list.



Clerk Review

After the Clerk completes the review of the filing, the user receives another email verifying that the filing was processed successfully.

From: noreply@myflcourtaccess.com [mailto:noreply@myflcourtaccess.com]

Sent: Monday, February 28, 2011 2:28 PM

To: vminer@flclerks.com; vminer@flclerks.com; vminer@flclerks.com

Subject: Processing Completed for Filing # 6171

Dear Mother Miner:

This email verifies the processing of Filing # 6171 submitted by you to Circuit Court for Holmes County, Florida Probate division on 02/28/2011 02:24:23 PM.

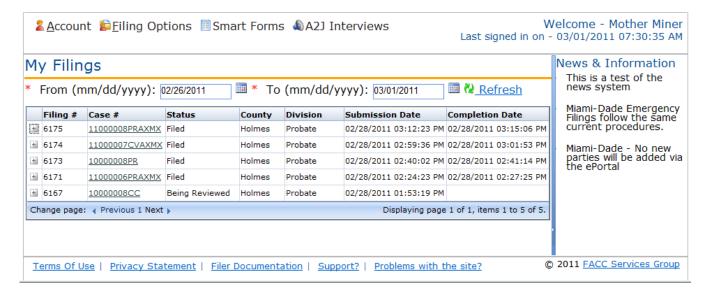
Case Number: 11000006PRAXMX

#	Document Type	Status	Filing Date	Rejection Reason	Your Attachment
1	All Certificate Of Death	Accepted	02/28/2011		Death.doc
2	All Petition For Formal	Accepted	02/28/2011		PetitionFA.doc

This is a non-monitored email. Do not reply directly to it. If you have any questions about this filing, please contact the please contact the Circuit Court for Holmes County, Florida Probate division.

Thank you, FACC ePortal Staff

The document now appears in **My Filings** with the **Completion Date** populated.

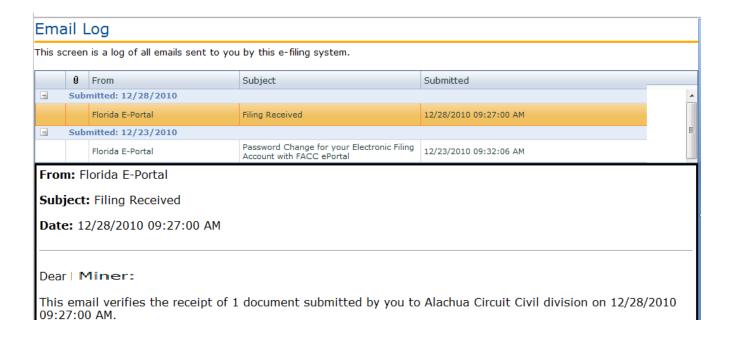


Notifications

The **Notifications** link opens the **Email Log** which stores a record of all the filer's emails sorted in date order. This functionality allows filers to be able to view all their emails generated by the portal without requiring the filer to access an email client.

Notifications sent by ePortal include:

- Initial notification of registration
- Notification to Activate your account
- Notification of password change
- Notification of document moved to pending queue
- Notification of processed filing
- Notification of Moved to Judicial Review



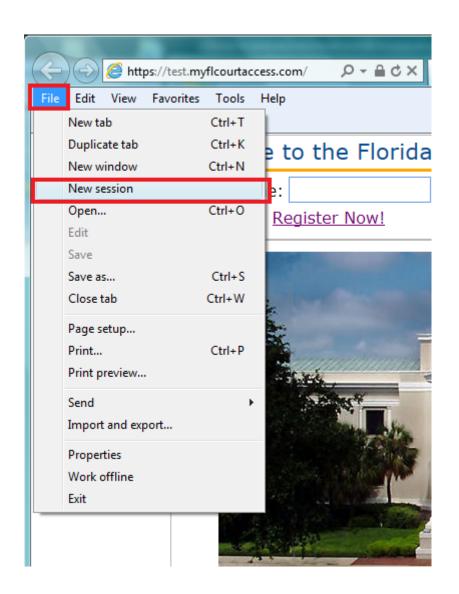
Note: If a filer deletes an email from their email client, the email still remains in this Email Log.

Open Multiple ePortal Sessions

When opening multiple sessions of the ePortal **do not** open them in tabs in the same Internet Browser session. Instead open a new Internet Browser Session.

In the open browser window

- Click on File
- Click on New Session



Frequently Asked Questions

1. Why does my county not show in the dropdown list for filing?

As a county begins participation in e-Filing they will be added to the County dropdown. If the county is not displayed in the dropdown they are not currently participating in e-Filing. Each County determines the Divisions participating in e-Filing. Not all divisions in a county may initially participate in e-filing. As a county brings up a new division it will be listed in the dropdown for the county.

2. Why does my filing division for the county not show in the dropdown list for filing?

Each County determines the Divisions participating in e-Filing. Not all divisions in a county may initially participate in e-filing. As a county brings up a new division it will be listed in the dropdown for the county.

3. Why does my document type not show in the dropdown list for filing?

Each County determines the documents they will accept via e-Filing. As a county accepts a new document type it will be listed in the dropdown for the county. Contact the county in which you are filing regarding your document type.

4. Why is the existing case information not displaying? I have verified the case number.

Existing case information is displayed if the county's case management system is linked to the ePortal for case retrieval. Not all counties have or will initiate this link. If the link is not active the existing case information will not be displayed.

Case information on a case having the privacy level of Confidential or higher will not be retrieved from CCIS and may not be retrieved from the county case management system.

5. Describe if and how electronic signatures will be utilized.

The ePortal system operates in accordance with the Supreme Courts' Administrative Order (AO09-30) for the use of "/s" in lieu of electronic signatures. A pleading or other document is not required to bear the electronic image of the handwritten signature or an encrypted signature of the attorney, but may be signed in the following manner when electronically filed through an attorney's login and password:

s/ John Doe John Doe (e-mail address) Bar Number 12345 Attorney for (Plaintiff/Defendant) XYZ Company ABC Law Firm 123 South Street Orlando, FL 32800

Telephone: (407) 123-4567

6. I received an email that my registration was pending approval. Who can assist me in getting my account activated?

Contact support@flclerks.com - an administrator can activate an ePortal registration.

7. I received an email that my filing was moved to pending queue. Who can assist me?

Filing moved to pending queue emails are sent out by the county to which the filing was submitted. Contact the county clerk's office for more information regarding your filing.