

## FREQUENTLY ASKED QUESTIONS

### GENERAL QUESTIONS

**Who can register to eFile?** Anyone who has a valid email address and agrees to the Terms of Service may register to use the eFile System.

**Who is required to eFile?**

- **If you are an attorney representing a party in an Estate or Miscellaneous Case**, you **must** register to use the eFile System and eFile documents in your case.
- **If you are a party in an Estate or Miscellaneous Case and you are not represented by an attorney**, you **may** register to use the eFile System and eFile documents in your case. Or, you may continue to submit paper documents by mail or in person.

**Can I eFile in other types of cases?** No. As of this time, you may eFile in Estate & Miscellaneous Cases.

**When can I eFile?** You may eFile 24 hours a day, 7 days a week. Documents must be received by 11:59 p.m. the day they are due in order to be considered timely. Documents received on Saturdays, Sundays, or Court holidays will be considered filed the next day the Court is open.

### FILING QUESTIONS

**How do I eFile?** Please refer to the Court's [E- Filing User Guide](#).

### SERVICE QUESTIONS

**How will I receive service of documents that are eFiled?** You will receive service of complaints and initial pleadings in the manner prescribed by applicable law or rule, usually by certified mail. You will receive service of other documents as follows:

- **If you have registered to use the eFile System**, you will receive a Notification of Electronic Filing (NEF) and a courtesy email. The NEF constitutes official service. It is your responsibility to check your notifications page in the eFile System for NEFs.
- **If you have not registered to use the eFile System**, you will receive service in the manner prescribed by applicable law or rule, usually by mail.

### TECHNICAL QUESTIONS

**Do I need special software to eFile?** You may access the eFile System using most internet browsers (Internet Explorer, Chrome, Firefox, Safari). With the exception of proposed orders and entries, documents must be submitted in Portable Document Format (.pdf). Proposed orders and entries must be submitted in Microsoft Word format (.doc, .docx).

**Do I need special hardware to eFile?** You will need a computer and internet access. In order to submit paper documents, such as exhibits, you will need a scanner or printer with scanning functions to scan and convert the documents to PDF. **For assistance with scanning, please refer to your scanner or printer manual.**

### HELP DESK

**How do I contact the Help Desk?** The Help Desk is open Monday – Friday, 8:30 a.m. to 4:15 p.m. The Help Desk is closed all Court holidays. Technical Issues (937)224-3932 for Clerk's Office issues (937)225-4640 and Judicial Procedure (937)225-4561.