



FLORIDA COURTS  
**E-FILING PORTAL**



**FREQUENTLY ASKED QUESTIONS**  
**And Other Useful Information**

This document contains questions that are frequently asked by filers during training sessions and submitted to the service desk.

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## REGISTRATION/ACCOUNTS

### Who can register on the Portal?

- Florida Bar Attorneys
- Pro Hac Vice Attorneys
- Internal Counsel for a State Agency
- Attorney – Prosecuting/County
- Court Reporter
- Creditor
- Media
- Mediator/Arbitrator
- Mental Health Professional
- Process Server
- Self-Represented Litigant

The Florida Bar member database is used to validate who you are when registering for a user account if you are an attorney with a Florida Bar number. The system recognizes your Florida Bar Identification Number and the name that you have registered with The Bar. Please be sure to use the name registered with The Florida Bar as the name registered with the E-Filing Portal or your registration will require human intervention.

### How do I register as a Pro Hac Vice attorney?

Click [here](#) for the procedures on how to make a Limited Appearance in the State of Florida.

Once you have obtained a Portal registration number from The Florida Bar, use that number as your Bar ID on the registration page. Florida has to be selected as the State.

### May I have more than one Portal Account [Username and Password]?

Yes. As a filer, you may be a part of an organization in which filing fees are exempt while at the same time accepting clients for which you will be subject to payment of fees. Your first account, if it matches The Florida Bar information, will be systematically approved. Subsequent accounts will be processed by the Service Desk.

### Do I need a separate username and password for every county I file in?

No.

### How much does it cost to register and file?

No. There is no cost to register for an E-Filing account and there is no fee to file documents electronically. However, the statutory filing fees still apply so if you are submitting a new case, or a document that requires a fee, there will be a filing fee required in order to submit your document for filing and a statutory convenience fee based on the payment method.

## Can a Florida Registered Paralegal register for an account to file for the attorney they work for?

No. The attorney may have more than one account and assign one of them to the Paralegal to use when filing documents on the attorney's behalf. Both accounts will carry the name and The Florida Bar Number of the attorney on whose behalf the Paralegal is filing.

## E-FILING TRAINING

### How can I receive online training for filing through the Portal?

- <https://www.myflcourtaccess.com/authority/trainingvideos.html>
- <https://www.myflcourtaccess.com/authority/trainingmanuals.html>

Contact the Service Desk to request training sessions at [support@myflcourtaccess.com](mailto:support@myflcourtaccess.com).

### Do you provide “hands on” training at a law firm?

Yes. Contact your local Clerk's Office to request training sessions or [support@myflcourtaccess.com](mailto:support@myflcourtaccess.com).

## PAYMENT OF FILING FEES

### How do I pay the statutory filing fee?

During the process of submitting the filing, fees are calculated systematically and displayed. Enter your payment method and save for later use if desired.

### What payment methods are accepted on the Portal?

Credit Card/Debit Card

- Discover
- MasterCard
- American Express
- VISA

Electronic Check

- Checking
- Saving

### What is the statutory convenience fee associated with the payment methods?

- Credit Cards = 3.5% of Filing Fee
- Electronic Check = \$5 flat rate

## When is my account charged for the payment?

For submissions that require a payment, the payment will be assessed and settled at the time the filing is submitted.

## How will my filing fee charge appear on my bank statement?

A financial identification number has been created to identify the payment on the filer's banking and credit card statements. For example: "ePtl + Financial ID + <SPACE> Memo" will appear on both credit card and bank statements to identify the Portal payment transaction. The Financial ID can be found in all email notifications from the Portal as well as on the My Submissions and My Fees pages in the Portal.

## Can I establish a credit card for an organization to be used by everyone in the organization?

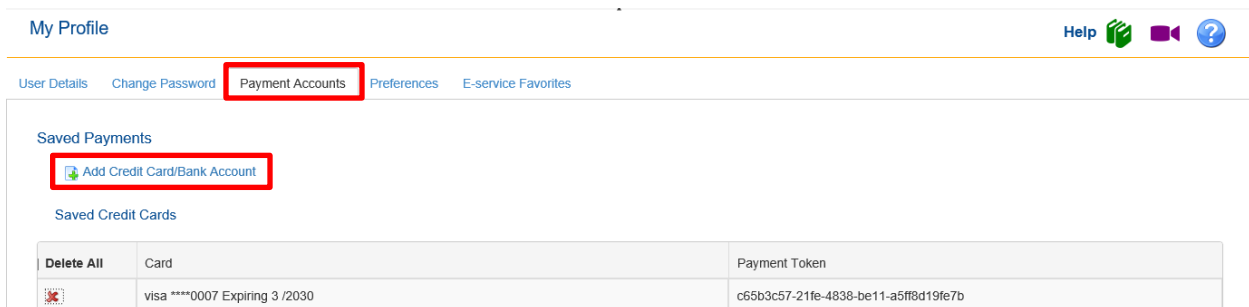
No. Payment information is not stored in the Portal. The Portal interfaces with the payment engine to obtain a token to the filer of the stored payment methods for recognition by the filer. This prohibits organization accounts at the Portal level.

## What is a debit block service?


A new company ID will be used for debit block. Debit block services protect your bank accounts from unauthorized electronic charges. Check with your bank before setting up a debit payment. If you have a debit block on your bank account, you must provide this information to your bank so it can process your payment: "1900626822 EPORTAL FILING". If you don't provide this information, your bank could reject the payment causing return fees.

## How do I add or delete saved payment account information?

Access the Portal, My Account tab, My Profile menu, Payment Accounts and select the red "x" next to the payment method you wish to delete and click on Add Credit Card/Bank Account if you wish to add another payment method.



The screenshot shows the 'My Profile' page with the 'Payment Accounts' tab selected. Under 'Saved Payments', there is a button labeled 'Add Credit Card/Bank Account' which is highlighted with a red box. Below this, there is a section for 'Saved Credit Cards' containing a table with one entry.

Delete All	Card	Payment Token
	visa ****0007 Expiring 3 /2030	c65b3c57-21fe-4838-be11-a5ff8d19fe7b

## How may I have filing fees waived if filing on behalf of an entity exempt pursuant to § 28.345, Florida Statutes or if Filing an Affidavit of Indigency?

On the Fees and Payments page:

- Request Fee Waiver
- Select Waiver Reason
- Attach Waiver Form

**Payments**

Select One to Continue

Option One: Provide Payment Information

Option Two: Request Filing Fee Waiver

Waiver Reason:

Attach completed Indigent Fee Waiver form:

[Click Here to download Indigent Fee Waiver Form](#)

## As an organization, how do we become exempt from the payment of fees on the Portal?

An authorized organizational representative should contact their local Clerk's office and request to have a Law Firm account established for their organization. This account can be set up to waive filing fees for all users affiliated with the account. This type of account is not exclusive to private firms, and may be utilized by state agencies, state attorneys, public defenders, and other public entity organizations that are eligible according to § 28.345, Florida Statutes.

## CASE TYPES

### Can you initiate a new criminal case electronically?

Not across all 67 counties. However, in some counties they are accepting criminal case initiation documents electronically to generate a new case. Check with the individual county to see their preference. For follow-up filings, you must have a case number to file into a criminal case.

## DOCUMENTS

### What document types does the Portal support?

- Word Document
- PDF and PDF/A

### How does the attorney sign the document if it is computer generated and printed to PDF?

The ePortal supports electronic signatures as defined in AO 09-30:



A pleading or other document is not required to bear the electronic image of the handwritten signature or an encrypted signature of the filer but may be signed in the following manner when electronically filed through a registered user's login and password.

s/ JOHN DOE

JohnDoe@gmail.com

Florida Bar Number 12345

Attorney for (Plaintiff/Defendant)

ABC Law Firm

123 South Street Orlando, FL 32800

Telephone: (407) 123-4567

### **What do we do with original documents required to be maintained by the Clerk pursuant to Supreme Court Administrative Order or Florida Statutes?**

Documents that must be maintained in original form may be electronically filed through the Portal but must also be deposited with the Clerk and maintained for safekeeping as defined in SC11-399. Direct your questions regarding original documents to your local Clerk's Office.

### **If the client has physically signed and the signature has been notarized, is it preferable to scan the document, or can we sign electronically?**

You may scan the document and then file it electronically. An alternative would be to scan only the signature page, which has the client's wet ink signature as well as the notary's, and then append that scanned page to the PDF document that was computer generated.

### **What are the [formatting](#) requirements for documents?**

As defined in RJA 2.520:

- 8 ½ x 11 inches
- Portrait orientation
- 300 DPI [for a scanned document]
- Black and white not color [for a scanned document]
- 3 x 3-inch space at the top right-hand corner on the first page for those documents that are recorded
- 1 x 3-inch space at the top right-hand corner on each subsequent page for those documents that are recorded
- 1 inch margin
- Do not password protect your documents

### **How do you date stamp the document you filed?**

The Portal will affix in the upper left-hand corner of the document the official file stamp date and time of when that submission reached the Portal. That is the official file stamp date and time of when the documents are filed and is in the Eastern Time Zone.

## I understand my documents must be ADA compliant. What does that mean?

The Supreme Court requires that documents submitted electronically to the Florida State Courts System must be ADA compliant. Click [here](#) to access that page.

## What are the file size limitations for a filing?

The aggregate size for the Trial Court cannot exceed 50 megabytes for one submission.

Document	Document Group/Type	Fee	Pages	File	Size(MB)
Remove	Replace  Motions Motion for Summary Judgment	\$0.00	41	<a href="#">View</a> A Computer Generated Document 41 pages - Copy.pdf	0.10
Remove	Replace  Discovery Exhibits in Support of	\$0.00	41	<a href="#">View</a> A Computer Generated Document 41 pages in PDFa.pdf	0.19
<a href="#">Add</a>					
Total		\$0.00	82	2 Documents	0.30

The aggregate size for the Appellate Court and The Florida Supreme Court cannot exceed 200 megabytes for one submission.

## How do I file my document if it exceeds the maximum file size?

Separate the large document into multiple documents each under 50MB or for the FSC and the DCAs 200MB. Submit one Part 1 of 3 with the first filing, Part 2 of 3 with the second filing, and Part 3 of 3 with the third filing which results in the complete document being filed.

## How do I file a document that contains confidential information?




Review the documents that are being filed to see if they contain confidential or sensitive information. If they contain confidential or sensitive information, attach a 'Notice of Confidential Information within the Court Filing' as a separate document per Rule 2.420, RJA. The form is available on the Documents page of the Portal.

## Do I have to attach the Notice of Filing Confidential Information within Court Document if I am filing to a case that is confidential by statute, Administrative Order or Court Order?


No, there is an option available that will cover cases confidential by statute, Administrative Order or Court Order.

## How do I know my document is really filed?

You will receive a Processing Completed for Filing #Filing ID email. The filing status is 'Filed' on My Filings page.

My Submissions Help   

Search Options

Pleading	Proposed Order	Submission/NEF	Case Style/Docket	Court Case #	Status	Court	Submission Date	Completion Date/Remarks
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	265146 	MARVIN GREENSPAN vs. PRUDENTIAL INSURANCE COMPANYH	2016-CC-000001-O	<b>Filed</b>	Ninth Judicial Circuit	04/12/2016 09:07:17 AM	04/13/2016 12:34:46 PM

Filing Information Documents Service List Fee Payment

#	Status	Document	Document Received Time	File Name
1	Filed	Judiciary Proposed Final Order	04/12/2016 09:07:17 AM	Order.docx

1 - 1 of 1 items

## How do you file an ORIGINAL Return of Service or an ORIGINAL deposition transcript?

You would scan the original return of service and then file it electronically through the Portal. The original deposition transcript is also electronically filed. Request the file from the Court Reporter in PDF format in small file size increments if it's a large transcript. Then upload the individual files until the complete transcript is uploaded. You can also request the transcript in the abbreviated [four pages to one] version and again in the small file size increments.

## I cannot find the document name in the list of documents we can file. What do I do?

If the name of your document does not appear in the Document Type list, select the document name that is most appropriate. Counties have the ability to change the name of the document when reviewed. You may want to contact the County to see if they can add Document Types to their list.

## Why do some case styles contain a party "Unavailable"?

If the case is a confidential case type, the style of the case will display Not Available and the parties will not be listed on the parties tab.

## E-SERVICE THROUGH THE PORTAL

### Is service provided through the Portal considered compliant with Rule 2.516?

Yes.

### **Is E-service through the Portal mandatory?**

No.

### **If opposing counsel is not listed under other attorneys, are we required to find their email address, and insert it for them to be properly served?**

Yes. When an attorney files electronically to a case they are automatically added to the E-service Recipient List with the emails they designate as E-service email addresses for this case. If the attorney has not yet filed electronically to the case, to provide proper service through the Portal you, the filer, will have to add them to the Other Attorney/Interested Party section of the E-service Page so that they may be served. Once they file electronically to the case and are automatically added, you should then remove them from the Other Attorney/Interested Party section of the E-service page.

### **Are the parties that are listed in the Clerk's Case Maintenance System automatically added to the E-service Recipient List?**

No. When you file to a case you are automatically added to that cases E-service list using your Portal profile email addresses.

### **If opposing counsel is not listed because they have not filed, can you simply send them notice through the US mail?**

Yes. E-service through the Portal is not mandatory. You may still provide service by personal e-mail as long as you comply with Rule 2.516.

### **Do we need to list in the certificate service that service was via e-filing, and list their e-mail address on file, or continue to list their street address, etc.?**




Yes. You should attach to every document a "traditional" service list containing all parties' names, addresses, phone numbers, and email addresses so that the list of required parties to be served can be easily ascertained. The certificate of service should also state that service was performed through the Portal.

### **As a mediator is there any way you can file a document and not continue to be shown as a person to receive all subsequent filings that occur.**

Yes. You may remove yourself from any case to which you have filed. Click [here](#) for instructions.

### **I filed to a case and I receive E-service to the wrong email address.**

Access your E-service list of the case on the My Cases page, verify the email addresses you have specified to receive E-service is where you actually want to receive the emails.

Electronic Service List Help   

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482015CF000012000AOX    STATE OF FLORIDA - VS - REYESRIVERA, JUAN ALBERTO    Orange

Electronic Service Recipients    My Added Attorney/Interested Parties    **My E-service Email Addresses for this Case**    My Status for this Case

Designate your email addresses for eService on this case.

My profile eMail addresses should be used for eService on this case.

The below listed eMail addresses should be used for eService on this case.

Primary	Alternate Email 1	Alternate Email 2
<input type="text"/>	<input type="text"/>	<input type="text"/>

Remove me from the eService list for this case.

You are either using your Profile email addresses or you have designated up to three other email addresses to be used for E-service for this case. You may change this at any time. For more information, click [here](#).

**Will you still receive E-service on your cases marked “Inactive”?**

Yes. As long as you have not removed yourself from the E-service list for a case, you will continue to receive E-service on documents filed.

**If you receive E-service on a document twice, how do you know which document is the correct document?**

The document you received last would be the correct document. Documents are served when filings are submitted. Some filings have to be corrected and are sent to the Correction Queue. When the filer corrects and resubmits the filing, the documents are served again.

**I have not filed to a case and I receive E-service on a case to the wrong email address?**

Go to your My Cases page. From the Search Options select “Added as Other Attorney/Interested Party” and click on Search. From the list of cases select the one in which you are receiving E-service at the wrong email addresses. Click on the Court Case # link. Then click on your Name and make any changes to the email addresses that are necessary. Then click on Save and Save again. Then click on OK.

**I am receiving E-service on a case I am not involved with in any way. How do I get off the E-service list?**

Anyone added to the E-service List will receive an email notifying them that they have been added to the case and give them the contact information for the person that added them. They will also have a link in the email they receive to “Request Removal” from the E-service List for that case. If they continue to receive the NEF’s they should go to your My Cases page. From

the Search Options select “Added as Other Attorney/Interested Party” and click on Search. From the list of cases, select the one in which you wish to be removed from the E-service List. Click on the Court Case # link. Then click on the red X next to your Name. Then click on OK and OK again.

## ACCESS TO CASES

### Can we do a search for cases that are not ours?

No. Remote electronic access to the official court file through the Portal is allowed only to counsel of record on a case. Please visit the Clerk’s Office Website for the county where the case resides if you wish to search for cases that are not yours. Most Clerks have on-line viewing and search capabilities through their court case maintenance systems.

### How do we access the official court file and the documents therein?




The Portal provides a link to the counties CMS in the following locations:

- My Cases page
- My Submissions page

On the My Cases page, select the Case #.

My Cases							
Search Options							
Pleading	Proposed Order	Case #	Court Case #	Court	Case Title	Receiving Service	Status
		NEW CASE_264542	NEW CASE	The Florida Supreme Court	Mary Jane Smith VS. State of Florida	Yes	Active
Submit		2D2012-200	2D2012-200	Second District Court of Appeal	LANGEN & LANGEN, P. A. vs OPTIMUMBANK, F/K A OPTIMUMBANK.COM, ET AL	Yes	Active
Submit	Submit	052015CC010260XXXXX	052015CC010260XXXXX	Brevard	R LEVINE VS P HARTFIELD	Yes	Active
Submit	Submit	122015CA000012CAAXMX	15000012CAAXMX	Columbia	KENDRY, SIMMIE LEE VS CRAFT, J	Yes	Active
Submit		292015CF000012000AHC	15-CF-000012-A	Hillsborough	STATE OF FLORIDA VS REYNOLDS, MARKUS LORENZY	Yes	Active
Submit	Submit	362015CA000012A001CH	15-CA-000012	Lee	Grey, Ronald Plaintiff vs Galvin, Brian D Defendant	Yes	Active
		NEW CASE_264099	NEW CASE	Orange	MARY JONES VS HENRY SMITH	Yes	Active
Submit	Submit	482016CC000001A001OX	2016-CC-000001-O	Orange	MARVIN GREENSPAN vs. PRUDENTIAL INSURANCE COMPANYH	Yes	Active
Submit	Submit	482015CF000012000AOX	2015-CF-000012-A-O	Orange	STATE OF FLORIDA - VS - REYESRIVERA, JUAN ALBERTO	Yes	Active

From the My Submissions page, select the Case Style/Docket link.

Search Options									
Pleading	Proposed Order	Submission/NEF	Case Style/Docket	Court Case #	Status	Court	Submission Date	Completion Date/Remarks	
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	265424 	NAMM, BEATRICE vs. BRANDON, JEFFREY et al.	2015-CA-000025-O	Being Reviewed	Ninth Judicial Circuit	04/15/2016 08:23:22 AM		
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	265423 	NAMM, BEATRICE vs. BRANDON, JEFFREY et al.	2015-CA-000025-O	Reviewed	Ninth Judicial Circuit	04/15/2016 08:22:25 AM	04/15/2016 08:24:44 AM	
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	265395 	NAMM, BEATRICE vs. BRANDON, JEFFREY et al.	2015-CA-000025-O	Pending Review	Orange	04/14/2016 12:04:54 PM		

These links display the case maintenance system’s case information page with a link to the docket sheet. Some counties provide images to the docket sheet which is evident by a hyperlink to the document when selecting the name of the document. Once the case has been closed for 30 days, you will no longer be able to access the official court file or the documents.







## CORRECTION QUEUE

### The Portal is saying my document is not named right. What should I do?

The Appellate Court Technology Committee has approved and the Florida Court Technology Commission has been informed of the attached Document Binary File Name Standards for e-filing and e-recording. Linked [here](#), please be aware that certain naming conventions do not transmit through the portal without error.

### How do I see the status of my filings?

My Submissions:

Search Options									
Pleading	Proposed Order	Submission/NEF	Case Style/Docket	Court Case #	Status	Court	Submission Date	Completion Date/Remarks	
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	265424 	NAMM, BEATRICE vs. BRANDON, JEFFREY et al.	2015-CA-000025-O	Being Reviewed	Ninth Judicial Circuit	04/15/2016 08:23:22 AM		
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	265423 	NAMM, BEATRICE vs. BRANDON, JEFFREY et al.	2015-CA-000025-O	Reviewed	Ninth Judicial Circuit	04/15/2016 08:22:25 AM	04/15/2016 08:24:44 AM	
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	265395 	NAMM, BEATRICE vs. BRANDON, JEFFREY et al.	2015-CA-000025-O	Pending Review	Orange	04/14/2016 12:04:54 PM		
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	265391 	NAMM, BEATRICE vs. BRANDON, JEFFREY et al.	2015-CA-000025-O	Pending Review	Orange	04/14/2016 11:59:14 AM		
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	265389 	STATE OF FLORIDA - VS - REYESRIVERA, JUAN ALBERTO	2015-CF-000012-A-O	Pending Review	Orange	04/14/2016 11:53:14 AM		
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	265376 	STATE OF FLORIDA - VS - REYESRIVERA, JUAN ALBERTO	2015-CF-000012-A-O	Being Reviewed	Ninth Judicial Circuit	04/14/2016 11:40:07 AM		

### **Can I save my filing so that I can access it at a later time or make corrections?**

On any page of the filing process, you may select Save to Workbench which will save the submission on your Workbench and allow you to submit it later. The submissions will stay on your Workbench for 5 days from the Date Last Updated.

### **What reasons will cause a filing go to the Correction Queue?**

- Unsigned document
- Document is corrupt or illegible

These would be the most common reasons why a filing would be sent to the Correction Queue however; the Clerk will annotate the deficiency in the Completion Date/Remarks column of the My Submissions page.

### **How do we know which document has the error when more than one document is in the submission?**

The Clerk will name the document that has the deficiency and annotate that deficiency in the Completion Date/Remarks column of the My Submissions page.

## **COUNTY-SPECIFIC QUESTIONS**

### **How do I know which counties will allow my summonses to be submitted and paid for when filing the complaint?**

Counties that allow a summons to be filed and paid for with a filing will have the option available in the Document Description list and the screens will ask you how many defendants will need to be served. The payment screen will show that amount calculated along with the filing fee. A county that does not allow for sending the summons electronically will need it delivered in paper with a check.

### **Will the counties take proposed documents through the Portal?**

Proposed documents may be submitted to the Judicial Officer through the Portal. When the County and the Judicial Officers are ready to receive proposed documents through the Portal, the County name will appear in the drop down on the E-Filing Map. A Proposed Document Submit button will also appear on the My Cases page when the County and the Judicial Officers are ready to accept the proposed documents.

### **I need to add a non-party filer or an intervenor to a case but that selection is not available as a party in the drop-down. What do I do?**

The Clerk's Office can add parties to the drop-down menus. You will need to call the Clerk's Office in the county in which you are filing so they can add that option in the party drop-down. Until that party is available for you to select, the Clerk will add the party when they review the document before accepting for filing.



### **What is the best way to file exhibits?**

The best way to file exhibits is to create them as separate documents. Name them the same, but append the words: "Part 1 of 4," "Part 2 of 4," and the like, so the Clerk can tell the documents go together. Currently, several counties require the exhibits to be part of the main document; i.e., all in one document however the Florida Courts Technology Committee [FCTC] is working on standards for filing documents that would apply to all counties.

### **Sometimes the E-filing Portal has not charged us for some of our summons (but charges filing fees, etc.), then we get a letter from the Clerk demanding payment of the summons fees. What should we do differently to ensure the E-Filing Portal charges for the summons fee?**

On case initiation, after you select the Case type and the Sub Type, if the county allows you to submit your summons electronically you will see an Additional Fee section to enter the number of summons to be issued.

When filing to an existing case, on the Case Information page, you may see an Additional Fees section if the county allows you to select additional fees to be included in your submission. The item that says "Number of Defendants" is where you would type in the number of defendants for which you wish to have summonses issued. The Portal will then calculate that summons fee and include it in the fees section.

Summonses are handled in the Additional Fees section on the Case Information screen instead of being attached to a document type. Some counties process summons manually.

### **Are there any plans to force Clerk's to be consistent?**

It is a goal of the Supreme Court Chief Justice to standardize the E-Filing in Florida among all jurisdictions. Best Practices have been created and distributed. The Clerks are working on creating standard divisions, case types and sub types along with document descriptions right now. As soon as that project is completed we will be able to implement in the Portal.

### **I cannot find my case number on the Portal to file to some Broward County cases?**

Go to the [Broward](#) County web site for E-Filing instructions to obtain the Uniform Case Number.