eFlex Electronic Filing – Filer Interface

Shelby County TN—Circuit and Chancery Court

User's Guide for Filers

TYBERA

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Introducing e-Filing

e-Filing Basics

Shelby County's e-Filing system is designed to make the work associated with initiating and processing a case more efficient for both filers and court personnel. The web-based filer interface allows registered filers to create documents and submit them to the court electronically. The filer interface also provides the means for users to view case histories, check the status of submissions, send follow up documents, and access service lists.

For the court personnel, the software routes the filings to the appropriate personnel for review, response, generation of additional documents, or further action. For most integrations, when documents are filed in hard copy, once the court personnel scan the documents, the filer interface distributes a courtesy notice to electronic participants on the case so those participants may access the documents electronically.

This user's guide is intended to instruct filers on the features of the eFlex system. Check the Shelby County e-Filing login page for additional information on e-Filing instruction opportunities.

In order to progress through e-Filing a case with the greatest ease, following the steps outlined in this manual is highly recommended, including document preparation as discussed below. Also, for best results, users are strongly encouraged to use only the navigation buttons that are displayed on the e-Filing interface. These will appear at the bottom of each page and will give the user options such as **Back** or **Next**. Additionally, the filer may use the menu bar located at the top of each screen just below the Shelby County banner. Another navigation option is the breadcrumb trail displayed at the top of every page. See Figure 1 below

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Figure 1: Breadcrumb Navigation

This appears just under the menu bar, and the active links show the pages the user has visited to get to the current page. Clicking on any of these links will take the user back to the page listed. It is important to **avoid using the internet browser back arrow** during the preparation and submission of a filing.

Document Preparation Prior to Login

For most types of cases, the filer will need to attach documents with the initial filing. Those documents and any additional documents that are submitted at a later time need to be submitted as Adobe Acrobat PDF files (Portable Document Format). Most documents that are submitted as part of a filing will not need to be changed, other than receiving a time stamp, during the filing or clerk approval processes. It is best to have all documents prepared before logging into the Shelby County filer interface.

The requirement for submitting documents as PDF files also applies to paper exhibits such as copies of contracts or copies of cancelled checks. The easiest way to prepare such exhibits is to scan and save them as PDFs, and because color scans add to the file size, it is highly recommended that black and white settings be used with a lower resolution setting of 300 dpi (dots per inch) when scanning paper exhibits (unless the loss of the color degrades the value of the evidence).

If you need instruction on creating a PDF file, please refer to Appendix A at the end of this user guide.

Note: Individual document size is limited to 3 MB. Up to 5 documents can be included in a single submission, and the size limitation for an entire submission is 15 MB.

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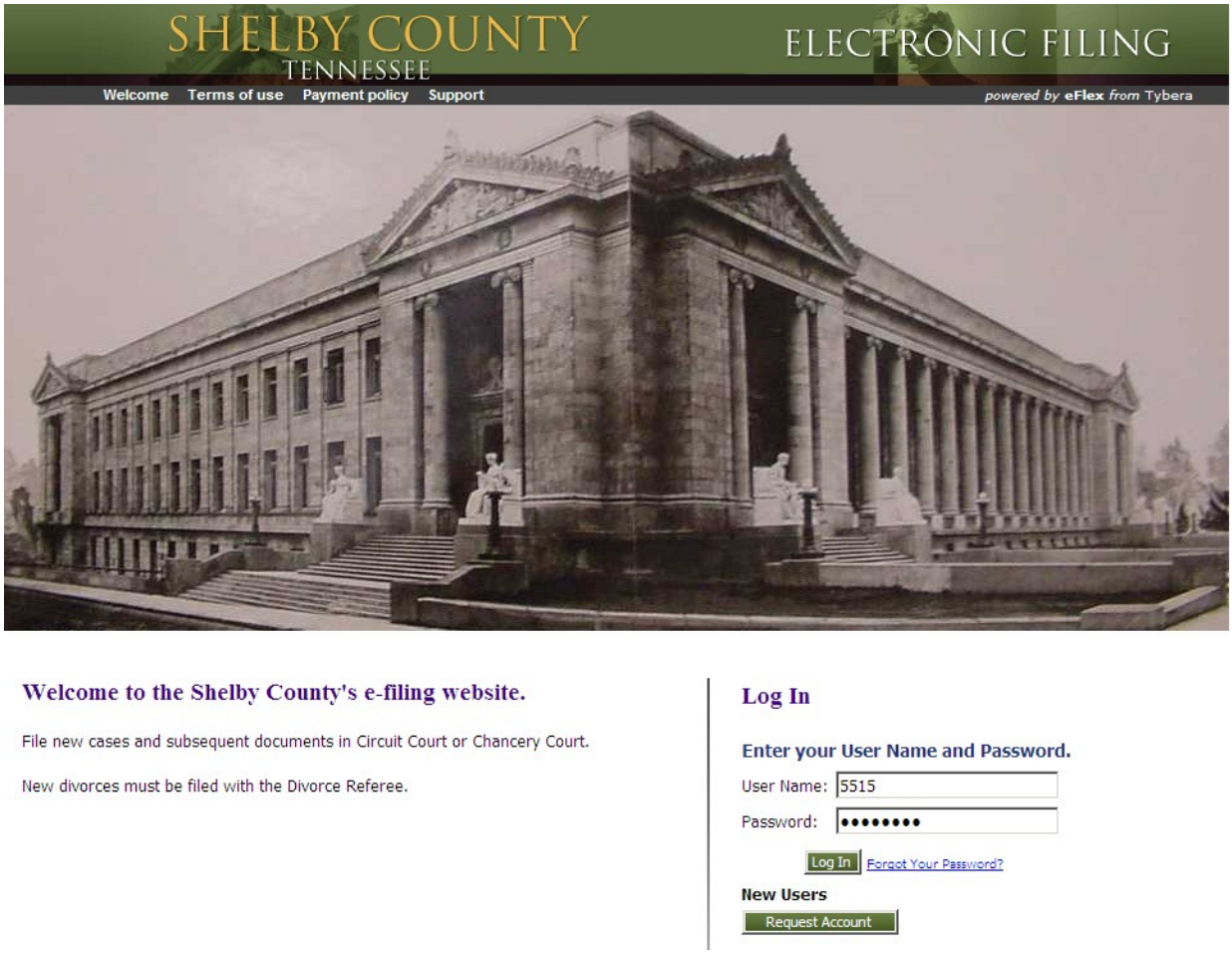
Getting Started

Login

To begin e-Filing you must first go to the "Login" page located at: **https://efile.shelbycountytn.gov** and request an account if you do not already have one.

The "Login" page is the place where, periodically, the system administrator may communicate with filers by posting a message providing links to rules or forms or by posting a message notifying users of upcoming system maintenance that will make the system unavailable for a set time period.

Figure 2: Login Screen



1. To begin the registration process, click on the **Request Account** button on the login page.

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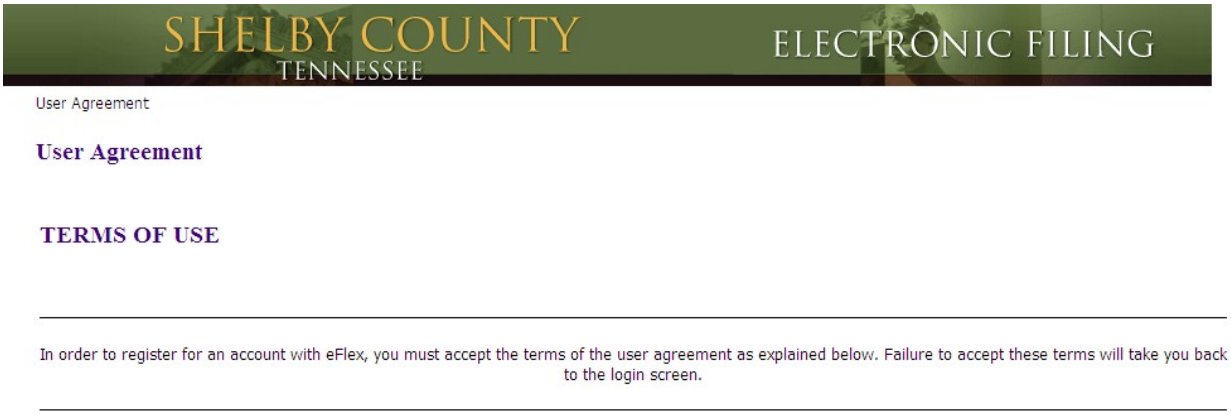
Figure 3: Read and Accept User Agreement



2. The "Terms of Use & E-file Rules" page will open. After reading the agreement, at the end of the screen, accept the terms by selecting the proper radio button as shown below, and click **Submit.** The "User Roles" page will appear.

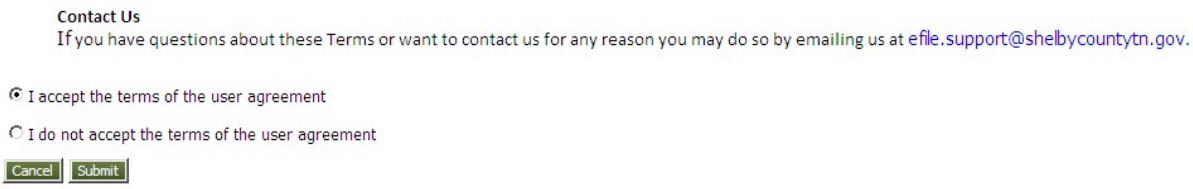
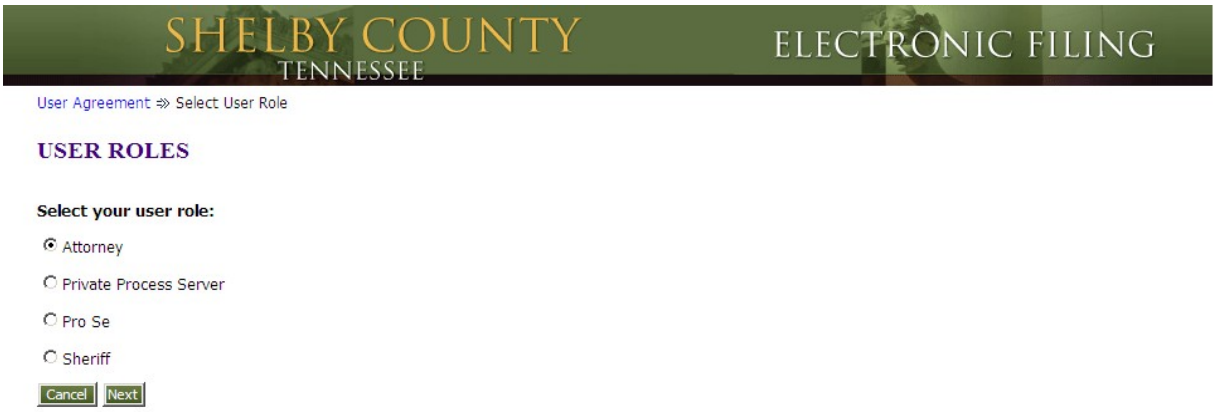


Figure 4: Association with a Role



3. Each user must have an assigned role. Select your user role from the list by marking the appropriate radio button and clicking **Next**. The "Select a User Classification" page will appear.

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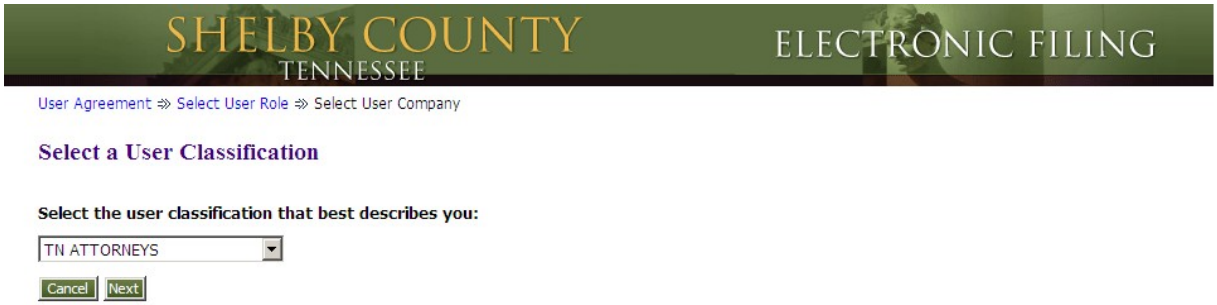
Figure 5: Associate with a Classification



4. Each user must be associated with a Classification. On the "Select a Classification" page, use the drop-down menu to select a classification that is already a part of the eFlex system. If you are an Attorney registered to practice in the State of Tennessee, choose "**TN ATTORNEYS**". If you are not registered to practice in Tennessee, choose "**NON TN ATTORNEYS**". Choose "**PRO SE**" if you are not an Attorney. **External parties** such as Sheriff's department employees and process servers will chose their respective classification.

5. Click **Next**. The "Request a User Account" page will display, as shown in Figure 6.

6. For Attorneys licensed to practice in Tennessee, your "User Name" will be your TN BPR number. Your BPR number will also go in the "Bar Number" field below the name fields in the form, as shown in Figure 6 below.

Figure 6: Tennessee Attorneys

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7. For Attorneys not licensed to practice in Tennessee, your "User Name" will be your own State's Bar number preceded by your State's 2 character abbreviation. For example, an Attorney practicing in Mississippi with a 'MS' bar number of 9455 would enter MS9455 in the "User Name" field. See Figure 7 below.

Figure 7: Out of State Attorneys

8. Pro se filers should choose a User Name that is easy to remember, unique to themselves, and they will not have a Bar number to enter.

Figure 8: Pro Se Litigants

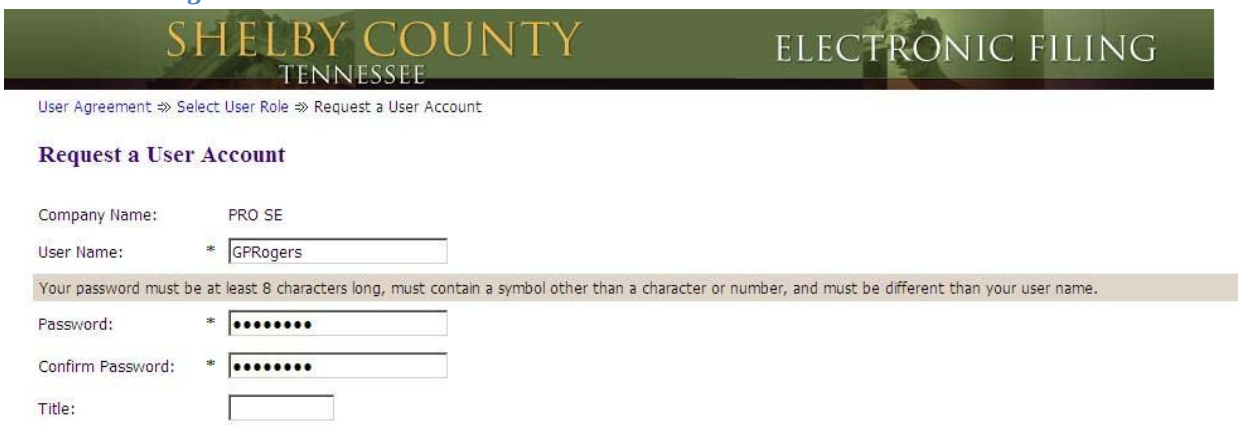

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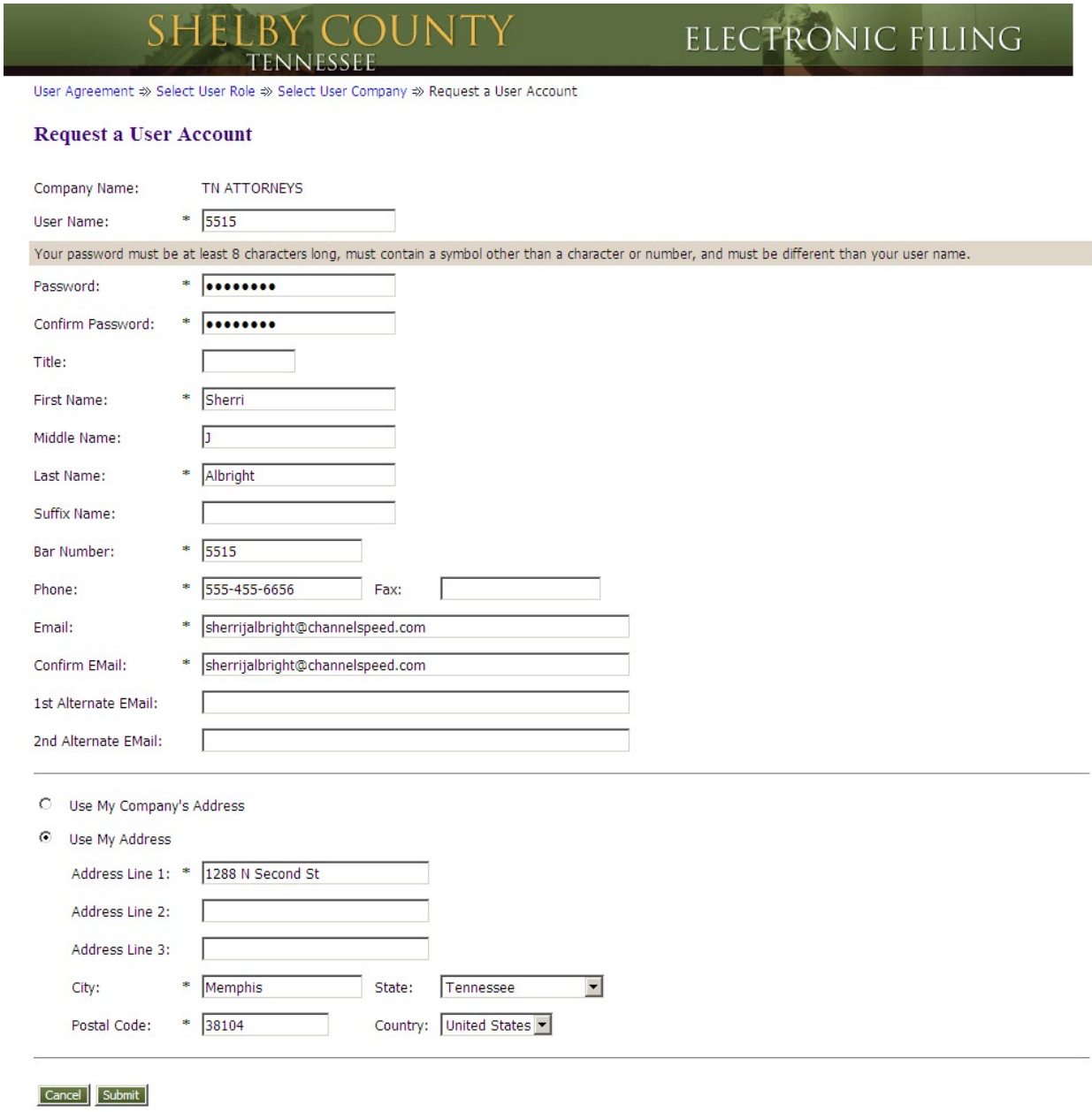
Figure 9: User Profile Information



9. Fill in the remaining textboxes with the appropriate information. Fields marked with an asterisk are required.

10. Be sure that the password you select is one you will remember, contains at least eight characters, including a special character (such as an exclamation point, asterisk, or dollar sign), and is different from your user name.

Note: Some information, such as your user name (or bar number) and classification cannot be modified after you register.

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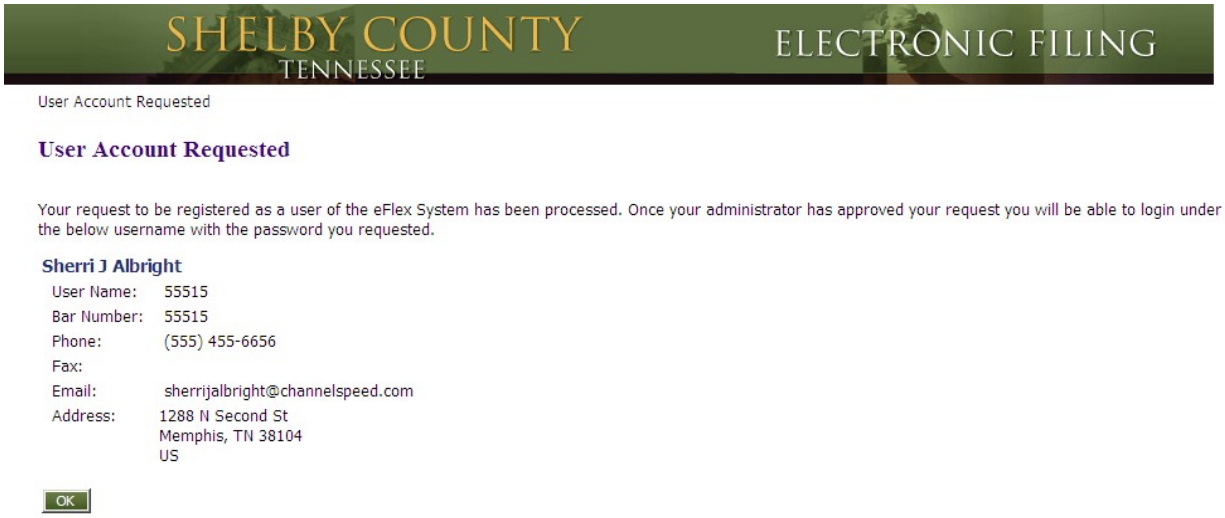
11. Click **Submit**.

Figure 10: Notification of User Account Request



12. A page notifying you that a user account has been requested appears and displays basic user information including the classification with which the user is associated. Click **OK** to be returned to the "Login" page. Once you have completed the registration process and your account has been approved, you will receive an email message that your account is approved. You can then log in to the e-Filing system with your username and the password you established during the registration process.

Requesting Forgotten User Name or Resetting Forgotten Password

1. If you have forgotten your user name, on the "Login" page, click **Forgot Your User Name**. A page will appear asking you to enter the primary email addresses associated with your account.

Figure 11: Requesting a User Name Reset

2. Fill in your primary email address, and click **Submit**.

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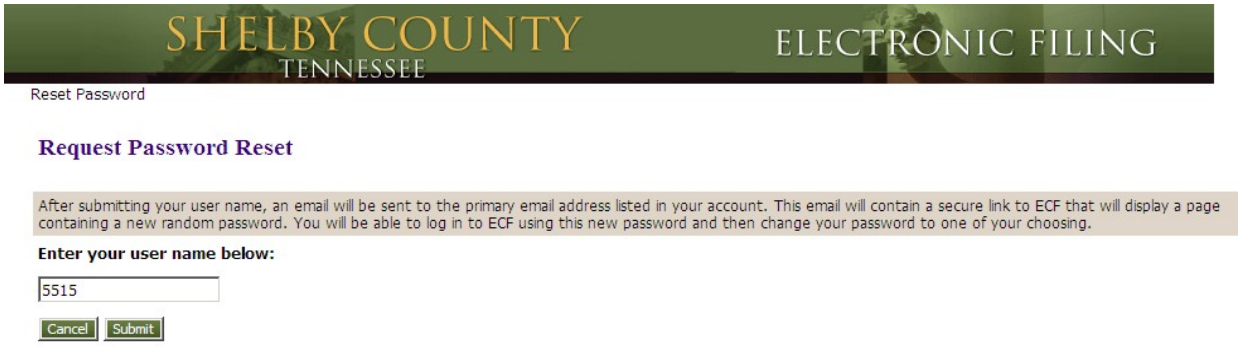
3. Check your email account for a message sent from the eFlex system. It will contain your user name.

4. If you have forgotten your password, on the "Login" page, click **Forgot Your Password**. The "Request Password Reset" page will appear.

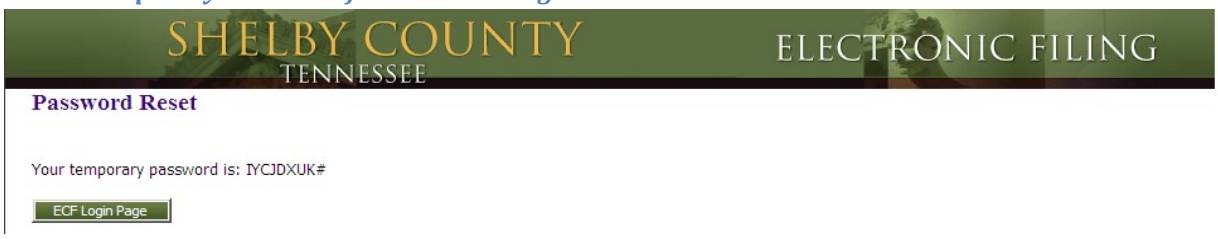
Figure 12: Requesting a Password Reset



5. Enter your user name and click **Submit**.

6. An email containing a link will be sent to the account listed on your user profile. Upon clicking the link, you will be directed to a page with a temporary password that you may use to login to the eFlex system.

Figure 13: Temporary Password for One-Time Login



7. After login, proceed to the "Change Password" page. You may also access this page by selecting **My Profiles** > **Change Password** from the menu bar located at the top of most pages.

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Figure 14: Changing a Password

8. Enter the temporary password in the "Password" field.

9. Create a new password following the password requirements and type it into the "New Password" field. Be sure that the password you select is one you will remember, contains eight characters, including a special character (such as an exclamation point, asterisk, or dollar sign), and is different from your user name.

10. In the "Confirm New Password" field, re-type the password exactly as you entered it in step 8.

11. Click **Submit** to save your changes.

12. Be sure you notify your legal assistant, or any others who may enter your filings for you, of the change in password.

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Navigating from the Home Page

The "Home Page" is your starting point as a filer and is the default screen you see when you login. All the basic filer functions are accessed by clicking the appropriate button listed on the home page. You can also navigate using the menu bar that appears at the top of most pages on the website. Roll the mouse over the listings on the menu bar to become familiar with options not available in the list of buttons at the left of the home page. For instance, on the menu bar the "My Profile" drop down list allows you to access pages to view and modify profile information, including changing your password.

Figure 15: Home Page

Your username appears on the right side below the banner.

Note: This is a web application. Your web session will terminate automatically if there is no activity on the webpage for 20 minutes. A session is considered active as long as you are interacting with the web server. For example, if you do not click a **Next** or **Submit** button within 20 minutes, the session will time out and log you off the system. When the system logs you out, the screen doesn't change. It appears that you're still logged on; however, as soon as you click a button, you will be asked to login. Typing in a text field does not count as being "active."

Logging Out

1. Click the **Logout** button listed on the right side of the menu bar. A "Logout" page will appear.

Figure 16: Notification of Drafts

2. Review the list of incomplete filings. Prior to completing user logout, the eFlex system notifies users of drafts he or she may still have in process. Because eFlex saves information entered for a

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filing after the addition of parties or documents, a user is able to begin a filing and leave the eFlex session before finalizing the filing. The eFlex system also automatically executes a save action on incomplete filings when a user selects **Logout**. The information entered will be saved in draft form and accessible for completion on subsequent logins.

Working with Profiles

My User Profile

When you register for an account, you are required to provide profile information, which can be edited or updated later as needed. There is an option to change your profile information as seen in the example below.

To View or Edit your User Profile:

1. Select **My Profile** > **My Profile** from the menu. The "User Profile" page will appear and display the information entered when the user account was created or modified.

Figure 17: User Profile

2. To change the information in the user profile, click **Modify User Profile** to cause the "Modify User Profile" page to appear. Fields that display a textbox may be modified.

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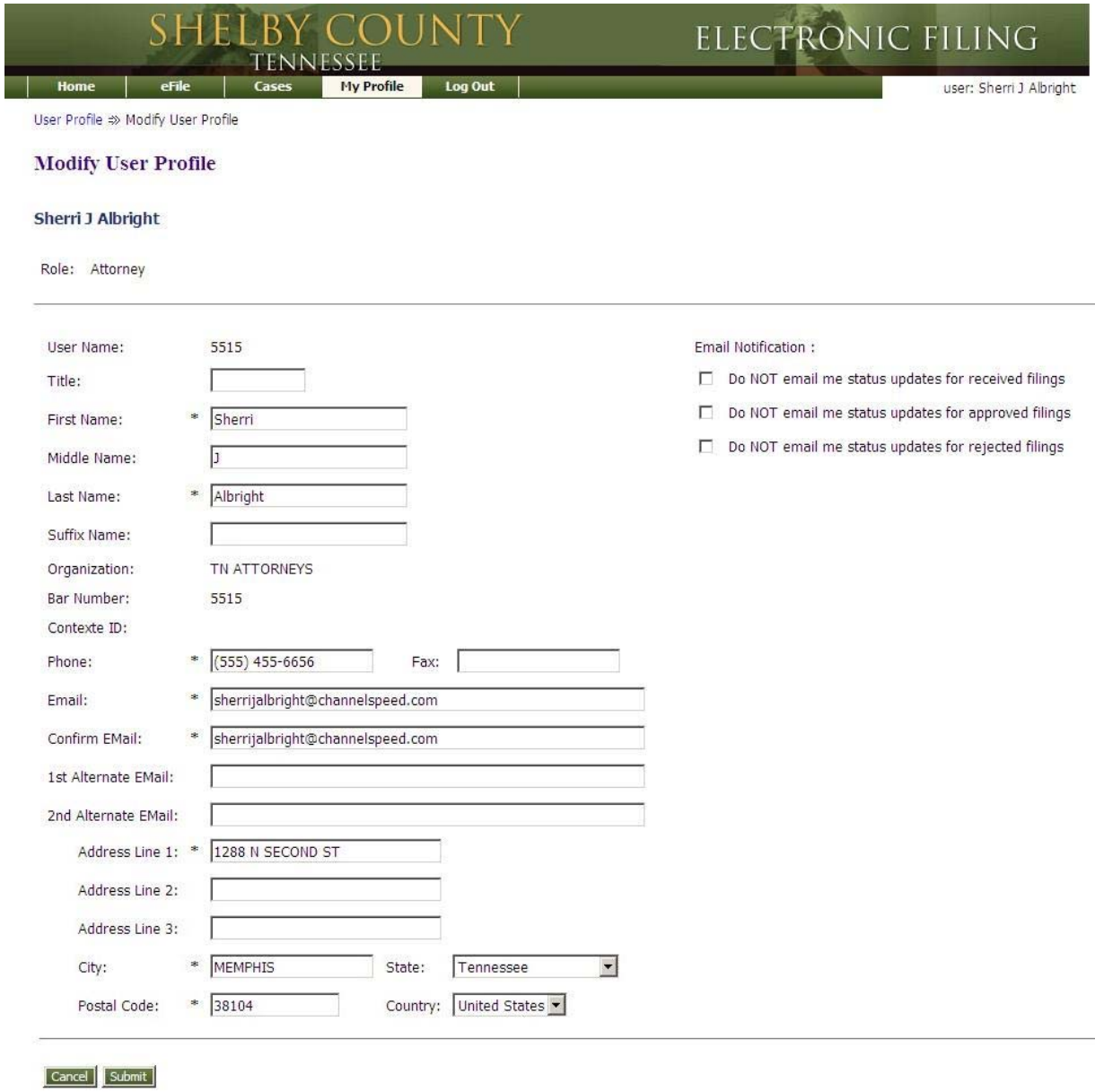
Figure 18: Modify User Profile



3. To change the information in the user profile, click **Modify User Profile** to cause the "Modify User Profile" page to appear. Fields that display a textbox may be modified.

Note: It is of the utmost importance that the primary email associated with this account is kept up to date as that is the way the eFlex system communicates with you about activity that has taken place on your cases. If you change your email account and do not record the new email on your user profile, you will no longer receive Notifications of Electronic Filing (NEFs) or any other email correspondence for your cases.

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4. **Optional:** The alternative email addresses are provided so that someone else can receive email notices when you receive courtesy notices on your cases. This may be used for partners or assistants.

5. **Optional:** The eFlex system default is to automatically send users emails notifying them of status updates for action taken on their filings. If you do not wish to receive email updates on status changes for received filings, approved filings, partially approved filings, or rejected filings on all of your cases, select the appropriate radio button to discontinue that service.

6. Click **Submit** to save the changes you have made and be returned to the "User Profile" page.

Note: If modification needs to be made to fields without a textbox, the user will need to contact the system administrator. For instance, a system administrator is able to change a user's assigned role or the classification with which the user is associated.

Passwords

You may change your password whenever you want. Periodically changing your account password is a wise security measure. We recommend that your password be something that you can remember but is difficult for others to figure out. The Shelby County e-Filing system password requirements state the password must be eight characters in length, contain a special symbol such as a dollar sign or asterisk, and be different from your user name. A good password has symbols, upper and lower case characters, and numbers. Passwords are case sensitive.

To change your password:

1. Select **My Profile** > **Change Password** from the menu bar at the top of the page or, from the "User Profile" page, click **Change Password**.

Figure 19: Change Password Screen

2. Enter your current password in the "Password" field.

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3. Create a new password following the password requirements and type it into the "New Password" field.

4. In the "Confirm New Password" field, re-type the password exactly as you entered it in step 3.

5. Click **Submit** to save your changes.

6. Be sure you notify your legal assistant, or any others who may enter your filings for you, of the change in password.

Note: When you are changing your password using the "Forgot My Password" feature on the log-in page make sure you type in the new temporary password in the first password field. Don't try to remember your old password because it has been changed.

Login History

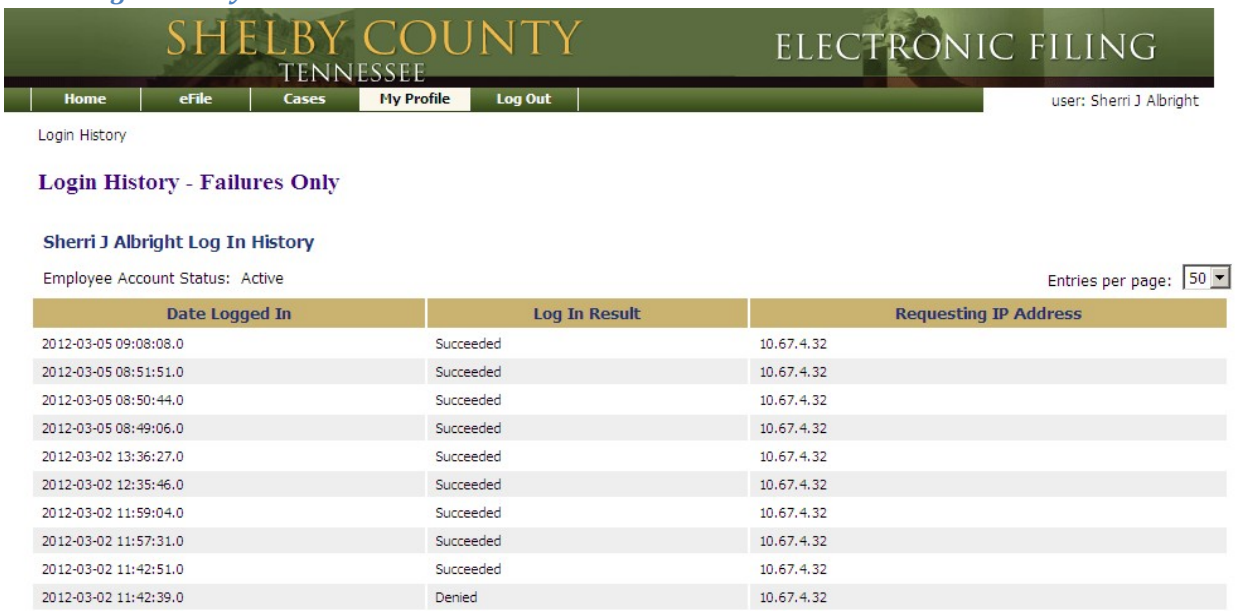
The "Login History" screen shows your login failures to help you monitor any unauthorized login attempts.

If your account has too many login failures, the system will automatically suspend your account. If this occurs, call support to reset your password. Changing your password on a regular basis is one way to help avoid unauthorized access to your account.

To View Login History:

1. Select **My Profile** > **View Login History** from the menu. The "Login History" page appears displaying a list of the login attempts along with the date, login result, and IP address of the requesting machine.

Figure 20: Login History



Date Logged In	Log In Result	Requesting IP Address
2012-03-05 09:08:08.0	Succeeded	10.67.4.32
2012-03-05 08:51:51.0	Succeeded	10.67.4.32
2012-03-05 08:50:44.0	Succeeded	10.67.4.32
2012-03-05 08:49:06.0	Succeeded	10.67.4.32
2012-03-02 13:36:27.0	Succeeded	10.67.4.32
2012-03-02 12:35:46.0	Succeeded	10.67.4.32
2012-03-02 11:59:04.0	Succeeded	10.67.4.32
2012-03-02 11:57:31.0	Succeeded	10.67.4.32
2012-03-02 11:42:51.0	Succeeded	10.67.4.32
2012-03-02 11:42:39.0	Denied	10.67.4.32

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2. Use the menu bar at the top of the page to navigate to your next task.

Working with Cases

There are three options under the menu bar option labeled "Cases". They are:

- "My Cases"
- "Notifications"
- "Filing Charges"

When you initiate a new case or send in a follow-up filing, even if it is just a notification, the case number is added to the "My Cases" list if you are a participant, and the e-Filing system recognizes that condition. From the menu bar, clicking on **My Cases** will allow you to access a list of cases on which you are a registered participant.

To View My Cases:

Click **My Recent Cases** on the home page or select **Cases** > **My Cases** from the menu bar.

Figure 21: List of "My Cases"

From here you can:

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- View any case history of non-confidential cases that have been initiated electronically by entering a case number and court, then clicking **History**.
- View a case history by clicking the case number.
- Filter cases by active, inactive, or both.
- View case documents by clicking the plus "+" sign next to the "Case Title."
- Search for cases by clicking **Search My Cases** and entering search criteria.

Attorneys: As a licensed attorney you may see cases listed here that you have not e-Filed on. If you are indexed by the clerk as an attorney representing a party on a case, the e-Filing system will update your list as soon as anyone on the case submits something through the e-Filing system on that case.

Pro Se Filers: If you are a Registered Filer, cases you are currently participating in may not automatically show on your list. The reason for this may be that you haven't associated your e-Filing account to your cases. You must submit a "Notice of Case Association" document on each case to have the case show on this list.

For Both Attorneys and Pro Se Filers

1. Limit or expand the number of cases listed by clicking on the "Number of Cases Displayed Per Page" drop-down menu in the upper right corner of the page.
2. **Optional:** Search for cases not listed by filling in the case number and the case title in the search boxes at the top of the page and then clicking either **History** or **Certificate of Service**. This feature is helpful if you have not e-Filed on a case but need to view the case history or review the list of participants that need service in paper.
3. The "Show Active," "Show Inactive," and "Show Both" radio buttons at the right side above the list of cases is another means of filtering what is displayed on the page. The system default is "Show Active."
4. Filter the cases listed by selecting the "Inactive" checkbox to the right of a case on which there is no current activity. The default setting for the "My Cases" page is "Show Active" so cases flagged as "Inactive" will not be displayed on the "My Cases" list.

Note: If action is taken on a case you have marked as "Inactive," you will receive notifications of that action and can then reset the flag to active so the case will display on your "My Cases" list.

5. To reset a case as "Active," select the **Show Inactive** radio button on the right side above the list. When the inactive cases appear on the page, un-check the "Inactive" checkbox for the entry that has become active. The entry will be reset to "Active" and will display on your "My Cases" active list.

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6. **Optional:** Click the **Search My Cases** button to be directed to a page where you can search the eFlex system for case on which you have filed. The search does not access the CMS. Enter part of the title or case number information as requested, and click **Search**. Cases fitting the criteria will be displayed on the "Search Cases" page.

Figure 22: Search Cases

7. **Optional:** Access additional information about the cases listed on the page by clicking on the "Case Number" link to view the "Case History" or on the "Certificate" link to view the lists of both electronic participants and the list of participants who will need notifications in paper.

To Delete a Case from My Cases Page

If you have cases listed and you do not want them on your list because you are no longer a participant on the case, because the case is dismissed, or for some other reason, you can delete cases from your "My Cases" list.

1. Click **My Recent Cases** on the home page or select **Cases** > **My Cases** from the menu bar.

2. Filter the list of cases displayed by using the drop-down menu at the upper right or by using the "Show Active" and "Show Inactive" radio buttons above the list of cases.

3. Find the case or cases you would like to delete from this view. Click the checkbox to the far right of the listing. Be sure you are selecting the checkbox in the "Delete" column.

4. Click the **Delete** button. You will be prompted with the following: "If you delete cases, you will no longer receive case notifications and it will no longer be listed in your 'My Cases' list."

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Note: The cases you delete are still on the court server, but they are not in your eFlex account. They can be re-added to your "My Cases" list later if new activity occurs and you are a participant on the case at that time. This will occur if you e-File something or get a notification on that case. Also, searching for a case history will add the case back to your "My Cases" list.

Viewing Case History

1. From the "My Cases" page, click either the "Case Number" link or use the textboxes to enter the case number, court, and case title, and click **History**. A secondary page will open.

Figure 23: Expanded Case History View

CT-000043-12 : SIEGEL VS SMALL HOUSE CONSTRUCTION
CIRCUIT COURT - CIRCUIT

Case Number	CT-000043-12	Plaintiff	LOGAN SIEGEL
Case Type	PERSONAL INJURY	Defendant	THOMAS SMALL et al
Opened	03-07-2012	Judge	DIVISION NINE - Division DIV9
Status	INITIATE	Amt. of Claim	$1000000.00
		Jury/Non Jury	Non Jury

⊟ Show/Hide Participants

Plaintiff[s]	Counsel of Record
LOGAN SIEGEL 299 CARNES AVE MEMPHIS, TN 38166	SHERRI J ALBRIGHT 1288 N SECOND ST MEMPHIS, TN 38104

Defendant[s]	Counsel of Record
THOMAS SMALL 1244 NOTTINGHAM AVE MEMPHIS, TN 38144	ROGER ALAN SPEAKMAN 1898 FRONT ST SUITE 105 MEMPHIS, TN 38103
SMALL HOUSE CONSTRUCTION INC 855 CORPORATE WAY MEMPHIS, TN 38163	
JUDGE[s]	Counsel of Record
DIVISION NINE	

Click here to access documents for this case

File Date	Case History
03-07-2012 Court	PAYMENT RECEIVED - A Payment of $524.29 was made on receipt CTCT319596. Filed by: Court
03-07-2012 Court	CATEGORY 1 FILING Filed by: Court
03-07-2012 Court	COMPLAINT FILED Filed by: Court
03-07-2012 Plaintiff	COMPLAINT - This is a suit against Thomas Small DBA Small House Const. Filed by: SHERRI J ALBRIGHT
03-07-2012 Plaintiff	AFFIDAVIT Filed by: SHERRI J ALBRIGHT

2. Click the **+/-** near the upper left corner of the page to show or hide participants such as plaintiffs, defendants, or attorneys listed on the case.

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Viewing Certificate of Service

1. From the "My Cases" page, click either the "Certificate" link or use the textboxes to enter the case number, court, and case title, and click **Certificate of Service**.

Figure 24: Service List

Certificate of Service

Certificate of Service RE: CT-000045-12

Case Number:	CT-000045-12
Judge:	Judge DIVISION THREE - Division DIV3
Court:	CIRCUIT COURT
Case Title:	HARLOW VS JUSTUS

This certificate was automatically generated by the courts auto-notification system.

Date Generated: 03-07-2012:14:23:21

I hereby certify that on 03-07-2012, I electronically filed the foregoing with the Clerk of the Court by using the electronic filing system which will send a notice of electronic filing to the following:

SHERRI ALBRIGHT for DONNA HARLOW
ROGER SPEAKMAN for TIM L JUSTUS

The following people need to be notified:

PETER KAVANAUGH

2. A secondary page will open. The "Service List" view will list the electronic participants first. Those participants who need to be notified in paper will be under the heading "The following people need to be notified."

Viewing Case Documents

From "Expanded Case History View", shown in Figure 23 above, a case participant can access all documents pertaining to that case. Click the link "Click here to access documents for this case" to gain access to Shelby Court's Document Management System (DMS). Your ability to access the documents will depend on the case type, case security level, and document security level. Documents stored here can be found in their latest form, meaning that, if an original document has been added to, edited, signed or otherwise changed by the Court, that latest version will be visible to the Filer, along with any previous versions. See Figure 25 below.

1. Documents are stored as PDFs, therefore, Adobe Acrobat, the free Adobe Reader, or other application capable of rendering PDF documents must be installed on the Filer's local machine to enable document viewing.

2. A document can be opened by double clicking the document's description. From the PDF application that opens with the document, the Filer can view, print or save the document to their local machine.

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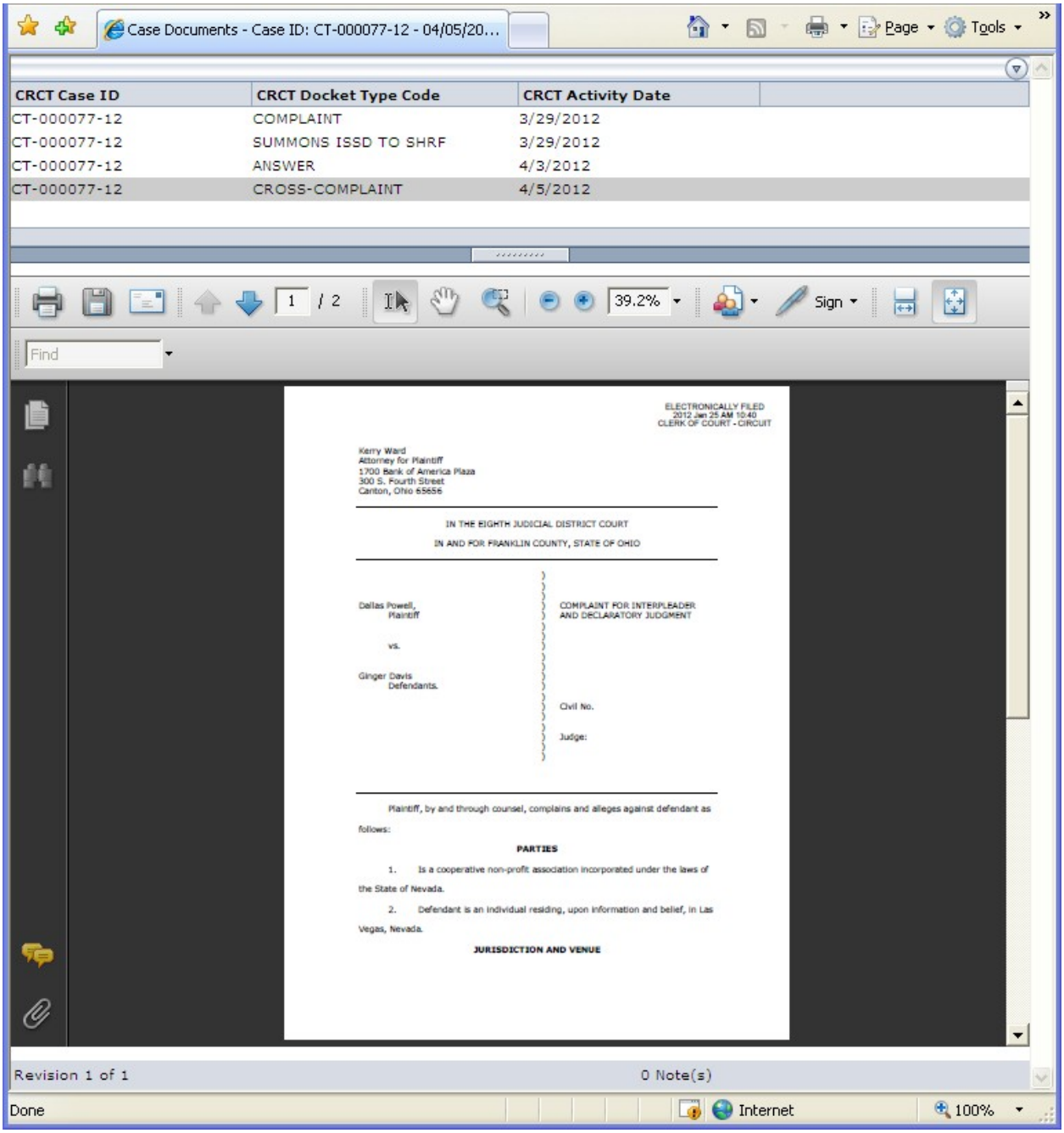
Figure 25: Viewing Documents in Document Management System



Notifications

As part of your original account registration, you provided an email address and were given the opportunity to include additional email addresses. The eFlex system automatically generates emails to communicate with participants when action is taken on their cases. All email addresses entered in your profile will receive email messages of both types of notifications generated by the system. The email does not include the documents or all the details of the submissions. The official notice is accessed through the filer interface. The email tells you there is a notice waiting for you to access.

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The two types of notifications that can show in your notification list are:

- "Notice of Electronic Filing" (NEF)
- "Courtesy Notifications"

A "Notice of Electronic Filing" (NEF) is a notice of documents that are filed on a case electronically. For participants on the case that do not have an e-Filing account, Shelby County requires that you continue the practice of service to those participants in paper and includes your certificate of service as part of your documents in this case.

Note: NEF's are in reference to original documents submitted by e-Filer's and the email links will reference the filings as they were submitted. If the filing is rejected, the filer will receive an NEF update. However, if, during the court review process, changes are made to the filing such as a judge replacing a document, a clerk correcting a code associated with the filing, or a clerk setting a security level on the filing, no NEF is sent to the filer. It is the filer's responsibility to view not only the Notifications but also the Case History. The Case History will contain the documents in their final state and as they will be recorded to be permanently stored in the CMS.

When you receive a "Courtesy Notification," it means a paper document was submitted to the court, and the clerk scanned the documents into electronic format to be recorded. Links to these scanned documents are included in the courtesy notification. You should have received a paper copy of these documents from the filer if they submitted their documents in paper; however, many Pro Se filers do not understand the rules of service and fail to distribute the service properly. The courtesy notifications help the filers know when this occurs, or the courtesy notification may simply be faster than the time it takes to receive the service in the mail.

Once you have e-Filed on a case and been added as a party to that case by the clerk of court, the case number is stored in a database, and your username is associated with that case. When someone else sends a follow-up submission on any case on which you have been indexed as a participant, you will receive an email and the notification list will be updated with the submission information.

Notifications generally go out when the court records a submission. Notifications are also sent when the submission is accepted or "Returned Not Filed" by the clerk.

Accessing Your Notifications

1. To access your notifications from within the email, you can click on the link embedded in the email. This will launch a web browser and take you to the e-Filing "Login" page. Once you log in, you will be transferred to the "Notification Listing." (If you already have the e-Filing application open, it is not recommended to open a new session by logging into a different browser window.)

Note: If for some reason you do not get your email messages, you can still log in and view your notifications. The e-Filing system holds all notifications, access to the details of the notifications, and

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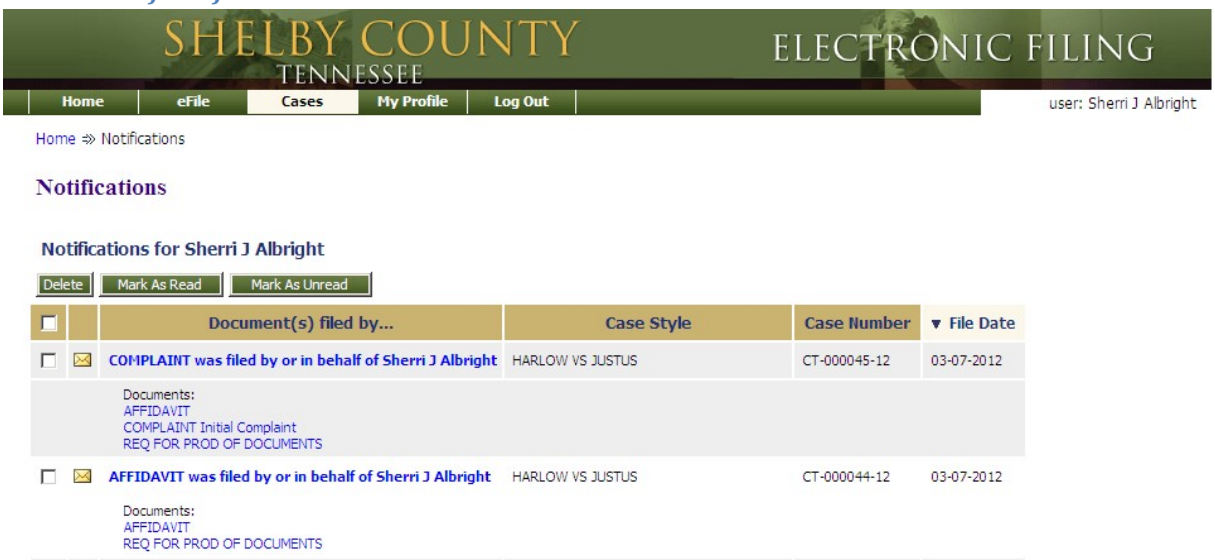
the ability to download the documents for a period of time determined by the Shelby County courts, usually 120 days.

2. To access your notifications from the "Home" page, you can click on the **Notifications** button. Next to the **Notifications** button on the "Home" page may be a number in parentheses such as (**10**). This number represents the number of notifications you have not accessed yet and does not include the notifications that you have already accessed.

3. You can also access your notifications from the menu bar **Cases** > **Notifications.**

Note: These notifications are not permanent. They are deleted after a period of time determined by the court. Currently, that time limit is 120 days, but it can change. For more information about your responsibilities for notification in paper, please refer to the Court Rules.

Figure 26: List of Notifications



4. An unopened envelope icon will appear to the left of each email notification you have not yet viewed.

5. Click the email link of the submission you wish to view. A secondary page opens where you can view the service list for the case. The list indicates both participants who have been served electronically by the court and a list of those participants who will need to be served by traditional, paper means.

6. A sub-listing of each email will display the documents that were filed with the case. Click on the document link to download a PDF of the document onto your local computer.

7. The envelope icon will change to an open envelope after you have viewed the email.

8. After you have viewed the email notification and downloaded the related documents, you can delete the notification by selecting the checkbox to the left of the notification and

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clicking the **Delete** button. The page will refresh, and the deleted notification will no longer appear on the list.

Viewing Filing Charges

Some documents that you file require court fees. Before you submit anything to the court, the final step is to review the data and documents in your submissions. The eFlex system automatically queries the Shelby County system to calculate fees and displays those fees on the "Review and Approve" page for the filer. If one of the documents you included requires a court fee, payment options include payment with a credit card, or by electronic check. Currently, credit cards accepted for payment of fees include Discover, American Express, MasterCard and VISA. When payments are made, eFlex records the payments and keeps track of payment information for a twelve month period. Because a Payment Card Industry (PCI) compliant, third party vendor is used for payments, eFlex does not store any credit card information. If you go to the court and make a payment directly to the clerk, those payments will not appear in eFlex.

To View Filing Charges:

1. Select **Cases** > **Filing Charges** from the menu.

Figure 27: List of Filing Charges

Case Style	Client #	Court Case #	Description	▲Date	Account	Authorization Code	Receipt	Fee
JACKSON VS MICROSURGERY ASSOCIATES	884-448	CT-000027-12	COMPLAINT	03-02-2012:12:10		01844A	CTCT319581	$524.29
GARCIA VS STATE OF TENNESSEE		CT-000028-12	AFFIDAVIT	03-05-2012:10:58		02339A	CTCT319582	$433.58
SUN BUILDERS VS PEELER PLUMBING	778-887	CT-000036-12	COMPLAINT	03-05-2012:11:06		02343A	CTCT319589	$524.29
New Case	556-665		COMPLAINT	03-05-2012:11:13		02351A		$433.58
SHIELDS VS SHIELDS	112-221	CT-000029-12	COMPLAINT	03-05-2012:11:25		02353A	CTCT319583	$205.00
SHULTZ VS MIGHTY FINE MATTRESS	889-998	CT-000035-12	AFFIDAVIT	03-05-2012:11:31		02356A	CTCT319588	$524.29
DOUGLAS VS QUICKTIME CONSTRUCTION	566-665	CT-000034-12	COMPLAINT	03-05-2012:11:36		02359A	CTCT319587	$370.54
DEXTER VS DUNCAN	963-369	CT-000030-12	COMPLAINT	03-05-2012:11:42		02361A	CTCT319584	$985.54
TIPTON VS TOO GOOD CONSTRUCTION	554-445	CT-000033-12	AFFIDAVIT	03-05-2012:11:57		02368A	CTCT319586	$524.29
PATTON VS PEARSON	223-332	CT-000032-12	COMPLAINT	03-05-2012:11:59		02369A	CTCT319585	$524.29
PETERS VS ALCOA ALUMINUM	422-224	CT-000037-12	AFFIDAVIT	03-05-2012:01:45		02451A	CTCT319590	$524.29
TILLMAN VS STONE	447-774	CT-000038-12	COMPLAINT	03-05-2012:03:25		02505A	CTCT319591	$524.29
SULLIVAN VS EASTERN DENTAL ASSOCIATES	366-663	CT-000039-12	COMPLAINT	03-05-2012:03:41		02508A	CTCT319592	$524.29
PALMER VS ROSES BY REESE	714-417	CT-000041-12	COMPLAINT	03-07-2012:09:23		04784A	CTCT319594	$524.29
SIEGEL VS SMALL HOUSE CONSTRUCTION	552-225	CT-000043-12	COMPLAINT	03-07-2012:01:22		04865A	CTCT319596	$524.29
HARLOW VS JUSTUS	277-772	CT-000044-12	AFFIDAVIT	03-07-2012:01:57		04989A	CTCT319597	$524.29
HARLOW VS JUSTUS	611-116	CT-000045-12	COMPLAINT	03-07-2012:02:14		05002A	CTCT319598	$524.29
New Case	991-119		COMPLAINT	03-08-2012:11:56		05361A		$524.29
New Case	991-119		COMPLAINT	03-12-2012:02:12		06670A		$524.29
							Total Charges:	$9,768.30

2. The current month is displayed by default. Select a month from the "Report Month" drop-down list. Information about each payment made during that month, including the case number, case title, method of payment, and the amount is displayed.

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Working with e-File

There are four options under the menu bar option labeled "e-File". They are:

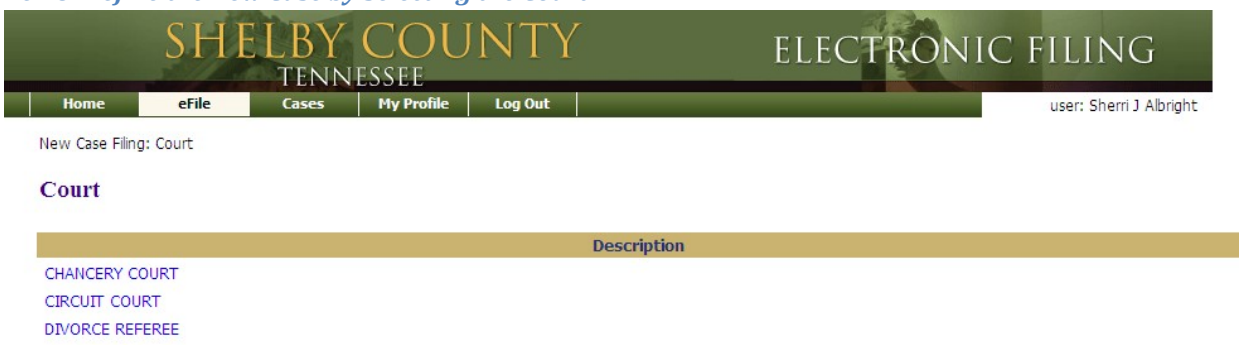
- **New Case**
- **Existing Case**
- **Filing Status**
- **Draft Filings**

Initiating a New Case

Prior to initiating a new case, prepare all documents associated with the case ahead of time. Be sure they are saved as a PDF, and are under the 3 MB size limitation. For more information on document preparation, see the "Document Preparation Prior to Login" and the "Appendix A" sections of this manual.

1. From the home page, click the **New Case** button or select **eFile** > **New Case** from the menu bar at the top of most pages on the website. A "Court" page will appear.

Figure 28: Define the New Case by Selecting the Court



2. For all Divorce cases, choose "Divorce Referee". Cases will be assigned to either Circuit or Chancery Court according to Local Court Rules. You can determine which court has been assigned your case when the case reaches a "Filed" status. Click on **eFile** > **Filing Status**. Locate the case using search parameters and when it displays, click on the word "Filed" under the "Status" column. This will show the case summary and its Court assignment. If email notifications to your account are enabled, as they are by default, you will also be informed of the Court assignment by email through a Notice of Electronic Filing (NEF).

3. Click on the description of the court in which you will be filing. This will cause the "Case Type" page to appear. Figure 29 below shows the case types when "Circuit Court" is selected.

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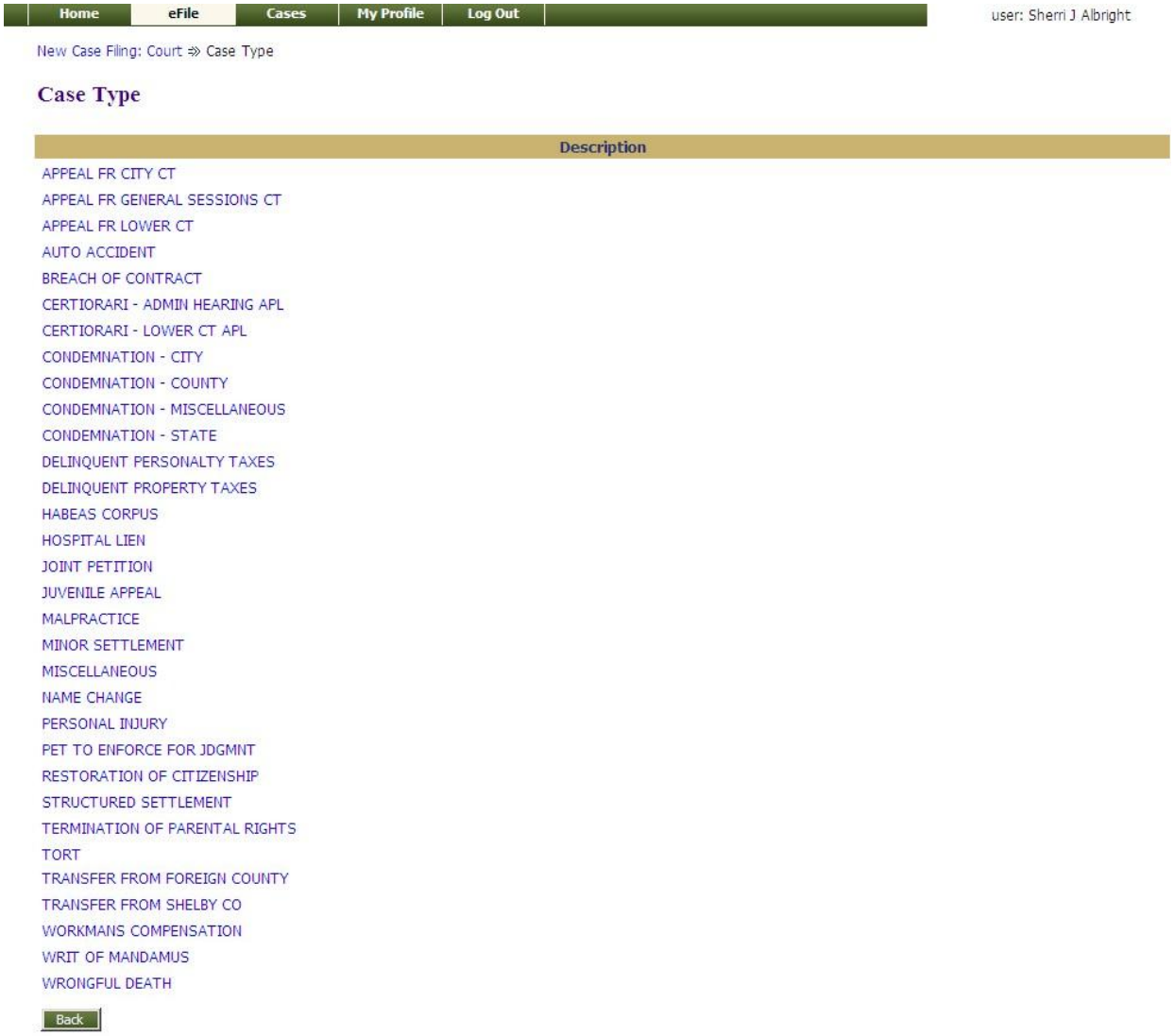
Figure 29: Define the Case by Selecting a Case Type



4. Select the link for the appropriate case type. The "Case Initiation" page for the selected case type will appear.

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To Add Case Parties and Additional Case Data

Figure 30: Begin Creating the Submission on the Case Initiation Page

1. **Optional:** If your organization has an office filing system for cases, in the "Client #" textbox enter the appropriate filing information for your organization's tracking purposes. This number only has meaning to your office personnel/office filing system. It is in no way connected to the court system. The number is included for your convenience only.

2. Select any options applicable to the case you are initiating by clicking in the radio button.

3. Click **Add My Parties**. The "Add a Party" page will open.

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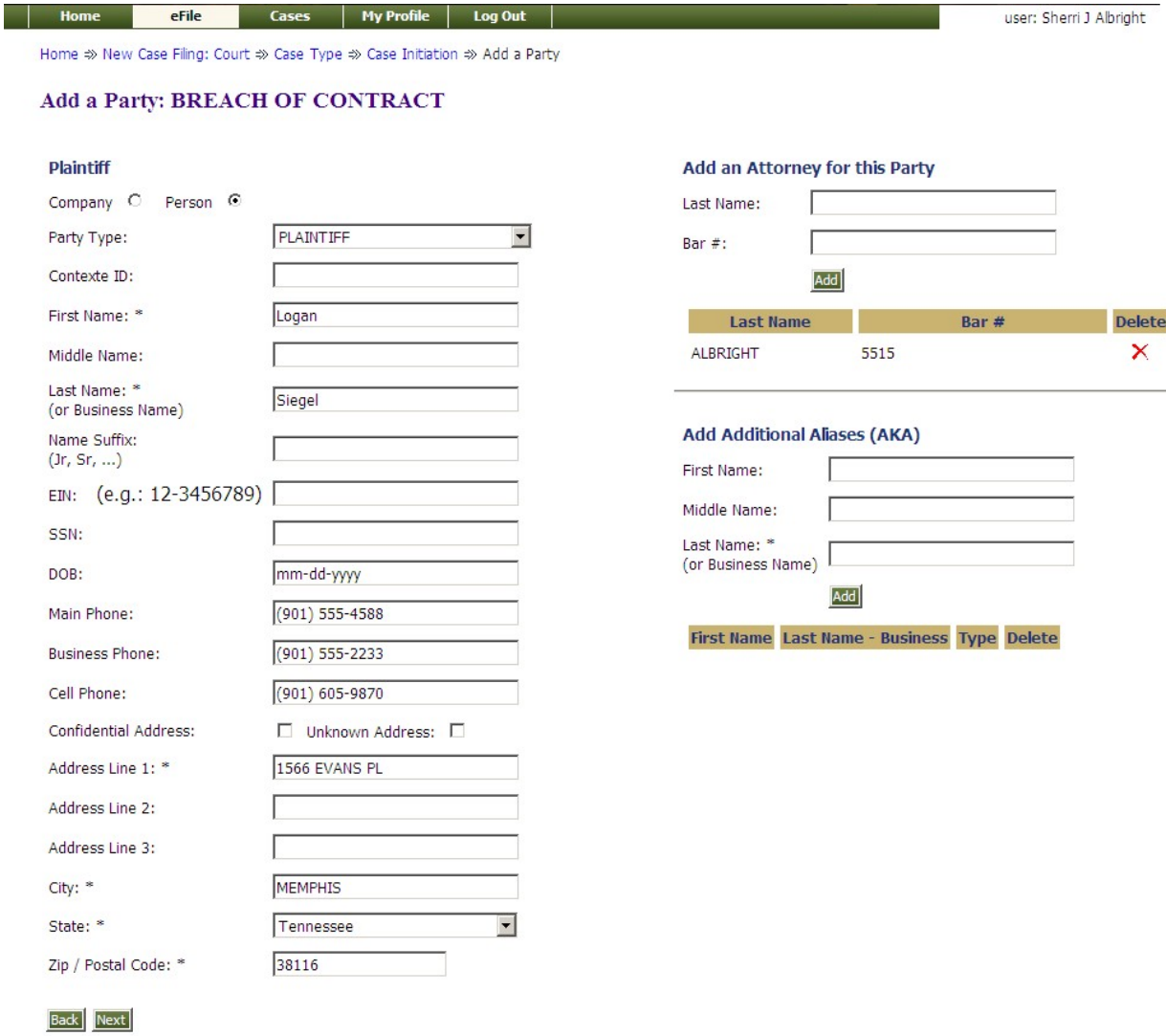
Figure 31: Add Plaintiff Information Sample Page



6. The **Add My Parties** button allows you to add the plaintiffs, appellants, and petitioners that you represent if you are an attorney. As an attorney, the e-Filing system automatically associates you to the parties you enter using the **Add My Party** button. If you are a Registered Filer/Pro Se, the e-Filing system automatically adds you as a party on the case.

7. Use the "Party Type" drop down list to select the correct party type.

8. Fill in all the fields that you have the information for. The case data requested will vary dependent upon which court the filing is for.

Note: Fields marked with an asterisk are required by this system; however, this does not mean those are the only fields you must fill in. This means these are the required fields to add a party on the case. Sometimes other information is not known, and in that case, you are not responsible to fill out fields of information you do not have. However, if you have the information, it is best to provide it. If the clerk

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would expect the information and it is not provided, then the clerk may reject the submission or require you to send in an additional submission with more information.

9. Click **Next**. This will return you to the "Case Initiation Page."

Figure 32: Case Initiation Displays Plaintiff Added

10. **Optional:** Add additional plaintiffs following the same procedure listed above.

12. Click **Add Other Parties**. The "Add a Party" page allowing you to add defendants or respondents will appear.

Note: The **Add Other Parties** button **does not automatically associate** you or an opposing attorney to the parties you are adding. You will have the option of adding the attorney for the defendant, but you must accurately enter both the attorney's last name and their TN bar number.

Do not add a defense attorney, unless all your information is accurate, and you are certain that the attorney will be representing the defendant.

Opposing attorneys will have an opportunity to become associated with the case and parties when they file an "Answer" to the case. See the section "e-Filing to an Existing Case" beginning on page 48 for instructions on how to file an Answer and add attorneys to an existing case.

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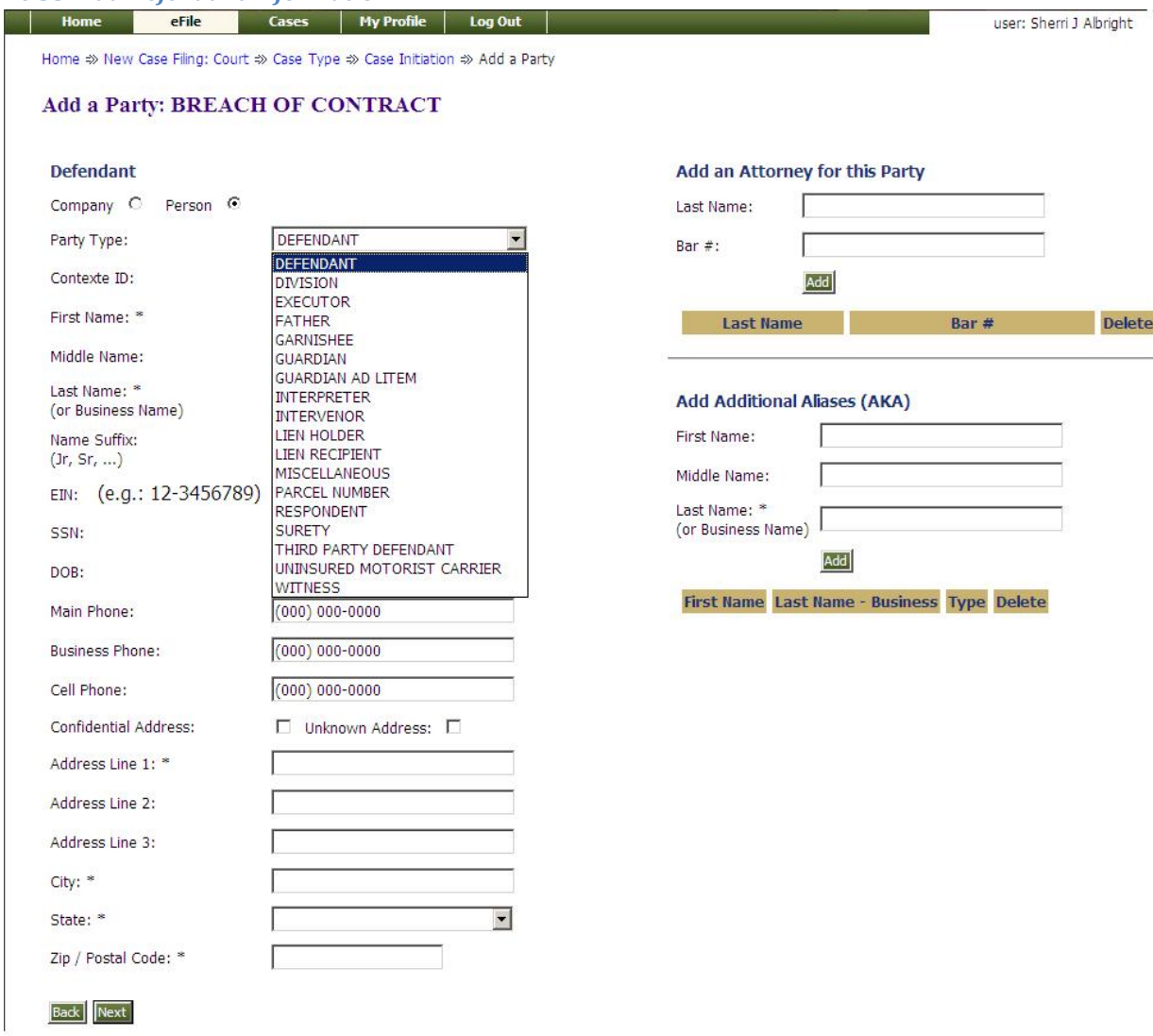
Figure 33: Add Defendant Information



13. Use the "Party Type" drop down list to select the correct party type.

14. Fill in all the fields that you have the information for.

Note: Fields marked with an asterisk are required by this system; however, this does not mean those are the only fields you must fill in. This means these are the required fields to add a party on the case. Sometimes other information is not known, and in that case, you are not responsible to fill out fields of information you do not have. However, if you have the information, it is best to provide it. If the clerk would expect the information and it is not provided, then the clerk may reject the submission or require you to send in an additional submission with more information.

15. Click **Next**. This will return you to the "Case Initiation Page" where the party you added will appear on the list displayed.

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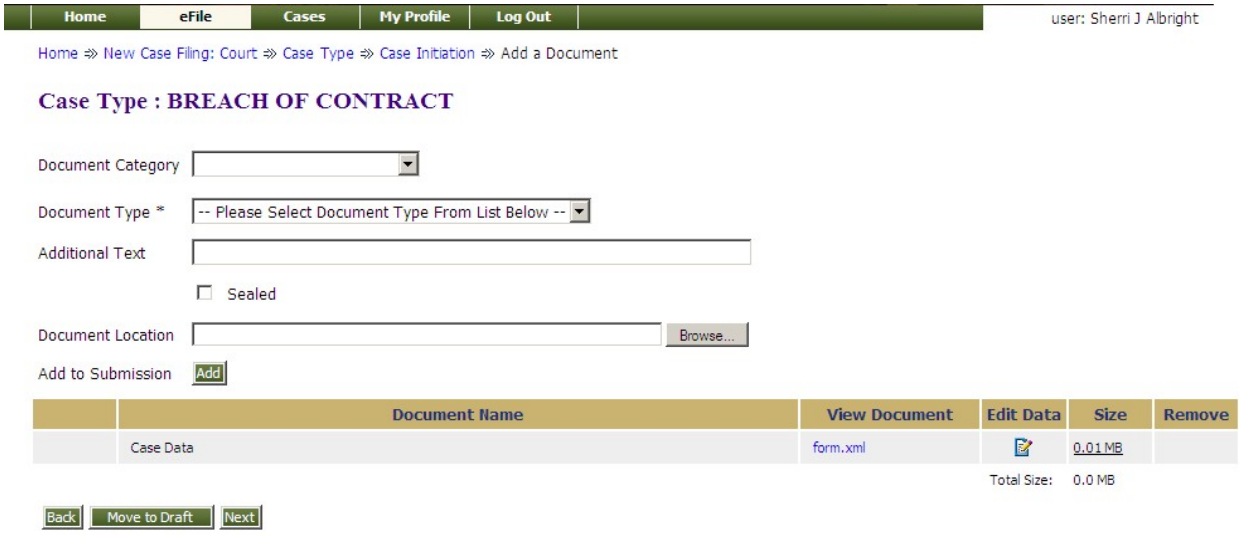
Figure 34: Case Initiation Page Displaying Both Parties

16. **Optional:** Add additional plaintiffs following the same procedure listed above.

To Add Documents on a New Case

1. Click **Next** on the "Case Initiation" page. The "Add a Document" page will display.

Figure 35: Add a Document



2. Use the drop-down menu to select a "Document Category." The "Document Category" selection narrows the scope of the "Document Type" list, making it easier to find the correct "Document Type" from the list of documents shown.

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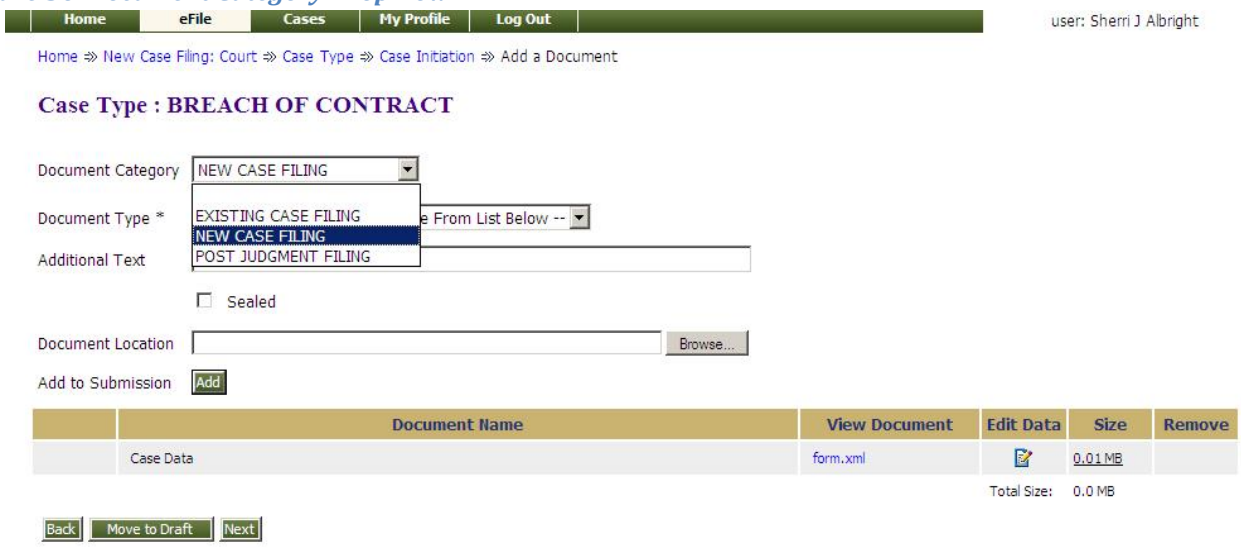
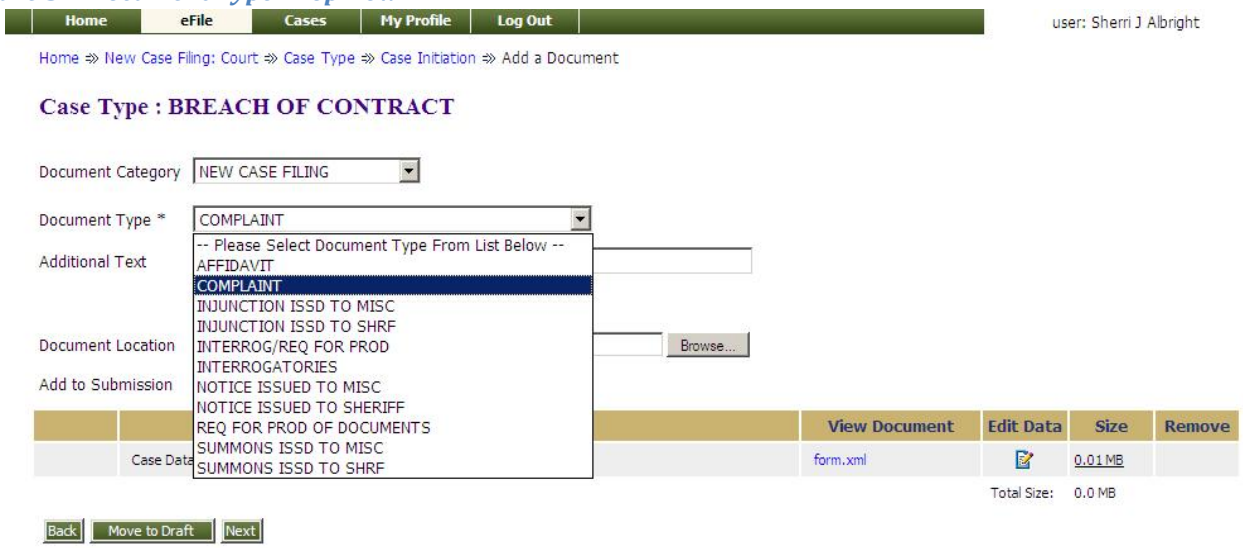
Figure 36: Document Category Drop Down



3. From the "Document Type" pull-down menu, select the type of document you are going to add to this submission. You can add more than one document to this submission, but it must be done one document at a time, repeating each of the "Add Document" steps for each document.

Figure 37: Document Type Drop Down



4. **Optional:** Enter any "Additional Text" in the text field provided. This additional text helps the clerk, judge, or other participants understand more about the document. For example, if you are adding a motion, you may want to give more information about the purpose of the motion.

5. Locate the document you have prepared by clicking on **Browse**. The operating system "Open Dialog" will display. Browse to locate your document on your computer, select the document,

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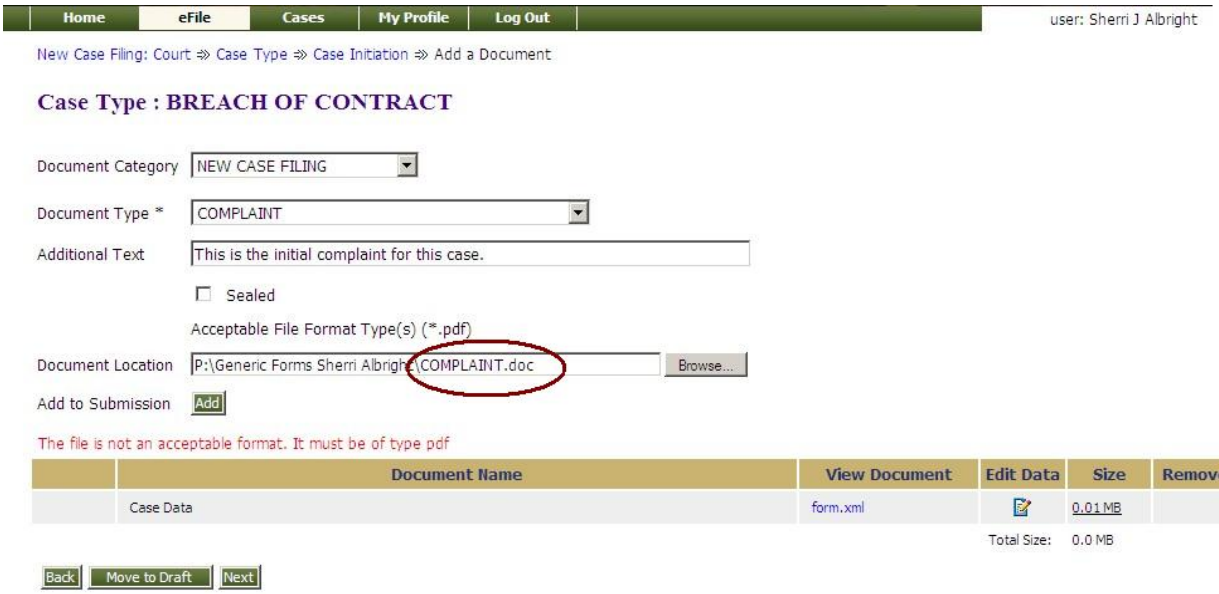
and then click on the **Open** button. This will return you to the "Add a Document" page with the file path to your document displayed in the "Document Location" field.

6. Click the **Add** button. If the document is large, you will see a message "UPLOADING DOCUMENT. PLEASE WAIT". This process will copy the document from your local machine to the Court servers. Once the transfer is complete, repeat the steps 2 through 6 on this page to add additional documents.

Note: You must file documents in the accepted format and length. Please see instructions for "Document Preparation Prior to Login" at the beginning of this guide or "Appendix A" at the end of this guide. Failure to attach documents in the correct format will generate an error message.

Figure 38: Incorrect Document File Format



7. Each time you add a document, the document entry is displayed in the lower section of the page as shown in Figure 39. The picture below shows that a "Complaint" and an "Affidavit" were added. The size of each document is also included on the entry.

Note: If you are adding summons or subpoena documents to eFlex to fulfill service upon parties to a case, you should note the following. You must submit one service document, summons or subpoena, for EACH party being served. A filer may be tempted to list multiple parties on a single summons or subpoena document, and submit it through e-filing. Such a filing will be rejected in Clerk Review. The eFlex system requires that a separate document be submitted for each party served.

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Figure 39: List of Added Documents

10. **Optional:** If you click on the "View Document" link of each entry, the e-Filing system will copy the document stored in the eFlex system servers back to your local machine so you can view what you uploaded.

11. **Optional:** Click the "Edit Data" icon next to any listed document to change the information you entered that was associated to that document. If there is no information collected that is associated to that specific document, no "Edit Data" icon will be displayed for that document entry. For more information about these special documents, refer to the "Special Document Types" section of this user manual.

12. **Optional:** If you happened to upload the wrong document, you can click on the red "X" icon under the "Remove" column. This will remove that document from your submission, allowing you to then add the correct document.

13. **Optional:** Click the **Cancel** button to discard the submission you just created. This will remove the documents from the eFlex system servers and eliminate the submission information.

14. **Optional:** Click **Move to Draft** if you want to finish this submission at a later time. Each time you click on a **Next** button, the eFlex system servers are updated and the partial information you have entered in this process is recorded with the documents. If your session times out because of inactivity, you will be required to log in again. From the "Login" page, go to **Draft Filings** to finish your submission.

15. On the "Add a Document" page click the **Next** button at the bottom of the page. The "Review and Approve Filing" page will display.

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To Submit the Initial Filing

The fee amount you owe is displayed on the "Review and Approve" page. Payment of fees must be completed before the filing will be submitted to the court.

Figure 40: Fee Payment Requirement for Filing

1. In some cases, a deferment of immediate payment may be the appropriate option to select. The primary reason for selecting the deferment option will be a claim of indigency. Make sure you include the appropriate affidavits to support the deferment option you may have selected. Do not select deferment to avoid payment.

2. **Optional:** From the "Review and Approve" page, you can also go back to change the case information, which includes the party information, by clicking on the **Change Case Data** button. (Refer to previous instructions to add or remove parties.)

3. **Optional:** You can go back to change the documents you have included in this submission by clicking the **Add/Remove Documents** button. This will re-direct you to the "Add a Document" page. (Refer to previous instructions to add or remove documents.) You can also click the **Back** button at the bottom of the "Review and Approve" page to go back to the "Add a Document" page.

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4. **Optional:** You can cancel and discard this submission by clicking on the **Cancel (Delete)** button. This will remove the documents on the Court servers and delete any information about this submission that was not sent.

5. **Optional:** You can leave your submission in draft state and finish it later by clicking on the **Move to Draft** button.

6. Click on the **Submit the Filing** button to file the submission. You will see a popup dialog box asking if you are ready to submit your filing.

7. If you owe fees, after clicking **OK** on the dialog box, you will be directed to the "Select a Payment Method" page. See Figure 41 below.

Figure 41: Select a Payment Method

8. After selecting Credit Card, click the radio button next to "Pin Account" under "Payment Method", and click "Next". You will be redirected to Heartland Payment Systems," a PCI compliant secure payment site, that is described in the section below**.**

Secure Payment through Heartland Payment Systems

The "Select a Payment Method" page, that appears after you submit your filing, is the last screen you will see before eFlex redirects you to a third party payment site, Heartland Payment Systems, where you can complete your payment. After you complete payment, you will need to return to eFlex to finalize your submission.

Currently, credit cards accepted for payment of fees include Discover, American Express, MasterCard and VISA. When payments are made, eFlex records the payments and keeps track of payment information. Because Heartland is used for payments and is PCI compliant, neither Shelby County nor the eFlex system stores any credit card information. If you go to the court and make a payment directly to the clerk, those payments will not appear in eFlex.

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Heartland's interface does give the Filer the option to retain credit card information, to save the Filer the trouble of filling out their credit card information each time they conduct a filing.

Pay by Credit Card

1. The "Return to eFlex" button at the top left of your screen indicates that you are on Heartland's secure website. Review all the listed transaction information. Enter the required credit card information, including your credit card number, expiration date, and CVV number, found next to the signature panel on the back of your card.

2. On this page you will find the checkbox that gives you the option of saving your credit card information with Heartland.

Figure 42: Pay by Credit Card

3. Review the Terms and Conditions, click the checkbox "I have read and agree to the above terms", and click "Next". You are then taken to the "Verify Information" page, where you will verify the transaction before you submit. See Figure 43 below.

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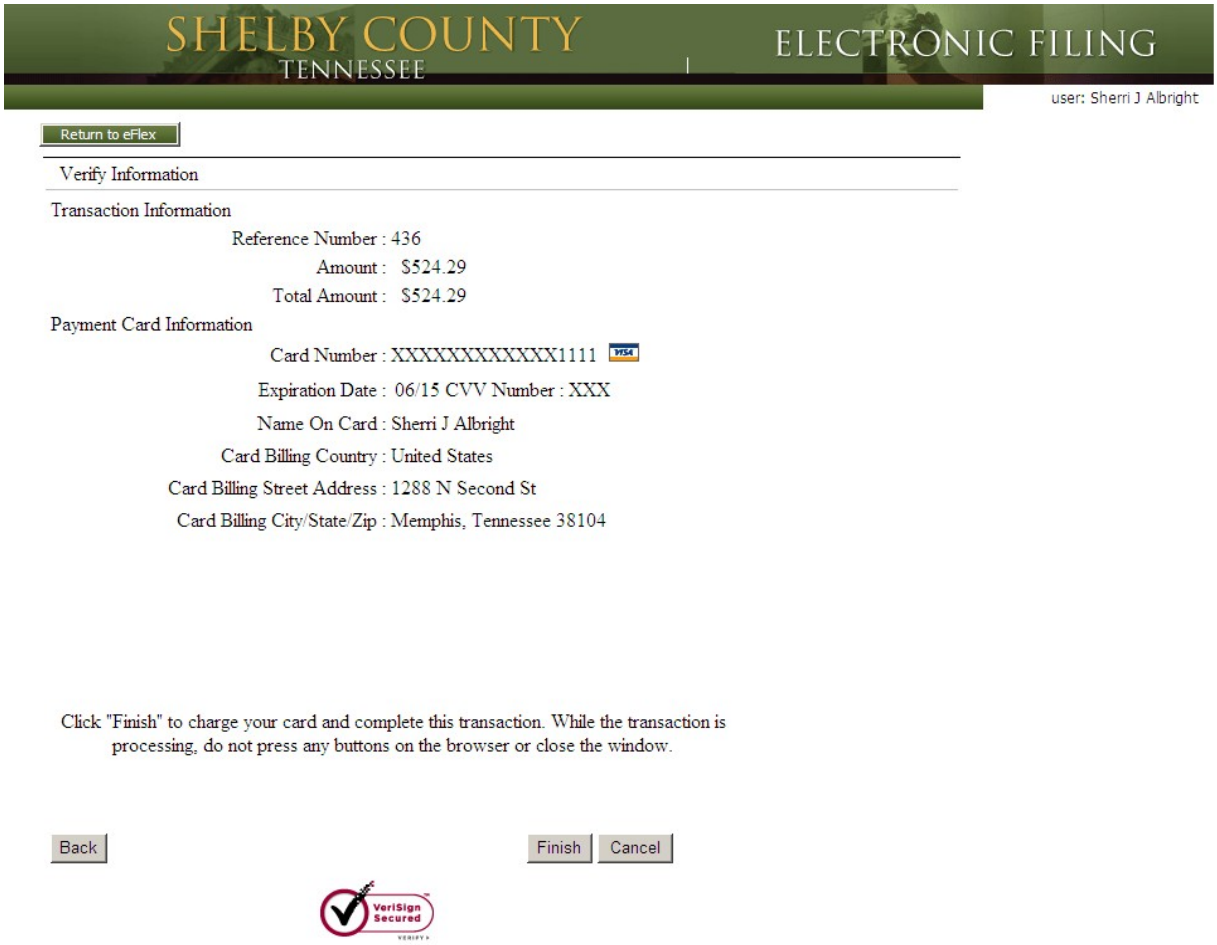
Figure 43: Verify Information



4. After reviewing the information displayed, click **Finish**. You are presented with a receipt page that you can print and save for your records. See Figure 44 below.

5. **Optional:** Clicking the **Cancel** button will return you to the "Review and Approve" page.

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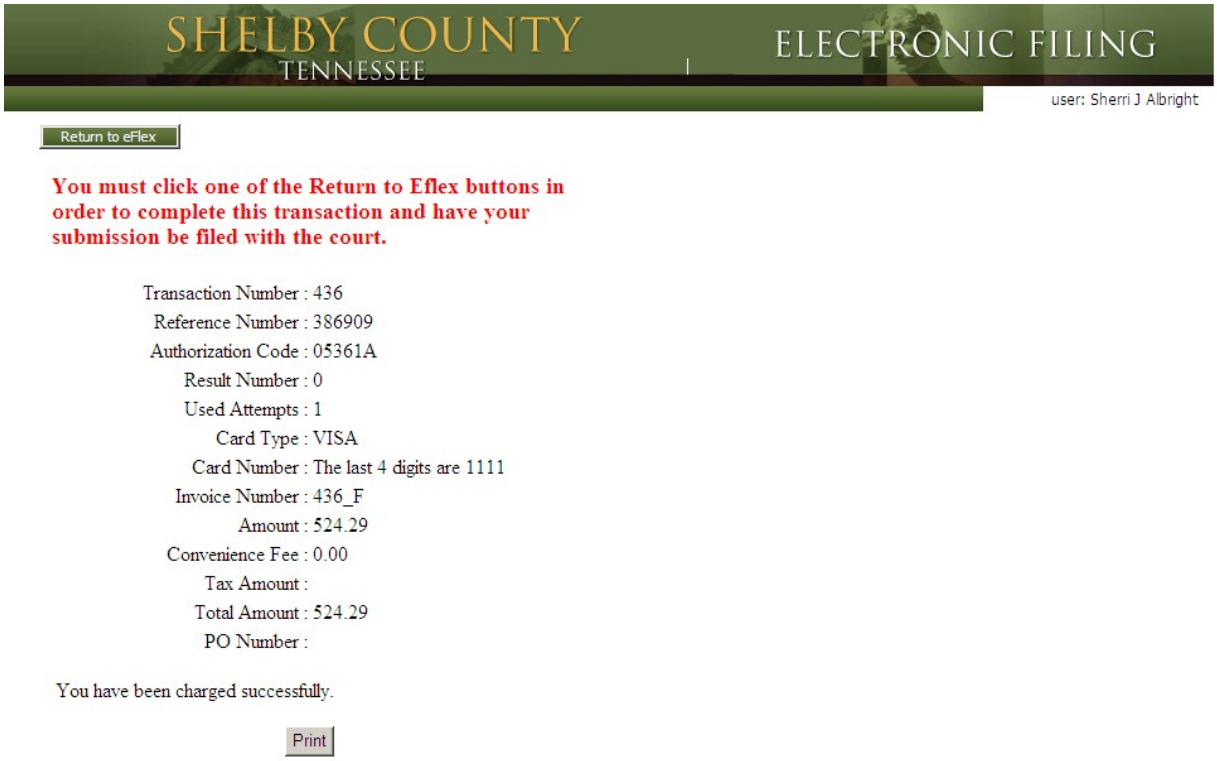
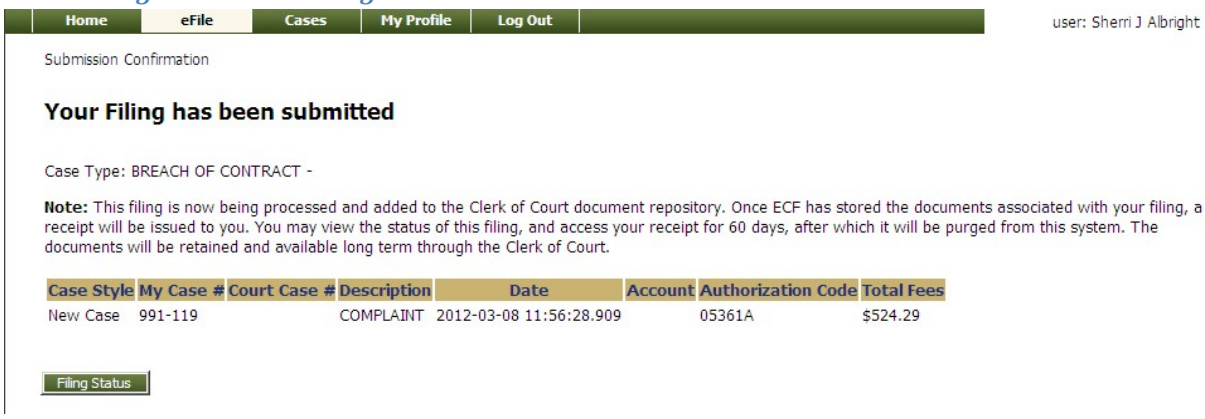
Figure 44: Receipt Page



Note: You must click the "Return to eFlex" button, at the top left of the receipt page, or your transaction and submission will not be complete. See the note in red letters in Figure 44 above.

6. If your payment is successful, the screen "Your Filing has been Submitted" is displayed as shown in Figure 45 below, and your submission is being transferred for review.

Figure 45: Filing Submitted Message



7. Click the "Filing Status" button at the lower left, and you will see your Filings listed, as well as their status. You may click the "Go" button occasionally to refresh the screen, and you can see the status change. "Awaiting Approval" status means that payment has been processed and

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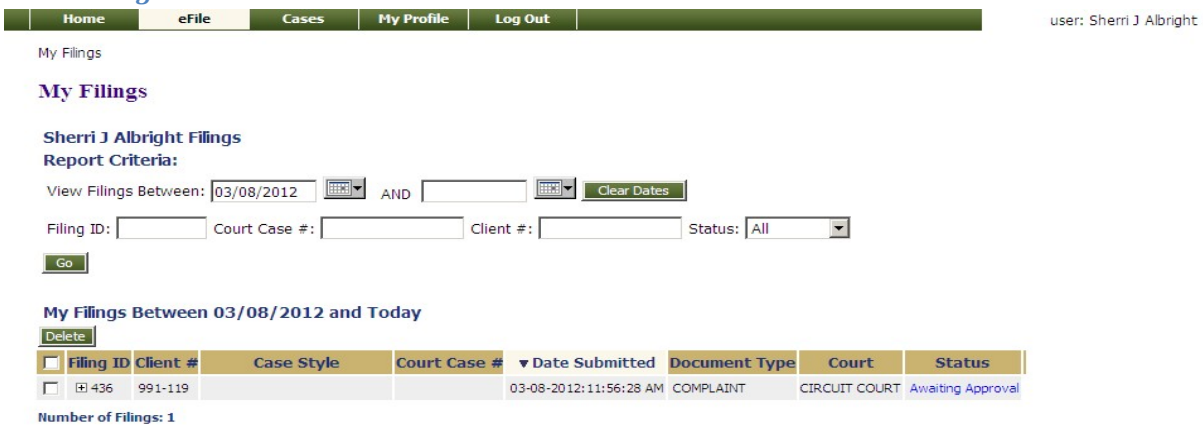
your submission is ready to be reviewed by a Court Clerk or other Court personnel. See Figure 46 below.

Figure 46: Filing Status



8. Click the **Home** link on the menu or any other link to go to a different point in the e-File application.

To View or Print Documents Associated with a Case:

The "Filing Status" page will allow you to access documents that were filed with your case for either viewing or printing purposes. Documents viewed from the links on this page can be considered newly filed documents that have not been through the Clerk Review process, nor have they been otherwise processed by the Court. The following instructions will describe how to view these "unprocessed" documents, including how to view the system-generated date/timestamp, affixed to a document when it is filed. After Clerk Review, case documents are stored permanently in the Shelby Court's DMS. See the section, "Viewing Case Documents", on page 25 of this guide for more information.

1. To access the "Filing Status" page, select **Filing Status** from the "Home" page or **eFile** > **Filing Status** from the menu bar at the top of any page.

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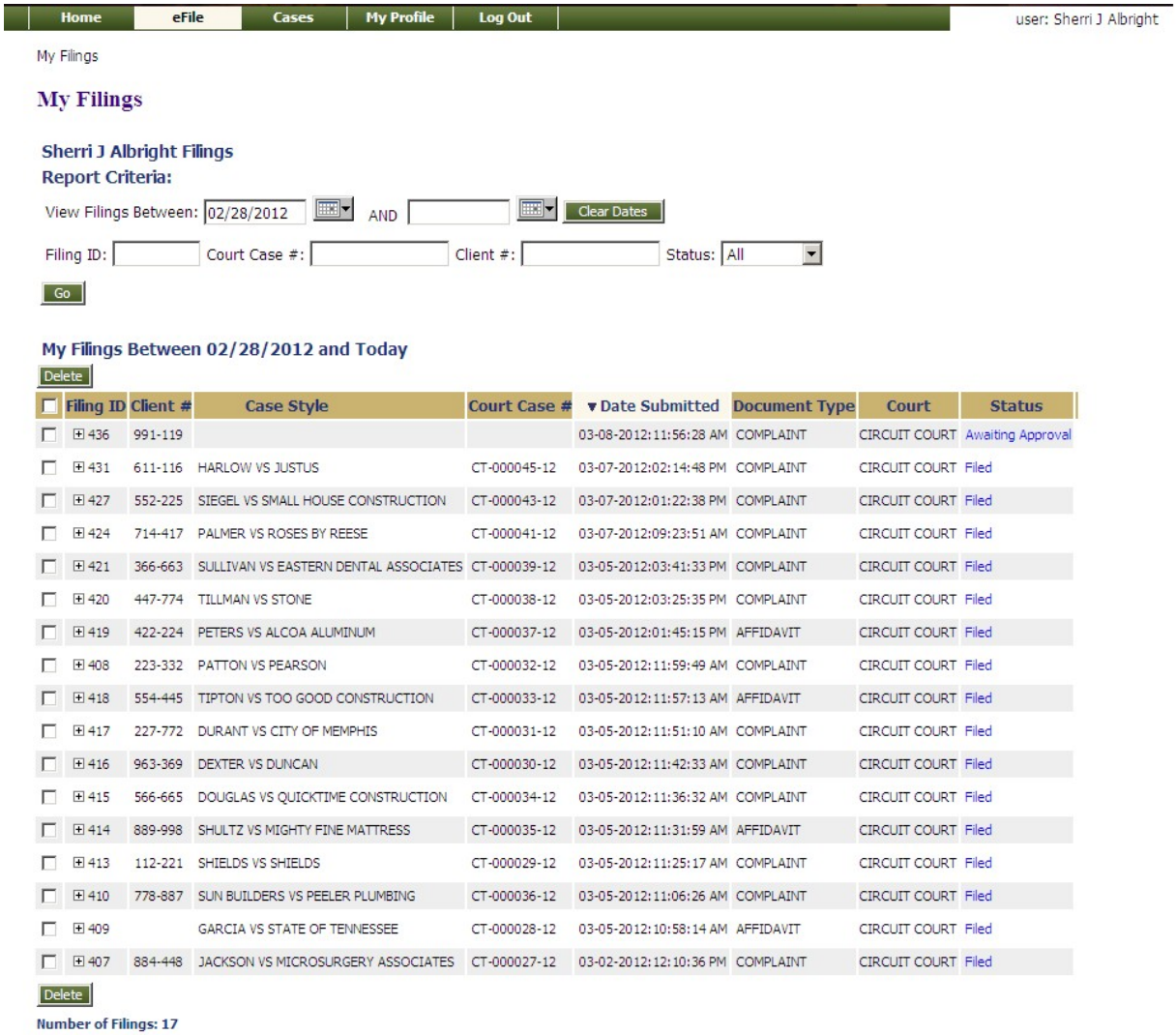
Figure 47: My Filings Page Displays Filings with Links for Additional Information



Filing ID	Client #	Case Style	Court Case #	Date Submitted	Document Type	Court	Status
436	991-119			03-08-2012:11:56:28 AM	COMPLAINT	CIRCUIT COURT	Awaiting Approval
431	611-116	HARLOW VS JUSTUS	CT-000045-12	03-07-2012:02:14:48 PM	COMPLAINT	CIRCUIT COURT	Filed
427	552-225	SIEGEL VS SMALL HOUSE CONSTRUCTION	CT-000043-12	03-07-2012:01:22:38 PM	COMPLAINT	CIRCUIT COURT	Filed
424	714-417	PALMER VS ROSES BY REESE	CT-000041-12	03-07-2012:09:23:51 AM	COMPLAINT	CIRCUIT COURT	Filed
421	366-663	SULLIVAN VS EASTERN DENTAL ASSOCIATES	CT-000039-12	03-05-2012:03:41:33 PM	COMPLAINT	CIRCUIT COURT	Filed
420	447-774	TILLMAN VS STONE	CT-000038-12	03-05-2012:03:25:35 PM	COMPLAINT	CIRCUIT COURT	Filed
419	422-224	PETERS VS ALCOA ALUMINUM	CT-000037-12	03-05-2012:01:45:15 PM	AFFIDAVIT	CIRCUIT COURT	Filed
408	223-332	PATTON VS PEARSON	CT-000032-12	03-05-2012:11:59:49 AM	COMPLAINT	CIRCUIT COURT	Filed
418	554-445	TIPTON VS TOO GOOD CONSTRUCTION	CT-000033-12	03-05-2012:11:57:13 AM	AFFIDAVIT	CIRCUIT COURT	Filed
417	227-772	DURANT VS CITY OF MEMPHIS	CT-000031-12	03-05-2012:11:51:10 AM	COMPLAINT	CIRCUIT COURT	Filed
416	963-369	DEXTER VS DUNCAN	CT-000030-12	03-05-2012:11:42:33 AM	COMPLAINT	CIRCUIT COURT	Filed
415	566-665	DOUGLAS VS QUICKTIME CONSTRUCTION	CT-000034-12	03-05-2012:11:36:32 AM	COMPLAINT	CIRCUIT COURT	Filed
414	889-998	SHULTZ VS MIGHTY FINE MATTRESS	CT-000035-12	03-05-2012:11:31:59 AM	AFFIDAVIT	CIRCUIT COURT	Filed
413	112-221	SHIELDS VS SHIELDS	CT-000029-12	03-05-2012:11:25:17 AM	COMPLAINT	CIRCUIT COURT	Filed
410	778-887	SUN BUILDERS VS PEELER PLUMBING	CT-000036-12	03-05-2012:11:06:26 AM	COMPLAINT	CIRCUIT COURT	Filed
409		GARCIA VS STATE OF TENNESSEE	CT-000028-12	03-05-2012:10:58:14 AM	AFFIDAVIT	CIRCUIT COURT	Filed
407	884-448	JACKSON VS MICROSURGERY ASSOCIATES	CT-000027-12	03-02-2012:12:10:36 PM	COMPLAINT	CIRCUIT COURT	Filed

2. The "My Filings" page will appear, allowing you to search for the case you need. Click on the link under the "Status" column, and you will be directed to the "Filing Status" page for that particular case.

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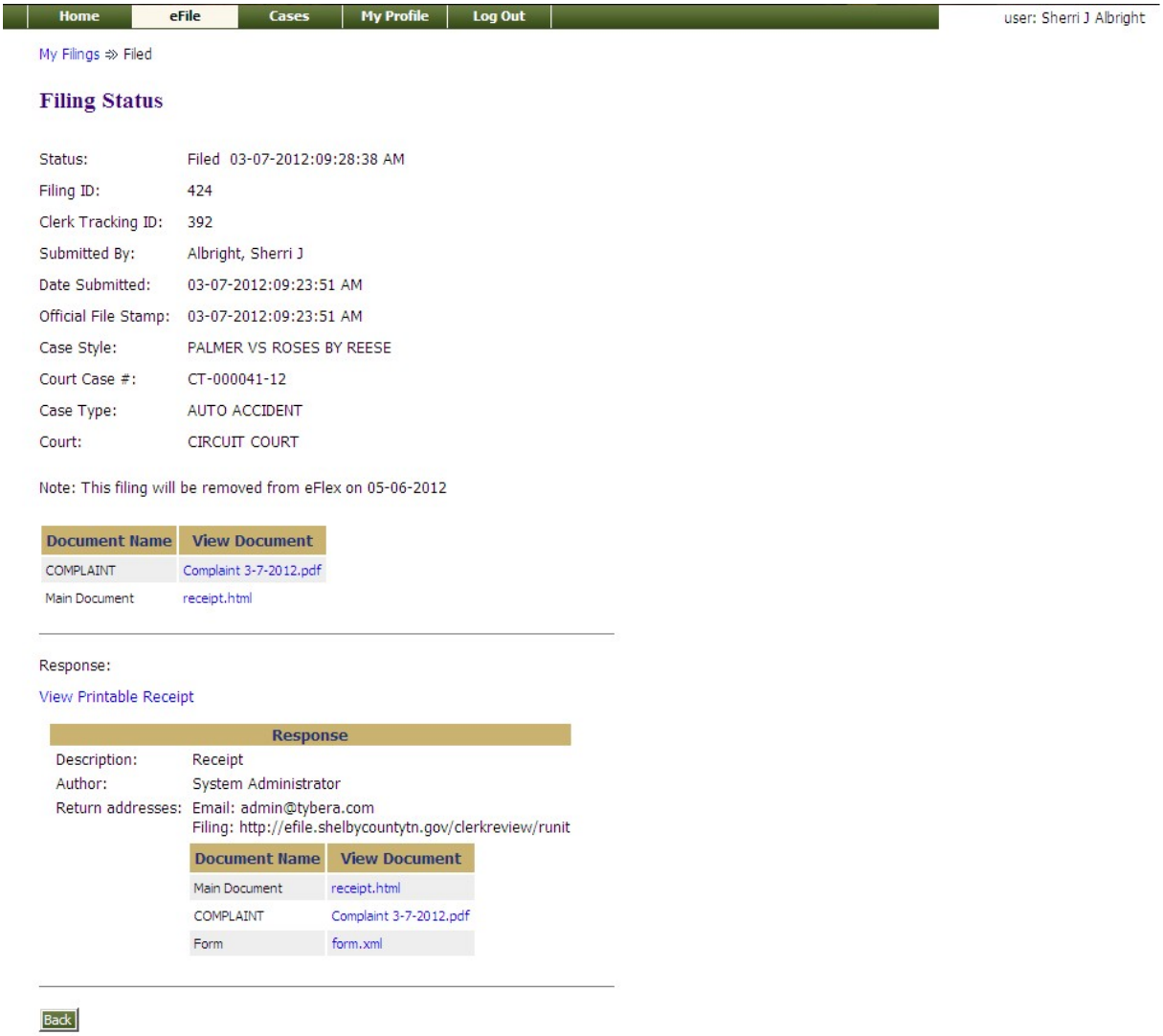
Figure 48: Viewing Documents from the Filing Status Page



3. The documents you originally submitted may be viewed by clicking the link under "View Documents" in the listing above the first horizontal line on the page. These documents do not have the court's date and time stamp.

4. Below the first horizontal line on the page, you will find a "Response" section. It is in this section that you will be able to view or print documents that have been received by the court. The documents listed in the "Response" section will include a court date/time stamp. Do not open the "form.xml" link as this is simply computer code that the system administrator can use for information in case troubleshooting is necessary.

Note: Once you have opened a document listed under the "Response," it is imperative that you print it or save the signed document to your local machine using a "Save As" command as "Response" documents will be removed from this temporary repository after 120 days.

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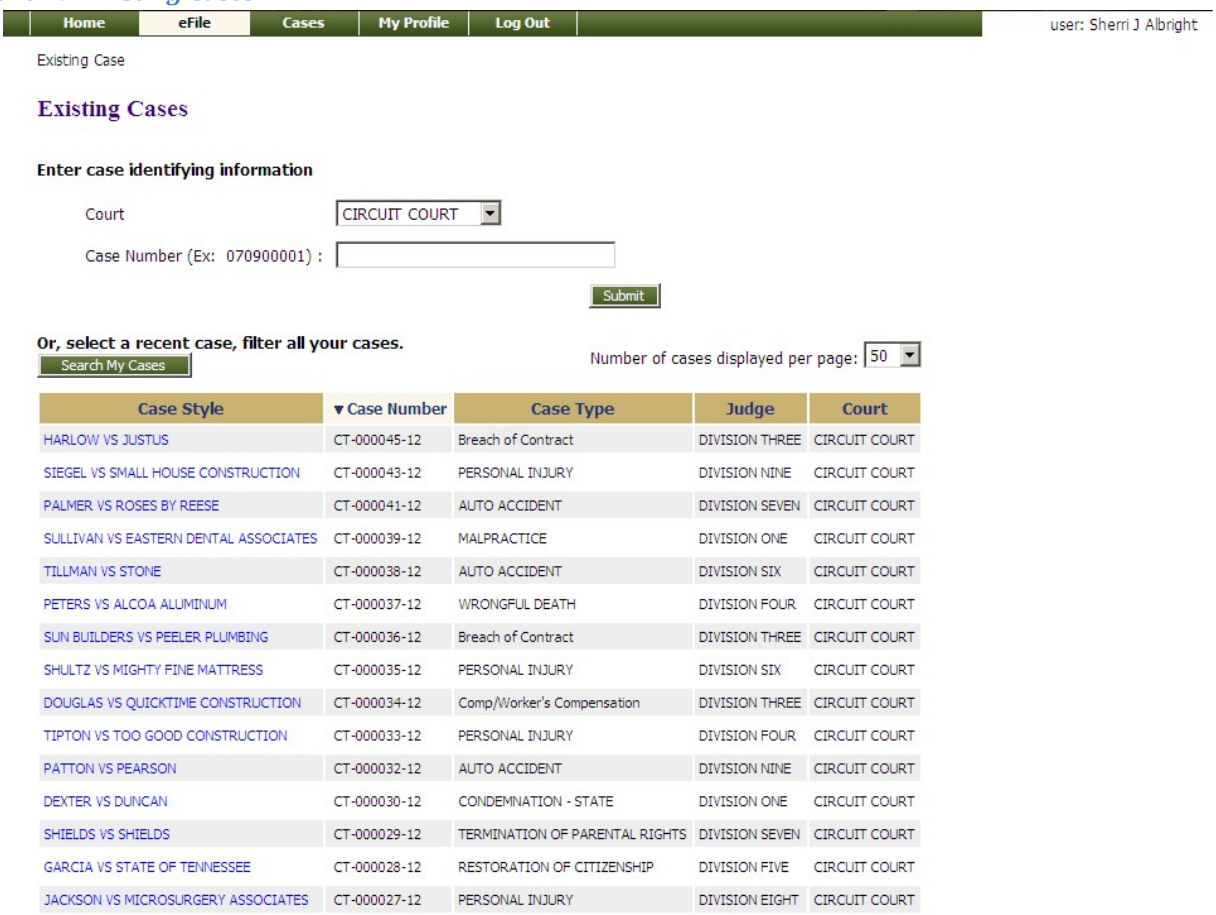
e-Filing to an Existing Case

Filing to an existing case is similar to filing a new case.

To Add a Document to an Existing Case:

1. Click **File to Existing Case** on the home page or select **eFile** > **Existing Case** from the menu bar on the top of any page. The "Existing Cases" page will appear.

Figure 49: Existing Cases



Case Style	▼Case Number	Case Type	Judge	Court
HARLOW VS JUSTUS	CT-000045-12	Breach of Contract	DIVISION THREE	CIRCUIT COURT
SIEGEL VS SMALL HOUSE CONSTRUCTION	CT-000043-12	PERSONAL INJURY	DIVISION NINE	CIRCUIT COURT
PALMER VS ROSES BY REESE	CT-000041-12	AUTO ACCIDENT	DIVISION SEVEN	CIRCUIT COURT
SULLIVAN VS EASTERN DENTAL ASSOCIATES	CT-000039-12	MALPRACTICE	DIVISION ONE	CIRCUIT COURT
TILLMAN VS STONE	CT-000038-12	AUTO ACCIDENT	DIVISION SIX	CIRCUIT COURT
PETERS VS ALCOA ALUMINUM	CT-000037-12	WRONGFUL DEATH	DIVISION FOUR	CIRCUIT COURT
SUN BUILDERS VS PEELER PLUMBING	CT-000036-12	Breach of Contract	DIVISION THREE	CIRCUIT COURT
SHULTZ VS MIGHTY FINE MATTRESS	CT-000035-12	PERSONAL INJURY	DIVISION SIX	CIRCUIT COURT
DOUGLAS VS QUICKTIME CONSTRUCTION	CT-000034-12	Comp/Worker's Compensation	DIVISION THREE	CIRCUIT COURT
TIPTON VS TOO GOOD CONSTRUCTION	CT-000033-12	PERSONAL INJURY	DIVISION FOUR	CIRCUIT COURT
PATTON VS PEARSON	CT-000032-12	AUTO ACCIDENT	DIVISION NINE	CIRCUIT COURT
DEXTER VS DUNCAN	CT-000030-12	CONDEMNATION - STATE	DIVISION ONE	CIRCUIT COURT
SHIELDS VS SHIELDS	CT-000029-12	TERMINATION OF PARENTAL RIGHTS	DIVISION SEVEN	CIRCUIT COURT
GARCIA VS STATE OF TENNESSEE	CT-000028-12	RESTORATION OF CITIZENSHIP	DIVISION FIVE	CIRCUIT COURT
JACKSON VS MICROSURGERY ASSOCIATES	CT-000027-12	PERSONAL INJURY	DIVISION EIGHT	CIRCUIT COURT

2. If you are not yet registered as a participant on the case, you must enter the Court and a Case Number. Click **Submit** in the upper section of this page.

3. If you entered a case number that doesn't exist, you will receive an error message, and you must repeat the process. When you use this search function, be sure to double check all of the information returned to confirm this is your targeted case.

4. If you are already registered on the case, you can select a case from the list on the page as displayed in Figure 49.

5. From either method of selecting a specific case, the "Add a Document" page will display. The "Add a Document" page allows a filer to distinguish between an existing case and a new

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case by means of a yellow banner near the top of the page for an existing case. A new case has no such banner.

Figure 50: Yellow Banner on Existing Case Add a Document Page

6. Use the drop-down menu to select a "Document Category." The "Document Category" selection narrows the scope of the "Document Type" list, making it easier to find the correct "Document Type" from the list of documents shown.

7. From the "Document Type" pull-down menu, select the type of document you are going to add to this submission. You can add more than one document to this submission, but it must be done one document at a time, repeating each of the "Add Document" steps for each document.

8. **Optional**: Enter any "Additional Text" in the text field provided. This additional text helps the clerk, Judge, or other participants understand more about the document. For example, if you are adding a motion, you may want to give more information about the purpose of the motion. **Note:** The "Additional Text" field is **not to be used** for 'instructions' to the court, such as "Strike my motion" or "Have the Judge call me".

9. Locate the document you have prepared by clicking on **Browse**. The operating system "Open Dialog" will display. Browse to locate your document on your computer, select the document, and then click on the **Open** button. This will return you to the "Add a Document" page with the file path to your document displayed in the "Document Location" field.

10. Click the **Add** button. If the document is large, you will see a message "UPLOADING DOCUMENT. PLEASE WAIT". This process will copy the document from your local machine to the Court servers. Once the transfer is complete, repeat the steps 6 through 10 on this page to add additional documents.

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Note: You must file documents in the accepted format and length. Please see instructions for "Document Preparation Prior to Login" at the beginning of this guide or "Appendix A" at the end of this guide. Failure to attach documents in the correct format will generate an error message.

Figure 51: Incorrect Document File Format

13. Each time you add a document, the document entry is displayed in the lower section of the page as shown in Figure 52. The picture below shows that "Interrogatories" and a "Motion Filed" were added with no additional text. The size of each document is also included on the entry.

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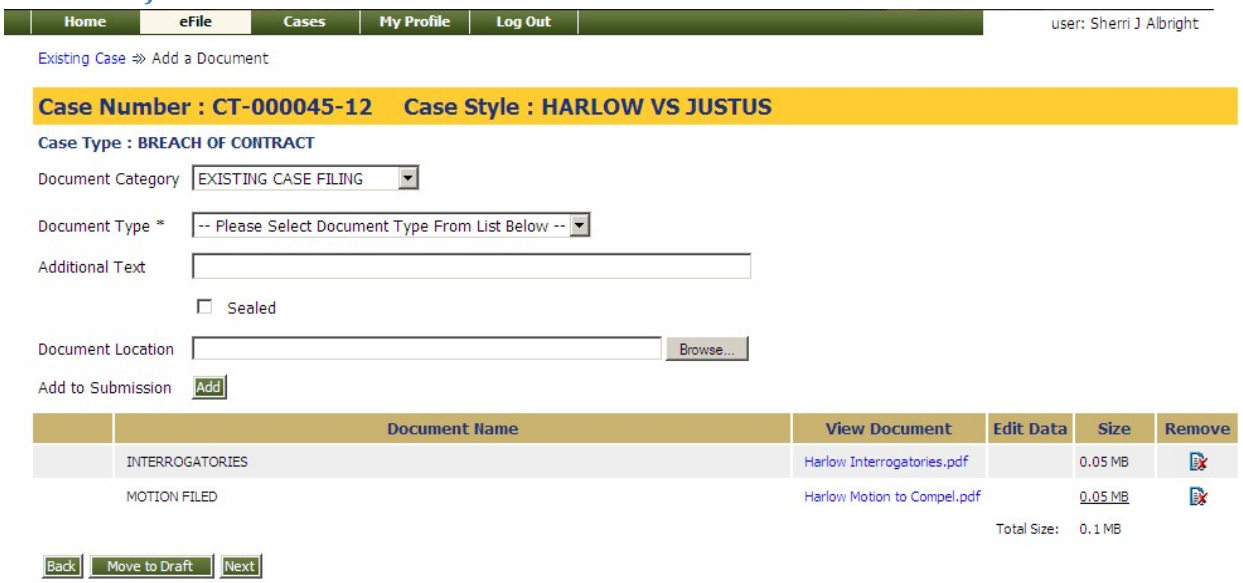
Figure 52: List of Added Documents



14. **Optional:** If you click on the "View Document" link of each entry, the e-Filing system will copy the document stored in the eFlex system servers back to your local machine so you can view what you uploaded.

15. **Optional:** If you happened to upload the wrong document, you can click on the red "X" icon under the "Remove" column. This will remove that document from your submission, allowing you to then add the correct documents.

16. On the "Add a Document" page click the **Next** button at the bottom of the page. The "Review and Approve Filing" page will display.

Figure 53: Review and Approve Page for Existing Cases—No extra Fees

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17. **Optional:** Click the **Cancel** button to discard the submission you just created. This will remove the documents from the eFlex system servers and eliminate the submission information.

18. **Optional:** Click **Move to Draft** if you want to finish this submission at a later time. Each time you click on a **Next** button, the eFlex system servers are updated and the partial information you have entered in this process is recorded with the documents. If your session times out because of inactivity, you will be required to log in again. From the "Login" page, go to **Draft Filings** to finish your submission.

To Submit a Filing to an Existing Case

In general, there are no fees for follow-up filings, however, there are a few documents that do require fees. The fee amount you owe, if any, is displayed on the "Review and Approve" page. Payment of fees on an existing case must be completed before the filing will be submitted to the court. The options given on the "Review and Approve" page, and the following page, "Select a Payment Method", are the same as for a New Case Filing. Refer to payment instructions for New Case Filings for details.

Figure 54: Review and Approve Page for Existing Cases—With added Fees

1. If you do not owe fees, click the **Submit the Filing** button. A message will appear indicating your filing has been submitted. Click the **Filing Status** button at the bottom of the message to be returned to the "My Filings" page.

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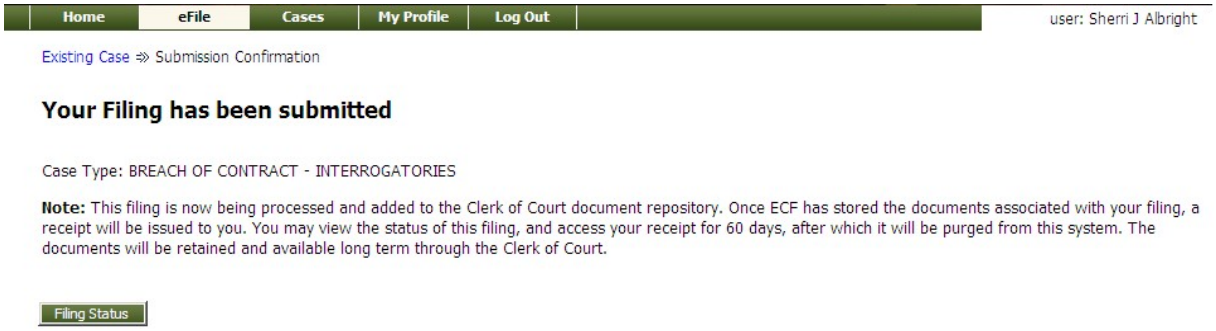
Figure 55: Filing Has Been Submitted



2. In some cases, a deferment of immediate payment may be the appropriate option to select. The primary reason for selecting the deferment option will be a claim of indigency. Make sure you include appropriate affidavits to support the deferment option you may have selected. Do not select deferment to avoid payment.

3. **Optional:** From the "Review and Approve" page, you can also go back to change the case information, which includes the party information, by clicking on the **Change Case Data** button. (Refer to previous instructions to add or remove parties.)

4. **Optional:** You can go back to change the documents you have included in this submission by clicking the **Add/Remove Documents** button. This will re-direct you to the "Add a Document" page. (Refer to previous instructions to add or remove documents.) You can also click the **Back** button at the bottom of the "Review and Approve" page to go back to the "Add a Document" page.

5. **Optional:** You can cancel and discard this submission by clicking on the **Cancel (Delete)** button. This will remove the documents on the Court Judicial Branch servers and delete any information about this submission that was not sent.

6. **Optional:** You can leave your submission in Draft state and finish it later by clicking on the **Move to Draft** button.

7. Click on the **Submit the Filing** button to file the submission.

8. If you owe fees, after clicking **OK** on a dialog box, you will be directed to Heartland Payment Systems, a PCI compliant secure payment site.

9. Complete your submission through Heartland just as if your filing was on a new case. Refer to payment instructions for New Case Filings for details. **See page 30, Working with e-File.**

Filing an Answer to an Existing Case

If you were not added as an attorney for the defendant when the case was initially filed, you will automatically be added as a party when you file an "Answer" to the case through eFlex. The instructions are the same, whether you are a single attorney representing one or more clients, or multiple attorneys

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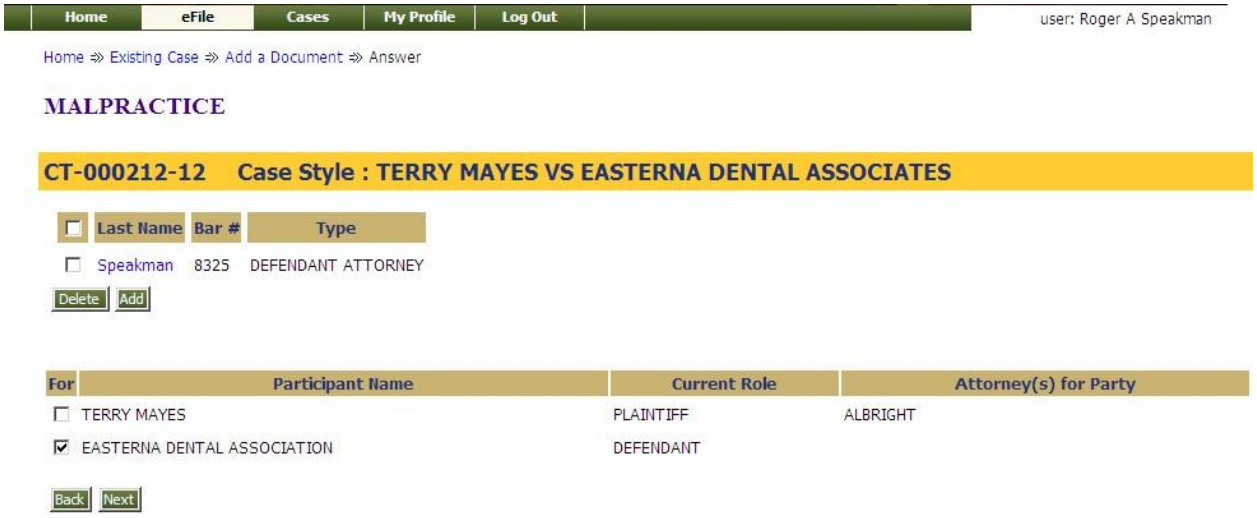
representing multiple clients. Regardless, as parties retain their own counsel, their newly hired attorneys must associate themselves with their clients by filing a type of "Answer." The example below illustrates a single attorney filing an answer for a single defendant.

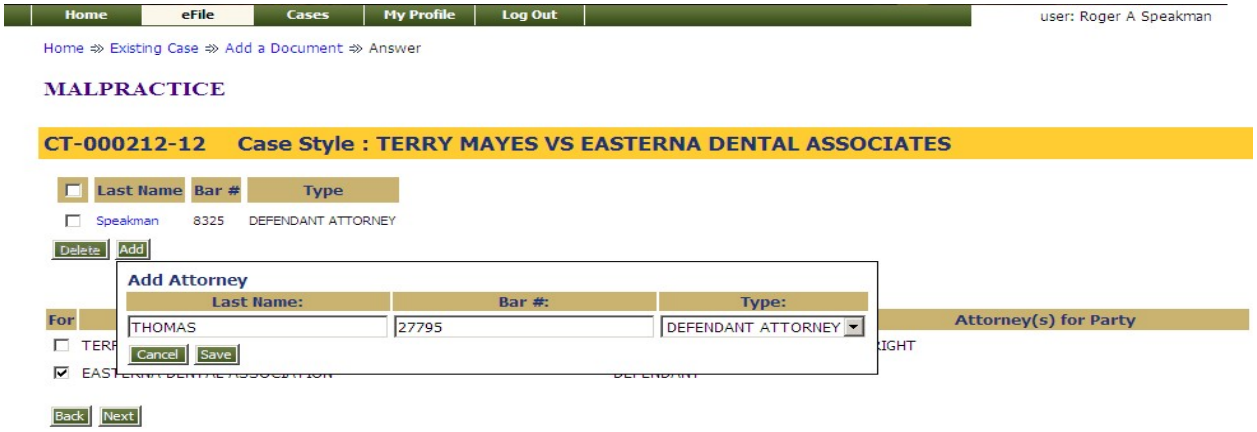
1. After you choose a type of "Answer" as response to an existing case, and submit your document, you will be presented with the screen below. Your name will automatically be listed, and you will place a checkmark next to the party or parties that you will represent. See Figure 56 below. Click "Next" to return to the "Add a document page", and "Next" again to go to the "Review and Approve Filing" page and the following payment screens

Figure 56: Filing an Answer to an Existing Case



2. If other attorneys will be assisting you in representing your client, you will have the opportunity to add their names on this screen as well, in effect, associating them with your client and the case. After you have submitted your "Answer", and see the screen as shown in Figure 56 above, Click the "Add" button under your name to add another attorney. The "Add Attorney" dialog box will appear, as shown in Fig 57 below.

Figure 57: Adding Another Attorney to the Case



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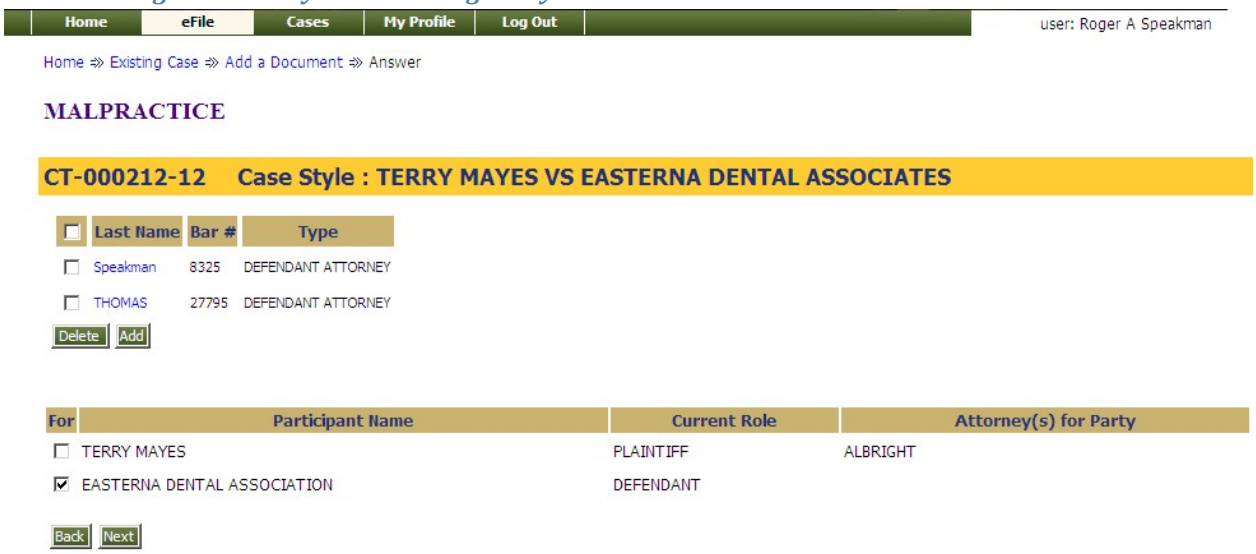
3. Enter the attorney's last name, bar number, and Role Type they will play in the case. Click "Save" and you will see the attorney's name listed below yours, as seen in Figure 58.

Figure 58: Adding an Attorney and Selecting Party



4. After adding your attorneys, place a check mark next to the party you are representing and click "Next" to go to the "Review and Approve Filing" page and the following payment screens.

5. **Optional:** If you need to file more than one "Answer", repeat the process by adding more documents, until all "Answers" and parties are added, then click "Next" to go to the "Review and Approve Filing" page and the following payment screens.

6. **Optional:** If there are multiple defendants or plaintiffs, multiple attorneys can independently file answers to associate themselves with their respective clients. Figure 59 below, shows how the Attorney association screen will appear when multiple parties are involved. If you will be representing more than one party, you may place check marks next to all the parties you will be representing.

Note: When you file an answer, and you find that your role is incorrect, you may delete and re-add yourself to change the type of role you are assuming on the case.

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Figure 59: Representing Multiple Parties

Understanding Filing Status

Whenever you e-File something to the court, the status of your filing is updated to reflect its progress. Each filing will be updated with several different statuses. Some happen so quickly that you may not see all the status changes. The "My Filings" page displays the status of each submission as it is updated until the final status of "Accepted" has been posted. You may use the **Go** button near the top of the page to "Refresh" the page view. A filing can have the status of:

- **Package Pending** - The submission is being prepared for clerk review but not yet sent.
- **Packaged** - The submission is prepared and sent for clerk review.
- **Received** - The submission has received a time stamp and will be placed in a queue for further processing.
- **Awaiting Approval** - The submission is in a queue for further processing.
- **Filed** - The Clerk has approved submission, and it is being processed. Be patient.
- **Receipt Pending** - An error occurred in communications. Call the e-Filing administrator.
- **Rejected** - Submission was denied. See the note from the clerk for an explanation. To start the resubmission process, click **Resubmit**.
- **Filed** - No further action. The filer should look at their case history or receipt of the submission to download signed documents and check for notes from the Clerk.

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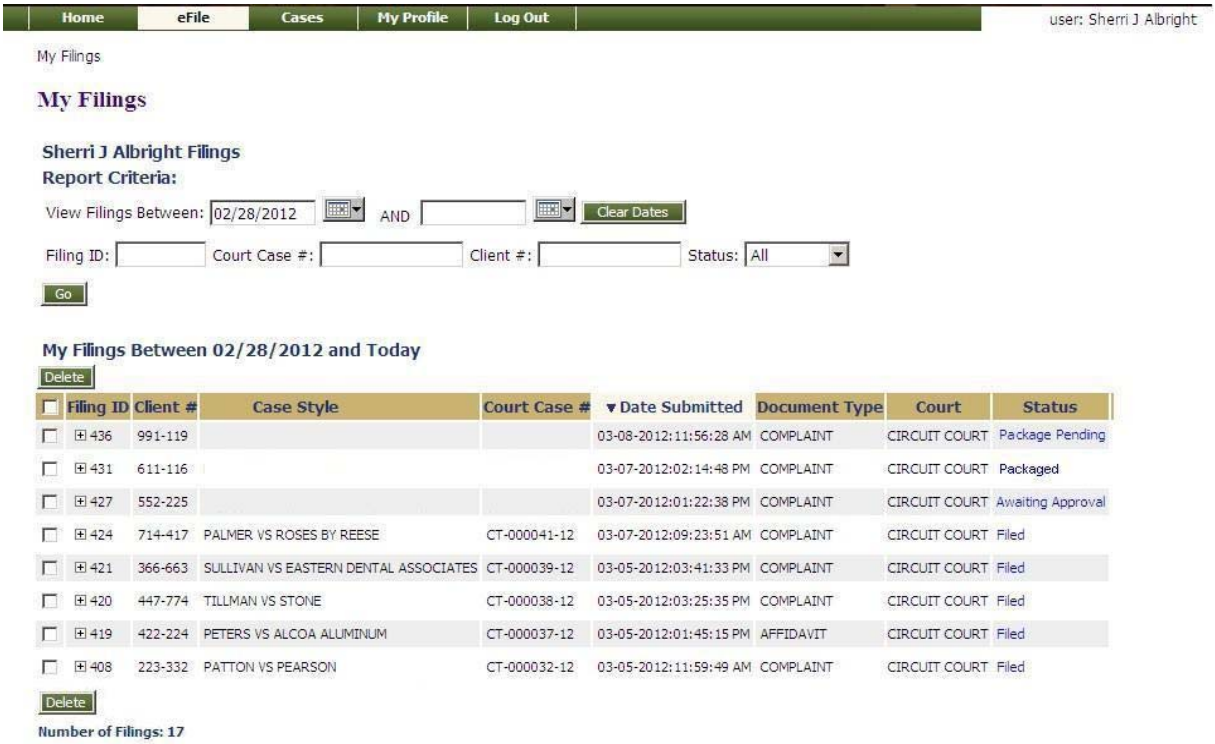
- **Filed-Presented to Judge** –Accepted and routed to a Judicial Queue for a judge to review. This means that even though the submission has been filed, the proposed document may not have been reviewed at this time, but it has been presented to a judge.
- **Resubmitted** - This submission was "Rejected," and the filer used the old submission to create a new submission. The status of this submission has no future value, and the filer needs to look at the new submission status.

Figure 60: Review Filing Status on My Filings Page



Each entry in the list represents the status of a filing.

Each entry on the "My Filings" page is temporary and is deleted after a certain period of time. The period of time this information remains is configurable by the e-Filing administrator, but is usually not less than 120 days.

Note: You should check each entry. Although a status is complete, there may still be a note from the Clerk of the Court informing you of some condition. Be sure to check each receipt.

To Check the Status of your Submissions:

1. From the Home page, click **Filing Status** or click **eFile** > **My Filings** from the menu bar at the top of any page.

2. **Optional:** Filter the list by using the calendar icons to select a starting and ending date. Then click **Go**. If you leave the end date blank, the system default is today's date.

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3. Click the "+" symbol in the "Filing ID" column to display the documents associated with the filing.

4. **Optional:** Click the document name link that appears when you click the "+" symbol to view/download the document.

5. Click the filing "Status" on the right to display additional details about the filing. This will include information such as the time-stamp on your submission.

Handling a "Returned Not Filed" Status

If a submission is "Not Accepted," the receipt will include a reason field. Although some reasons are entered automatically by the system, for example, if one of the documents contained a virus, the clerk typically types in the reason for the rejection.

1. When a submission is "Not Accepted," a **Resubmit** button appears next to the status.

2. Change what was rejected by either deleting the document in question or correcting the information entered.

3. Click **Resubmit** to automatically create a new submission based on the previously rejected submission.

Note: The "Filing Status" screen is not where you should look for case information; instead, click **My Cases** on the "Home" page.

Draft Submissions

The "Draft" feature acts as a backup if you are disconnected from the internet. Whenever you begin creating a new submission, eFlex records data each time you advance to the next screen, including any document data you have loaded. If your internet connection goes down, the system creates a draft of your submission. When you're back online, you can continue the process where you left off. Each time you log out, you will be prompted if you have any partially completed submissions.

To Resume Work on a Draft Filing:

1. Click **eFile** > **Draft Filings** on the menu bar to see a list of partially completed submissions.

Figure 61: List of Draft Filings

Filing ID	Client #	Court Case #	Case Title	Filing Description	▼Create Date	Court	Days Until Deletion
438	991-119			BREACH OF CONTRACT	03-08-2012:03:20:28 PM	CIRCUIT COURT	55
432	991-119			BREACH OF CONTRACT	03-08-2012:09:44:57 AM	CIRCUIT COURT	55
412	117-711			DIVORCE	03-05-2012:11:16:52 AM	DIVORCE REFEREE	52

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2. Click the "Filing Description" name to return to the last page you worked on.

3. Continue with the submission. For most submissions the default is to go to the "Add a Document" page. If you need to back up to the "Case Initiation" page on some submissions, press the **Back** button on the "Add a Document" page.

Many times filers forget they already redid the submission. You can delete entries if you no longer need the information or if you completed the submission by starting over. Each time you log off the e-Filing system, if there are entries in draft status, you will be notified that you have entries in draft, and you will have to answer whether you want to exit or not.

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Appendix A: Creating a PDF and Other Document Display Information

PDF Basics

PDF (Portable Document Format) is a popular format created by Adobe® Systems Incorporated. Documents using this format can be read by Adobe Reader®, a free application available from the Adobe website. This type of document is considered a final form document because it is not designed to be edited. It is fixed and appears the same on nearly every machine using Adobe Reader, making it a convenient way to ensure that the information you are sending is being viewed in the same layout format as you intend it to be. A PDF document has the extension ".pdf" appended to the file name.

If you have a PDF printer driver installed, you can create PDF documents directly from Microsoft® Word. Some word processing applications, such as Corel® WordPerfect®, include a PDF printer driver as part of the application. There are several vendors that sell PDF printer drivers. Also, you can search the internet for free PDF creators such as CUTE or 995.

Creating Documents

All documents must be submitted as a PDF file.

To create your original documents, you'll need a word processing application, such as Microsoft Word, WordPerfect, or another word processor. You need to use standard fonts when you are creating the original document. Times New Roman or Arial fonts are common and generally convert to PDF consistently. The font you select also needs to be a "TrueType" font. Selecting standard fonts will help ensure the document formatting converts correctly.

Microsoft Word 2007-2010 has an Acrobat tab on the right side of the menu bar. When you have your original document file opened, the "Create PDF" will allow you to save a copy of the document as a PDF. Many users of other word processing programs will install a PDF printer driver as that is the common way to create PDF documents. There are some free PDF printer drivers as well as products you can purchase. Adobe Acrobat® Standard or Pro editions include printer drivers.

Including Paper Exhibits

With your submission you may need to include copies of paper documents such as a copy of a contract, a copy of a bounced check, or some other item. These paper documents will need to be submitted in the court-accepted electronic format, PDF. To do this you must have access to a scanner. The easiest way to prepare such exhibits is to scan and save them directly as a PDF. In your scanner control dialog box, be sure to select the "Scan to PDF" option. This option will create a file ready to attach to your filing.

Pay attention to court requirements for file size, color, and resolution. The Court's Document Management System requests that you use black-and-white settings with a low resolution (300 dpi) resulting in 25 to 50 KB per page in size. Using color adds to the size of the file, so you should only scan using color settings when color is a vital element of the exhibit. If your scan includes color, lower the resolution enough to reduce the file size but not to destroy the ability to view the image. See your scanner's user documentation for more information.

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