



## **Electronic Filing Frequently Asked Questions**

Have a question about the Summit County Clerk of Courts Electronic Filing website? Just find the section below that corresponds to the area where you need help.

### **General Information**

#### **What Browsers can I use?**

Microsoft Internet Explorer, Google Chrome, Mozilla Firefox & Safari. **NOTE:** Using Safari 5.0.1 may result in slow performance when attempting to upload documents or access certain web pages. If you encounter this situation using Safari, try using Google Chrome or Mozilla Firefox.

#### **What time can I file electronically?**

You may utilize the E-Filing application 24 hours per day, 7 days per week 365 days a year including Sundays and holidays.

#### **What do I have to do to use the E-Filing system?**

If you haven't done so already, you will have to register by selecting the '[Not a Registered User](#)' hyperlink above the E-Filing login page. After accepting the terms and conditions, you will be directed to a page to capture your information.

#### **How much does it cost to register to use the E-Filing system?**

It doesn't cost anything to register. It is free!

#### **Are there instructions on how to electronically file?**

Yes. You can review the E-Filing Attorney Manual and E-Filing Local Rules located under the E-Filing Login page for additional information.

#### **What happens if, after I register, I forget my User Name?**

Click on the '[Forgot Username?](#)' link in the E-Filing login page. You will need to enter an email address where the system can send your user name to. Then select the 'Retrieve Username' button.



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### What happens if I forget my Password?

Click on the '[Forgot Password?](#)' link in the E-Filing login page. In the 'Enter your userid:' field, enter the user name which you supplied when you registered. Then select the 'Retrieve Password' button. Remember, if you are an attorney, your user name is your State of Ohio Supreme Court number. If you are a Pro-Se filer, your user name is the email address you entered when you registered.

You will then be directed to the Security Question page where you must enter the answer to the security question when you initially registered.

### I am not an Ohio Attorney. How do I register to use electronic filing?

You will need to contact our office first via the following email address to register as a Pro Hoc Vice attorney: [summitcpclerk@summitoh.net](mailto:summitcpclerk@summitoh.net).

### I am not an attorney but work for one. Can I register the attorney myself so the attorney doesn't necessarily have to register themselves?

Yes. In this instance, follow this procedure:

- Select the '[Not a Registered User](#)'
- Agree to the Terms and Conditions page and you will be directed to the filer option and select the 'I am an Attorney' option.
- Then complete the attorney information page **as if you were the attorney.**

**\*\* Important \*\*** Remember the password you select for the attorney and make sure he/she knows it in the event the attorney attempts to log on themselves. Also, the attorney should also know or remember the security questions in order to reset his/her password.

### What types of cases can I file electronically?

We can accept electronic filings for the majority of Civil and Domestic Relations (late spring) division case types.

### Are there any specific Civil Case types that cannot be filed electronically?

Yes. These case types must still be filed in our office:

- Civil Protection/Anti-Stalking Petitions
- Miscellaneous Court Actions including Discovery Actions
- Certificate of Qualifications for Employment Actions



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### How much does it cost to electronically file?

The cost to file electronically is the same as if you were filing at the counter in our office. However, when you file electronically, you will have to use a credit card to pay for the filing fees.

I am representing a Government Agency and I want to use the E-Filing system to submit a filing that has fees associated with it. How do I do that?

Please contact our office at [summitcpclerk@summitoh.net](mailto:summitcpclerk@summitoh.net) for instructions. In the body of your email, please indicate what agency you are representing, your name and a phone number where we can contact you.

### Filing Information

### Is there a time limit placed on my E-Filing session?

It is a good practice to ensure that you have everything you need to file before you start the electronic filing process. There isn't a set time limit on how long you can take to file as long as you continue without interruption. If you begin a session and then stop for some reason, the system will end the session after approximately **10 minutes** of inactivity. If you find that the system is not responding, you will have to start over again and all of the information you previously entered will be lost.

### Is there a 'Save' function if I want to begin filing and finish later?

No. There is no 'Save' function. Once you elect to begin the process, you must finish otherwise all of the work you complete up until the point you wish to stop will be lost.

### When I begin the filing process, if I want to return to the previous page, should I select the 'Cancel' key?

No. Pressing the Cancel key will return you to the 'My Cases' page **and all the information you entered prior to pressing Cancel will be lost**. If you want to return to the previous page, select the 'Back' button in your browser.

### Can I print the page that I'm on if I want to save something for review later?

Yes. However, the system will provide you with a recap of everything that you entered when you complete the filing so, printing each page as you complete it won't be necessary.

### What type of document formats will the electronic filing system accept?

The E-Filing system will accept Adobe Portable Document Format (PDF) document types and Microsoft Word Documents that typically include a ".doc" or ".docx" extension. For Proposed Orders, we will **only** accept Microsoft Word Documents. This is required since proposed orders need to be editable.



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**Note:** There is a 10 MB maximum file size per document and a 30 MB maximum file size for one submission. Thus, if your complete submission including your documents and exhibits is over 30MB, please consider filing your larger documents or exhibits in separate filings.

**Are there any document formats that will not be accepted?**

Yes. Older document formats such as Word Perfect for example will not be accepted.

**I've already filed a Notice of Appearance on my case. Why does the system keep telling me that I have to file a Notice Appearance?**

If a Notice of Appearance has electronically been submitted on a filing but our office hasn't yet accepted the filing, subsequent filings will require the Notice of Appearance to be submitted. Once the electronic filing has been accepted by our office, no additional Notices of Appearance need be filed on that case.

Essentially only one Notice of Appearance needs to be filed on a case.

**How do I 'sign' my documents?**

You will need to use the format below for submitting an E-Filing Signature. Make sure the **SIGNATURE BLOCK** is left justified so that all of the information in the example aligns to the left-hand side.

/s/ Attorney Name  
Typed Attorney Name  
Ohio Supreme Court Number  
Attorney for (Plaintiff or Defendant Name)  
Law Firm Name  
Address (Full Address)  
Telephone Number  
Email Address  
Fax Number

**Note that this signature block must be left justified and if you fail to sign your documents using this format, your filing will be rejected!**



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### **How do I attach Exhibits to my word document so that I can submit the filing as one document?**

There are two options that you can use to include Exhibits into one word document:

1. Print out the word document and your exhibits. Scan those documents as one PDF document and then attach that PDF document to your electronic filing.
2. Scan your exhibits as PDF documents. Create your document in MS Word and then insert the PDF's into your document. You can do this by placing your cursor on the document where you want the exhibit to go and then selecting the 'Insert' option. You will insert an 'Object' that will be a PDFXML document or an Adobe Acrobat Document (if your exhibit was created in Adobe and not scanned). Then you will select the location of your scanned image and insert the exhibit. Once you've finished and saved your filing, you can attach it to your electronic filing.

### **Can I file a Sealed Document?**

All motions and/or proposed orders requesting that documents are to be covered by a protective order or are to be filed under seal shall include language designating a specific level of access. Pursuant to Sup. R. 44, the designated levels of access are as follows:

- i. Public Access – means both direct and remote access.
- ii. Direct Access - means the ability of any person to inspect and obtain a copy of a court record at all reasonable times during regular business hours at the place where the record is made available.
- iii. Remote Access – means the ability of any person to electronically search, inspect and copy a court record at a location other than the place where the record is made available.

The Clerk of Courts shall not accept any document to be filed under seal unless there is a previously signed protective order or order authorizing that a document be filed under seal and the order designates a level of access as defined in this section. If a



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protective order or order authorizing that a document be filed under seal does not include a designated level of access, the filer will be required to file a proposed order designating a specific level of access for the protective order or the order to seal. The Clerk will accept the documents to be filed under seal once an order is approved and filed with the Clerk of Courts.

Parties who attempt to file a sealed document without an approved order may have their document rejected by the Clerk and be forced to re-submit the document pursuant to the procedures outlined in this rule

Just select the first option 'Regular Filing/Motions/Proposed Order.' Pleadings are included in this option.

**When I file a Secondary Filing, I don't see 'Pleadings' in the Secondary Filing type dropdown box. Where can I find that?**

**Do I always need to include Service with my E-Filing?**

No. The general rule to follow is that, if you want **our office** to provide service, then select the type of service you want **our office** to provide and include that with your submission. If the Summit County Clerk of Courts is to provide service, fees may apply and will be billed accordingly.

If the parties to the case have email addresses associated with them, then a byproduct of the E-Filing process will result in email notifications being sent to these parties when the acceptance email is generated. **Note** that if email addresses don't exist for parties, then email notifications will not be issued.

**What file date will my new case or Secondary Filing receive?**

New cases and secondary filings will be time stamped with the date and time they were submitted. **Filings are not considered submitted until the 'Finish' button has been pushed during the e-filing process.**

Once the 'Finish' button has been selected and the filing has been received, the e-filing server will timestamp the filing according to the date and time on the server.

**\*\*\*NOTE\*\*\*** It is important to note that if you started your e-filing prior to midnight and submitted the filing after midnight, if your filing is accepted, the time stamp date and



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**After I submit my E-Filing submission, will I be notified as to its status?**

time will be the date and time after midnight.

Yes. After successfully submitting your new case or Secondary filing, you will receive an email indicating that your submission has been received by the Summit County Clerk of Courts office.

This submission email will contain a Transaction ID and/or a Temporary Case number if a new case was filed. Please **write these number(s) down**. In the event there is an issue with your submission, our office uses these numbers to assist us in resolving your issues.

Upon successful submission, your filing will be reviewed. Depending on the outcome of the review by our staff, you will either receive an Approval or Rejection email the latter of which will provide detail as to the reason for the rejection. After correcting any rejection issues, you can resubmit the correction via E-Filing again.

**If I submit a filing on a specific date and it is rejected, what time stamp will be reflected once the filing is corrected and resubmitted?**

The time stamp on the resubmitted filing will be the date the filing was resubmitted back to our office.

**What is the reason I'm not receiving email notifications? What do I need to do?**

Please check your junk folder on your email account for the email notifications. To avoid any issues, please add [DoNotReplySCCOC@summitoh.net](mailto:DoNotReplySCCOC@summitoh.net) to your contacts. If you still aren't receiving notifications, please contact our office at [summitcpclerk@summitoh.net](mailto:summitcpclerk@summitoh.net). Include your name, telephone number, Supreme Court Number and case number in your email so we can be better prepared to assist you.

**Can I set my E-Filing account to receive alerts to more than one email address?**

No. Currently, we are only allowing one email address per E-Filing account. If you want more than one email address to receive email notifications from our office, please set up your email account to automatically forward emails from [DoNotReplySCCOC@summitoh.net](mailto:DoNotReplySCCOC@summitoh.net) to the other email address or addresses.

**When will my E-Filing submission be reviewed?**

All electronic filings are reviewed by the Summit County Clerk of Courts staff on a



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daily basis, Monday through Friday, 7:30 A.M. through 4:00 P.M. excluding weekends and legal holidays.

Please understand that the Clerk of Courts cannot control the volume of electronic filings submitted on any given day. Every attempt is made to review submissions as quickly as possible.

**After my submission is accepted, where do I find my case information?**

After you successfully login and review the contents of the Verification page, press the 'Continue' button on the bottom of the page and the system will direct you to the 'My Cases' page. There you will find all of the cases which are associated to you.

**Note:** Cases prior to August of 2011 will not appear in the 'My Cases' page. You must select the 'Case Search' button at the bottom of the page to access the case search page.

**I am an attorney and don't see the cases I filed electronically. What should I do?**

Please contact our office at [summitcpclerk@summitoh.net](mailto:summitcpclerk@summitoh.net). In your e-mail to us, please include your name, phone number, Supreme Court Number, the case number of the case that's missing and, if possible, one of the cases that are listed under your 'My Cases' page.

## **Costs and Other Information**

**What types of payment do you accept for E-Filing?**

We only accept credit cards and debit cards for E-Filing.

**What credit cards do you accept?**

We accept American Express, Discover, Master Card and Visa.

**Do you store my credit card information?**

No. Our office does not store any credit card information at all.