

eFiling Frequently Asked Questions

Registration

1) Who can register to use the portal?

Currently, only Florida Bar registered attorneys can use the portal. Attorneys may choose to provide their login credentials to staff members to efile on their behalf.

2) I created a username and password and now the Portal tells me my account is not validated. What did I do wrong?

Account creation on www.myflcourtagency.com is a two step process. After you set up the username and password, you'll receive an activation email containing a link to complete your account set up. You may need to go back and look for it in your inbox or spam folder.

3) I am unable to access the Portal using the username and password I created. Who can assist me?

Send an email to support@myflcourtagency.com or call the help desk at 850-577-4609 for all registration issues.

4) How do I set up an administrator account?

Contact the FACC directly via their support email support@myflcourtagency.com call the help desk at 850-577-4609

5) Can a non-lawyer be the law firm administrator?

Yes.

6) My firm has several locations. Can we have a law firm administrator for each location?

Yes.

Filing My Documents

1) Is eFiling mandatory?

No. eFiling is currently **voluntary** in the 17th Judicial Circuit; however, with the recent issuance of Administrative Order No. SC11-399 the Florida Supreme Court has set the following deadlines for mandatory eFiling:

April 1, 2013:	Civil, Probate, Small Claims, Family Law
October 1, 2013:	Criminal, Traffic, Juvenile

2) In what divisions can I eFile?

- Probate (new and existing cases),
- Family (subsequent pleadings on existing cases) not including Domestic Violence cases and ,
- Circuit Civil (subsequent pleadings on existing cases **only** in Complex Litigation Divisions 1, 7, 19, 26 and 27 and General Division 9).

3) How do I enter the UCN (Uniform Case Number)?

Enter the year designator and sequential number when prompted. The case number in Figure 1 is shown in Figure 2 as it would be entered on the portal. Please note that you do not have to include leading zeros in your case number on the portal.

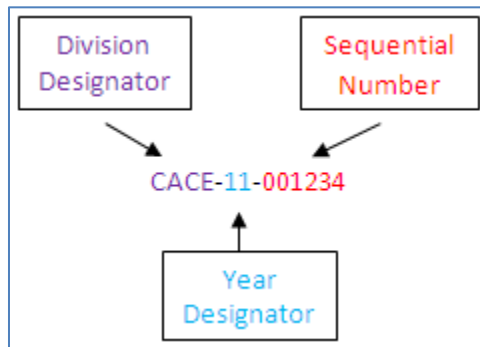


Figure 1- Local Case Number Anatomy

* Type Of Court * County * Division

Trial Broward Circuit Civil

Please enter values below and click search to locate your case. All required fields are marked with an asterisk ().
Case year must be a valid 4 digit Year (Example 2012).
Sequence # must be 6 Digits or less. No Leading Zeros needed (Example 412).
You can enter 2 Character Court Type or select from the list. Only allowed court types will appear after selecting division.
Party Identifier is optional and if provided must be 4 characters.
Branch Location Identifier is optional and if provided must be 2 characters.*

* Year * Sequence # * Court Type

2012 1234 CA

Court Type Selection

Circuit Civil (CA)

Party Identifier Branch Location

Figure 2: Local Case Number Conversion on Portal

4) What is my Court type?

Probate (PR-C): **CP**
Mental Health (MH-C): **MH**

Important: Do not select GA for guardianship cases. Your case will not be found. Please see number 5, below.

Family (CACE): **DR**
Civil (CACE): **CA**

Family and Civil Court types are automatically selected when you select that division in the drop down menu.

5) Why is my case not found?

Please check the following:

- Ensure you have entered the case number correctly. Please see number 3 in this section for instructions on entering the Uniform Case Number based upon the Local case number. **Correct this error before continuing.**

- Ensure you have NOT selected GA as the Court Type for a Guardianship case. Guardianship cases in the 17th Circuit are identified by the designation CP. CP is the court type. **Correct this error before continuing.**
- Is your case one in which confidentiality provisions apply such as Mental Health or Adoption? If so, then the case information will not populate. Bypass the error message and proceed to the documents screen to continue with your filing.

6) Do I need to follow-up my filing with the original documents?

With exceptions in Probate, you do not need to send in original documents except where required by Court rule or Statute.

In Probate, you need to send the following original documents:

- a) Last Will and Testament for estate cases;
- b) Last Will and Testament deposited with the Clerk;
- c) Pre-need Guardian Declarations;
- d) Bonds;
- e) Death certificates;
- f) Returns of service;
- g) Documents ordered by the Court; and
- h) Original documents required by law or rule of procedure to be filed with the Clerk

7) What do I do with the original documents?

You must maintain the originally signed documents for **at least** one year past the disposition of the case and any time for appeal.

8) How do I sign eFiled documents?

After obtaining the original signatures on the document you are filing, you can return to the draft of your document and enter a “/s/ printed name” on the signature line. You will save that document as the final and upload it to the portal for eFiling. Example:

/s/ Susie A. Attorney
Susie A. Attorney
Florida Bar: 0123456
SAA Law, PA
1234 Palm Avenue
Sunny, FL 33310
SusieAttorney@SAALaw.com
Assistant@SAALaw.com
Service@SAALaw.com

Alternatively, you may scan the document containing the original signatures. Please be aware that when scanning as an image, your document may not comply with Rules of Judicial Administration 2.525 and 2.526. For more information on accessibility rules, please visit the [Florida Supreme Court homepage](#).

9) What is a lead document?

A lead document refers to the pleading or paper you are submitting to the Court and expecting to be “clocked in and docketed” by the Clerk.

Examples of lead documents: Petition, Complaint, Answer, Notice of Hearing, Notice of Filing, Consent, Affidavit

Please note that in case of consents or affidavits or the like, they can also be filed as an attachment to the lead document where appropriate (see number 10).

10) How do I transmit my attachments and exhibits?

All supporting documentation (exhibits, proposed orders, etc.) must be included in the file with your pleading. It is suggested that PDF merger software be used to merge multiple documents into one file for submission to the Portal. You can also scan all the documents into one PDF file. Please be aware that when scanning as an image, your document may not comply with Rules of Judicial Administration 2.525 and 2.526. For

more information on accessibility rules, please visit the [Florida Supreme Court homepage](#).

Special rules for Oath of Personal Representative:

When filing the **Oath of Personal Representative** in probate proceedings, it must be filed **either** along with the Petition for Administration OR by following the process outlined in number 12 for separately filing proposed orders.

11) What do I do with my cover letter?

If you would like to submit a cover letter with your transmission, please include it as the last page(s) of the file. The first page of the file **MUST** be the first page of the lead document (i.e. the Petition/Pleading/Paper) that you are filing. The only exception to this is where you are filing a proposed order separately (see number 12).

12) What do I do with my proposed order?

You should merge your proposed order into the file with your pleading. Alternatively, you can submit it separately by selecting the “addendum” filing type; however, a cover letter **MUST** precede the proposed order in the file that you upload.

13) Can I file multiple pleadings?

Yes, so long as each pleading relates to the same case. Please make sure to upload each individual pleading separately by repeating the document type selection process and uploading the individual document.

Do not merge multiple pleadings (i.e. two petitions and a notice of hearing) into one file as an attempt to efile in bulk.

14) Is there a size limitation?

The size for the entire transmission is 25MB. In other words, if you are uploading 3 pleadings, their aggregate total cannot be more than 25 MB.

If you have a single pleading that totals more than 25 MB, you'll need to transmit it in bundles. In the first transmission, select the document pleading type you were filing, i.e.

Complaint. After you submit and receive your reference number, submit the remaining material in a second eFiling transmission. Select addendum as your document type and include a cover letter that states the following documents are a continuation of the {title of document} previously efiled.

15) How do I know my documents have been eFiled?

You will receive two notifications. The first will arrive shortly after you submit the eFiling and will indicate successful transmission of your document to the portal. The second should arrive no later than 24 hours after submission of your document and will indicate whether the Clerk has accepted or rejected your document. If you do not receive the second email within 24 hours, please send an email to efiling@browardclerk.org with your reference number in the subject line.

16) How do I obtain certified copies?

Please contact the Clerk's office to obtain certified copies.

17) Can I view documents that have been efiled online?

Not at this time.

18) How do I serve other parties?

Please continue to serve other parties as required by Court rule i.e. email, regular mail, hand delivery.

19) What is the cutoff for a document to be deemed filed on a certain day?

Papers and pleadings efiled before midnight are deemed filed that date.

20) What method of payment is accepted via the portal?

Mastercard, American Express, Discover and ACH (check) payments are accepted. Please be aware that there is 3% convenience fee for payments made via credit card and a \$3.00 flat fee on ACH payments.

21) My party does not show up on the 'Parties' screen. What do I do?

If your party does not appear, you can continue without selecting any party. Do not attempt to add additional parties.

22) Why isn't Broward County listed in the drop-down menu on the portal?

You have probably inadvertently selected Simple eFile which is not an option in Broward County. Please remember to select either New (Probate) or Existing case (Probate, Family, Circuit Civil).

23) My filing was sent to the pending queue. What do I do?

The email sent to notify you of the pended filing should indicate the reason. To resolve the issue, you can log into the Portal and click on My Trial Court Filings. You may need to adjust the date period shown. Once you locate the pending filing, click on the reference number to access the filing. You can correct issues such as incorrect case number entered on the portal or incorrect division without affecting the original filing date stamp. Issues requiring a change in the originally filed document will result in a new time and date stamp.

Probate Smart Forms

1) What is the web form and why can't I print and eFile it?

The web form is the document you complete online that will populate the PDF document. You must complete all steps outlined on the [Smart Form webpage](#) in order to create the PDF. The PDF document is what you will file with the Clerk. Please do not attempt to print and file the web form. It will be rejected by the Clerk.

2) How can I send an incomplete form to my accountant/attorney/client for that person to make changes or add information?

Use the 'Save Locally' feature to save a link to the in-progress web form on your computer. This file can be emailed like a word document to anyone and they will be able to open the in-progress form and make changes. Keep in mind that they will need to use the 'Save Locally' feature to save a new version of the form they have finished making their changes.

3) My accounting balances but I keep getting an error message. What's wrong?

Please make sure to round numbers to the nearest dollar using a consistent rounding method. That should clear this error.

4) I made a mistake on the form and I didn't realize it until I printed the PDF. How can I fix it?

Please make a habit of using the Save Locally feature to save the final draft of your web form before creating the PDF. If you notice an error on the PDF, open up the final draft of the web form and correct the error. Save it again and then create a new PDF with the changes. Do not make an inline notation in pen on the form.

5) How does my client sign the form?

You have two options. Leave the signature field blank on the webform, create the PDF, have the client sign it, scan it and upload that file to the portal. Please be aware that when scanning as an image, your document may no longer comply with Rules of Judicial Administration 2.525 and 2.526. For more information on accessibility rules, please visit the [Florida Supreme Court homepage](#).

Alternatively, you can leave the signature field blank on the webform, create the PDF, have the client sign it and then return to your final saved version of the webform, enter '/s/ client name' on the signature along with the date signed and then create a new PDF. Save the "signed" version on your computer and upload that file to the portal.

6) My annual plan requires a physician's form. Where is it?

Once you complete all steps and create and print the PDF, the physician's form will print as page 11 along with the rest of the form.

7) I have more entries than are accepted in the form. What do I do now?

In the last entry available on the form, place the aggregate total of the remaining entries. Indicate "aggregate total" in the description field. Itemize these entries on an additional page and include that page with your filing.

8) I cannot access any of the smart forms when I click the links. How do correct this?

Check to ensure you are connected to the internet. If you are on a network and/or behind a firewall, ensure that Port 81 is open.

Still have questions?

Please send an email to efileinfo@17th.flcourts.org for additional help.

v2.0: changes to reflect SC order re: mandatory eFiling, addition of UCN, email service.

V2.1: changes to include instructions for Oath of PR

V2.2: change to signature example

V2.3: pending queue, open port information, consent policy change