



## Frequently Asked Questions

### Administrator Functions

#### **How do I add a new employee to my organization?**

As an administrator, select Add User from the drop-down option under the Administrator tab. If the new employee is an attorney, enter their attorney registration number and click the Search button. If the user is not an attorney, do not enter any information for the attorney registration number. You will then need to enter an e-mail address and designate if this person should have administrator access or not and click the Add User button. An administrator can add multiple accounts which will display in the table. Once all accounts are set up, click the Save and Close button. Each account will be created, and the user(s) will receive an e-mail with an activation link and temporary password to login to the Colorado Courts E-Filing system.

#### **Can I have more than one administrator?**

Yes, the E-Filing system does not limit the number of administrators an organization may have.

#### **How do I change my billing contact?**

As an administrator, select Modify Organization from the drop-down option under the Administrator tab. Click the Remove link to remove any billing contact. A drop down appears with the names of the users within your organization. Select the name of the billing contact and click the Save button. An organization may have two billing contacts.

#### **Can I set a temporary password for an employee that can't login to the Colorado Courts E-Filing system?**

As an administrator, select Modify User from the drop-down option under the Administrator tab. Double click on the name of the user to display their account information. There is a Reset Password link that will generate an e-mail to the user with a temporary password or you may type a temporary password and click the Save button.

#### **How often does my password expire?**

Every 90 days.

#### **How do I delete an account of an employee that no longer works here?**

As an administrator, select Modify User from the drop-down option under the Administrator tab. Double click on the name of the user to display their account information. There is a Delete User link that that will delete the account from your organization.

#### **What happens to an organization's court case when an attorney of record leaves the organization?**

When an attorney leaves an organization, both the attorney and the organization will retain access to the case until the attorney or the organization takes one of the actions below to transfer ownership.

##### **The attorney leaving keeps the case:**

When the attorney leaves and obtains a new Colorado Courts E-Filing account at their new organization, they should file a "Notice of Change of Address – Attorney" under this new account. This filing will transfer the case to the new organization.

##### **The current organization keeps the case:**

An attorney in the organization should file a "Substitution of Counsel." This filing will keep the case at the existing organization and update counsel of record.

##### **Neither the transferring attorney nor the existing organization will continue representation:**

The attorney currently listed on the case should file a "Notice of Withdrawal" or "Motion to Withdraw." This will remove case access from the attorney and the organization.

#### **Is batch filing supported?**

Yes, batch filing is available and supported in the E-Filing system. For additional information please contact customer support at [efiling-support@judicial.state.co.us](mailto:efiling-support@judicial.state.co.us) or 1-855-264-2237 or 720-625-5670.

## Appellate Court

### **Does the Colorado Supreme Court and Court of Appeals accept e-filed documents?**

Yes—both Appellate Courts now accept filings through the E-Filing system. Parties do not need to seek permission from either Appellate Court to start filing in the Colorado Courts E-Filing system, even for existing cases.

### **What types of appellate cases can be filed through the Colorado Courts E-Filing system with the Appellate Courts?**

All case types are available for E-Filing, including appeals from criminal, juvenile, and agency cases.

### **Does an appellate case have to have an order for E-Filing or have been started as an e-filed case to use the Colorado Courts E-Filing system?**

No. As of June 3, 2013, attorneys were able to e-file into any existing appellate court case or to initiate a new case.

### **Do I still need to provide paper copies to the Appellate Courts?**

No. If you file through the E-Filing system, the Appellate Court will not require any paper copies.

### **Do I still need to provide a PDF copy of briefs on a CD?**

No. Attorneys will not need to provide the Court of Appeals with a CD copy of a brief unless it is a hyperlinked brief copy. Hyperlinked briefs are accepted but not required.

## Alerts

### **The Alerts screen has an Act On column, what is this and how does it work?**

If a filing is rejected by the court, a user may go to the Alerts screen and click the icon from the Action column. This will rebuild the filing that was previously submitted. Once the filing is rebuilt you may make any changes to the parties entered, add/edit/remove documents, and change the service options to resubmit the rejected filing. If you click the icon for any other alert type, the E-Filing system will allow you to start filing into that case.

### **Why can't documents be e-mailed?**

E-mails with attachments flow over public internet traffic. Thus, e-mails with attachments are not encrypted and secured. Pleadings and court documents often contain sensitive information, such as medical records, social security numbers, and bank information. This information can be sent and stored securely via the Colorado Courts E-Filing system. It cannot be sent securely over e-mail. Therefore, the Judicial department will not facilitate delivering court documents with sensitive information via e-mail.

## Billing

### **Who has access to the billing information?**

Billing information may only be accessed by the billing contact(s), administrator(s), or anyone assigned billing access at your organization. Administrators may assign billing access to anyone within their organization from the Modify User screen.

### **How many billing contacts can an organization have?**

An organization may have two billing contacts.

### **How do I login to billing?**

The case sensitive e-mail address and password used to login to the Colorado Courts E-Filing system will be the same credentials used to login to billing.

### **How will an organization be billed?**


Organizations will be billed monthly and the billing contact(s) will receive notification that their invoice is available by e-mail.

### **What payment options are available?**

Accepted payment types will be Automated Clearing House (ACH)/e-check, physical check, and credit card. Paying your invoice by credit card will include an additional 3.0% fee. To view the fees that are associated with using the E-Filing system, please review the pricing model.

## Cases

### **What is the difference between Organization Cases and Monitored Cases?**

The Cases screen will display all the Organizations Cases that were started in the Colorado Courts E-Filing system or existing cases that have been filed into and had the document accepted by the court. The Monitored Cases tab contains a list of cases specific to the user logged into the E-Filing system which allows a user to track specific cases. To add a case to Monitored Cases click the plus icon displayed next to the case number. 

### **What is the file folder icon and what does it do?**



A file folder icon next to a case number provides a shortcut for the user to file into an existing case without having to enter the court location and case number.

## Case History and Filing ID screen

### **What does it mean when a filing is italicized on the Register of Actions tab?**

Any filing that has been submitted to the court but not yet accepted by the court will display italicized on the Register of Actions. These filings are only viewable to the parties of record until the document(s) are accepted by the court.

### **How do I know if opposing counsel viewed a document they were e-served with?**

The Filing Information screen displays the service information through the View E-Service Transaction History link. Once you click on the link, a pop-up will display with a list of users that have been e-served the document(s) for that Filing ID. The date and time the user viewed the filing information will display.

### **Will the court minute orders be available online?**

Currently, minute orders are available to attorneys of record in CCE.

## File New Case/File into an Existing Case

### **Why can't I use special characters in the Colorado Courts E-Filing system?**

The Judicial Department's E-Filing program feeds data into its Court Case Management System (CMS). The Department's CMS transfers data to various state agencies, including law enforcement. Special characters interfere with these data transfers. A failure to transfer certain information to these agencies can result in public safety issues. For example, a civil case may have a protection order or warrant issued by a judge. That protection order or warrant gets transferred to law enforcement through these integrated data transfers. If a party name has punctuation, the transfer will fail and law enforcement will not get notified of the protection order or warrant. For these reasons, the Judicial CMS and E-Filing systems do not allow special characters.

### **What type of document security does the Colorado Courts E-Filing system have?**

The E-Filing system has six levels of document security for documents filed with the court.

- Converted Private- Access to court, filings parties, served parties
- Public – Everyone
- Protected – Access to the public *following redaction*
- Suppressed – Access to judges, court and Judicial Department staff, and all caseparties (including parties' attorneys)
- Restricted – Access to judges, court and Judicial Department staff, all caseparties (including parties' attorneys), and criminal justice agencies
- Sealed – Access to Judges and court/Judicial Department staff

The three levels of document security for serve only filings are:

- Public – Everyone
- Suppressed – Case parties only
- Private– Filing parties and served parties

**Is there a file size limit for e-filed documents?**

Yes, the E-Filing system allows up to 15MB per document with a total of 150MB per filing.

**How do I serve another user with a Colorado Courts E-Filing account that is not a party to the case?**

On the Service screen, select the “Add Additional Recipient” button. The first option is Custom Recipient which allows you to serve another person that is not a party of the case by US mail or Certified mail. The second option is to select the E-File User option which allows you to complete a name search for another Colorado Courts E-Filing user with an active account to e-serve.

**Why can't I see all the parties on a case when I file a document on an existing case?**

The Party and Service screen defaults to Active parties on a case. To view all parties on the case, change the Party Status dropdown to All.

## General Information

**What computer program do I need to use for the Colorado Courts E-Filing system?**

The application is compatible with Internet Explorer 11 and above, Mozilla Firefox, and Google Chrome. It is also recommended that you have Adobe Reader to view documents.

**Will organizations be able to e-file into Denver County through the Colorado Courts E-Filing system?**

Denver County will not be included in the E-Filing system and organizations will continue to use File and Serve Express.

**Do 3rd party filers need to sign an agreement with a law firm to file through the Colorado Courts E-Filing system?**

Yes, 3rd party filers and the law firm will need to sign a Supplemental User Agreement and submit the signed PDF document to [efilingssupport@judicial.state.co.us](mailto:efilingssupport@judicial.state.co.us). Once the Supplemental User Agreement has been received, the administrator for the 3rd party organization will be notified by e-mail when their user account has been enabled.

## Recent Actions

**What is Recent Actions?**

Recent Actions is like a sent box. This will display all submissions from the last 21 days but can be expanded to the last 365 days. A user may select My Recent Actions which will display only documents sent by the user logged into the E-Filing system or you may select My Organization's Recent Actions which will display all submission submitted by users within your organization.

**How do I know if my filing has been accepted by the court?**

On the Recent Actions screen, there is a Status column. This will display Accepted, Rejected, Submitted, or Serve Only. A status of Submitted reflects that a filing has been received by the court but not yet processed by the clerk's office.

## Search

**What are the different ways I can enter a case number in the Colorado Courts E-Filing system?**

The ways you can enter a case number are 12PR1234, 2012PR1234, or 2012PR001234.