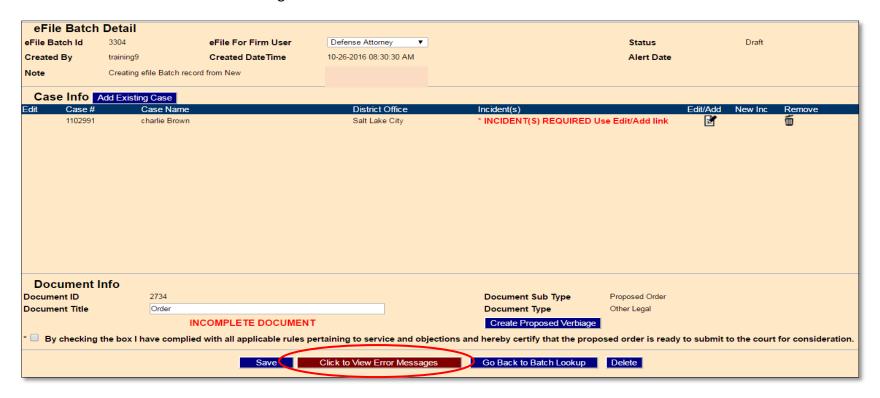# EFILING TROUBLESHOOTING GUIDE

This document will provide a step-by-step process to address several of the commonly asked questions by CARE eFilers, including managing filings through the eBatch and eFiled screens, amending, and copying orders. For additional resources and Frequently Asked Questions, please refer to https://www.utcourts.gov/efiling/juvenile/docs/Atorney_eFiling_FAQs.pdf

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Common eFiling Errors

CARE requires four pieces in order to successfully eFile; the case name/number, an incident number, a document, and the document must be titled. Proposed Orders require confirmation that they have been held pursuant to rule. Verify all pieces have been included. Click the red View Error Messages button for details.

eFile Batch Detail

eFile Batch Id	3304	**eFile For Firm User**	Defense Attorney ▼		**Status**	Draft
Created By	training9	**Created DateTime**	10-26-2016 08:30:30 AM		**Alert Date**	
Note	Creating efile Batch record from New					

Case Info Add Existing Case

Edit	Case #	Case Name	District Office	Incident(s)	Edit/Add	New Inc	Remove
	1102991	charlie Brown	Salt Lake City	* INCIDENT(S) REQUIRED Use Edit/Add link	📝		🗑

Document Info

Document ID	2734		**Document Sub Type**	Proposed Order
Document Title	Order		**Document Type**	Other Legal
	INCOMPLETE DOCUMENT		Create Proposed Verbiage	

* ☐ By checking the box I have complied with all applicable rules pertaining to service and objections and hereby certify that the proposed order is ready to submit to the court for consideration.

Save | Click to View Error Messages | Go Back to Batch Lookup | Delete

Legal Staff Filing on Behalf of an Attorney:

Attorneys and paralegals will only have the option to file on cases where an entry of appearance has been eFiled and approved by the Court. This is done through the MyCases tab. Click eFile Notice of Appearance Existing Case.

Find Cancel

User ID   training3   User Agency   Firm
Firm   TEST FIRM   Bar #
Search Type   My Own ▼
Search My Cases   ○ Case # [   ]
                          (Name) First: [   ]
Search New Case   ● Case # [   ]

Case	Name	DOE	Add

The case number is required to enter an appearance. Click Find. Click the green plus next to the search result for your case.

Enter search criteria and click 'Find' button.

eFile Batch Detail

eFile Batch Id   3304   eFile For Firm User   [Defense Attorney ▼]
Created By   training9   Created DateTime   10-26-2016 08:30:30 AM
Note   Creating efile Batch record from New

If you are a paralegal filing on behalf of an attorney, choose the name from the drop down list next to eFile for Firm User. Click Save. **Note**: If you have added an attorney in your Set Defaults screen, this will pre-fill and will only need to be changed if you are filing for another attorney within your firm.

Case Info Add Existing Case

Edit	Case #	Case Name	District Office	Incide	Remove
	1102991	charlie Brown	Salt Lake City	* INC	🗑

Document Info
Document ID   2734   Document Sub Type   Proposed Order
Document Title   [Order   ] Document Type   Other Legal
                   INCOMPLETE DOCUMENT   Create Proposed Verbiage

* ☐ By checking the box I have complied with all applicable rules pertaining to service and objections and hereby certify that the proposed order is ready to submit to the court for consideration.

Save   Click to View Error Messages   Go Back to Batch Lookup   Delete
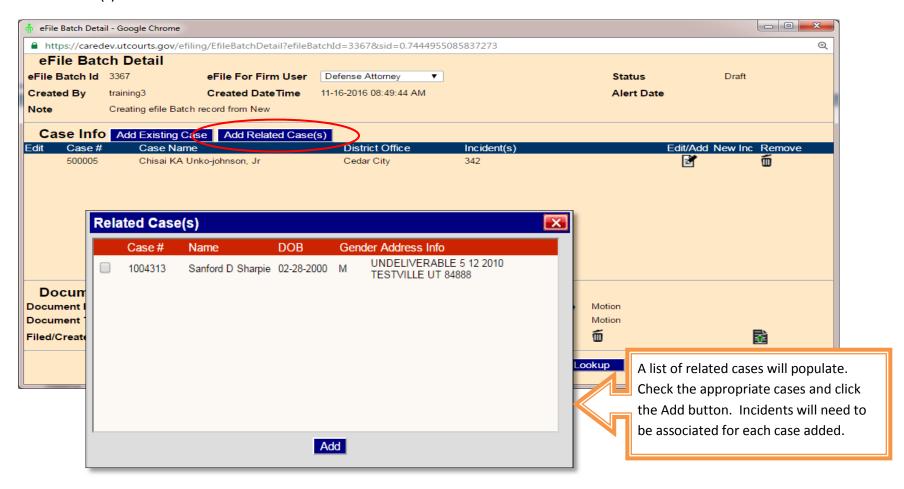
Multiple Cases on a Single Filing:

There are two ways to add multiple cases to the same filing.

Sibling cases may be added as related cases. **Note:** Firm access must be granted to all associated children's cases. The filing cannot include new cases or incidents for this function to be allowed. Add the PDF document before adding related cases. Click Add Related Case(s).

Click the Add Existing Case button to add an additional case number that is not related on the case profile screen.
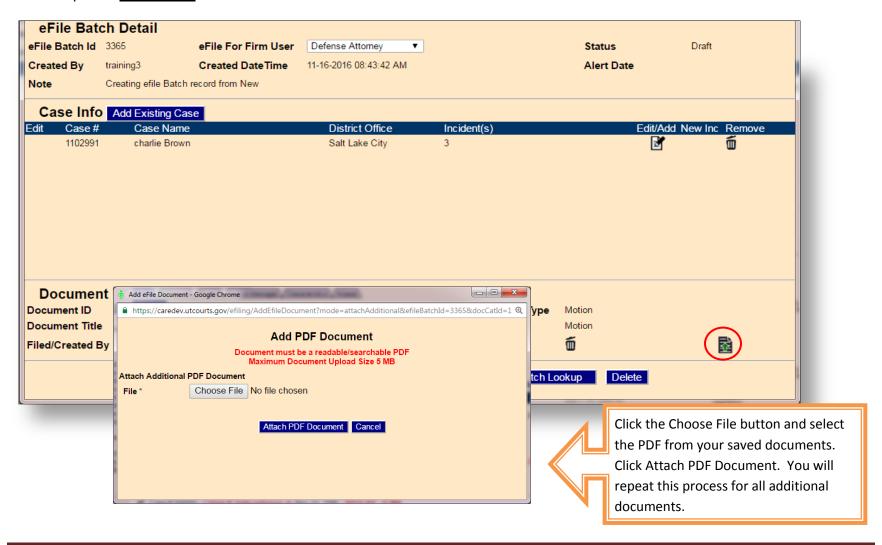

Enter the search criteria and click find. Click the green plus to add to the filing. Each case will need to have an incident attached.

Multiple PDF Attachments to a Single Filing:

This function is used when the PDF attachment is more than 5 MB or if there are attachments to the underlying document, such as a motion with supporting attachments. **Note**: This should not include a Certificate of Service or Request to Submit. These should be filed as separate <u>stand alone</u> documents. Click the icon to attach additional documents.

Click the Choose File button and select the PDF from your saved documents. Click Attach PDF Document. You will repeat this process for all additional documents.

Filing Proposed Orders:

eFile Batch Detail

eFile Batch Id	3348	**eFile For Firm User**	Defense Attorney ▼	**Status** Incomplete
Created By	training3	**Created DateTime**	11-14-2016 03:02:34 PM	**Alert Date**
Note	Creating efile Batch record from Existing Case(s)/Inc(s)			

Case Info [Add Existing Case] [Create New Case]

Edit	Case #	Case Name	District Office	Incident(s)	Edit/Add	New Inc	Remove
	1102991	charlie Brown	Salt Lake City	1	📝		🗑

Document Info

INCOMPLETE MISSING DOCUMENT

[Add PDF Document] [Add Proposed Verbiage]

[Save] [Click to View Error Messages] [Go Back to Batch Lookup]

> Unlike the District Court that requires an uploaded RTF document, any proposed orders will be created in the CARE system. Click the Add Proposed Verbiage

---

Add Document Type Information for Proposed

Document Type * Other Legal (Legal Juvenile) ▼

Proposed orders (use eFiling Template), Undertaking of Bail, Notice of Appearance, Request for Request, Miscellaneous correspondence to the court, Signed Authorization to release from a pr

Doc Sub Type * Proposed Order ▼

Document Title Specific Title of Order

[Save/Cont to Proposed] [Cancel]

Filer Information for Defense Attorney

☑ Include Filer Info on Docum

Add Firm Address

> If you have included your Filer Information in the Set Defaults screen, this will automatically pre-fill or you may click the button to Add Firm Address.

Third District Juvenile Court
FOR SALT LAKE ▼ **COUNTY, STATE OF UTAH**

STATE OF UTAH, in the interest of

Brown, charlie   05-17-2012

Case Descriptor A Person Under the Age of 18 Years ▼

Title Specific Title of Order

☐ Amended

Case No.   1102991

Judge / Commissioner   Test, Judge ▼

☐ Include Incident/Allegation Verbiage

* Doc

> The content of your order may be copied and pasted from an existing Word/WP document or free typed in the order box. The signature and date lines do not need to be included as these will populate when it is digitally signed by the Judge. The Judge's signature will appear at the bottom of the signed order. Click Save & Preview to verify and download a copy of the draft Proposed Order. Make any formatting changes if necessary and click Save Only. Then click Go Back to Batch Detail.

Load Template   Spellcheck   Replace At Tags   Save Only   Save & Preview   Go Back to Batch Detail

After returning to the Batch Detail Screen, click the eFile button to complete the filing.

Service and Notification:

CARE does not send automatic notification when a new document is filed by opposing parties. It is the filer's responsibility to notify all parties of the filing and submit a Certificate of Service to the court indicating the method of service. The Certificate of Service should be filed as a stand alone document under the document type of Service. The filer will receive an automatic notice once the court has signed a Proposed Order.
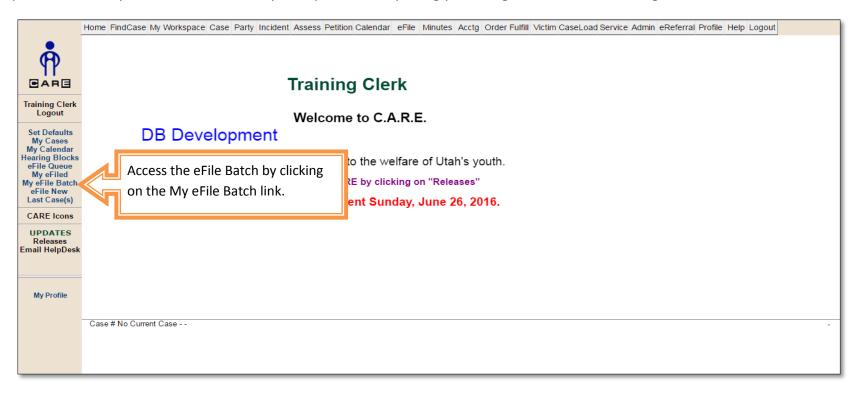
Holding Proposed Orders:

Prior to clicking the eFile button, check the box indicating the filing has been held pursuant to rule. If this is a document that is required to be held, DO NOT click the eFile button. Close the screen to later return to the filing or choose Go Back to Batch Lookup. Once the period of objection has passed, the filing may be retrieved and eFiled. A Request to Submit should be filed as a stand alone document.

* ☐ By checking the box I have complied with all applicable rules pertaining to service and objections and hereby certify that the proposed order is ready to submit to the court for consideration.

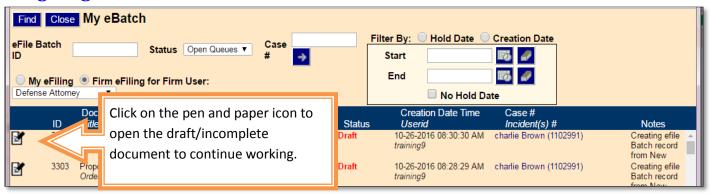| Save | eFile | & Return to My eFiled ▼ | Go Back to Batch Lookup | Delete |

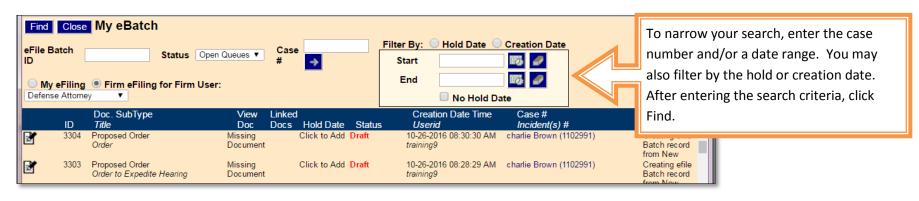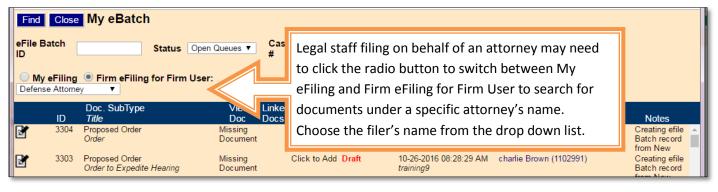## My eFile Batch

The eFile Batch is a list of all draft and incomplete eFilings that have not been filed with the court. If documents show here, additional steps are needed to complete the filing. A batch is created once the filer has clicked on the grey folder to begin the eFiling process. You may close the screen at any time prior to completing your filing and return to it through the eBatch.
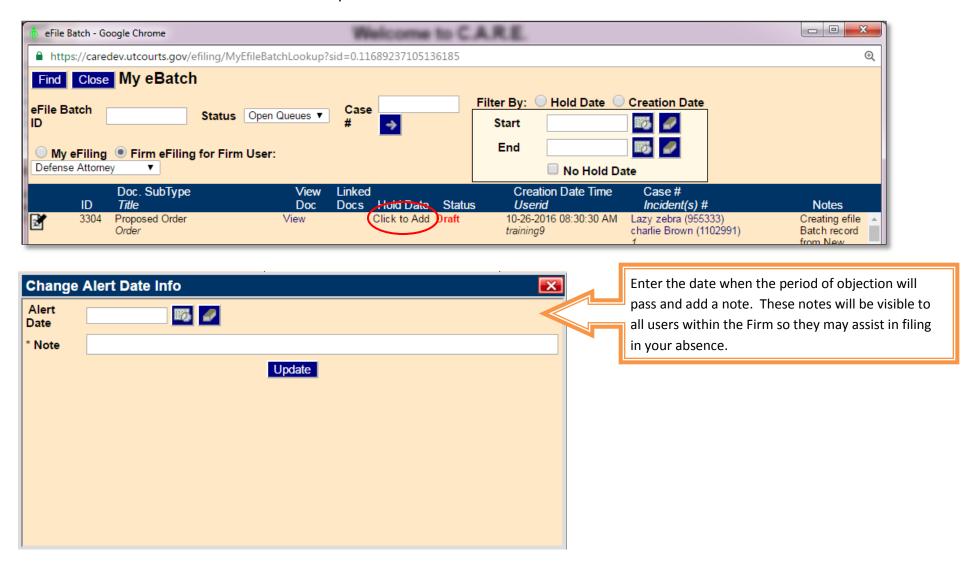
Navigating the eFile Batch:

Find **Close** My eBatch

eFile Batch ID | Status [Open Queues ▼] | Case #

Filter By: ○ Hold Date ○ Creation Date
Start
End
☐ No Hold Date

○ My eFiling ● Firm eFiling for Firm User:
[Defense Attorney ▼]

Click on the pen and paper icon to open the draft/incomplete document to continue working.

	ID	Doc. Title	Status	Creation Date Time Userid	Case # Incident(s) #	Notes
📝			Draft	10-26-2016 08:30:30 AM training9	charlie Brown (1102991)	Creating efile Batch record from New
📝	3303	Proposed Order	Draft	10-26-2016 08:28:29 AM training9	charlie Brown (1102991)	Creating efile Batch record from New

Find **Close** My eBatch

eFile Batch ID | Status [Open Queues ▼] | Case #

Filter By: ○ Hold Date ○ Creation Date
Start
End
☐ No Hold Date

○ My eFiling ● Firm eFiling for Firm User:
[Defense Attorney ▼]

To narrow your search, enter the case number and/or a date range. You may also filter by the hold or creation date. After entering the search criteria, click Find.

	ID	Doc. SubType Title	View Doc	Linked Docs	Hold Date	Status	Creation Date Time Userid	Case # Incident(s) #
📝	3304	Proposed Order Order	Missing Document		Click to Add	Draft	10-26-2016 08:30:30 AM training9	charlie Brown (1102991)
📝	3303	Proposed Order Order to Expedite Hearing	Missing Document		Click to Add	Draft	10-26-2016 08:28:29 AM training9	charlie Brown (1102991)

Find **Close** My eBatch

eFile Batch ID | Status [Open Queues ▼] | Cas #

○ My eFiling ● Firm eFiling for Firm User:
[Defense Attorney ▼]

Legal staff filing on behalf of an attorney may need to click the radio button to switch between My eFiling and Firm eFiling for Firm User to search for documents under a specific attorney's name. Choose the filer's name from the drop down list.

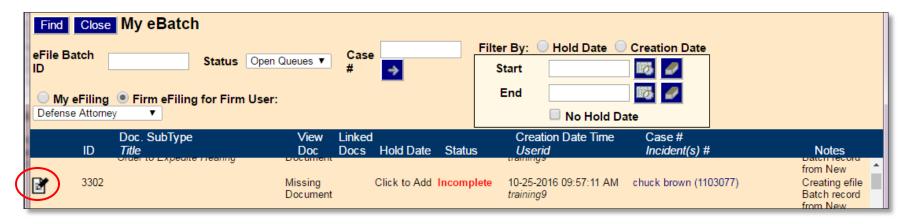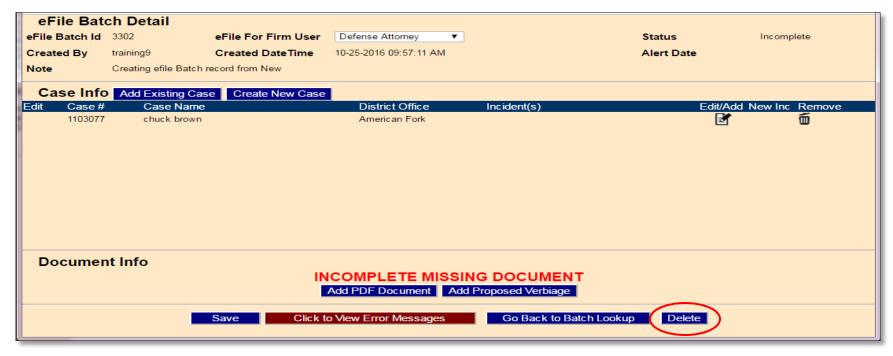|	ID	Doc. SubType Title	View Doc	Linked Docs				Notes
📝	3304	Proposed Order Order	Missing Document					Creating efile Batch record from New
📝	3303	Proposed Order Order to Expedite Hearing	Missing Document	Click to Add	Draft	10-26-2016 08:28:29 AM training9	charlie Brown (1102991)	Creating efile Batch record from New

Adding a hold date to a draft document will create a visual indicator of when the proposed order will be ready to submit to the court. **Note:** The document will not automatically send on this date. Click on the link to add a hold date.

Enter the date when the period of objection will pass and add a note. These notes will be visible to all users within the Firm so they may assist in filing in your absence.

There may be documents in your eBatch that are no longer necessary, either because the filing is a duplicate, or no longer would be filed with the court. Click the pen and paper icon to open the filing where you will have the option to delete the batch.
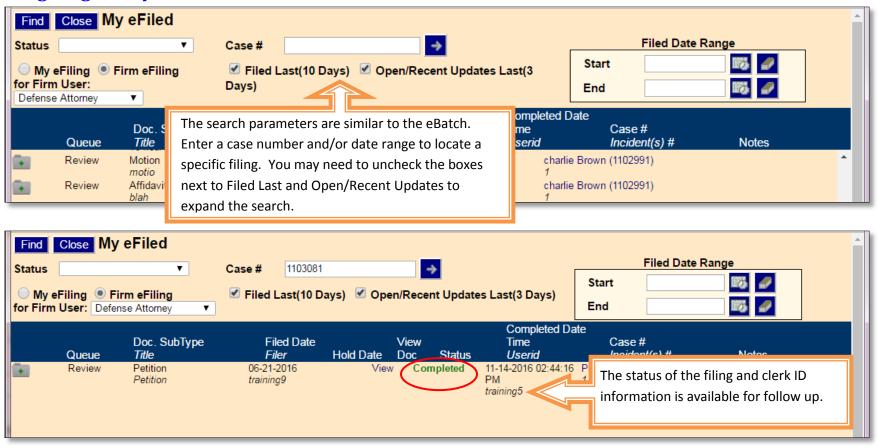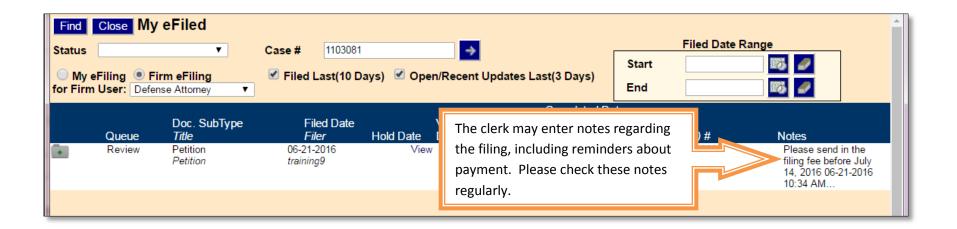
My eFiled

My eFiled is a list of all documents that have been submitted to the court through eFiling. In most cases after clicking the eFile button, you will be automatically directed to this page. My eFiled provides verification the eFiling was sent, status of the filing and the clerk assigned, and the ability to file, copy, or amend subsequent documents.

Navigating the My eFiled:

The search parameters are similar to the eBatch. Enter a case number and/or date range to locate a specific filing. You may need to uncheck the boxes next to Filed Last and Open/Recent Updates to expand the search.

The status of the filing and clerk ID information is available for follow up.

The clerk may enter notes regarding the filing, including reminders about payment. Please check these notes regularly.

Filing additional documents from My eFiled:

To file a series of documents to the same case(s) and incident(s) click on the grey folder in the My eFiled screen. This will automatically associate the information that was previously entered.

eFile New Document on Existing Case(s)/Inc(s)

Case Name (Case #): charlie Brown (1102991)

	Inc #	Description	Intake Decision	Type
☑	1	VOLUNTARY RELINQUISHMENT	PET	Child Welfare

Continue eFile Process

Confirm the case and incident information is correct.
Click the Continue eFile Process button.

eFile Batch Detail

eFile Batch Id	3348	**eFile For Firm User**	Defense Attorney ▼	**Status**	Incomplete
Created By	training3	**Created DateTime**	11-14-2016 03:02:34 PM	**Alert Date**	
Note	Creating efile Batch record from Existing Case(s)/Inc(s)				

Case Info   Add Existing Case   Create New Case

Edit	Case #	Case Name	District Office	Incident(s)	Edit/Add New Inc	Remove
	1102991	charlie Brown	Salt Lake City	1	📝	🗑

Document Info

INCOMPLETE MISSING DOCUMENT

Add PDF Document   Add Proposed Verbiage

Add/Create the document to complete the filing.

Save   Click to View Error Messages   Go Back to Batch Lookup   Delete
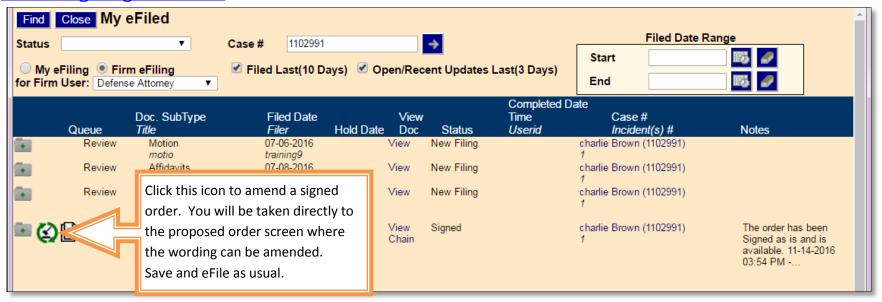
Amending a Proposed Order:

Once a proposed order has been submitted to the Court it cannot be amended. However, you may refile with a document title of "Amended Order for _____." The Court will either decline to sign the original proposed order or mark the order unsigned.

Amending a Signed Order:

Click this icon to amend a signed order. You will be taken directly to the proposed order screen where the wording can be amended. Save and eFile as usual.

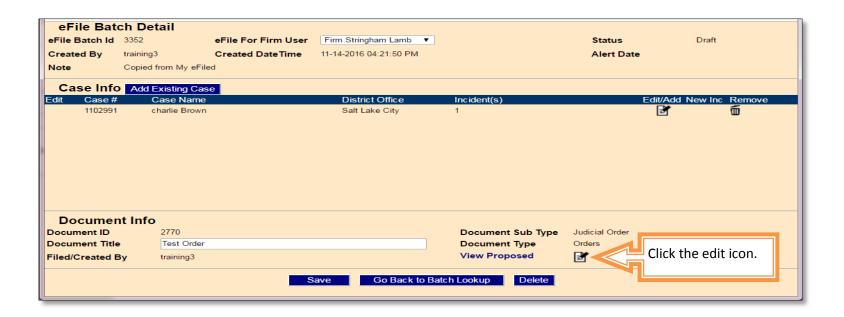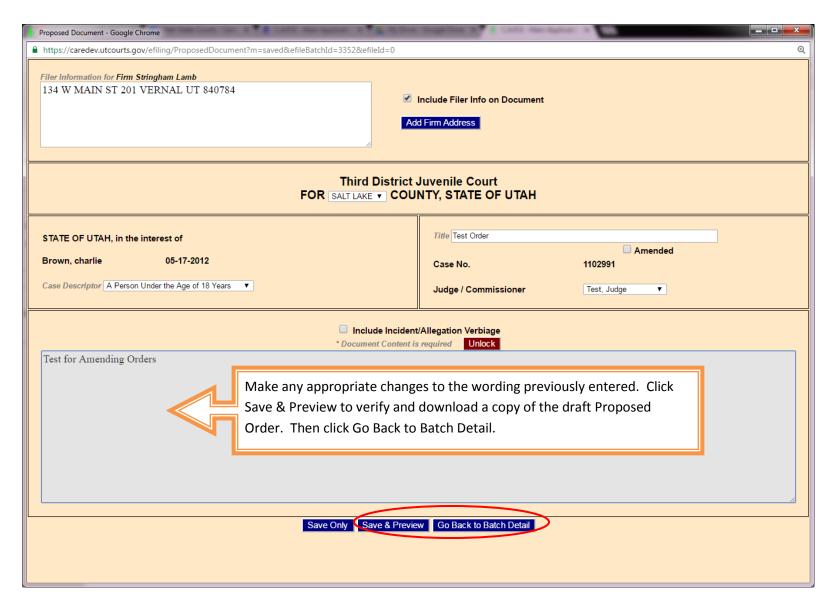## Copying an Order:

The option to copy information from a previously submitted document is now available. This will eliminate the need to reenter all case related information make necessary information to the wording.

Click this icon to copy the wording from an order that was signed, returned, declined to sign, or unsigned to a new proposed order on the same case(s) and incident(s).

eFile Batch Detail

eFile Batch Id	3352	**eFile For Firm User**	Firm Stringham Lamb ▼	**Status**	Draft
Created By	training3	**Created DateTime**	11-14-2016 04:21:50 PM	**Alert Date**	
Note	Copied from My eFiled				

Case Info Add Existing Case

Edit	Case #	Case Name	District Office	Incident(s)	Edit/Add	New Inc	Remove
	1102991	charlie Brown	Salt Lake City	1	🖻		🗑

Document Info

Document ID	2770	**Document Sub Type**	Judicial Order
Document Title	Test Order	**Document Type**	Orders
Filed/Created By	training3	**View Proposed**	🖻

Click the edit icon.

Save   Go Back to Batch Lookup   Delete

Filer Information for **Firm Stringham Lamb**

134 W MAIN ST 201 VERNAL UT 840784

☑ Include Filer Info on Document

Add Firm Address

Third District Juvenile Court
FOR SALT LAKE ▾ **COUNTY, STATE OF UTAH**

STATE OF UTAH, in the interest of

Brown, charlie   05-17-2012

Case Descriptor A Person Under the Age of 18 Years ▾

Title Test Order

☐ Amended

Case No.   1102991

Judge / Commissioner Test, Judge ▾

☐ Include Incident/Allegation Verbiage
* Document Content is required   Unlock

Test for Amending Orders

Make any appropriate changes to the wording previously entered. Click Save & Preview to verify and download a copy of the draft Proposed Order. Then click Go Back to Batch Detail.

Save Only   Save & Preview   Go Back to Batch Detail

After returning to the Batch Detail Screen, click the eFile button to complete the filing.