FAQs - TrueFiling™

Category	Index	Question	Response
General	1	What is TrueFiling™?	TrueFiling™ is a 7x24 Web-based eFile and service solution for court, law firm and pro per filers. It expedites justice by reducing paper handling and travel time and improves the court's internal processes through electronic workflow. The solution supports a variety of case types including Circuit, District and Probate courts and integrates with the court's Case Management System (CMS) and Enterprise Content Management (ECM) system to create a true Paper-on-Demand court environment.
General	2	Do I need special software to use TrueFiling™?	No. TrueFiling™ is a web-based application and can be accessed using any leading web browsers from any computer connected to the Internet.
General	3	Can I use TrueFiling without filing a document with the Court?	Yes. You can perform electronic service on unfiled documents.
General	4	What is the difference between contacts/attorneys and login users?	Contacts and Attorneys are people who can be added as contacts to a court case for e-servicing. Login Users are people who have access to your firm's TrueFiling web site. Every Login User has their own username (email address) and password that grants them access to TrueFiling™.
General	5	What is the difference between contacts and service recipients?	Contacts are added to a court case for e-Servicing. A contact can become a service recipient when a new filing is created. Also, ad-hoc service recipients can be added to a filing. Ad-hoc recipients are generally not contacts.
General	6	Will everyone within the firm have access to my favorites?	Yes, all users within your firm will have access to the same favorites.

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General	7	How does TrueFiling™ communicate with the Court?	TrueFiling™ leverages non-proprietary, web-based protocols to communicate with the court. TrueFiling uses industry standards such as HTTPS and X.509 certificates for ensuring all communications between TrueFiling™ and the courts are secure. TrueFiling™ architecture enables filers to work even when the court systems are offline. Filings and transactions will be queued and processed once court systems are restored and back online.
General	8	Will I be able to see all firm activity on the Welcome page?	No. The Welcome page is personalized for you and will only display recent activity on filings associated with you.
Filing Documents	1	How do I check the status of a filing?	You can check the status of a filing under the Filings page or Transaction History within the filing.
Filing Documents	2	How do I cancel a filing that was submitted in error?	You cannot cancel a filing that has been submitted to the court. You can delete filings before they have been submitted or after they have been filed or rejected. Contact the appropriate clerk's office during normal court hours to cancel a submitted filing. The clerk may be able to reject the filing.
Filing Documents	3	What types of documents will TrueFiling™ accept?	TrueFiling™ will accept filings in Microsoft Word (DOC and DOCX), Adobe PDF and TIFF formats. TrueFiling™ will convert all documents to an Adobe PDF format upon submission to the court's local record system.
Filing Documents	4	Can I file multiple documents within one transaction?	Yes, multiple filings can be submitted to the court in one transaction through a feature TrueFiling™ calls "Bundling." However, each filing in a bundle is still a separate filing as far as the court is concerned and will be individually accepted, rejected and billed.

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Electronic Document Service	1	How do I serve other parties with my e-filed documents?	In the Service Recipients area of the filing, the system allows you to add a service recipient and select existing recipient email addresses by checking the box next to the email address of the service recipient.
Electronic Document Service	2	How will know if a service recipient has been served?	Each court may have different rules and additional fees associated with e-service. The Service History of TrueFiling™ tracks when the recipient has been served, when the served party logs in, and if they opened a document. You will know if a service recipient has been served by reviewing the Service Recipients area of the filing. If the document has been served, Yes will appear in the Served column. If the document has been viewed by the service recipient, Yes will display in the Viewed column.
Electronic Document Service	3	Can I use E-Service without filing a document with the Court?	Yes. You can perform electronic service on unfiled documents by choosing the "Serve Only" option after creating a filing.
Fees & Payments	1	Where can I refer to standard fees for filing and submitting documents?	Statuary Fees are based on filing document type and are the same fee accessed when filed as paper. You can view a list of filing types and their associated fees when creating a new filing.
Fees & Payments	2	What are the service fees?	Each court may impose additional fees such as credit card processing fees, technology usage fees or convenience fees. These fees are determined by the court and may be based on filing document type.