eFileAZ User's Guide

https://efile.azcourts.gov

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Section 1: Getting Started

Electronic submissions provide an opportunity for attorneys and self-represented litigants (submitters) to efficiently upload and file court documents through the Internet using a standard web browser.

Who May File Electronically?

Attorneys

To register as an attorney, a valid Arizona Bar Number evidencing admission to the state or local bar is required. This number will be requested as part of the registration process.

Out-of-state attorneys, who have been admitted *pro hac vice* in an existing case by the Court, are also required to register as users in the system using the bar number issued to them by the Arizona State Bar.

Self-Represented Litigants

Self-represented litigants – or non-attorneys who choose to represent themselves in court proceedings – may (but are not required to) e-file within the system. If they choose to file electronically, self-represented litigants must register and obtain a user name and password.

Associated Attorneys and Legal Assistants

An attorney who is a registered user may permit an associated attorney or legal assistant to file documents under the registered attorney's user name and password. However, the registered attorney remains accountable and responsible for all such submissions.

Electronic Submission Basics

Hardware and Software Requirements

The application is a web-based electronic filing (e-Filing) system. Users must be able to connect to the Internet, have an email account through which they can receive notification email messages, and the ability to produce Microsoft Word (DOCX), ODT, or PDF files. Access to a scanner will allow users to turn paper documents into electronic files to submit through the efiling system.

Internet Access: Users must have a personal computer or workstation that can connect via an Internet provider or network to the Internet using a cable modem or DSL internet access. The website is best viewed in Internet Explorer 9 and above, Mozilla Firefox, and Google Chrome.

Email Account: At least one email address is required for registration and notification.

Document Format and Size

Format requirements for documents to be electronically submitted are presented below. If documents do not meet these requirements, the application will automatically reject the submission.

- Documents may be in PDF, DOCX or ODT formats. Proposed Orders, Proposed Judgments, and Proposed Notice of Hearing documents must be in DOCX or ODT.
- Document size may be no larger than 9 MB.
- Submission's total size may be no larger than 100MB.
- The application runs a virus checker when the submission of a document is taking place. All documents must be virus-free. The application will automatically reject a submission containing a virus.
- **No password protection or other security devices may be associated with a document.**

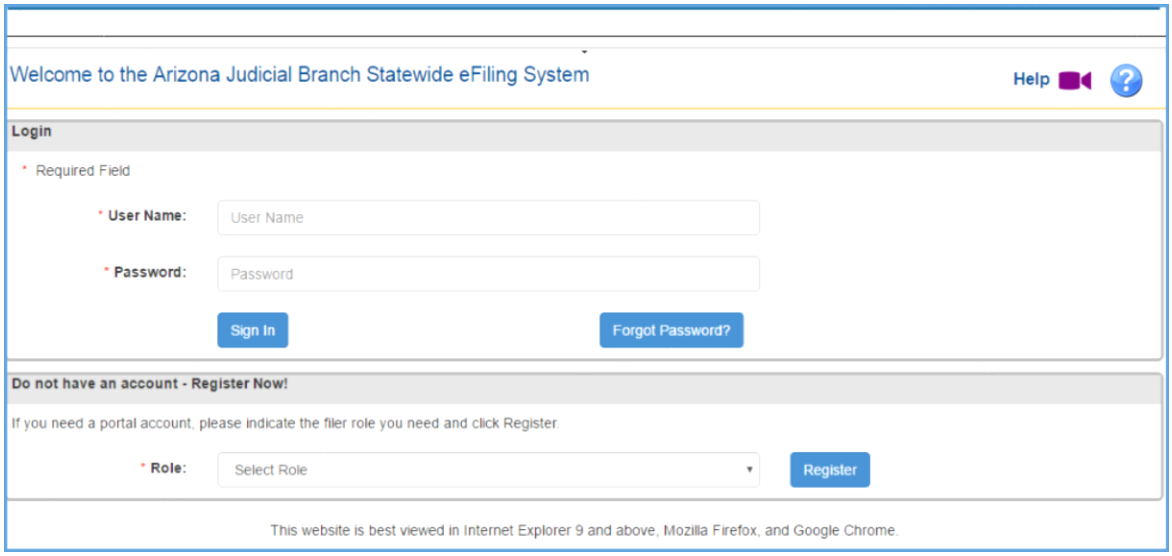
Electronic Payment of Fees

To complete the process of submitting a case, the court must receive payment of the fees associated with the submission. Fees and costs may be paid electronically using a credit card or electronic check through the authorized payment provider. For parties who have an active fee waiver or fee deferral order from the court for the case they are submitting in to will have the opportunity to indicate such in the application.

Section 2: Application Features and Process

To access the application, follow these steps:

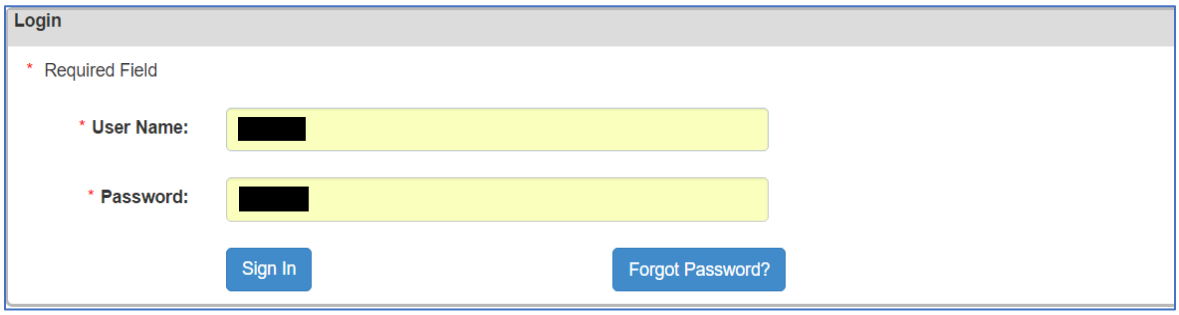
1. Open an Internet **browser**. Internet Explorer 9 and above, Mozilla Firefox, and Google Chrome are recommended.
2. Go to the Electronic Filing website: **https://efile.azcourts.gov**



Signing In

If the user has already registered for an account, they can sign in and use the application by following the steps below. To register for an account, click the “Register" link. Click here for instructions: Registering for an Account.

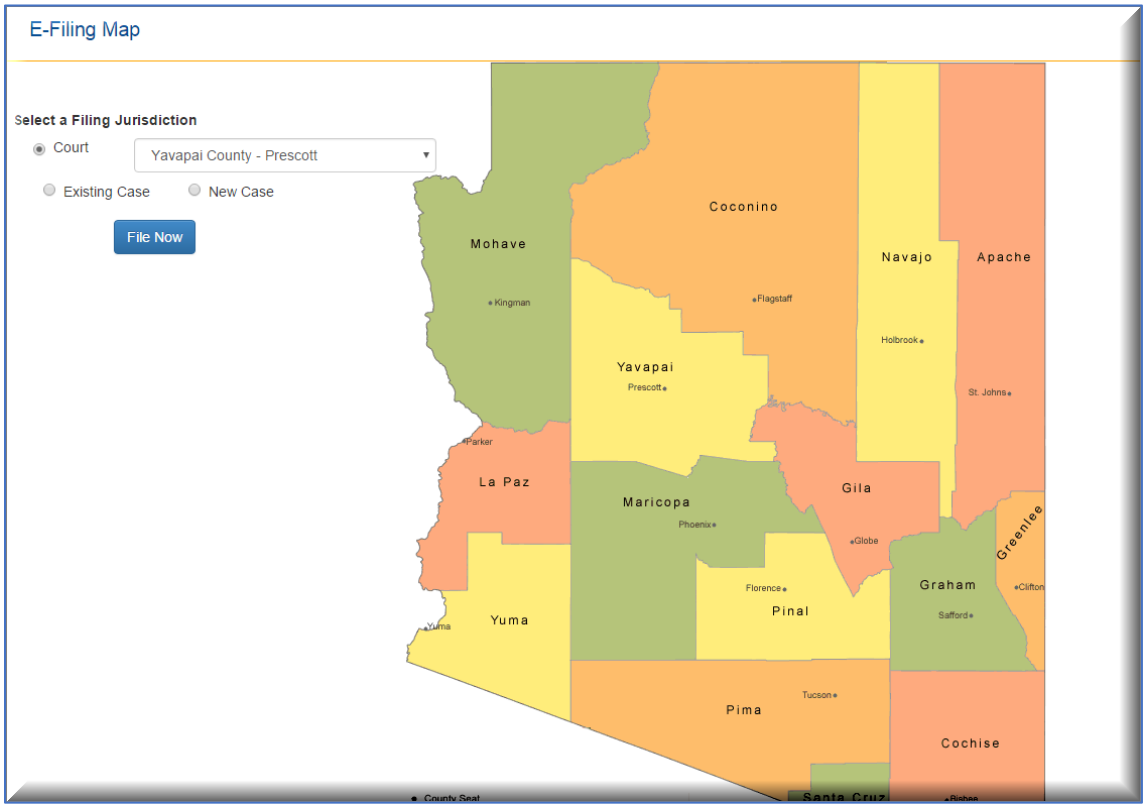
1. In the **User Name** box, type the user’s name.
2. In the **Password** box, type the password specified for the account.
3. Click the **Sign In** button.



4. After sign-in, the application displays the **EFILING MAP** screen.

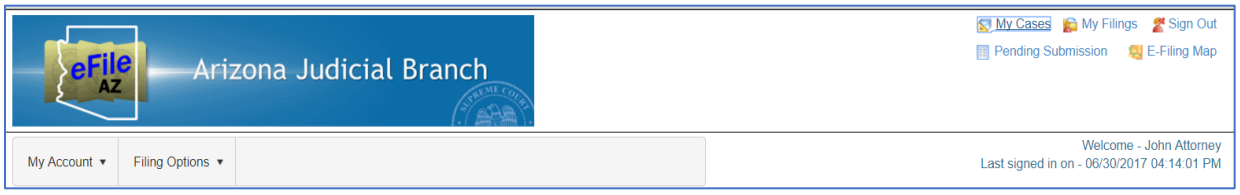
The eFiling Map Screen

The EFILING MAP Screen allows the user to choose court jurisdiction and view account and submission options.



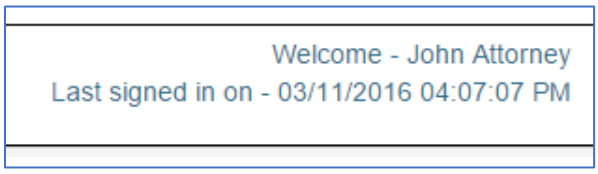
Banner

This banner appears on every screen, shows who is signed in, and provides access to the account management and submission options through menus and shortcuts.



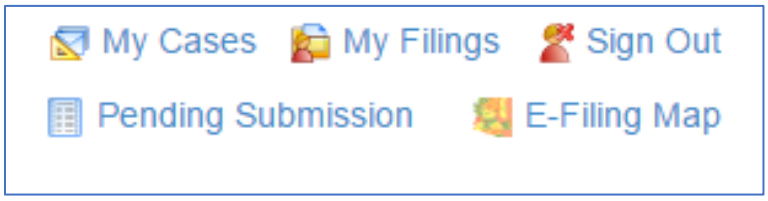
Welcome Message

The Welcome message displays the name of the submitter who has signed in to the application and the date and time of the submitter's last sign in.

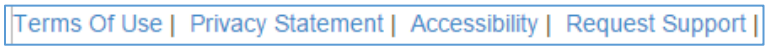


Shortcuts

Above the Welcome message is a group of links to functions often used. The shortcuts save time by jumping directly to a function instead of using the menus. For example, a user can return to the MY FILINGS screen from anywhere in the system, by clicking the MY FILINGS link.

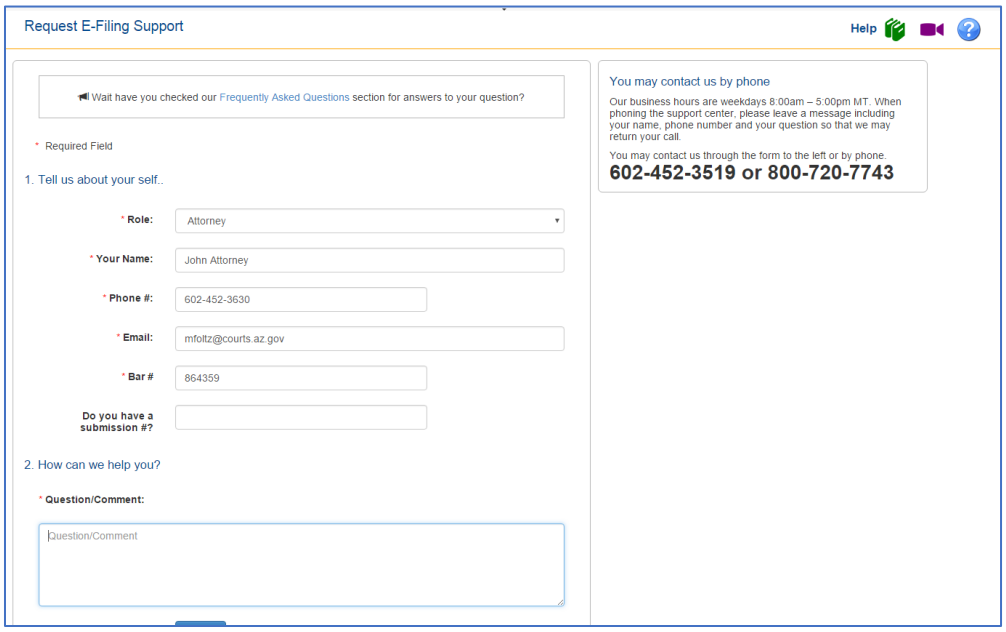


Terms of Use/Privacy Statement/Accessibility/Request Support



These links appear in the bottom left of the page. By clicking the button, the user will be taken to the appropriate document or page.

The **Request Support** link will open a page allowing information to be entered and request support from the Administrative Office of the Court (AOC) Support Center.

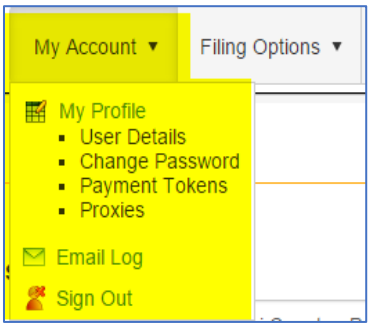


My Account Menu

Individual Attorney/Self Represented Litigant Account

The MY ACCOUNT menu provides access to the user's profile where the following can be managed.

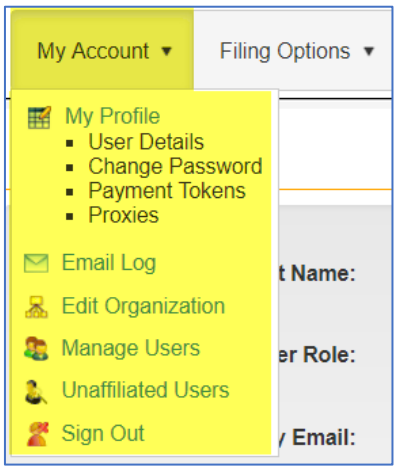
Option	Description
MY PROFILE	▪ Details about user accounts, such as contact information, affiliation, and security question and answer. ▪ The ability to change account password or email addresses. ▪ Ability to set up Payment Tokens ▪ Ability to assign Proxies
EMAIL LOG	Record of emails received from the application
SIGN OUT	End the session



Organization Account

The MY ACCOUNT menu provides access to the firm administrator and organization profile where the following can be managed.

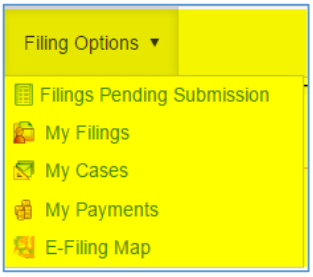
Option	Description
MY PROFILE	▪ Details about user's account, such as contact information, affiliation, and security question and answer. ▪ The ability to change account password or email addresses. ▪ Ability to set up Payment Tokens ▪ Ability to assign Proxies
EMAIL LOG	• Record of emails received from the application
EDIT ORGANIZATION	• Details about the organization's account • Ability to set up payment tokens for individual users
MANAGE USERS	• Ability to add users to the organization account
Unaffiliated Users	• Ability to associate a user not affiliated with the firm to the organization account
SIGN OUT	• End user session



Filing Options Menu

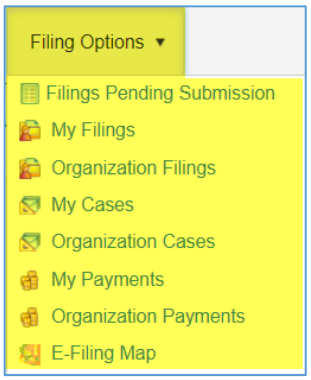
Individual Attorney and Self-Represented Litigant Accounts

Option	Description
FILINGS PENDING SUBMISSION	• View a list of PENDING SUBMISSIONS • Includes ability to delete or copy submissions
MY FILINGS	• Displays the MY FILINGS screen to gain access to all their submissions • Provides access to case documents
MY CASES	• Displays all cases successfully filed • Provides access to case documents
MY PAYMENTS	• Provides a searchable listing of all payments made
EFILING MAP	• Returns user to the EFILING MAP page

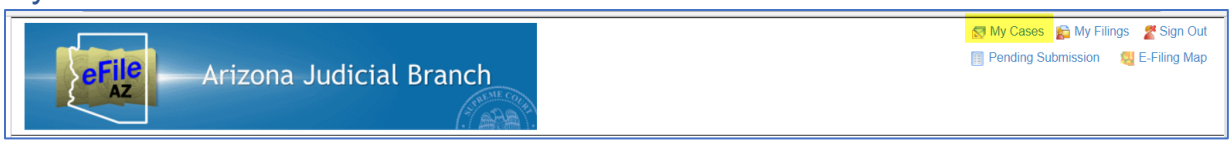


Organization Accounts

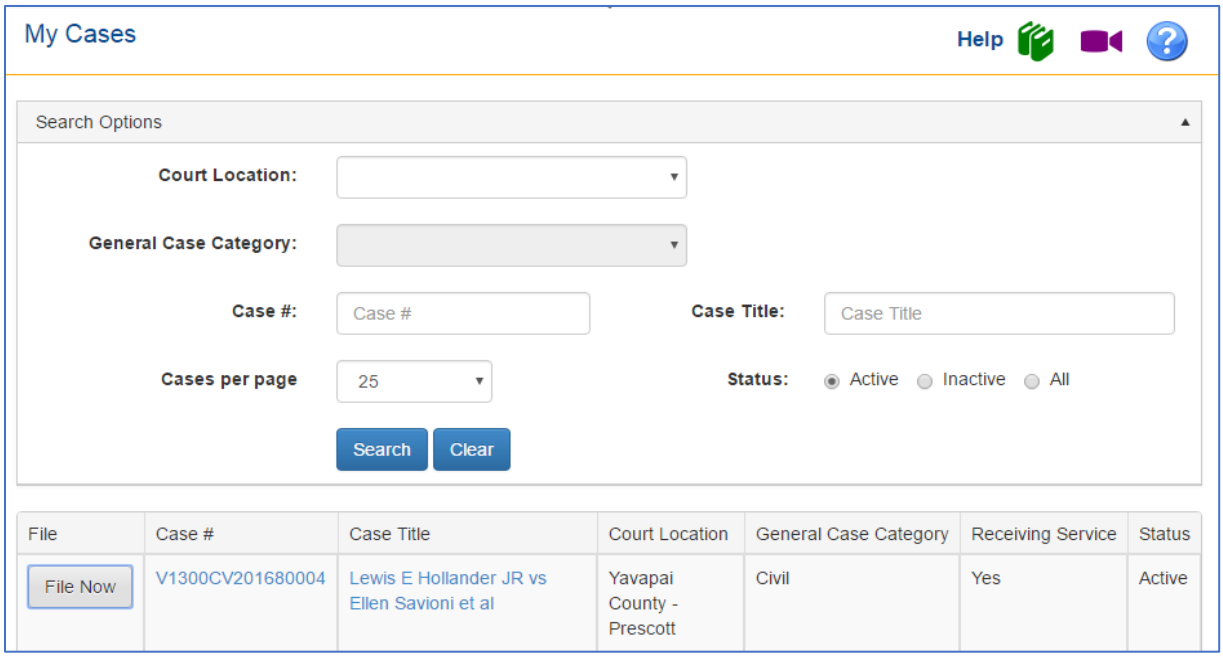
Option	Description
FILINGS PENDING SUBMISSION	• View a list of PENDING SUBMISSIONS • Includes ability to delete or copy submissions
MY FILINGS	• Displays the MY FILINGS screen to gain access to all their submissions • Provides access to case documents
ORGANIZATION FILINGS	• Displays the ORGANIZATION FILINGS screen to access submissions for the entire organization • Provides access to case documents
MY CASES	• Displays all cases successfully submitted • Provides access to case documents
ORGANIZATION CASES	• Displays all cases successfully submitted for the entire organization • Provides access to case documents
MY PAYMENTS	• Provides a searchable listing of all payments made
ORGANIZATION PAYMENTS	• Provides a searchable listing of all payments made by organization users
EFILING MAP	• Returns user to the EFILING MAP page



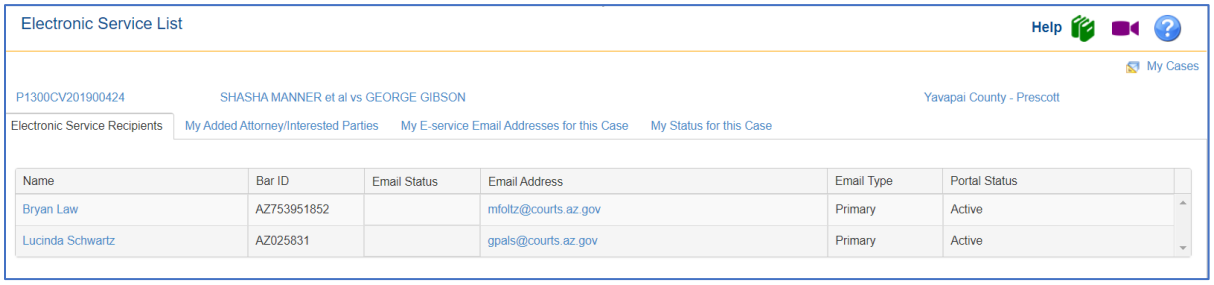
My Cases



All successfully filed submissions appear in this section. The application displays the Case #, Case Title, Court Location, General Case Category, indicates if the electronic service function was used during creation of the submission, and the Status. The File Now button allows users to jump to the Existing Case screen to begin a new submission.



The **Case #** column shows the case number as hyperlinked text. By clicking on this text, users will be taken to the ELECTRONIC SERVICE LIST.

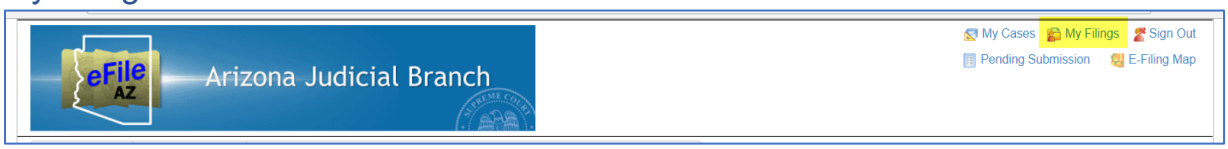


By clicking on the **Case Title** hyperlink, the user will be taken to the **Case Information** to gain access to case documents.

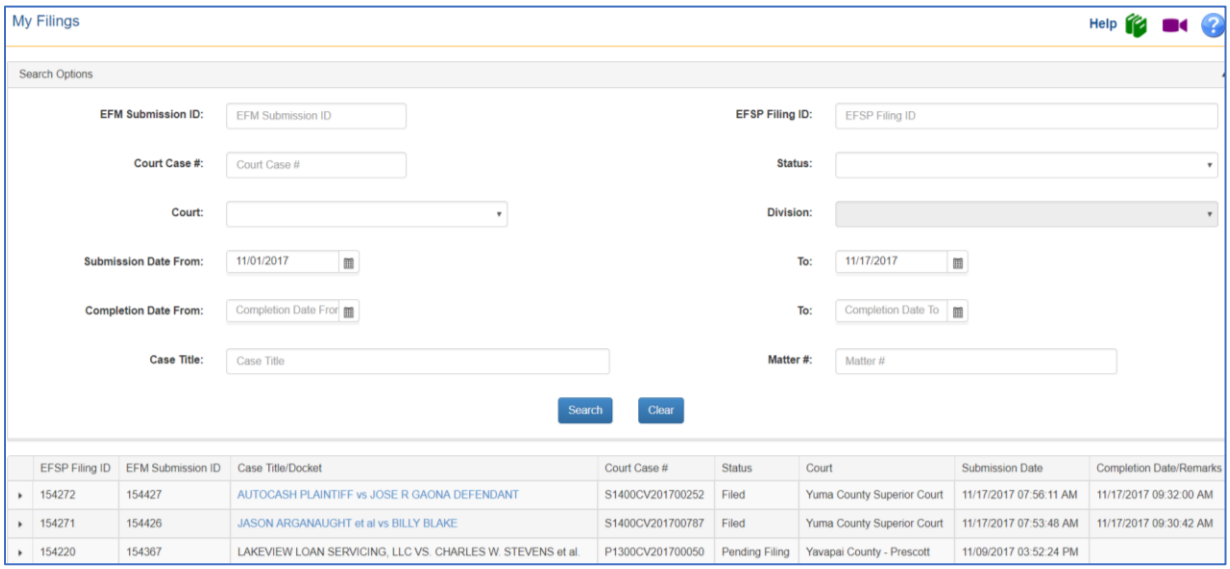
Documents

#	Filing Date	Document Title
1	9/7/2016 11:12:20 AM	EFILING: ANSWER
2	9/7/2016 11:12:20 AM	EFILING: AFFIDAVIT OF RENEWAL OF JUDGMENT
3	9/7/2016 11:12:20 AM	EFILING: NOTICE OF FILING PROPOSED ORDER
4	9/7/2016 11:12:20 AM	EFILING: PROPOSED ORDER
5	9/7/2016 10:39:12 AM	EFILING: COMPLAINT
6	9/7/2016 10:39:12 AM	EFILING: CERT OF COMP ARB

My Filings



For each submission, the application displays the EFM Submission ID #, the EFSP Filing ID #, the Case Title/Docket, the case number assigned to the case, the status of the submission, the court location into which the submission was made, the submission date, and the date the clerk's office accepted the submission (Completion Date / Remarks).



To see the detail of a specific submission, click the ► sign to the left of the **Submission #.**

Pending Submissions

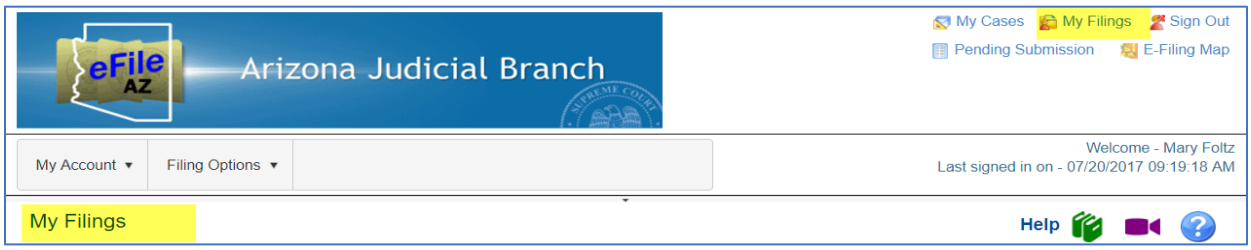
The PENDING SUBMISSIONS section lists all submissions that have been saved by the user but not yet submitted for filing.

To access the submission, click the hyperlinked submission ID number in the **EFSP Filing ID** column.

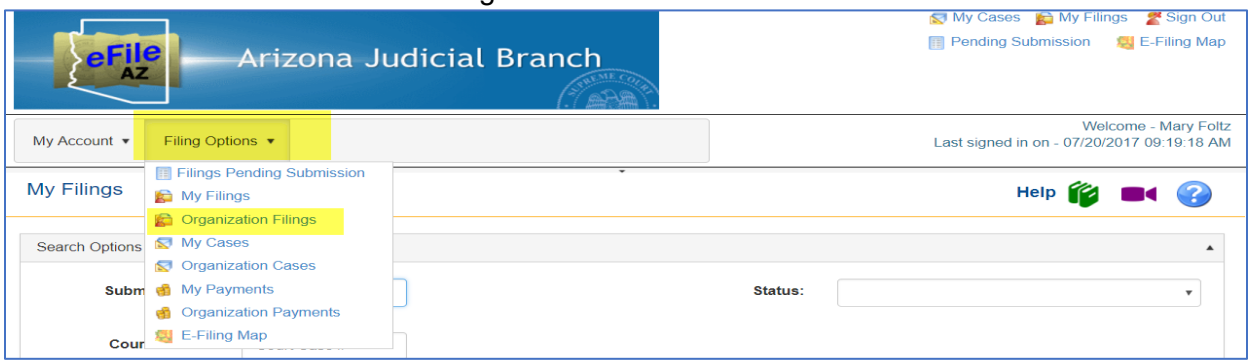
My Filings/Organization Filings

After signing into the application, click on the **MY FILINGS** link to view submissions that have been submitted. To view submissions that have been submitted by the entire, click on **FILING OPTIONS** and then **ORGANIZATION FILINGS**. The user must have Firm Administrator access. This section of the application will show submissions that have been submitted but not yet accepted by the clerk (Pending Filing), submissions rejected by the clerk (Rejected), and submissions accepted by the clerk (Filed).

To view submissions for an individual's account:



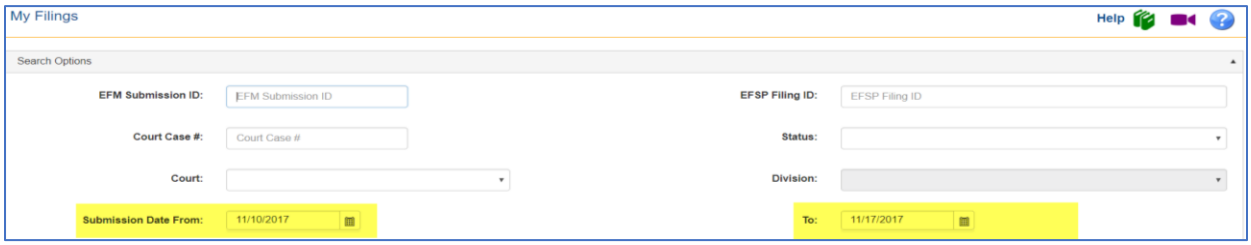
To view submissions for the entire organization:



Search by Submission Date Range

By default, the MY FILINGS and ORGANIZATION FILINGS pages list only those submissions made during the last seven days. A user may increase or reduce this date range by following the steps below.

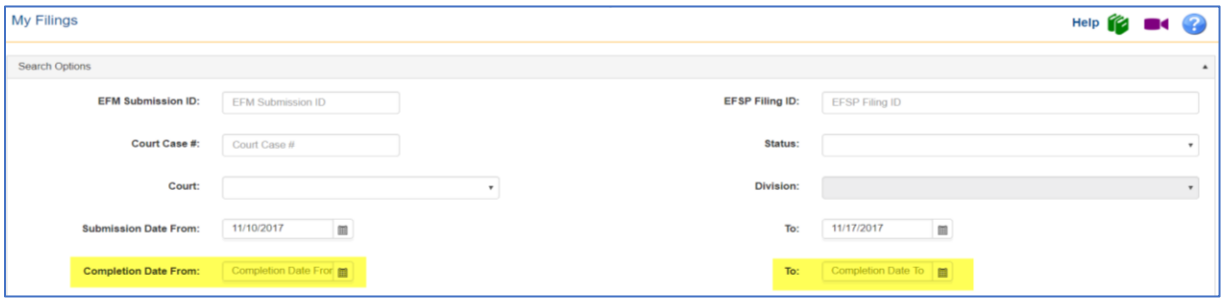
1. In the **Submission Date From** box, type the **starting date** for the date range in the format: mm/dd/yyyy
2. In the **Submission Date To** box, type the **last date** to include in the date range in the format: mm/dd/yyyy
3. Click the **Search** link to display the submissions made during the specified date range.



Search by Completion Date Range

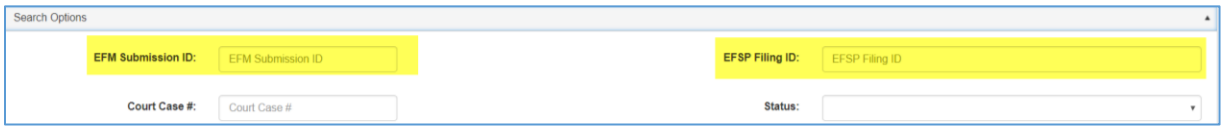
Submissions can be searched on Completion Date Range as well. By default, submissions will be shown on Submission Date Range. User can increase or reduce the date range.

1. In the **Completion Date From** box, type the starting date for the date range in the format: mm/dd/yyyy
2. In the **Completion Date To** box, type the last date to include in the date range in the format: mm/dd/yyyy
3. Click the **Search** link to display the completed submissions made during the specified date range.



Search by ID#

Submissions can be searched using the **EFM Submission ID#** or the **EFSP Filing ID.** The EFSP Filing ID is the number assigned when a submission is started in eFileAZ. The EFM Submission ID# is a number assigned to the completed and submitted submission. NOTE: This is the number the user will provide in the event they must call the Support Center for assistance. Enter either a valid EFM or EFSP # and click Search.



Search by Status

Submissions can be searched on **Status.** The Status dropdown has the options shown below:

Received / Validated Submission / Pending Review / Being Reviewed / Review Complete / Sending to Local System / Pending Submission / Pending Queue / Filed for Judicial Review / Filed / Partially Filed.

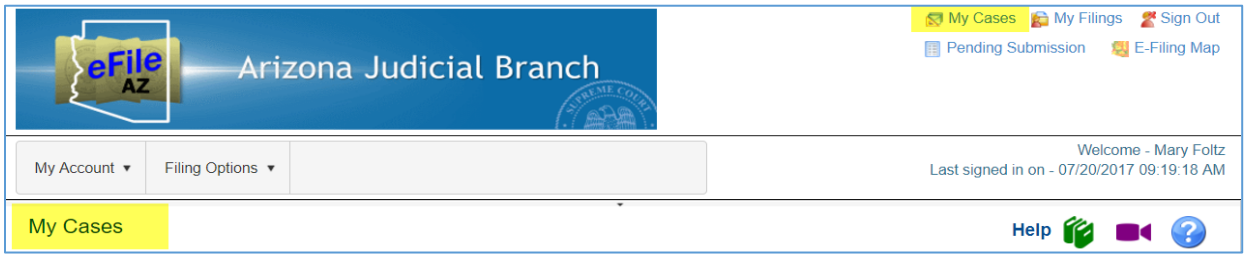
Search by Court or Division

Submissions can be searched by specific court and division. Choose the desired **Court** or **Division** from the dropdown and click Search.

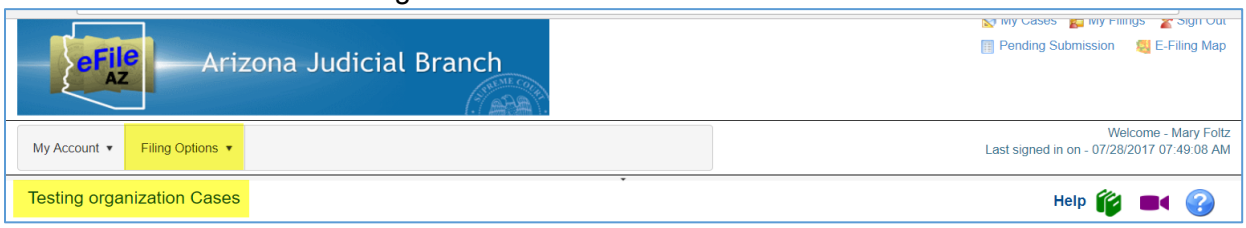
My Cases/Organization Cases

After signing into the application, click on the **MY CASES** link to see cases that have been successfully filed into (the clerk has accepted and documents) and have been made a part of the official court record. To see cases that have been successfully filed by the entire, click on FILING OPTIONS and then **ORGANIZATION CASES**. User Must have Firm Administrator Access.

To view cases for an individual's account:

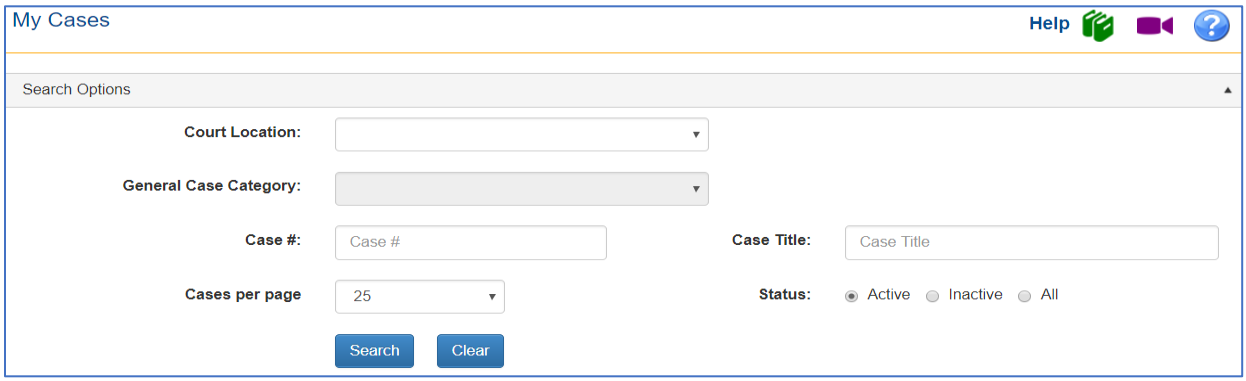


To view cases for the entire organization:

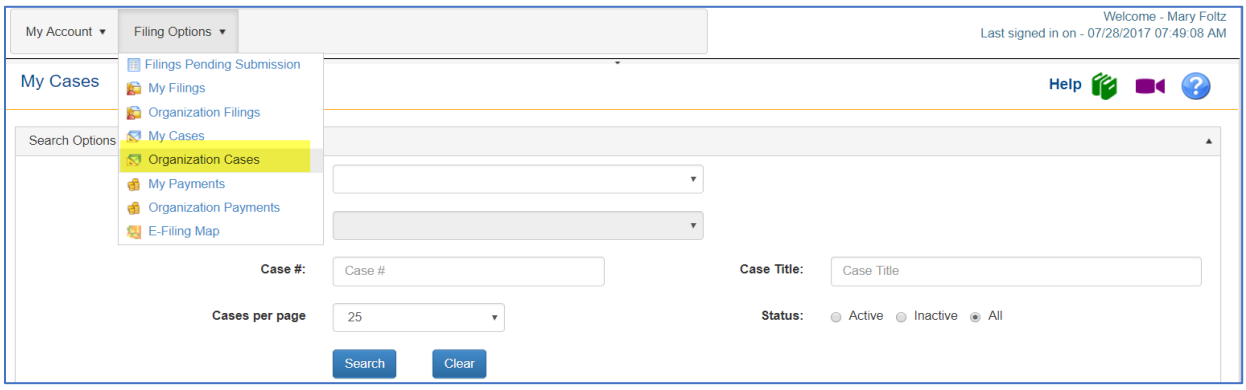


Searching for Cases

To search for cases submitted, click **MY CASES.**



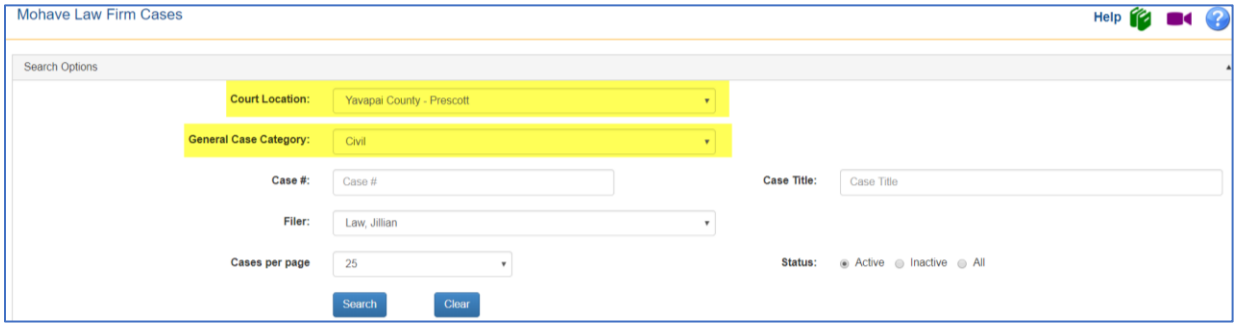
To search for cases submitted by someone in the organization or to see all organization submissions, click MY CASES ➡ FILING OPTIONS ➡ ORGANIZATION CASES.



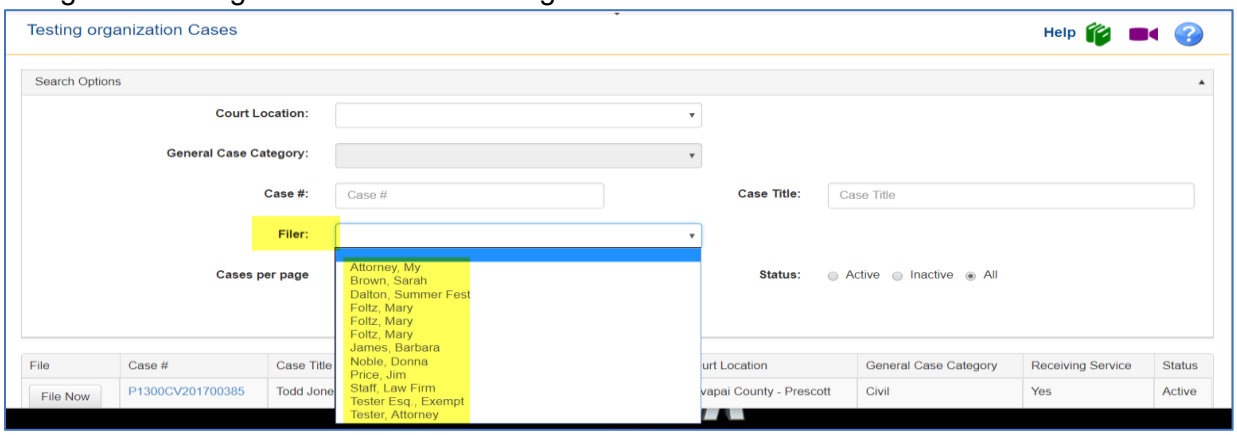
Specifying a Court Location and General Case Category

Click on the dropdown arrows for Court Location and choose the county in which to conduct a search. To view all cases regardless of county, leave court location blank.

Once the Court Location has been chosen, the General Case Category dropdown will become available. Click the dropdown and choose the category to search. This field may be left blank if searching by a specific case category is not necessary.

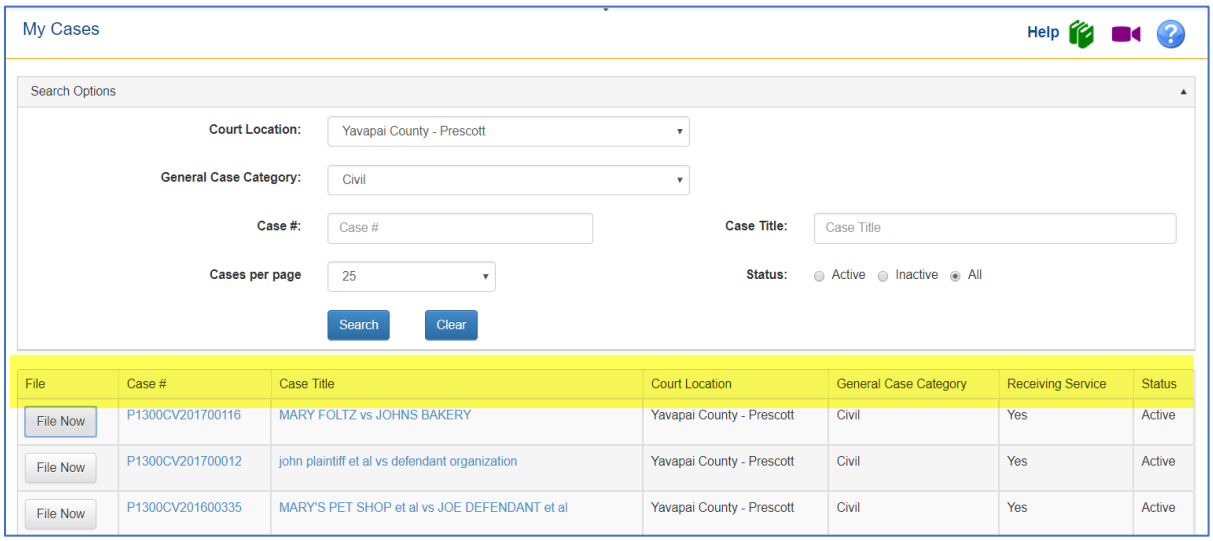


The same search functionality is available for organization searches and includes a dropdown listing all of the registered users for the organization.



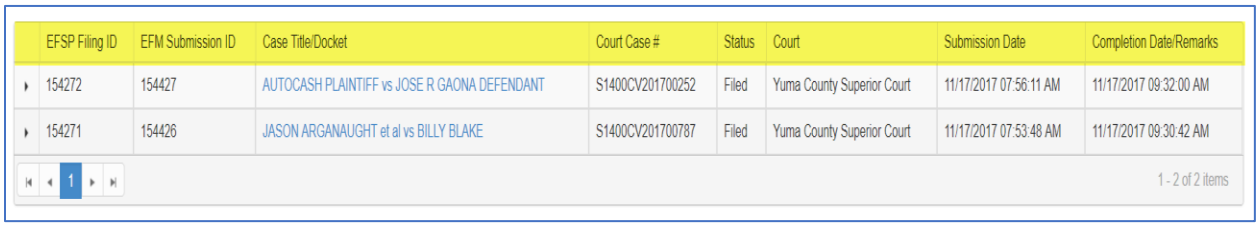
Once the search criteria has been entered and results returned, the grid below apears.

- File Now – returns the user to the application where they can begin submitting documents for the case
- Case # - provides information on electronic service
- Case Title – takes the user to the Case Information screen where they can see all case information and a listing of all documents that have been filed into the case either manually or electronically. Clicking on the document hyperlink will open the document (if available) and it then can be printed out or saved.
- Court Location – Superior Court the case in which the case is located
- General Case Category – Civl cases are the only cases allowed to be efiled at this time
- Receiving Service – Indicates parties in the case have agreed to receive e-service
- Status – Status of the case



Section 4: View Submission Information

For each submission, the application displays the EFSP Filing ID, EFM Submission ID, Case title/docket, the case number assigned to the case, the status of the submission, the jurisdiction/court in which the submission was made, the submission date, and the date the Clerk's office completed the submission (Completion Date / Remarks). Depending on the user's monitor size, they may have to scroll horizontally to see all the columns.



EFSP Filing ID	EFM Submission ID	Case Title/Docket	Court Case #	Status	Court	Submission Date	Completion Date/Remarks
154272	154427	AUTOCASH PLAINTIFF vs JOSE R GAONA DEFENDANT	S1400CV201700252	Filed	Yuma County Superior Court	11/17/2017 07:56:11 AM	11/17/2017 09:32:00 AM
154271	154426	JASON ARGANAUGHT et al vs BILLY BLAKE	S1400CV201700787	Filed	Yuma County Superior Court	11/17/2017 07:53:48 AM	11/17/2017 09:30:42 AM

1 - 2 of 2 items

This information includes:

Item	Description
EFSP Filing ID	The number assigned by eFileAZ to the submission.
EFM Submission ID	The number assigned to the submission AFTER it has been submitted to the Court.
Case #	The case number assigned to the case by the court. New cases do not receive a case number until after the submission has been processed through the case management system and "filed". If no case number has been assigned, the application will leave the field blank.
Status	The status of the submission (Filed /Received/ Being Reviewed/ Pending Review, etc.)
Court	The court in which the case was filed
Division	The court type; e.g., Civil
Submission Date	The date on which the submission was created and submitted
Completion Date / Remarks	The date which the court accepted the submission, marked it as Filed, and notified the submitter by email that the submission is complete

Viewing Submission Details

Click the ► sign to the left of the **EFSP Filing ID**. The application expands the submission record to show the details of the submission.

FILING INFORMATION tab shows General Case Category, Case Title, Matter Number, and who the submission was Filed By.

EFSP Filing ID	EFM Submission ID	Case Title/Docket	Court Case #	Status	Court	Submission Date	Completion Date/Remarks
154271	154426	JASON ARGANAUGHT et al vs BILLY BLAKE	S1400CV201700787	Filed	Yuma County Superior Court	11/17/2017 07:53:48 AM	11/17/2017 09:30:42 AM

Filing Information | Documents | Service List | Fee Payment

General Case Category: Civil

Case Title: JASON ARGANAUGHT et al vs BILLY BLAKE

Matter:

Filed By: Jillian Law AZ 84696321

The DOCUMENTS tab shows the order in which the documents were attached (1, 2, 3, and so on), the status of the document, Document Type, the File Name, and reason for rejection if applicable. (Note: Documents are not retrievable in this view)

EFSP Filing ID	EFM Submission ID	Case Title/Docket	Court Case #	Status	Court	Submission Date	Completion Date/Remarks
154271	154426	JASON ARGANAUGHT et al vs BILLY BLAKE	S1400CV201700787	Filed	Yuma County Superior Court	11/17/2017 07:53:48 AM	11/17/2017 09:30:42 AM

Filing Information | Documents | Service List | Fee Payment

#	Status	Document Type	File Name
1	Accepted	Civil Cover Sheet System Generated	Civil Cover Sheet System Generated.pdf
2	Issued	Summons BILLY BLAKE System Generated	Summons BILLY BLAKE System Generated.pdf
3	Filed	PLAINTIFF'S COMPLAINT	DOCX-Complaint.docx

159785	160087	Quality Loan Service Corp. vs Yavapai County Treasurer	P1300CV201900012	Rejected	Yavapai County - Prescott	08/22/2019 11:49:21 AM	08/22/2019 11:50:32 AM

Filing Information | Documents | Service Information | Fee Payment

#	Status	Document Type	File Name	Rejection Reason
1	Rejected	ADDENDUM	DOCX-Addendum.docx	AT REQUEST OF THE CUSTOMER - CUSTOMER CALLED AND REQUESTED THAT THE SUBMISSION BE REJECTED. THEY FILED THE WRONG DOCUMENT

The SERVICE LIST tab will show to whom service was provided and the date/time the served party downloaded the document.

159797	160104	THE VILLIAGE OF COPPER BASIN COMMUNITY ASSOCIATION VS CHUDOBA	S1100CV201900033	Filed	Pinal County Superior Court	08/28/2019 08:40:59 AM	08/28/2019 08:46:40 AM

Filing Information | Documents | Service Information | Fee Payment

#	Service Recipient	Document	Downloaded	Download Date	Email Address
2	JOHN SMITH	Addendum Test	☑	08/28/2019 10:32:29 AM	

The FEE PAYMENT tab shows any fees that were assessed, the Fee Status, Paid By, and the Payment Receipt #.

EFSP Filing ID	EFM Submission ID	Case Title/Docket	Court Case #	Status	Court	Submission Date	Completion Date/Remarks
153042	154428	SAMUEL MILLER et al. PLAINTIFF vs JASON VALIANT DEFENDANT	P1300CV201700393	Validating Filing	Yavapai County - Prescott	11/17/2017 03:13:29 PM	

Filing Information | Documents | Service List | Fee Payment

eService Fee	$3.80
Application Fee	$6.50
Payment Fee	$0.31
Total Fee:	$10.61
Fee Status:	Assessed
Paid By:	Electronic payment at payment site
Payment Receipt #:	82921899865868011

Section 5: Creating a User Account

The application requires attorneys and self-represented litigants to register and obtain a user name and password. To successfully register, users must have access to the Internet and be able to navigate a web browser to the efile.azcourts.gov website.

Prior to registering, the user will need to decide whether to register as an individual user, such as an Attorney or Self-represented litigant, or an organization.

An individual account is a sole practicing attorney, self-represented litigant, process server or transcriptionist. An organization includes government organizations, fee exempt agencies, businesses, and law firms.

Registering as an Attorney, Self-Represented Litigant, Process Server or Transcriptionist

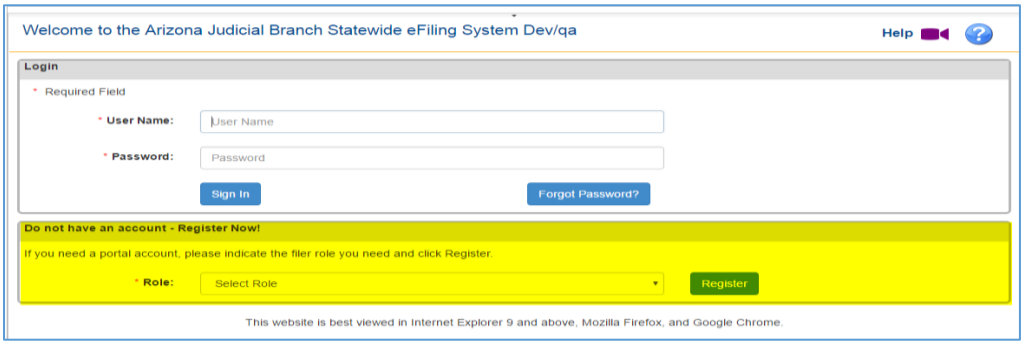
NOTE: Process Server and Transcriptionist are scheduled for release at a future date.

User registration typically follows these steps:

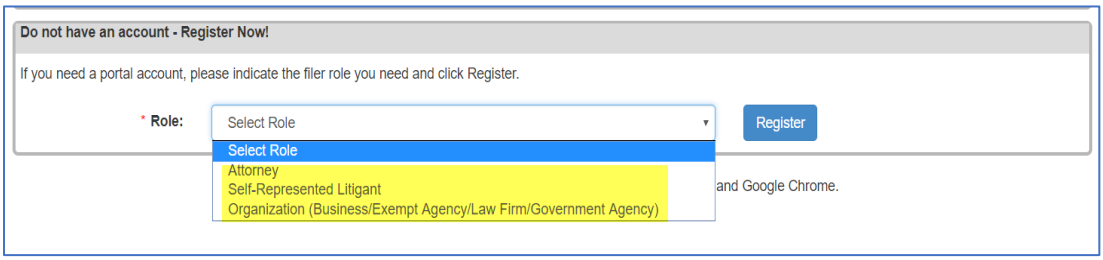
1. Go to the **Account Registration** page.
2. Enter the **registration information**; including Bar Number (if an attorney), user name and password, email addresses, and identification information.
3. Receive **email notification** that registration information has been received and is awaiting activation
4. Receive an email verification message with an **activation link**.
5. On the **Account Activation page**, answer the **Security Question** set up for the account.
6. **Sign in** and begin electronic submission activities.

Account Registration Page

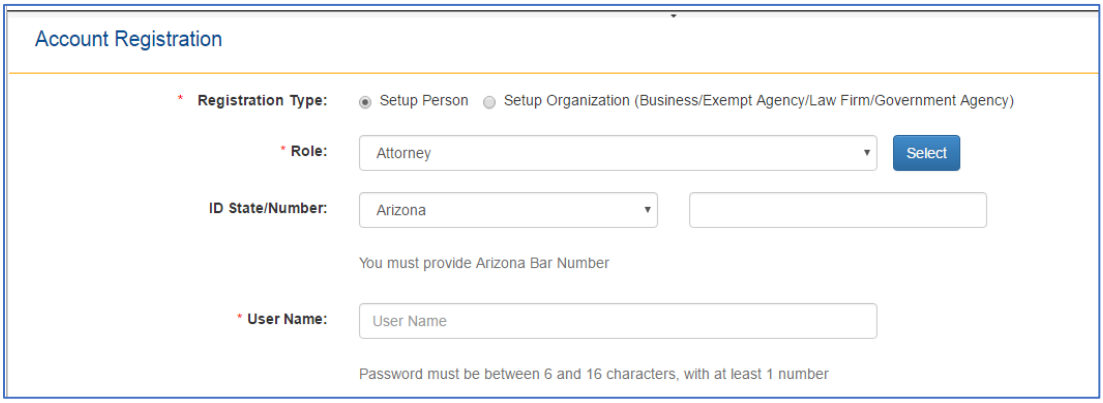
1. Open an **Internet browser**. Internet Explorer 9 and above, Mozilla Firefox, and Google Chrome are recommended.
2. Go to the website: **https://efile.azcourts.gov/**



3. Select a Role from the dropdown and Click the **Register** Link. (For the purposes of this manual, “attorney” has been chosen).



4. The application displays the **Account Registration** page and defaults to “Setup Person”.

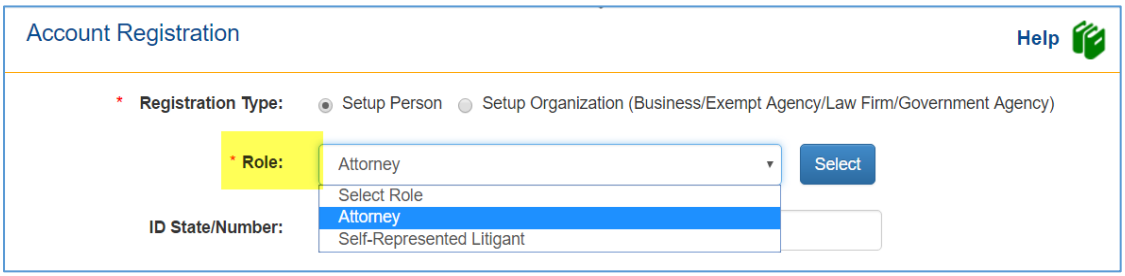


Registration

Fill in the information fields on the ACCOUNT REGISTRATION screen. Fields marked with a red asterisk (*) are required.

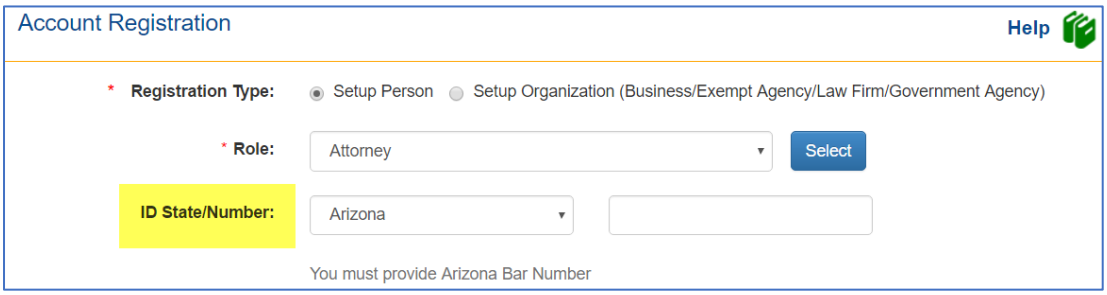
Identify Registration Type and Role

1. Choose **Registration Type.**
2. Click the **Role** dropdown arrow.
3. Choose a **role** from the list by clicking it.
4. Click the **Select** button.



5. If **attorney** role is selected, click the **ID State/Number** box and choose the correct state. If the user is not an attorney, skip this step.

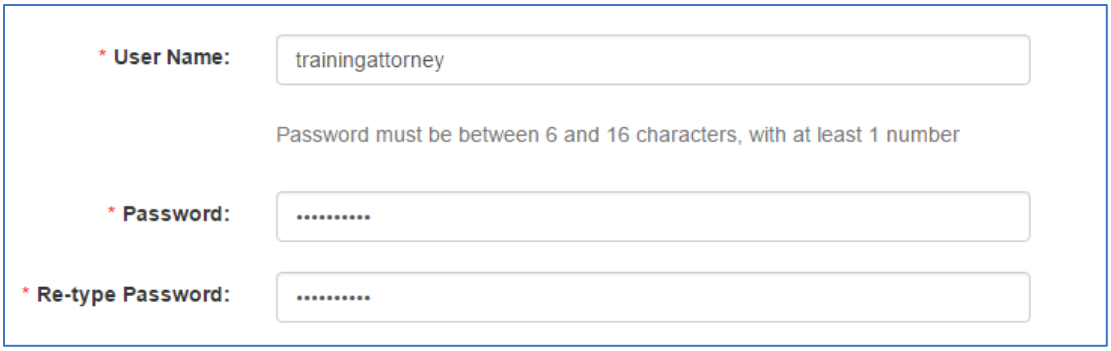
6. Type the attorney **Bar Number** in the text box. If the user is not an attorney, skip this step.



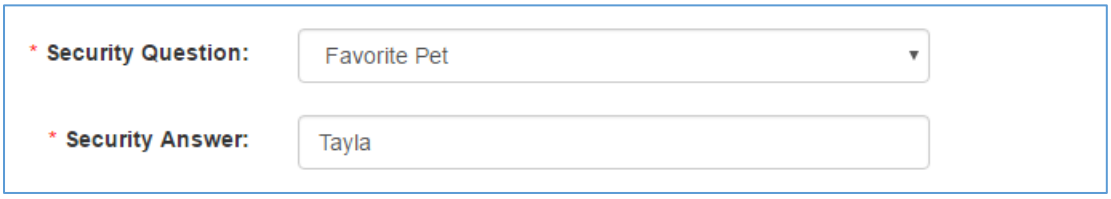
User Name, Password, and Security Question

To create secure access to an account, define a user name and password along with a security question and answer that only the owner of the account would know.

1. In the **User Name** box, type a **name** to be used to gain access to the account.
2. In the **Password** box, type a 6- to 16-character password with at least one number.
3. **Retype** the **password**, as requested. If the password does not match the entered password, the user will get an error message and must retype the passwords until they match.



4. Click the dropdown next to **Security Question** and click the security question to associate with the account.
5. In the **Security Question Answer** box, type the **answer**. Make sure that the security answer is easy to remember as this will be used during the activation portion of the registration process. If the correct answer is not given, the user may have to restart the registration process.

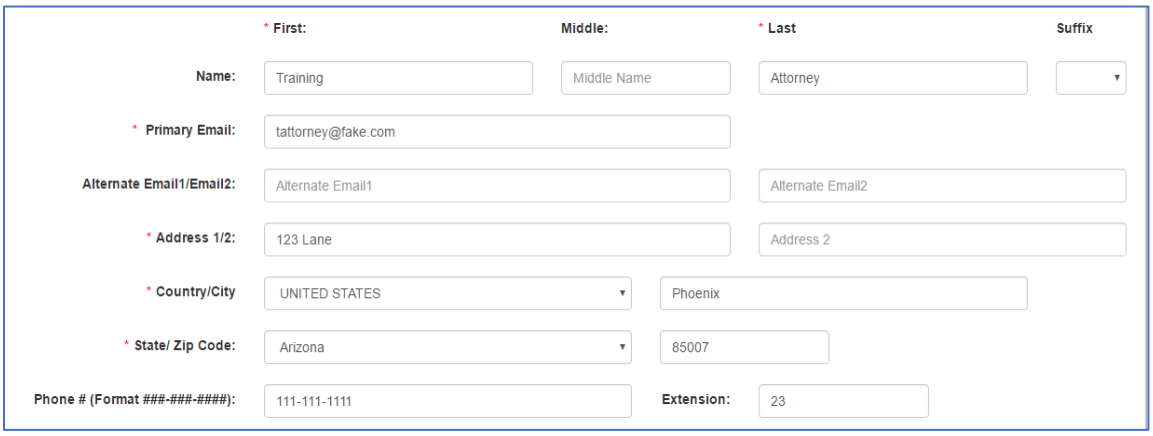


6. Type user's **name** in the boxes: **First**, **Middle**, **Last Name**, and **Suffix**.
7. Type user's **Primary Email Address**. If the user is an attorney, this should be the email address associated with user's bar number which will be used as the official eFiling email address.

8. Add up to **two additional email accounts** to associate with the user account (optional). All notifications/correspondence will be sent to all email accounts that are entered.

Contact Information

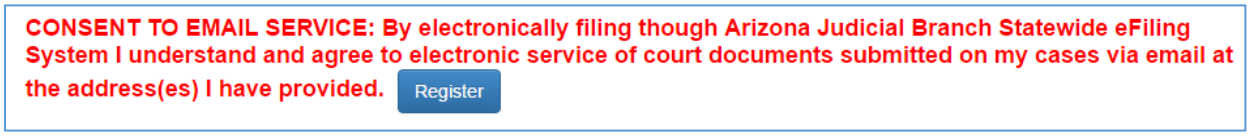
- Type the **contact information** shown:
  - **Official Mailing Address:** Street Address (2 lines).
  - **City/State/Zip Code:** Type in the **City**, click the **State** down-arrow and select the state, and type the **zip code**.
  - Phone #: in the format xxx-xxx-xxxx



Terms & Conditions

Read through the terms and conditions which are found on the link at the bottom of the page.

By using an electronic filing service, the user consents to email service.

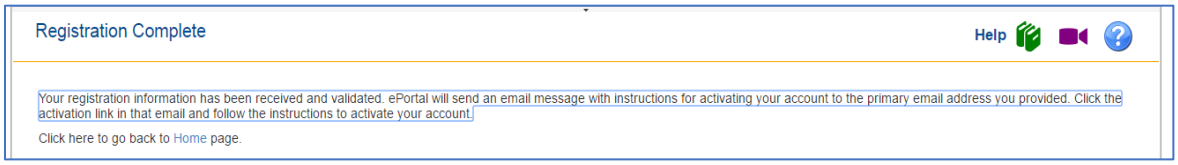


Submitting the Registration

1. Click the **Register** button.

2. If the application flags any errors, make the necessary **corrections** and click **Register**.

The application displays a Registration Complete message and sends an email message to the user's primary email address.



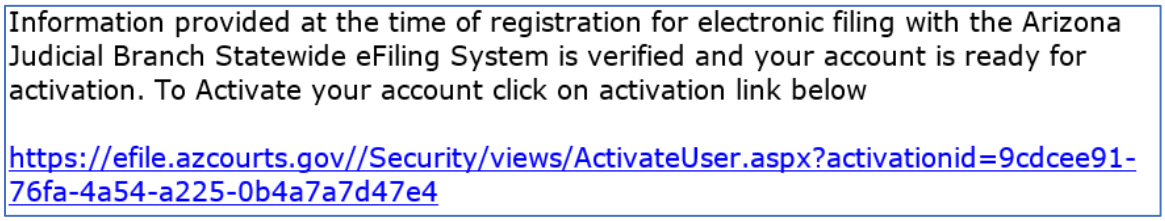
Please note that the email sent is from a non-monitored account. Do not reply to the email message.

Activating an Account

The last part of the registration process is to activate the user account. This step cannot be performed until the account ready for activation email message has been received by the user.

1. Go to the **primary email account** and open the **Registration Activation email**.

2. Click the **Activation link**



3. The application displays the User Account Activation page.
4. Verify the user's identity by **answering the security question** set up during registration.
5. Click the **Activate** button. User can now sign into their account by entering the User Name and Password.

Note on Spam Filters: The registration process is fully automated and generates an email message within minutes of the request for a User Name. This email contains the User Name and registration information user provided. Should an email with the user name and registration information not be received within 30 minutes of the request, the culprit is usually a spam filter, most likely installed by the Internet Service Provider or network administrator, which intercepts this email. The email may be in the "Trash" or similar email folder. Ask the ISP or network administrator to review user spam filters. If still unable to retrieve this email contact the AOC Support Center.

Registering as an Organization

Organization registration allows for two types of users: Administrative Users and Basic Users. Before setting up an organization account it is necessary to determine who the organization administrators will be and set them up first.

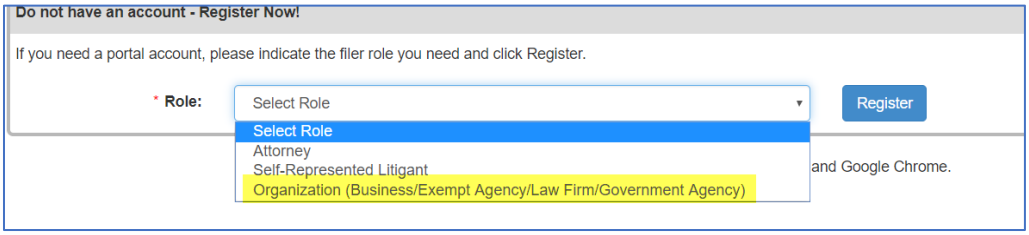
Administrative User	Basic User
Create new users	N/A
Inactivate users in the system	N/A
Change user access level	N/A
Change user passwords	Change own password
Edit firm account information	N/A
View submissions created by firm users	View only submissions created by this user account
Change profile information for all users (individually)	Change profile information related to this user account

1. Go to the **Account Registration** page and choose ORGANIZATION.
2. Enter the Organization information; type of organization, primary email, alternate emails if appropriate, address, and phone number.
3. Enter the **registration information** for the firm administrator: user name and password, email addresses, and identification information.
4. Receive **email notification** that the registration has been received and is pending activation.
5. Receive an email verification message with an **activation link**.
6. On the **Account Activation page**, answer the **Security Question** set up for the account.
7. Sign in to newly created account
8. Set up Users
9. Set up Tokens and Proxies
10. **Sign in** and begin electronic submission activities.

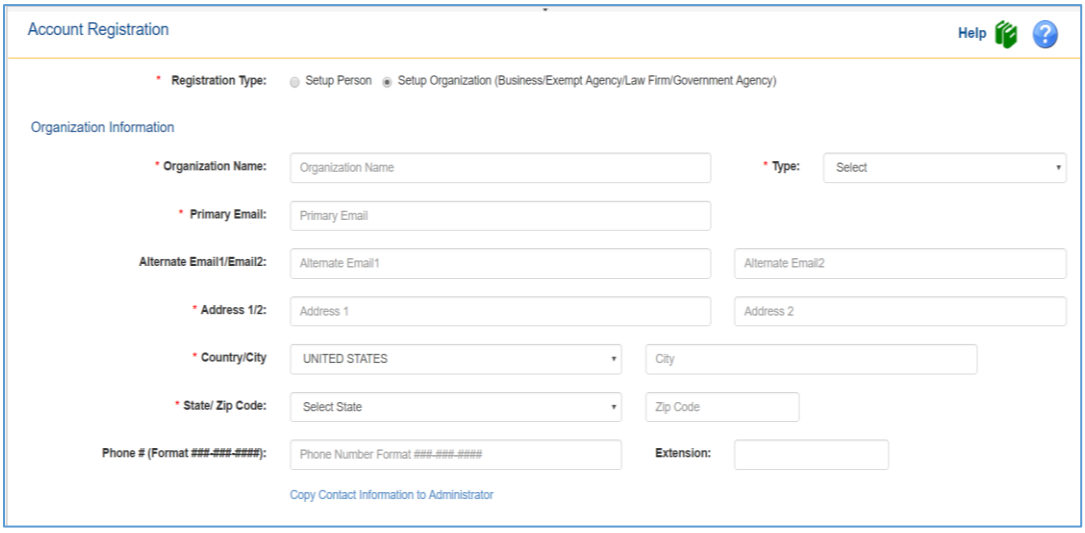
Display the Account Registration Page

1. Open an **Internet browser**. Internet Explorer 9 and above, Mozilla Firefox, and Google Chrome are recommended.
2. Go to the website: **https://efile.azcourts.gov/**

3. Select **Organization** from the dropdown and Click the **Register** Link.



4. The application displays the **Account Registration** page and **Setup Organization** selection is defaulted.



Setting Up an Organization and Identifying the Account Administrator

Fill in the information fields on the Account Registration screen. Fields marked with a red asterisk (*) are required.

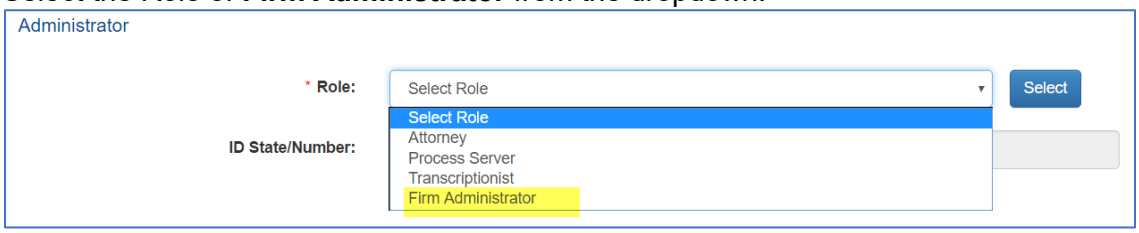
Organization Information

1. **Registration Type** of Organization has been chosen for user.
2. Enter the Organization's name
3. Click the **Type** of Organization that is being registered.

4. Enter the organization's email, address, and telephone numbers
5. If the information for the firm administrator is the same as for the organization, click **Copy Contact Information to Administrator**. This will duplicate the email, address, and phone for the administrator.

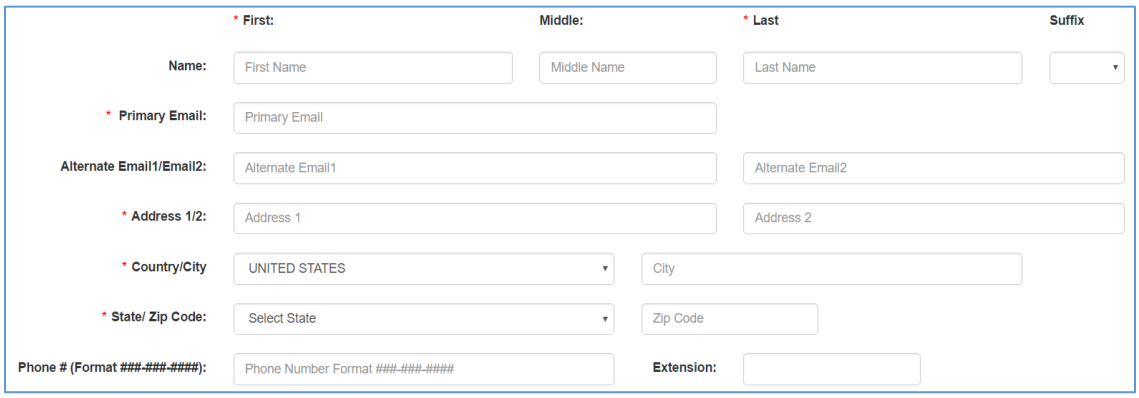
Administrator Information

1. Select the Role of **Firm Administrator** from the dropdown.



2. Enter a unique user name and password for the account.
3. Select and enter a Security Answer
4. Enter the Firm Administrator's name, email, address and phone number.

   Users may add up to **two additional email accounts** to associate with the account (optional). All notifications/correspondence will be sent to all email accounts that are entered.



NOTE: Email addresses do not have to be unique for each registered user. An email address can be used for multiple user accounts.

Terms & Conditions

Read through the terms and conditions which are found on the link at the bottom of the page.

Terms Of Use | Privacy Statement | Accessibility | Request Support |

By using an electronic filing service user consent to email service.

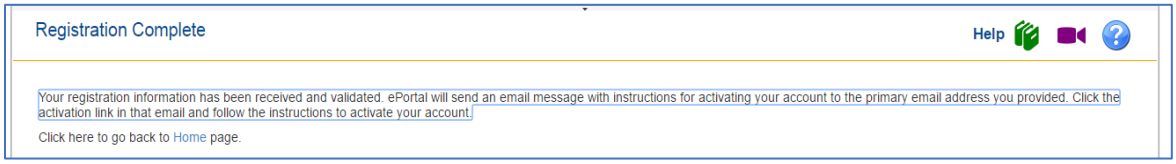
CONSENT TO EMAIL SERVICE: By electronically filing though Arizona Judicial Branch Statewide eFiling System I understand and agree to electronic service of court documents submitted on my cases via email at the address(es) I have provided. Register

Submit Registration

1. Click the **Register** button.

2. If the application flags any errors, make the necessary corrections and click **Register**.

The application displays a **Registration Complete** message and sends an email message to the primary email address.

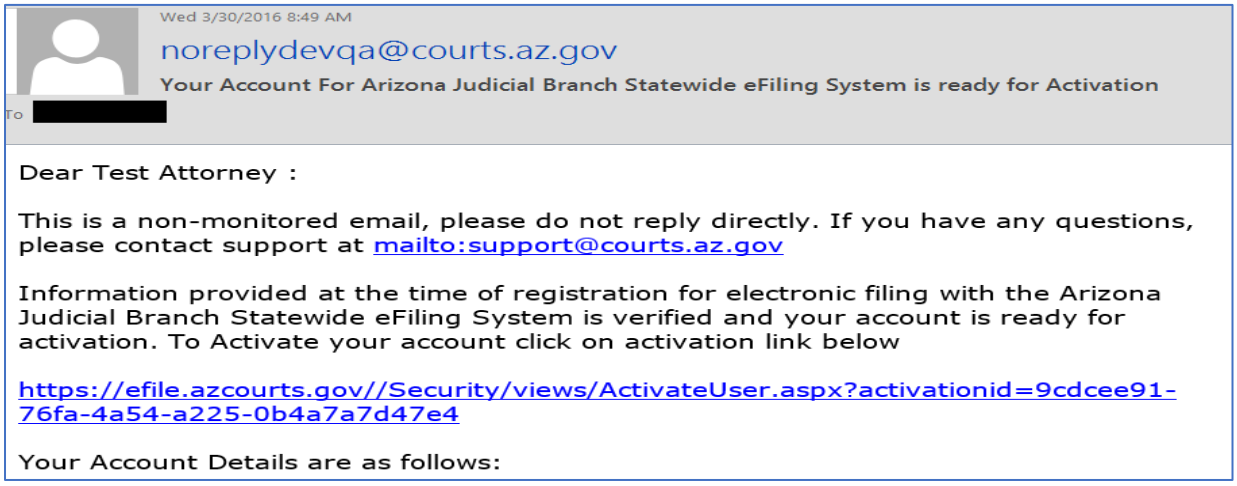


This message contains a registration reference number. Keep this registration reference number as proof that the registration process has been completed.

Activate the Account

The last part of the registration process is to activate the account. This step is performed after the account activation email message has been received by the user.

1. Go to the **primary email account** and open the **Registration Activation email**.



2. Click the **Activation link**

> Information provided at the time of registration for electronic filing with the Arizona Judicial Branch Statewide eFiling System is verified and your account is ready for activation. To Activate your account click on activation link below
>
> https://efile.azcourts.gov//Security/views/ActivateUser.aspx?activationid=9cdcee91-76fa-4a54-a225-0b4a7a7d47e4

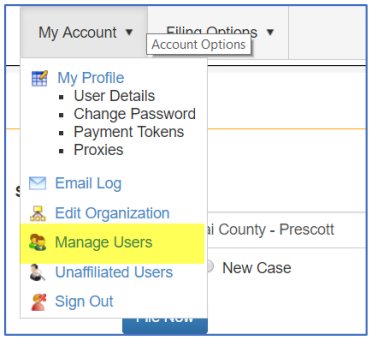
3. The application displays the User Account Activation page.
4. Verify the user's identity by **answering the security question** set up during registration.
5. Click the **Activate** button.

Note on Spam Filters: The registration process is fully automated and generates an email message within minutes of the request for a User Name. This email contains the User Name and registration information user provided. Should the user not receive an email with the user name and registration information within 30 minutes of the request, the culprit is usually a spam filter, most likely installed by the Internet Service Provider or network administrator, which intercepts this email. The email may be in the "Trash" or similar email folder. Ask the ISP or network administrator to review the spam filters. If users are still unable to retrieve this email contact the AOC Support Center.

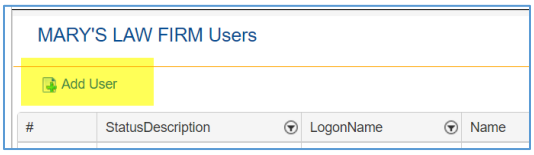
Setting Up Additional Firm Administrators and Basic Users

User must be logged in to an administrator account to set up additional users and set permissions for the organization.

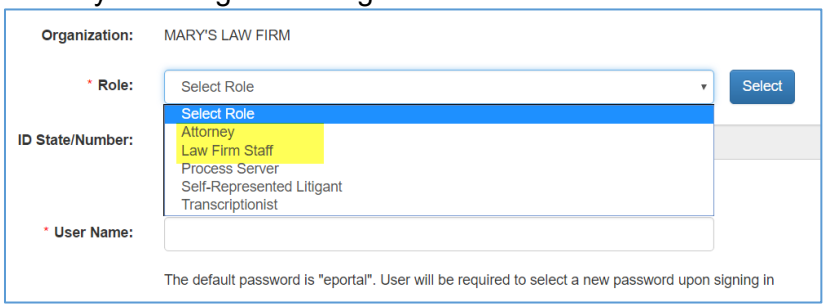
1. Click on **MY ACCOUNT** and then **MANAGE USERS**.



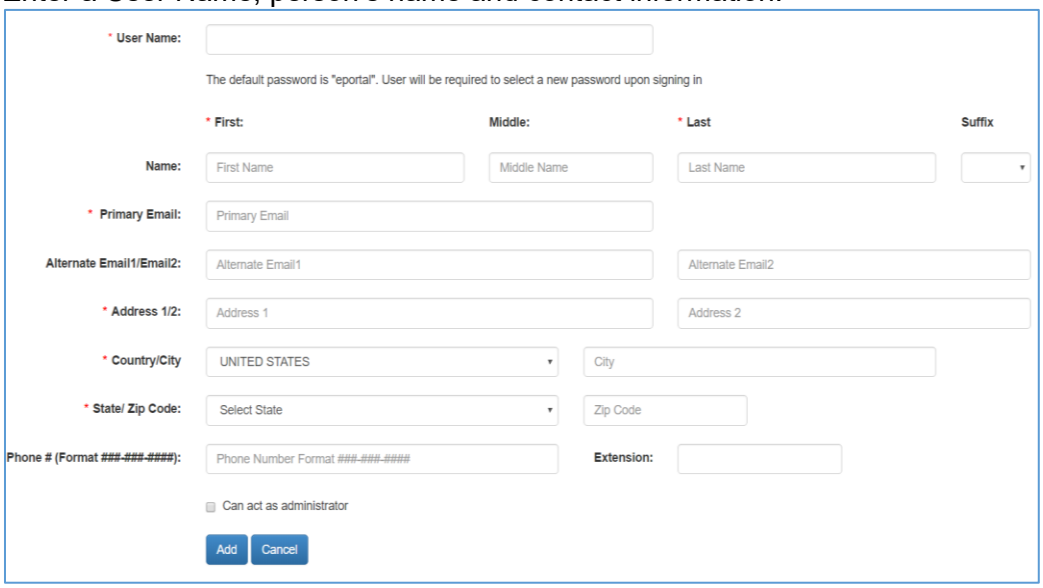
2. Click on **Add User**



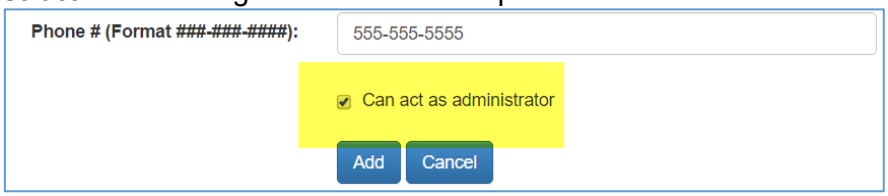
3. Choose a user **Role** from the drop-down and click **Select**. Law Firm Staff are non-attorneys working for the organization that do not have a Bar Number.



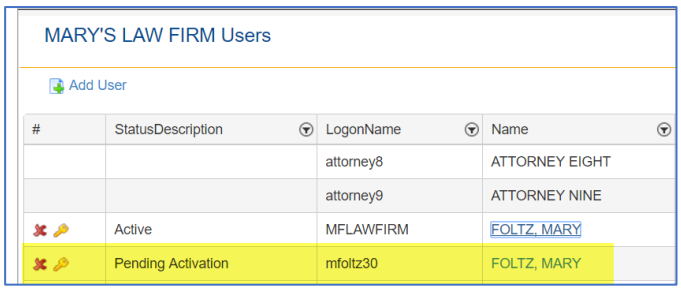
4. If setting up an account for an attorney, the attorney's Bar Number must be entered.
5. Enter a User Name, person's name and contact information.



6. If the person will be allowed to act as an administrator, click the button next to "**Can act as administrator**". This will give them the same permissions as the main firm administrator.



7. Click **Add**
8. The new account will appear in the **MANAGE USERS** page as "Pending Activation".



9. The newly created user will receive an email notifying them that an account has been set up and carry with it instructions for activating the account. **The temporary password is "eportal"**

Wed 12/21/2016 2:57 PM
noreplydevqa@courts.az.gov
Your Account For Arizona Judicial Branch Statewide eFiling System is ready for Activation
To Foltz, Mary

Dear MARY FOLTZ :

This is a non-monitored email, please do not reply directly. If you have any questions, please contact support at mailto:support@

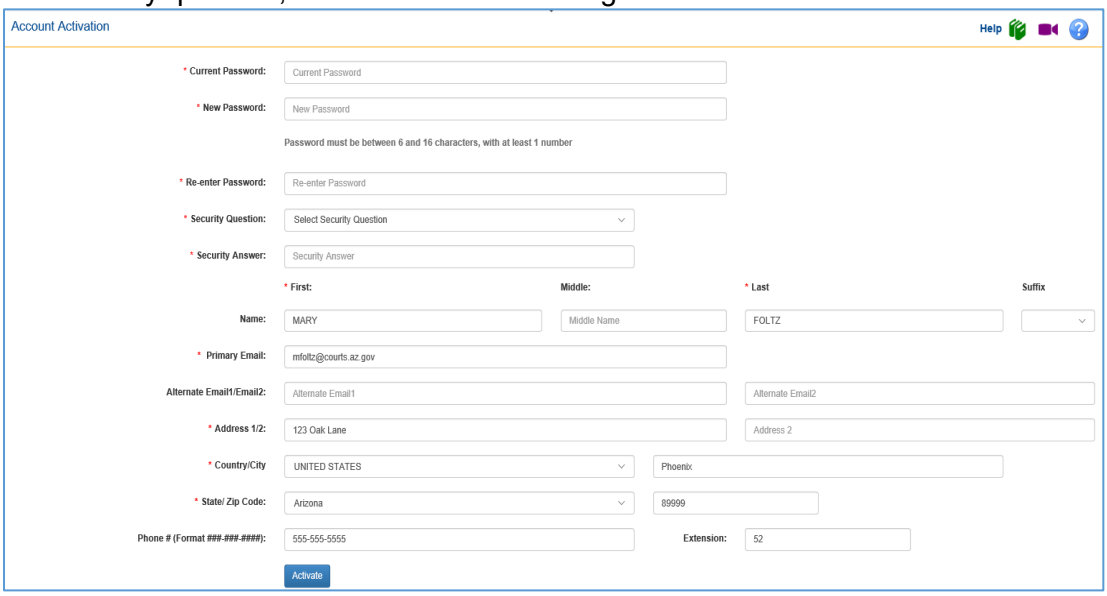
Information provided at the time of registration for electronic filing with Arizona Judicial Branch Statewide eFiling System is verif ready for activation. To Activate your account click on activation link below

http://efiletest.azcourts.gov//Security/views/ActivateRequireInfo.aspx?activationid=2824aac5-5602-4ad1-bfd2-0be1d963762b

Your Account Details are as follows:

Name:	MARY FOLTZ
User Name:	mfoltz30
ERN:	191
Temporary Password:	eportal
Role:	Law Firm Staff

10. Upon clicking the activation link, the user will be directed to the **Account Activation** page where they will enter "**eportal**" as their current password, create a new password and security question, and will be able to change other account information as needed.

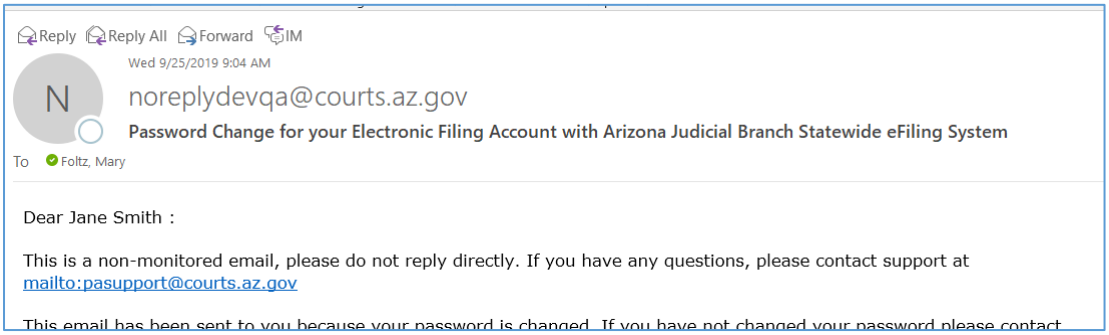

Account Activation
Help

* Current Password: Current Password
* New Password: New Password
Password must be between 6 and 16 characters, with at least 1 number
* Re-enter Password: Re-enter Password
* Security Question: Select Security Question
* Security Answer: Security Answer

	* First:	Middle:	* Last	Suffix
Name:	MARY	Middle Name	FOLTZ	

* Primary Email: mfoltz@courts.az.gov
Alternate Email1/Email2: Alternate Email1 / Alternate Email2
* Address 1/2: 123 Oak Lane / Address 2
* Country/City: UNITED STATES / Phoenix
* State/ Zip Code: Arizona / 89999
Phone # (Format ###-###-####): 555-555-5555 Extension: 52
Activate

11. An email is sent to the user notifying them the password has been changed. This also indicates that the account has been activated.


Reply Reply All Forward IM
Wed 9/25/2019 9:04 AM
N
noreplydevqa@courts.az.gov
Password Change for your Electronic Filing Account with Arizona Judicial Branch Statewide eFiling System
To Foltz, Mary

Dear Jane Smith :

This is a non-monitored email, please do not reply directly. If you have any questions, please contact support at mailto:pasupport@courts.az.gov

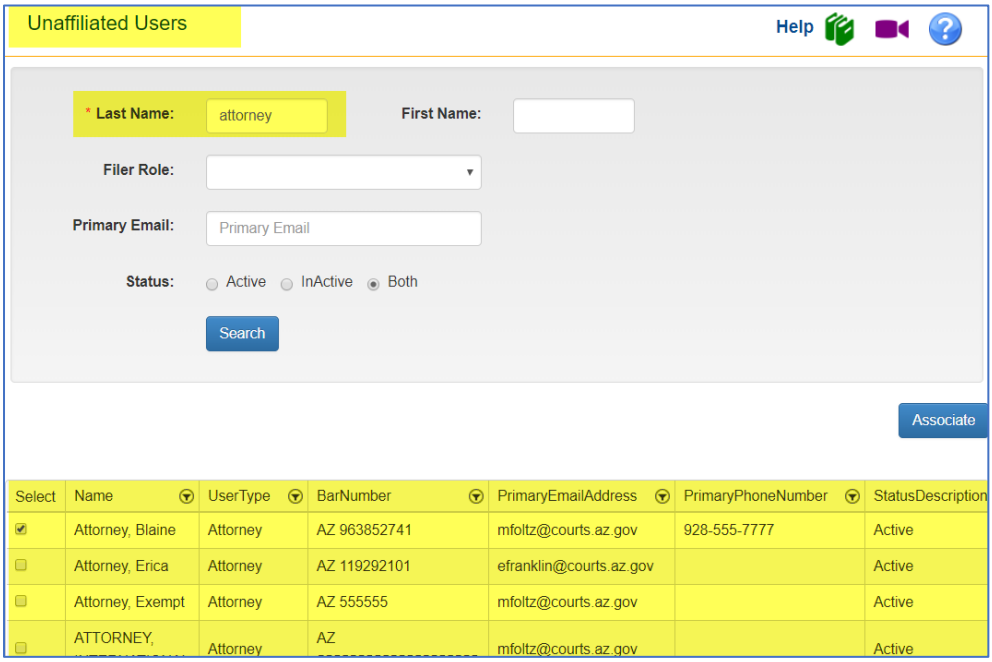
This email has been sent to you because your password is changed. If you have not changed your password please contact

12. After completion of user setup by the Firm Administrator, payment tokens can now be set up for the organization. For instructions on setting up organization payment tokens, see **Section 5 – Account Management.**

Adding a User Not Affiliated with an Organization

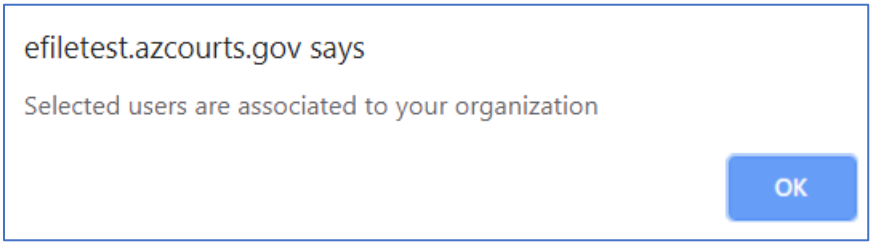
An "Unaffiliated User" is normally co-counsel that is not a part of a firm. To add,

1. Click on **My Account** then **Unaffiliated User**
2. Enter a **Last Name** (required) and **First Name** (optional)
3. Enter the **Filer Role** (optional) – How the person is registered in the eFileAZ system (optional)
4. Enter the **Primary eMail** (optional) for the unaffiliated user
5. Choose if the person is an **Active** or an **InActive** user in eFileAZ. To have a list of inactive and active, click **Both**
6. Click **Search**. eFileAZ will display a listing of all users matching the search criteria

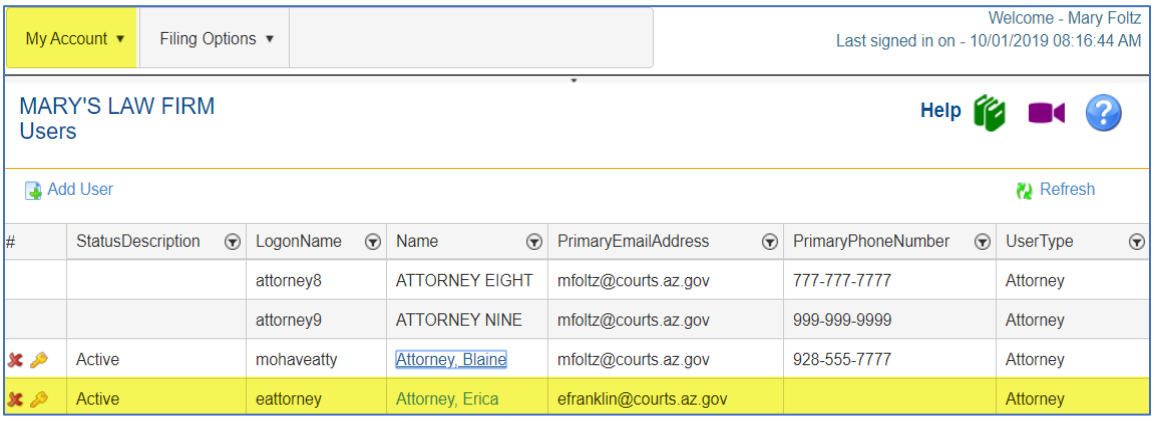


7. Check the box in the **Select** column next to the user to be associated and click **Associate**

8. This screen appears letting the user know the person has been associated. Click **ok**.



9. The user's name will appear in the **Manage Users** tab. This account can be managed the same as a firm user account (e.g. set up tokens and proxies)



Allowing Use of an Account

Application rules require attorneys and all registered users to safeguard their passwords and user information to avoid unauthorized use. Users are responsible for any actions done through his/her account by others to whom he/she provides access. Please review the Court's rules regarding user responsibility to safeguard account information and to guard against improper usage.

Section 6: Submissions

The case initiation submission process involves the following steps:

1. Prepare the documents to file
2. Sign into the application
3. Enter the case information
4. Add the primary parties
5. Attach documents
6. Specify payment type
7. Review the submission and make payment
8. Understand the notification emails received from eFileAZ
9. Perform service if required (electronic service not available for case initiation)

For Subsequent cases, the process involves the steps listed below:

1. Prepare the documents to file
2. Sign into the application
3. Enter the case number and wait for case number validation
4. Verify case information is correct
5. Choose party(s)
6. Attach documents
7. Select eservice recipients (optional)
8. Specify payment type
9. Review the submission and make payment
10. Understand the notification emails received from eFileAZ

Preparing Documents to File

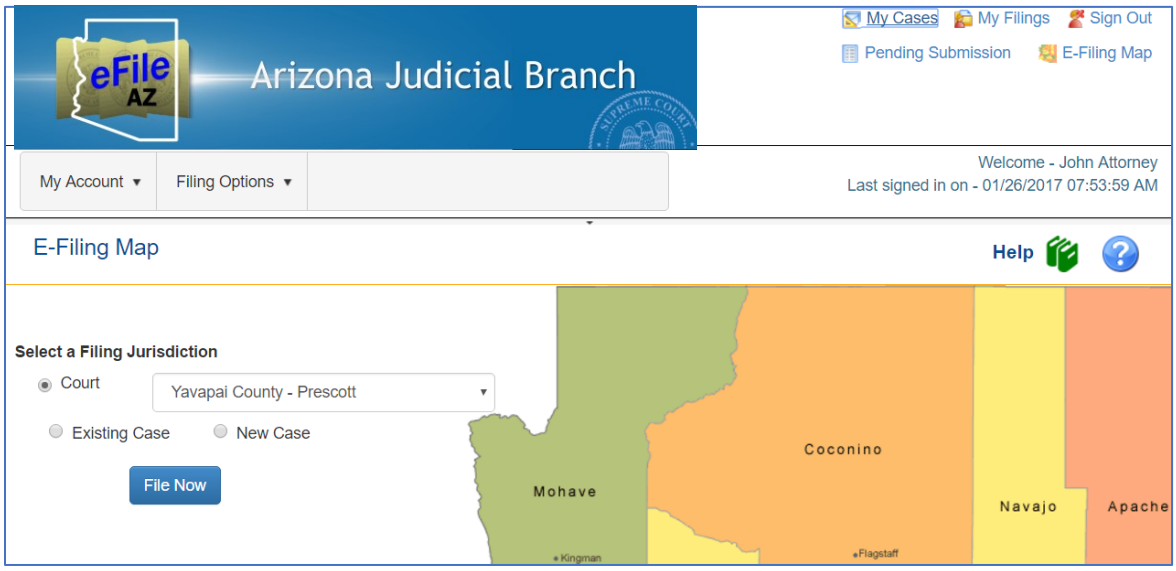
An important best practice is to prepare the documents for the submission before signing in and beginning the submission process.

- Perform any scanning of paper documents ahead of time. For example, Exhibits and Attachments.
- **PLEASE ATTEMPT TO ATTACH ALL EXHIBITS AND ATTACHMENTS TO THE LEAD DOCUMENT MAKING IT ONE LARGE DOCUMENT**. If the document is larger than the allowed 9.5mb, then split them into the Lead (with all attachments/exhibits adding up to 9.5mb) and then the remainder of the attachments/exhibits as connected documents. If user must add attachments/exhibits as connected documents, please title the connected document as “Exhibits 9-20, COMPLAINT”.
- Documents can be attached as .DOCX, .ODT, or .PDF. **Proposed Orders, Proposed Notice of Hearings, and Proposed Judgments MUST be attached using .DOCX or .ODT only and cannot be part of the lead document.**

- Although a submission may contain multiple documents, they must all be associated with the same case.

Signing into the Application

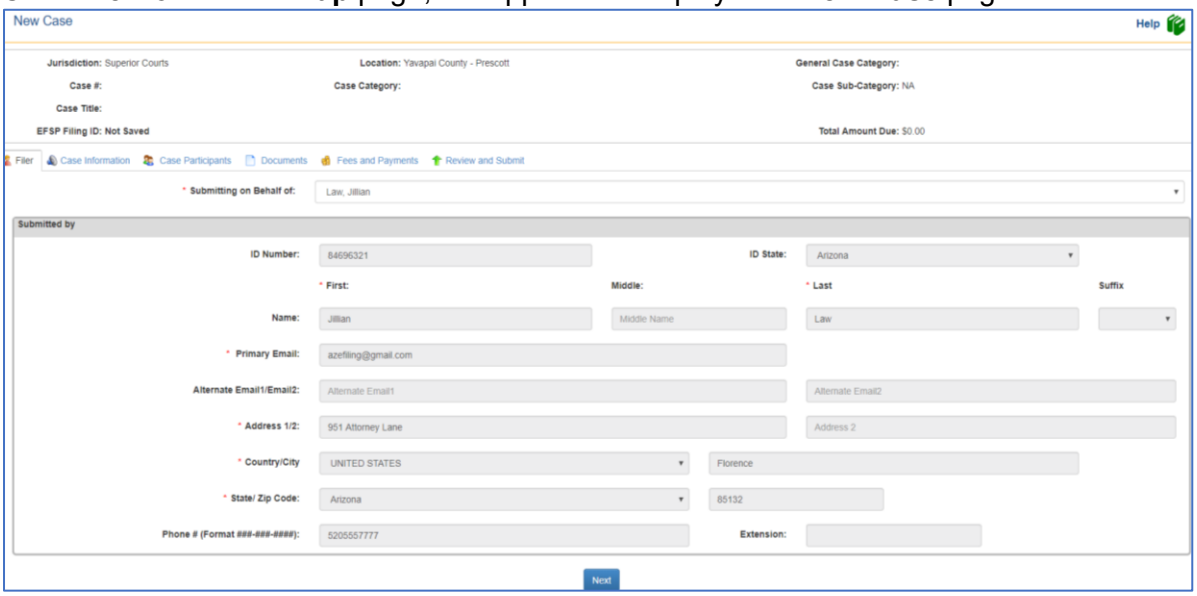
1. Open an **Internet browser**. Internet Explorer 9 and above, Mozilla Firefox, and Google Chrome are recommended.
2. Go to the website: https://efile.azcourts.gov/
3. On the **Welcome** page, type in the **User Name** and **Password**.
4. Click the **Sign In** button. The application displays the **Map** page.



5. Choose the Court Jurisdiction and indicate if filing into an Existing Case or a New Case.
6. Click **File Now**

Submitting a New Case

1. Click **File Now** on the **Map** page; the application displays the **New Case** page.



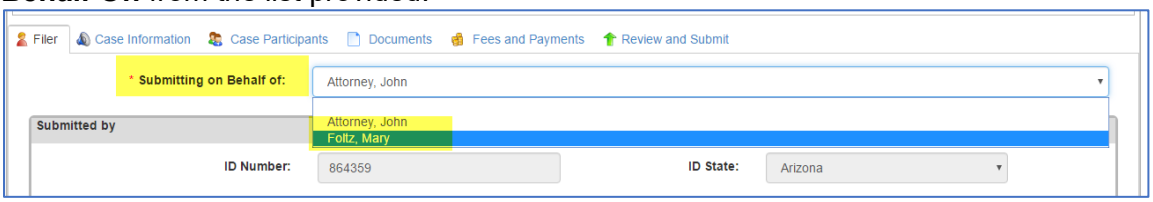
2. Submit a new case by completing the **five tabbed sections**: Case Information, Case Participants, Documents, Fees and Payments, and Review and Submit. Fields marked with a red asterisk (*) are required.

Please DO NOT navigate using the browser buttons. If the back-button is clicked, everyting entered so far may be lost. If the users need to change something entered, they should wait until the Review and Submit page. From the Review and Submit page users can return to previous pages using the tabs and make necessary corrections.

Filer Tab

This screen shows information on the registered user's account. If any of the information is incorrect, it may be changed in the MY ACCOUNT tab.

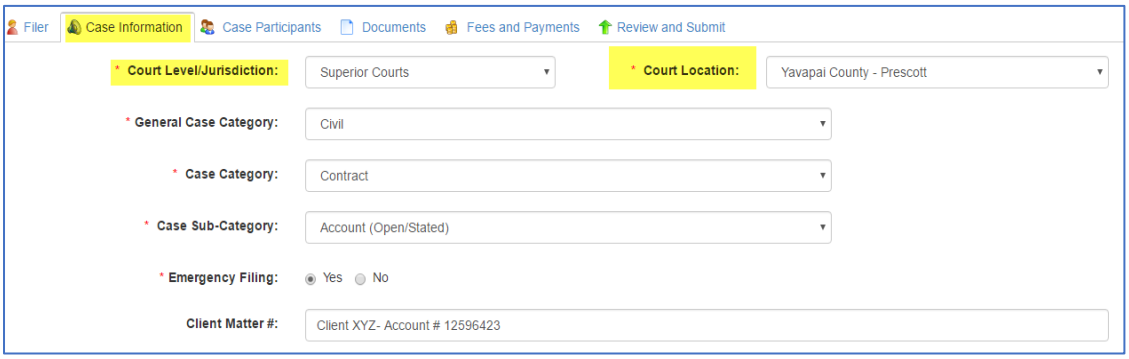
1. If submitting on behalf of another attorney, or person, and the user has been given permission to do so via the **Proxy** list, click the down arrow next to **Submitting on Behalf Of:** from the list provided.



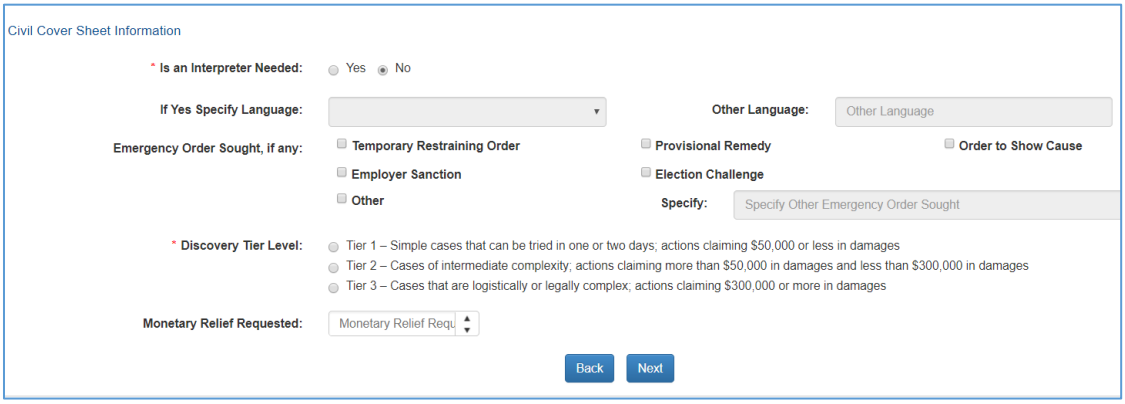
2. Click **Next**

Case Information Tab

1. **Court Level/Jurisdiction** and **Court Location** are pre-populated depending on what was entered on the **Map** screen. If this is incorrect, it may be changed by choosing the correct information from the dropdown menus.



2. For **General Case Category**, click the dropdown box, and click the **type of case** being submitted. When the General Case Category is chosen, a section will appear on the bottom of the screen for the civil cover sheet information.
3. Under **Case Category**, click the dropdown box, and click one of the variations of the selected case categories.
4. Under **Case Sub-Category,** click the dropdown box, and click on of the variations of the selected case sub-categories. Some case categories may not include case sub-categories and the system knows to not require an entry.
5. Indicate if the submission contains an **Emergency Filing**. (defaulted to “no”)
6. Enter **client matter #.** This number will not appear on any documents and is for users to track clients and cases.
7. **Civil Cover Sheet Information** –

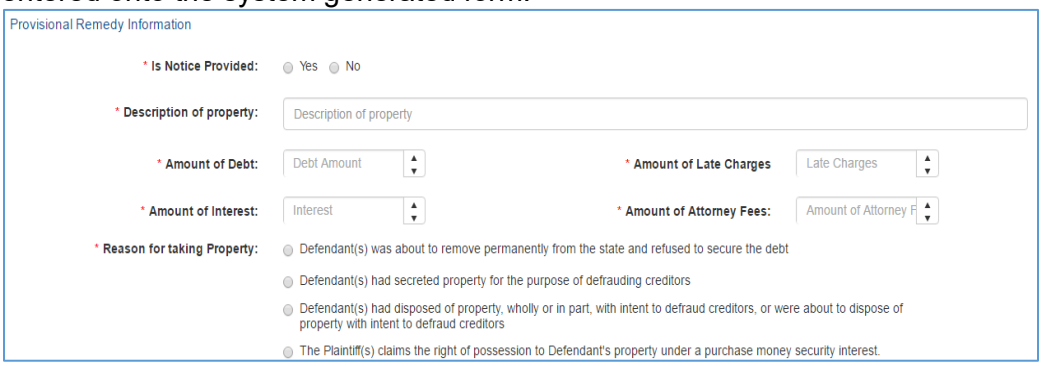


   a. Indicate if an interpreter is needed and specify the language (this selection is defaulted to “no”).
   b. If an emergency order is included in the submission, indicate the type of emergency order sought. If the user chose Provisional Remedy, a section will appear where they can enter the information for a Notice of Provisional Remedy With Notice or a Notice of Provisional Remedy without Notice. This document is system generated and the user will not have to prepare and attach the document to the submission.

c. Indicate the appropriate Discover Tier Level (required)

d. Enter the Monetary Releif Requiested if applicable (not required)

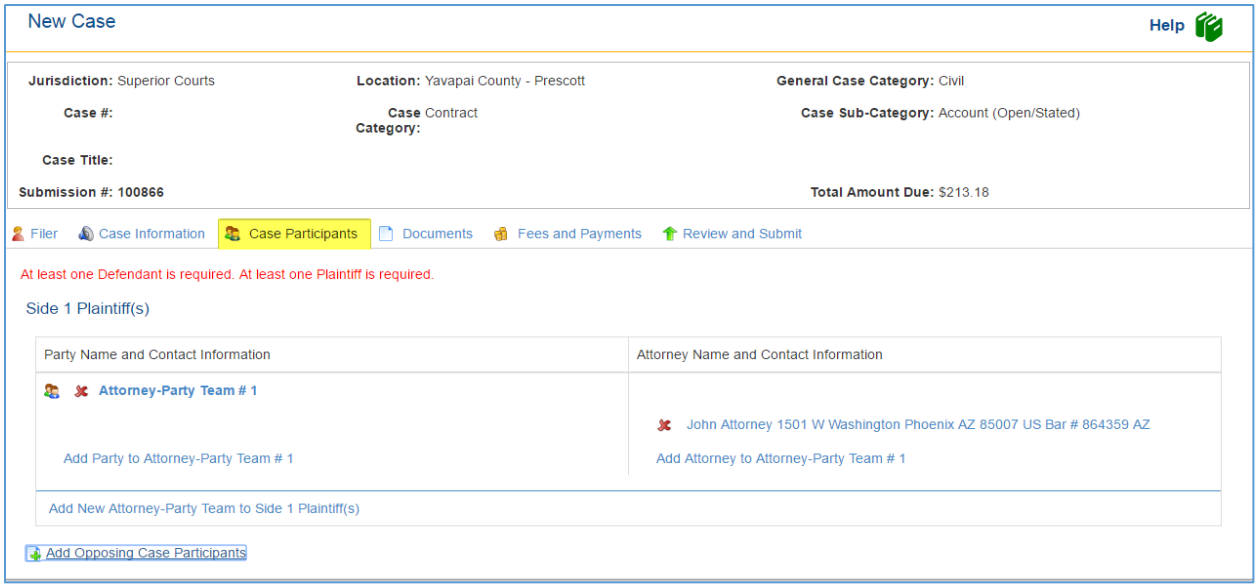
e. If the user chose Provisional Remedy, enter the required information to be entered onto the system generated form.



8. Click the **Next** button. The application displays the **Case Participants** page (the page may take several seconds to load).

Case Participants Tab

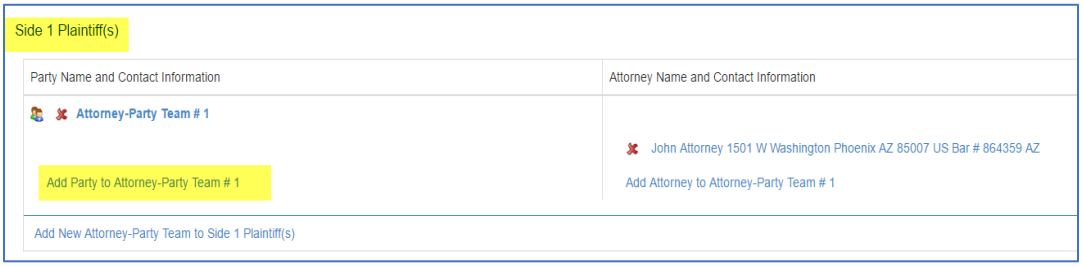
On the Case Participants tab, add all parties and participants involved in the new case. Depending on the case type, different types of parties may be required. For example, most civil cases have at least one plaintiff and one defendant.



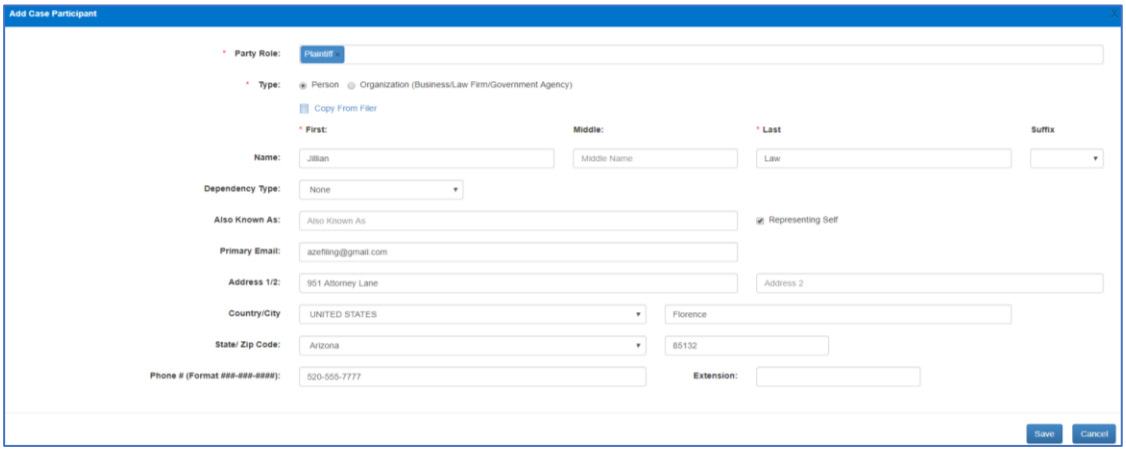
Adding Case Participants/Attorney-Party Teams

An Attorney-Party Team consists of parties that are represented by one attorney or a team of attorneys. For example: Plaintiffs John Smith and Sally Anderson are represented by attorney John Attorney. Plaintiffs George Peters and Susan Miller are represented by attorney Brian Attorney. John Smith, Sally Anderson and John Attorney are one Attorney-Party Team. George Peters, Susan Miller, and Brian Attorney are a second Attorney-Party Team.

1. Click the **Add Party to Attorney-Party Team #1** link**.**



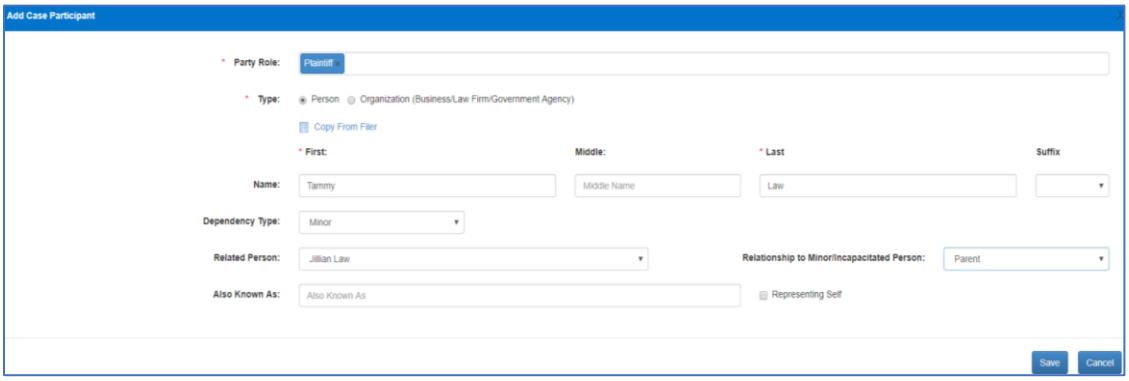
2. The **Add Case Participant** screen is where party information will be added.



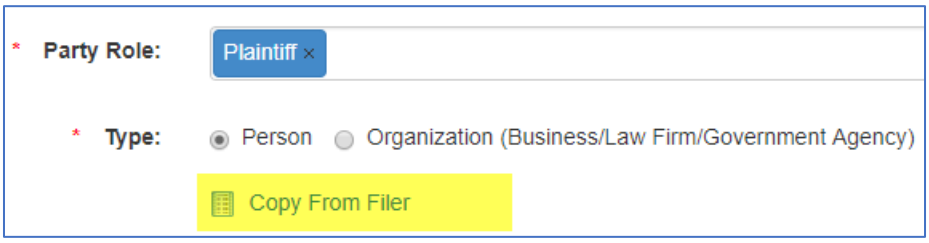
3. Enter all required fields and any other information needing to be attached to this party.

   It is often the practice for an attorney to use the firm's address instead of their client's address when submitting documents. If the user chooses to enter an address, please be aware that this address will be associated with the party (plaintiff) in the court's case management system and become part of the official court record.

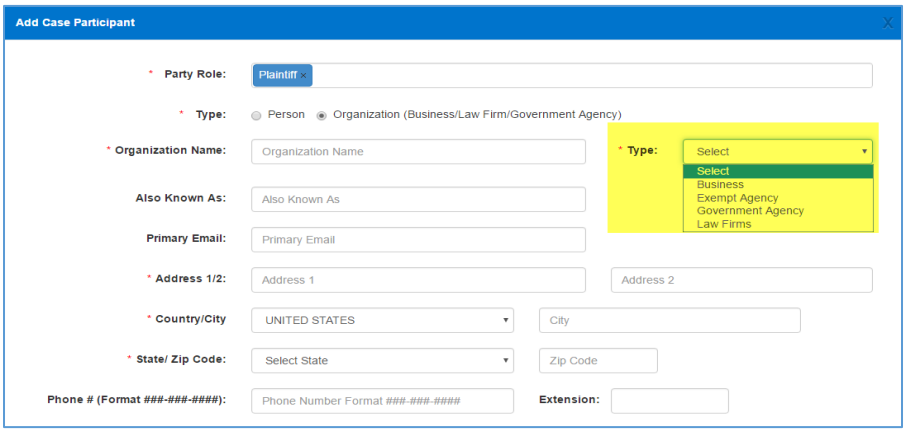
   Note: if the party is indicated as a Minor or Incapacitated Person, the screen below will appear and must be filled out to proceed.



4. Alternatively, the user can click the **Copy from Filer** hyper link if the registered user is the party. The application will populate the party information with the information stored about the registered user.

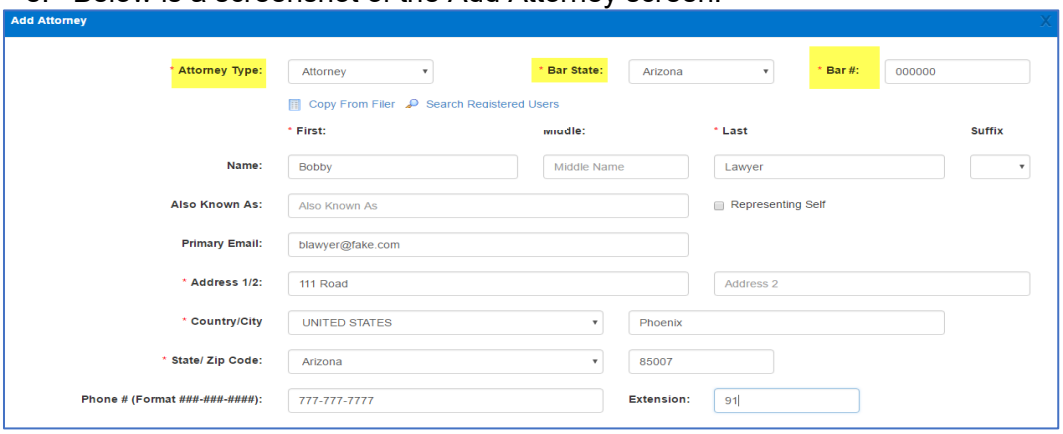


5. When clicking the radio button next to **Organization**, the following screen appears:



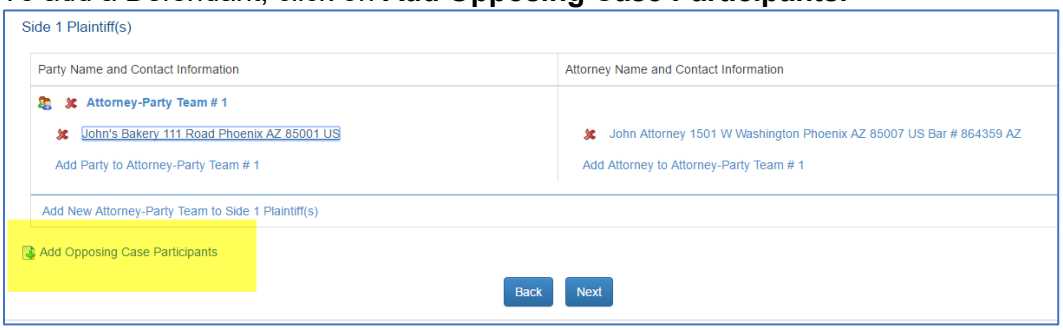
Users will need to select the **Type** of organization and enter the organization's information on this screen.

6. Click the **Save** button. The application displays the party added in **Attorney-Party Team #1.**
   a. If using an Attorney user account, the attorney's information will automatically populate for Attorney-Party Team #1.
   b. If the attorney information is incorrect, click on the red **X** and then **Add Attorney to Attorney-Party Team #1,** fill in the information on the screen, and click save**.**
   c. For the remaining attorney-party teams, click **Add Attorney to Attorney-Party Team #,** fill in the information on the screen, and click save.
   d. To add more than one attorney to a team, click **Add Attorney to Attorney-Party Team #,** fill in the information on the screen, and click save.
   e. Below is a screenshot of the Add Attorney screen.

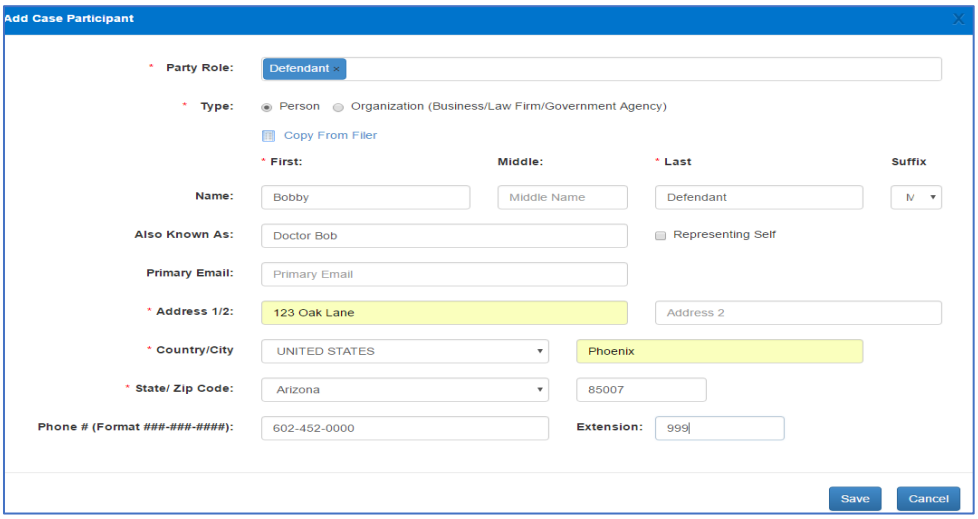


Repeat steps 1-6 for additional parties.

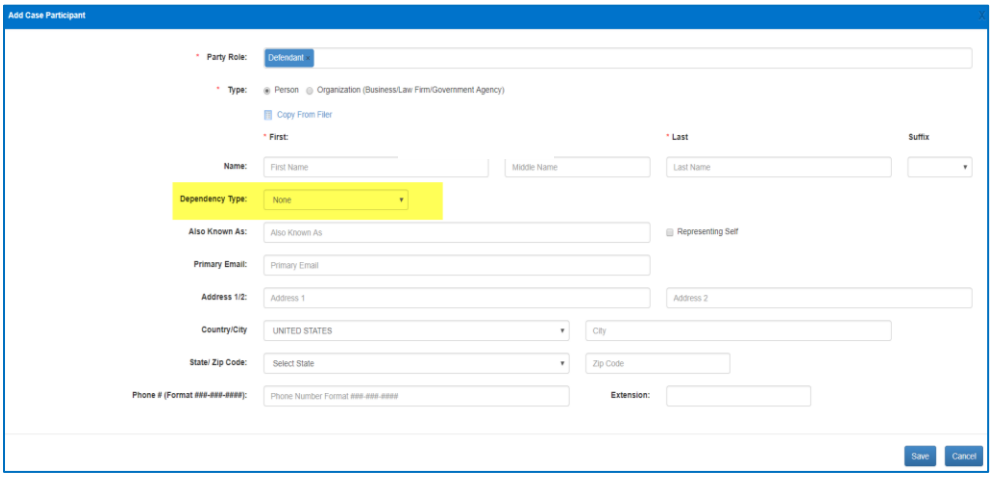
7. To add a Defendant, click on **Add Opposing Case Participants.**



8. As with the Plaintiffs, a screen will pop up to enter the party's information.



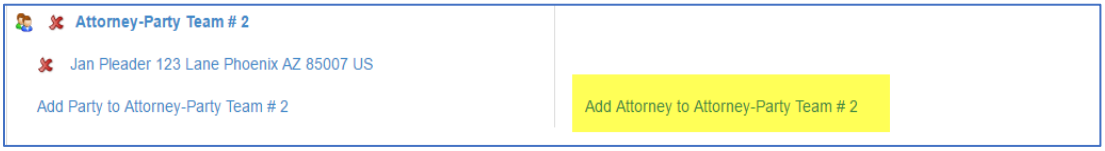
If the defendant is a minor or incapacitated person, enter the information in the screen provided.



9. Repeat steps 1-6 to add defendants. Defendants may be added as one Attorney-Party Team or each defendant set up into their own Attorney-Party Team.

   If the Defendant's attorney is known to user, click on the **Add Attorney to Attorney-Party Team #X** for the team the user wishes to add an attorney to**,** fill in the information on the screen, and click save.

If the Defendant's address is not known, type in "unknown" in the address field



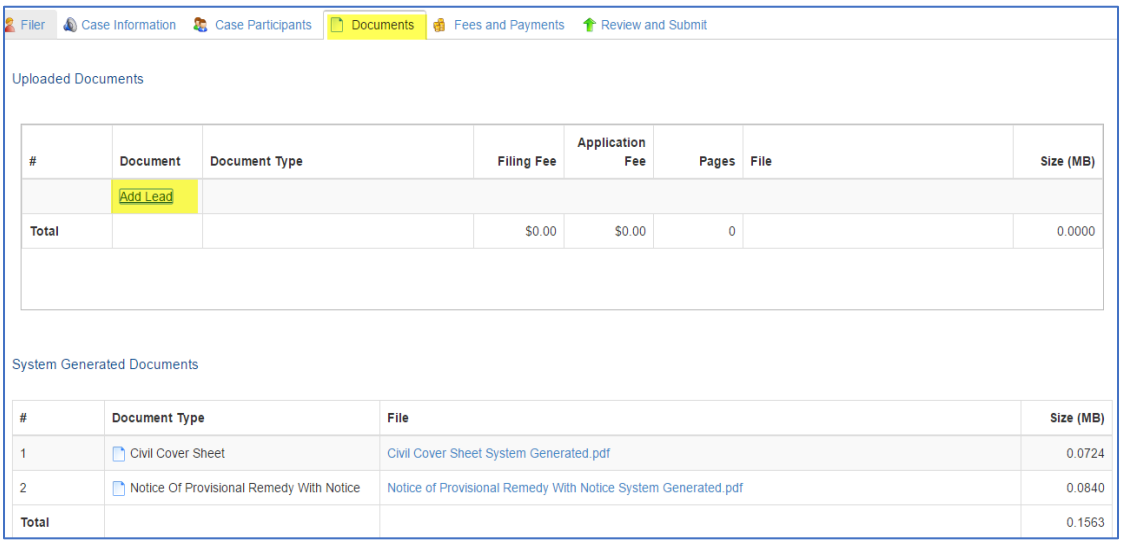
10. Click the **Next** button. The application displays the **Documents** tab.

Documents Tab

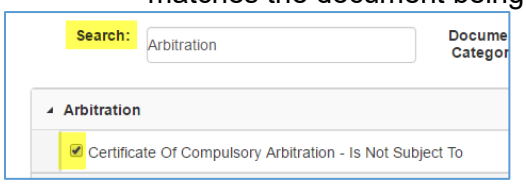
Attaching Documents to the Submission

Documents are attached as either a **Lead** document or a **Connected** document. A simple way to remember this is, lead documents are those that require a file stamp while connected documents do not. For example, a Motion to Continue would be attached as a lead document and the proposed order would be attached as a connected document. Another example is the Complaint would be a lead document and any attachments/exhibits that cannot be included in the Complaint would be attached as a connected document.

1. Click the **Add Lead** link.

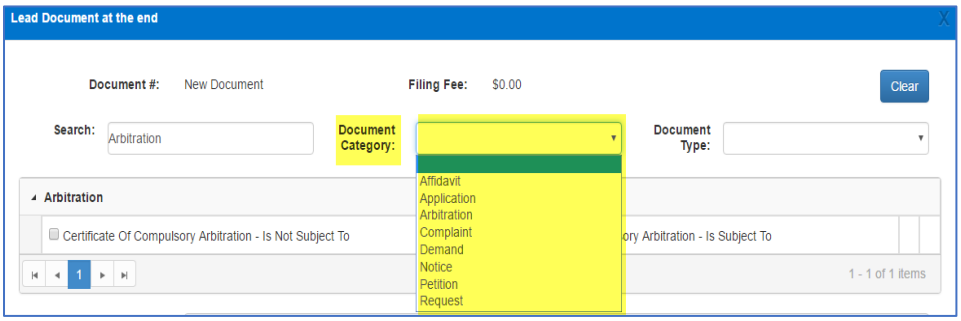


2. On the **Lead Document** screen there are two ways to find and select a document. NOTE: In a case initiation submission, only those documents used to start a case in the court will appear.
   a. **Search** box:
      i. This is the most efficient way to select a document.
      ii. Enter the document category (Complaint, Notice, etc) or a keyword in the document title in the box and click "enter" on the computer keyboard.
      iii. A list of all documents containing the specific search criteria will appear
      iv. Check the box on the grid next to the document title that most closely matches the document being submitted.

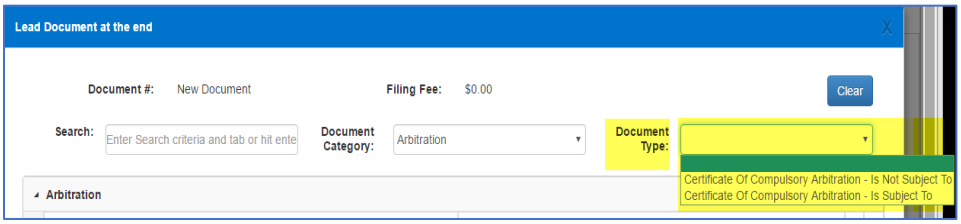


   b. **Document Category/Document Type** drop-downs:

i. Click on the dropdown next to **Document Category** and choose the document title that most closely matches the document being submitted.



ii. Once the Document Category has been selected, click on the dropdown next to **Document Type** and choose the document type title that most closely matches the document being submitted.

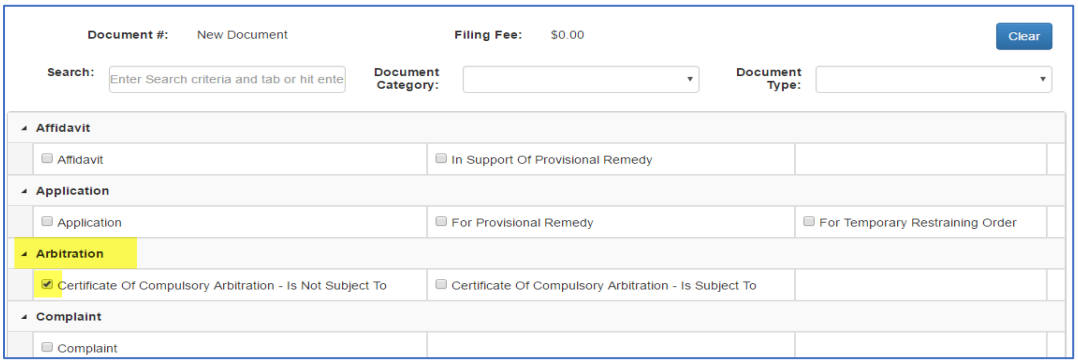


iii. Check the box on the grid next to the document title

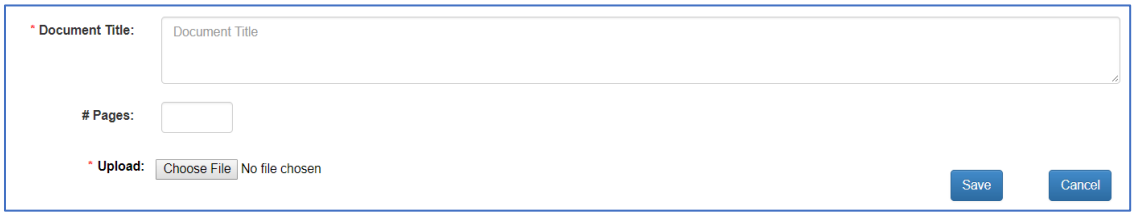
c. Search by Grid

i. With Search, Document Category, and Document Type fields blank, scroll through the document Grid to find the **document category** that matches the document being submitted.

ii. Choose the **Document title** that most closely approximates the document being submitted.

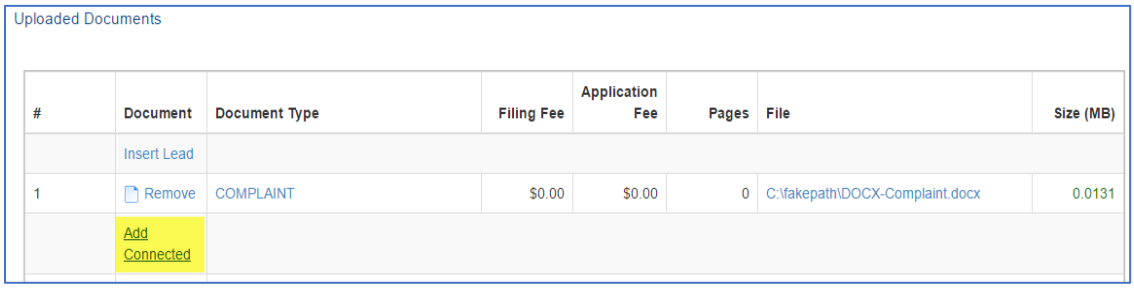


3. Once the document type has been selected, enter the title of user document, click **Choose File** and upload the document from the user's computer or network



NOTE: User can enter the number of pages but it must be exact. This is not recommended.

4. Click **Save**
5. If the user wishes to attach exhibits or a proposed order, proposed judgment, or proposed notice of hearing, click the **Add Connected** link and follow steps 2-4 outlined above.



IMPORTANT! PLEASE ATTEMPT TO ATTACH ALL EXHIBITS AND ATTACHMENTS TO THE LEAD DOCUMENT MAKING IT ONE LARGE DOCUMENT. If the document is larger than the allowed 9.5mb, then split them into the Lead (with all attachments/exhibits adding up to 9.5 mb) and then the remainder of the attachments/exhibits as connected documents. If attachments/exhibits must be added as connected documents, please title the connected document as "Exhibits 9-20, COMPLAINT".

6. **Proposed documents (Order, Judgments, etc) MUST be an editable format (.DOCX or .ODT) or they will not upload.**
7. Click the **Save** button.
8. Continue adding documents following steps 1-7.
9. **Documents may not be larger in size than 9.5mb.**

Document View List

As documents are loaded, they are viewable on the **Uploaded Documents** screen

1. To change the document Title or upload a different document, click on the document title hyperlink in the **Document Type** Column.

#	Document	Document Type	Filing Fee	Application Fee	Pages	File	Size (MB)
	Insert Lead						
1	Remove	COMPLAINT	$0.00	$0.00	0	C:\fakepath\DOCX-Complaint.docx	0.0131
	Remove	Complaint Exhibits 2-5	$0.00	$0.00	0	C:\fakepath\Exhibit1.pdf	1.4639
	Add Connected						
	Insert Lead						

2. The incorrect document will be replaced with a new one and the title changed
3. Or, click **Remove** and the document will be removed to allow the uploading of a new document
4. To be able to tell when the document has fully loaded, look at the **Size** column. If there is a blue status bar, the document has not finished loading. If the document size is listed, then the document has finished loading and another document can be uploaded.

Documents that are generated by the application are shown in the **System Generated Documents** section.

1. To view a system generated document, click on the document title in the File column.

System Generated Documents

#	Document Type	File	Size (MB)
1	Civil Cover Sheet	Civil Cover Sheet System Generated.pdf	0.0724
2	Summons	Summons John Attorney System Generated.pdf	0.0914
Total			0.1639

2. The document has not been accepted by the clerk so no file stamp nor issuance stamp will appear.
3. User will not be able to make changes to the document. If there are errors, the information must be changed the appropriate tabs. For example, if the Defendant's name is incorrectly spelled on the Summons, return to the Case Participants tab and edit the name there.
4. Click the **Next** button. The application displays the **Fees and Payments** tab.

Fees and Payments Tab

This tab lists all the attached and system generated documents along with their corresponding filing and application fees, if any.

Filer | Case Information | Case Participants | Documents | Fees and Payments | Review and Submit

Filing Fees

#	Description	Filing Fee	Application Fee
1	New Case Contract - Account (Open/Stated) Document Storage Fee	$204.00	$6.50
2	Civil Cover Sheet System Generated	$0.00	$0.00
3	Notice of Provisional Remedy With Notice System Generated	$0.00	$0.00
4	Summons KATHY DEFENDANT System Generated	$0.00	$0.00
5	Summons DEFENDANT'S BUSINESS System Generated	$0.00	$0.00
6	Summons BLAINE DEFENDANT System Generated	$0.00	$0.00
7	COMPLAINT FOR PLAINTIFF	$0.00	$0.00
	Total	$204.00	$6.50

There will be a 3% payment processing fee added to this total at the time of payment.

Payment Options

You must select ONE option. Total Amount Owed: **$210.50**

A) Electronic payment at payment site

B) Fee-exempt agency

If you are employed by a fee-exempt agency and this box was not automatically checked, please notify the AOC Support Center.

C) I represent only fee-exempt parties in this case (e.g. state, county, city, town, or political subdivision).

Filing and Application Fees

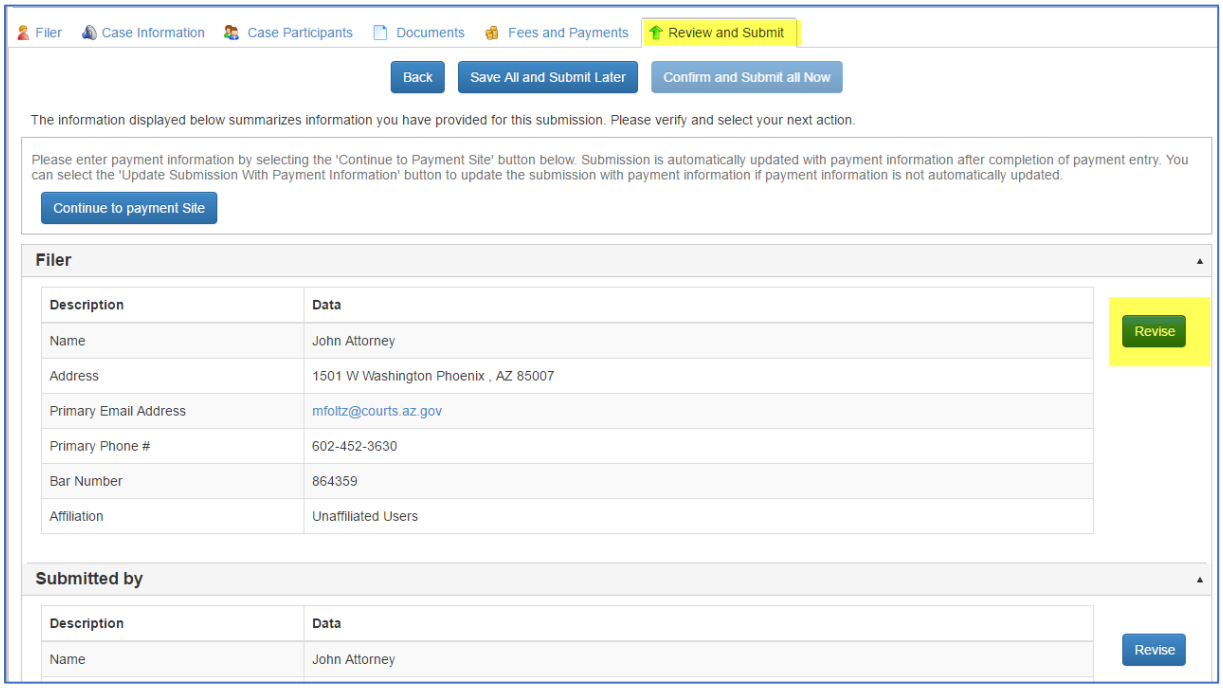
1. The Application fee for case initiation is $6.50
2. Additional lead documents are not charged an application fee in case initiation

Payment Options

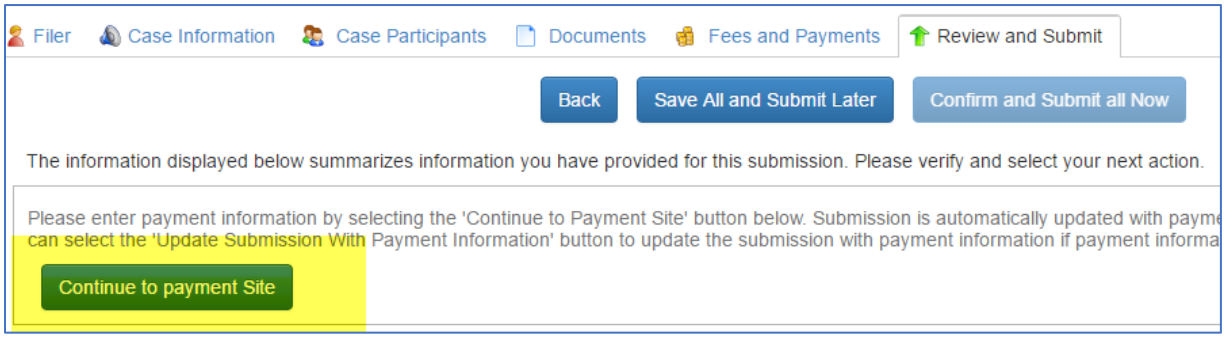
1. If the party is required to pay filing fees, click radio button **A** next to **Electronic payment at payment site**
2. Only choose **B or C** party is fee-exempt agency OR the attorney is represent parties that are fee exempt**.**
3. Click the **Next** button. The application displays the **Review and Submit** page.

Review and Submit Tab

This tab shows all of the information that was entered on each tab. Corrections can be made to the case information, Case Parties, Documents, or Fees and Payment information by clicking **Revise** and re-entering the information.



Once user have verified that all information is correct, click the **Continue to Payment Site** button.



The application will then route user to the payment provider page.

Paying for a Submission

The payment provider, **nCourt**, lists name and address of the court being submitted into, the documents and corresponding fees, and total amount due. The 3% **Online Service Fee** is also added at this time.

Payment

You have elected to pay for the following item(s).

Yavapai County - Prescott (TESTING)
120 S Cortez St Prescott, Arizona 86303

Description	Case Number	Application Fee	Filing Fee	Total
New Case Contract - Account (Open/Stated) Document Storage Fee	New Case	$6.50	$204.00	$210.50
Civil Cover Sheet System Generated	New Case	$0.00	$0.00	$0.00
Notice of Provisional Remedy With Notice System Generated	New Case	$0.00	$0.00	$0.00
Summons KATHY DEFENDANT System Generated	New Case	$0.00	$0.00	$0.00
Summons DEFENDANT'S BUSINESS System Generated	New Case	$0.00	$0.00	$0.00
Summons BLAINE DEFENDANT System Generated	New Case	$0.00	$0.00	$0.00
COMPLAINT FOR PLAINTIFF	New Case	$0.00	$0.00	$0.00
		$6.50	**$204.00**	**$210.50**

Submission ID: 151376

Online Service Fee: $6.32
Total Amount Due: $216.82

The site includes a section providing **Important Information** regarding payment.

Important Information

- Please provide your CURRENT billing address.
- To receive an email receipt of this payment you must include a valid email address.
- Once you have made your payment, you will be redirected to the e-filing system.
- Payments made through this website will be referenced by "NCOURT *[COURTNAME]" on your bank statement. However, the actual text may vary.
- Application Fees are non-refundable.

To recieve an email confirmation of your payment, please include a valid email address.
If you would like a text notification payment confirmation sent to your mobile phone, enter the following:

Select Provider: Select mobile provider
Mobile Number: (___) ___-____

Return to e-Filing Application | Submit Payment

1. Enter the **Billing Information**
   a. If billing information is the same as the user account for this submission, user may click “Same as Previous Information” and the information will automatically fill in.

Paid On Behalf of

TEST inc, Van Lee

Billing Information

Billing address is an international address

Same As Filer's Information

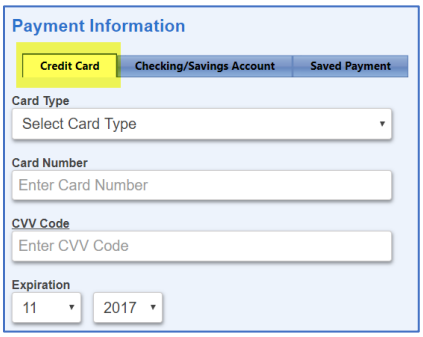
Organization Name
Enter First Name

OR

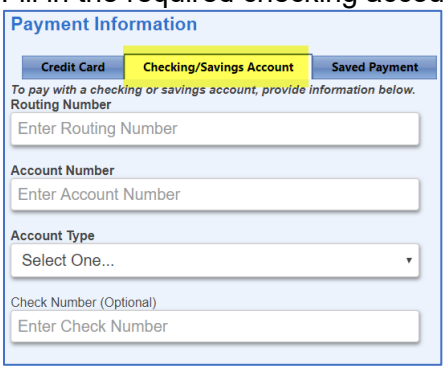
First Name
Enter First Name

Last Name

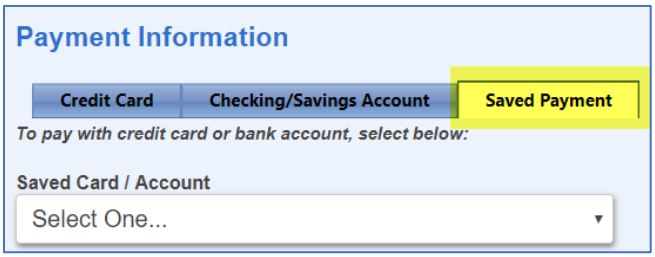
2. Enter the **Payment Information**
   b. **Credit/Debit Cards** accepted are:
      i. VISA
      ii. MasterCard
      iii. American Express
      iv. Discover



   c. **Electronic Check**
      i. Fill in the required checking account information

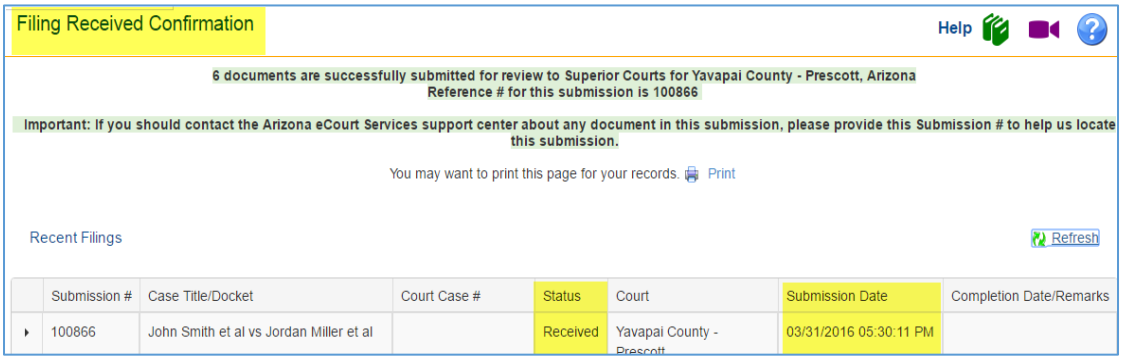


   d. **Saved Card**
      i. A **Saved Card** is a **Payment Token** that can be set up in the **MY ACCOUNT** tab
      ii. If a saved card has not previously been set up, click **Return to the e-Filing Application**, set up the token and then return to the payment screen. (See Section 5, Account Management - Payment Tokens for instructions on how to set up a token)



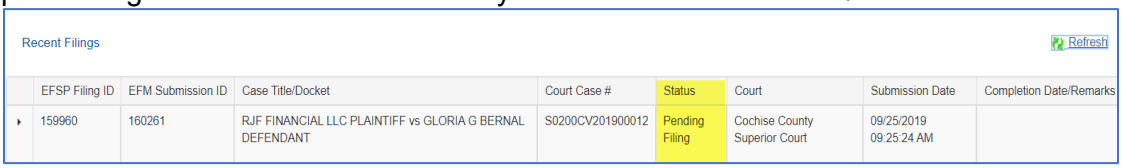
3. Once all the billing and payment information has been entered, click **Submit Payment**.
4. The payment will process, and the receipt will be emailed.

5. User is then taken to the **Filing Received Confirmation** screen where the **Status** and **Submission Date and Time** will be listed**.**



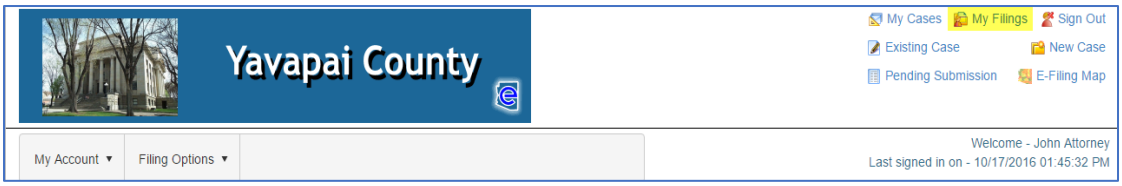
6. The application will check the submission for errors and once complete, the status will change to **Validating Filing**.

7. After the validation process is complete, the submission is sent to the court and the status will change to **Pending Filing**. This means the submission is with the clerk for processing and have been successfully submitted the documents/case to the court.

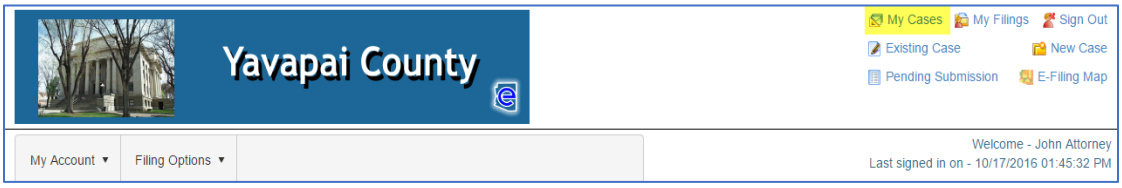


8. Once the clerk accepts the submission and makes it part of the official court record, the status in **MY FILINGS** will change to **Filed**.

9. To view the status or content of a submission at any time **before** clerk acceptance, go to **MY FILINGS** located on the **Banner**.



10. To view the status or content of a submission AFTER clerk acceptance, go to **MY CASES** located on the **Banner**.



Notification Email Messages

Once the submission successfully reaches the court, the application will send a **Submission Delivered** email message to the user. This email contains:

1. An **e-Portal reference number** for the submission. This is the same number as the Submission ID.
2. Payment information to include payment method, amount, and receipt number
3. Case Information to include Case Title, Documents, and Client Matter #

Thu 1/26/2017 9:58 AM

noreplydevqa@courts.az.gov

Submission Delivered

To

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear John Attorney:

This email verifies the receipt of 7 documents submitted by you to Yavapai County - Prescott on 01/26/2017 09:57:51 AM.

Clerk Case #:	
Case Style:	JOHN PLAINTIFF et al vs KATHY DEFENDANT et al
Document Title:	COMPLAINT FOR PLAINTIFF EXHIBITS 3-9 FOR PLAINTIFF'S COMPLAINT Civil Cover Sheet System Generated Notice of Provisional Remedy With Notice System Generated Summons KATHY DEFENDANT System Generated Summons DEFENDANT'S BUSINESS System Generated Summons BLAINE DEFENDANT System Generated
Matter #:	CLIENT NUMBER 23213232
Memo:	
Total Filing Fee:	$204.00
Total Application Fee:	$6.50
3% Payment Processing Fee:	$6.32
Total Fee:	$216.82
Paid By:	Pay By Credit/Debit Card
Total Paid:	$216.82
Receipt #:	82919810340373935

The E-Portal reference number of this filing is: 151376. Please reference this Submission # in any correspondence.

You will receive a follow-up email when your filing has been docketed with the Clerk.

This is a non-monitored email. Do not reply directly to it. If you have any questions about this filing please contact AOC support at PASuport@courts.az.gov or call 602-452-3519 or 800-720-7743.

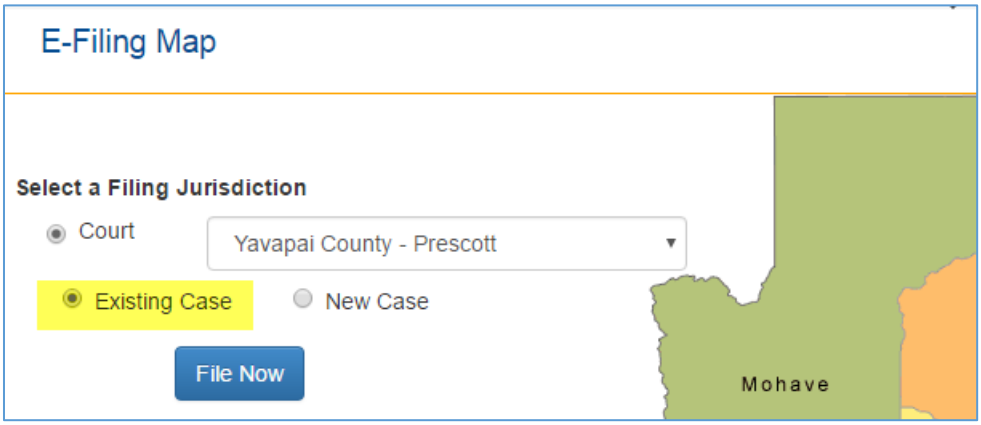
Thank you,
Arizona eCourt Services

Submitting Documents in an Existing Case

Existing cases are submissions that have already been filed. This is also referred to as subsequent filings or subsequent submissions. To add a document to an existing case, the full case number assigned to the case by the court must be known.

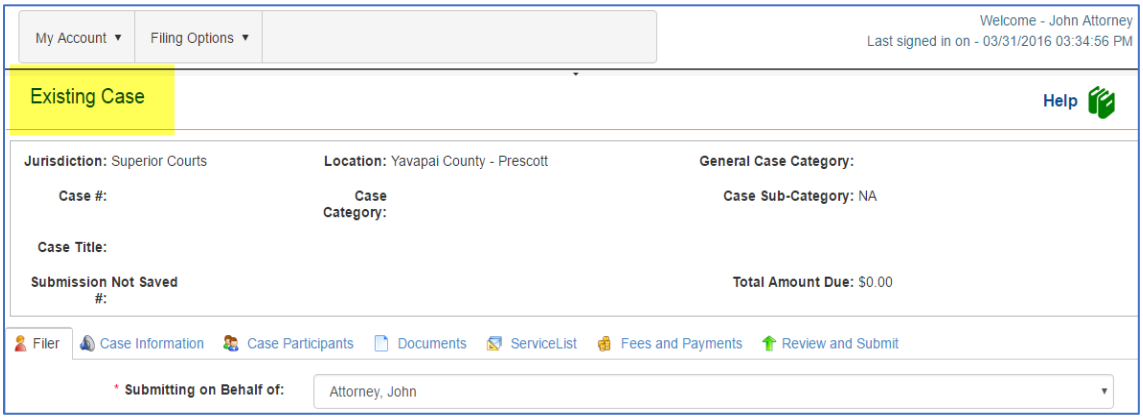
1. From the **eFiling Map** page, click **Existing Case** and then **File Now** OR click **Existing Case** on the **Banner**.

   Map Page



   Banner

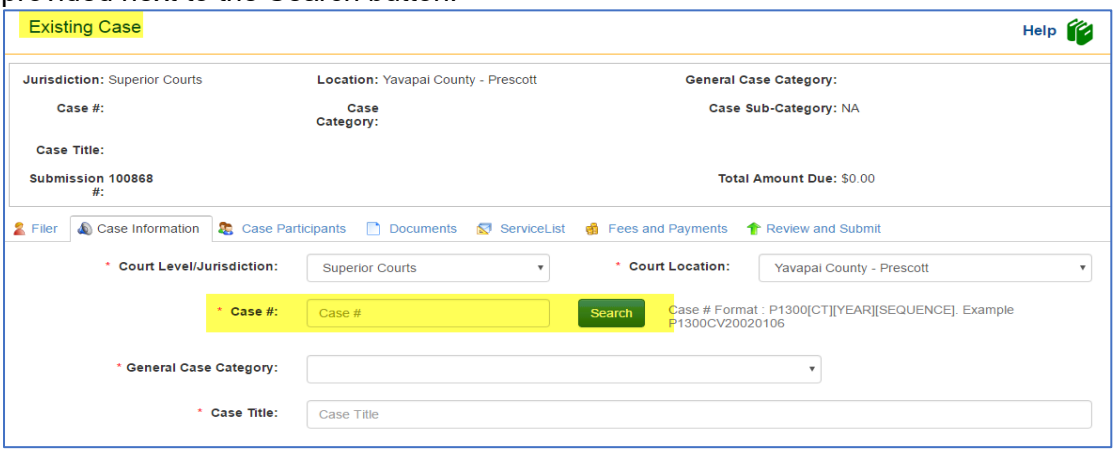
2. The application displays the **Existing Case** page. Notice the tabs are the same except for the addition of the **SERVICE LIST** tab.



User must complete five of the seven tabs: Case Information, Case Participants, Documents, Fees and Payments, and Review and Submit. SERVICE LIST is optional.

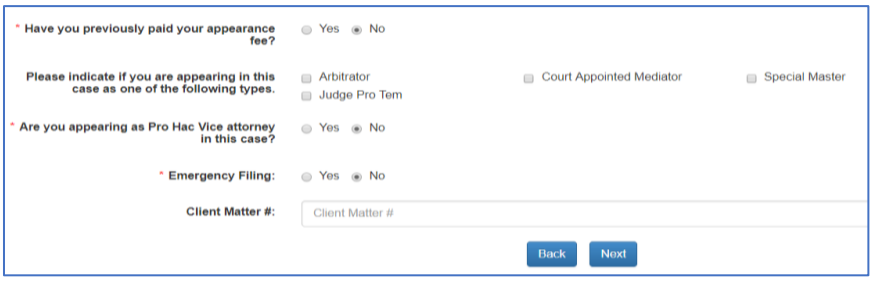
Existing Case Tab

1. On the **Case Information** page, the Court Level/Jurisdiction and Court Location are pre-populated based on the user's last submission. If this is incorrect the user information using the dropdown menus may be changed.
2. Type a valid **Case #** in the field and click **Search**. The case # format has been provided next to the Search button.



3. If the case number is valid, the application displays the General Case Category, Case Category, Case Sub-Category (if any) and Case Title of the submission. This information cannot be changed if incorrect.

4. If the case number cannot be validated an error message will appear and user will need to re-enter a valid case number. If the user is still unable to validate the case number, contact the AOC Support Center for assistance.
5. Indicate if the party filing has or has not not paid an appearance fee in this case (defaulted to "yes")
6. Indicate if the user is appearing in any of the capacities listed (Arbitrator, Pro Hac Vice, etc)
7. Indicate yes or no if the submission includes an emergency filing (defaulted to "no")
8. Add a client matter number if applicable.

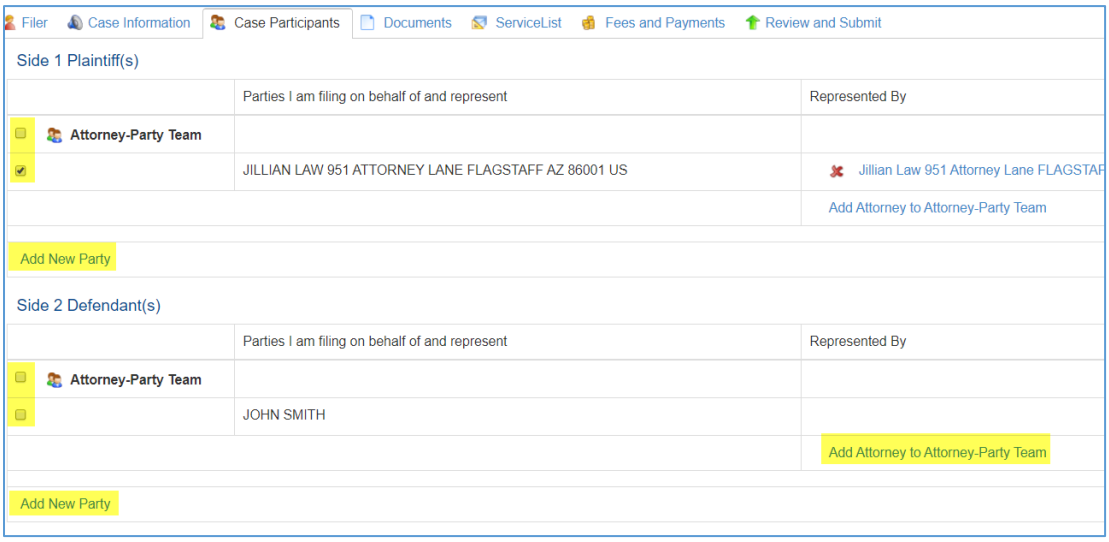


9. Click the **Next** button. The application displays the **Case Participants** page. If indicated the user is appearing as one of the following role types, Amicus Curiae, Court Appointed Receiver, Arbitrator, Public fiduciary, Court Appointed Mediator or Special Master, the **Case Participants** tab and the **Fees and Payments** tab will be removed. The special role types listed do not associate with a specific party nor do they pay fees.

Case Participants Tab

The application returns case participants based on information contained in the court's case management system. If it is believed any of the information returned is incorrect, please contact the AOC Support Center.

1. Select the party submitting for from the list. Multiple parties may be selected.

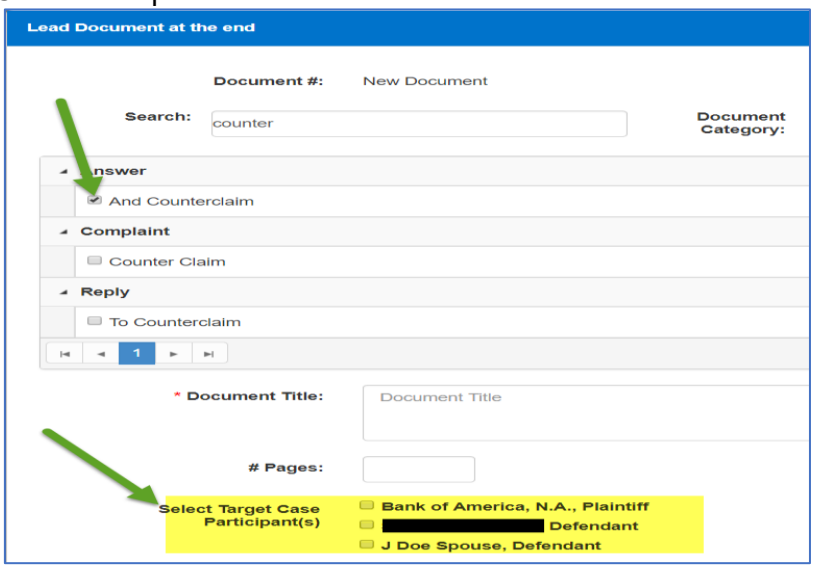


2. Once a party is selected, if the user is an attorney, their name will appear in the **Represented By** column. The name in this column will be added to the official court record as an attorney for the party so please make sure that the user is logged in as an attorney and not law firm staff, administrator or other non-attorney user.
3. If submitting a document that requires a new party, click "Add Party" and enter the party's information to Add Case Participants screen that pops up.
4. To add an attorney other than the current user, click "Add Attorney to Attorney-Party Team" and enter the attorney information.
5. Click the Next button. The application displays the **Documents** page.

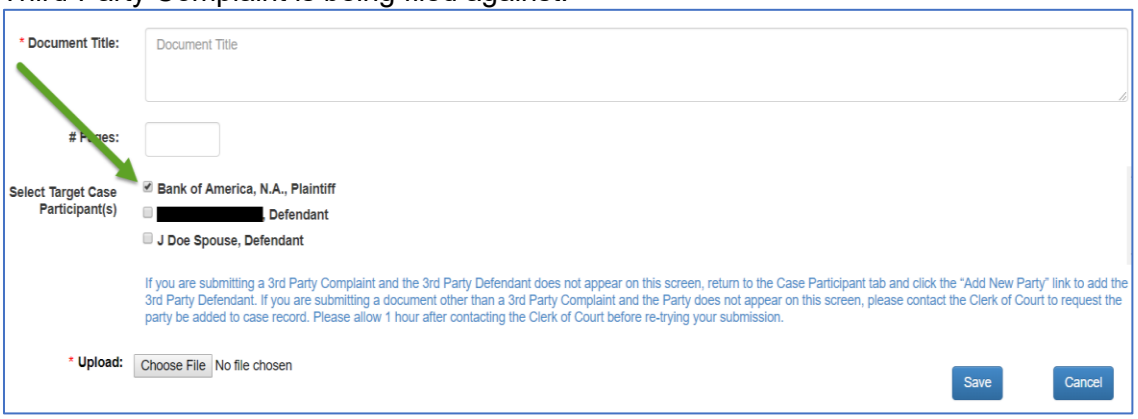
Adding a Party Requiring a Summons to Issue

1. Choose one of the documents listed below:
   - Answer and Counter Claim
   - Answer and Cross Claim
   - Answer and Third-Party Complaint
   - Counter Claim
   - Cross Claim
   - Third Party Complaint

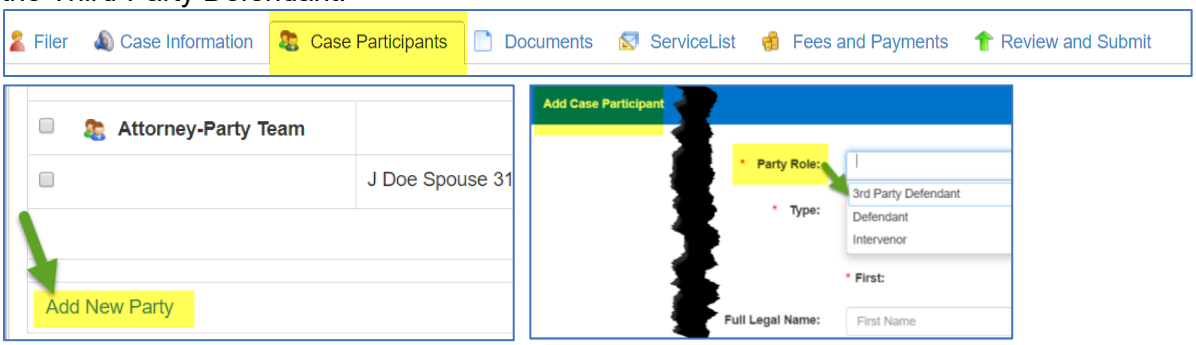
2. A new section at the bottom of the screen will appear asking the user to “Select Target Case Participants”



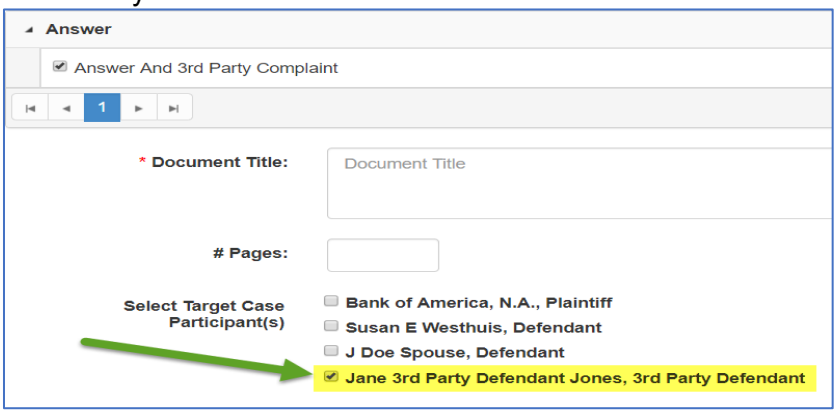
3. After entering in the document Title, select the party the Counter Claim, Cross Claim or Third-Party Complaint is being filed against.



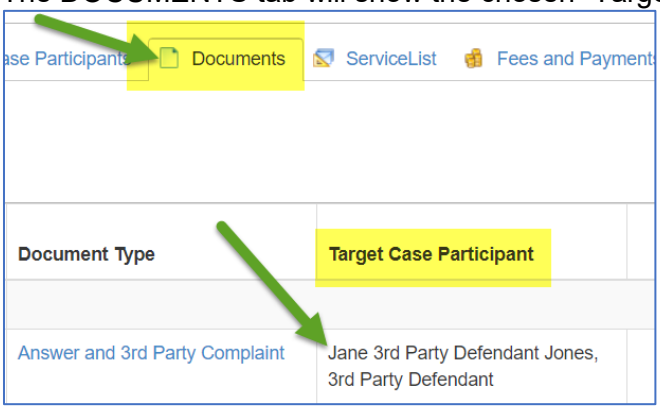
4. If submitting a Third-Party Complaint and the Third-Party Defendant does not appear on this screen, return to the **Case Participant** tab and click the “Add New Party” link to add the Third-Party Defendant.



5. Return to the **Documents Tab**, choose Third-Party Complaint, and the newly added Third-Party Defendant is now listed.



6. The DOCUMENTS tab will show the chosen "Target Case Participants".



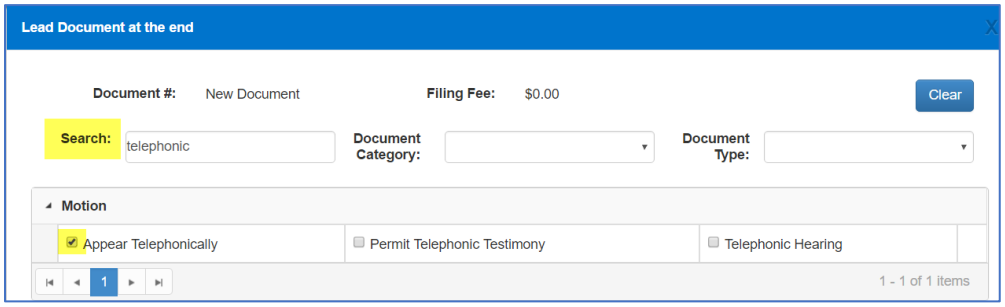
7. eFileAZ will generate a summons for each Target Case Participant when choosing either Answer and Third-Party Complaint or Third-Party Complaint.
8. If submitting a document other than a Third-Party Complaint and the Party does not appear on this screen, please contact the Clerk of Court to request the party be added to the case record. Please allow1 hour after contacting the Clerk of Court before re-trying the submission.

Documents Tab

Documents are attached in the same manner as case initiation as either a **Lead** document or a **Connected** document. A simple way to remember this is, lead documents are those that require a file stamp while connected documents do not. For example, a Motion to Continue would be attached as a lead document and the proposed order would be attached as a connected document. Another example is the Answer would be a lead document and any attachments/exhibits would be attached as a connected document.

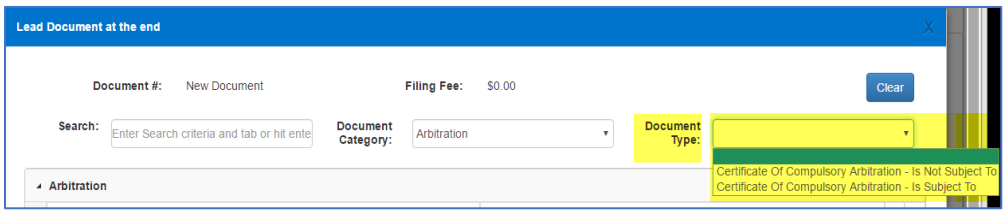
1. Click the **Add Lead** link.

2. On the **Lead Document** screen there are three ways to find and select a document.
   a. **Search** box: (this is the most efficient way to find user document category)
      i. Enter the document category (Affidavit, Motion, etc) in the box and click "enter" on the computer keyboard.
      ii. A list of all documents in that specific category will appear
      iii. Check the box on the grid next to the document title that most closely matches the document being submitted.



   b. **Document Category/Document Type** drop-downs:
      i. With the **Search** box clear, click on the dropdown next to **Document Category** and choose the document category that most closely matches the document being submitted.

      ii. Once the **Document Category** has been selected, click on the dropdown next to **Document Type** and choose the document type title that most closely approximates the document being submitted.

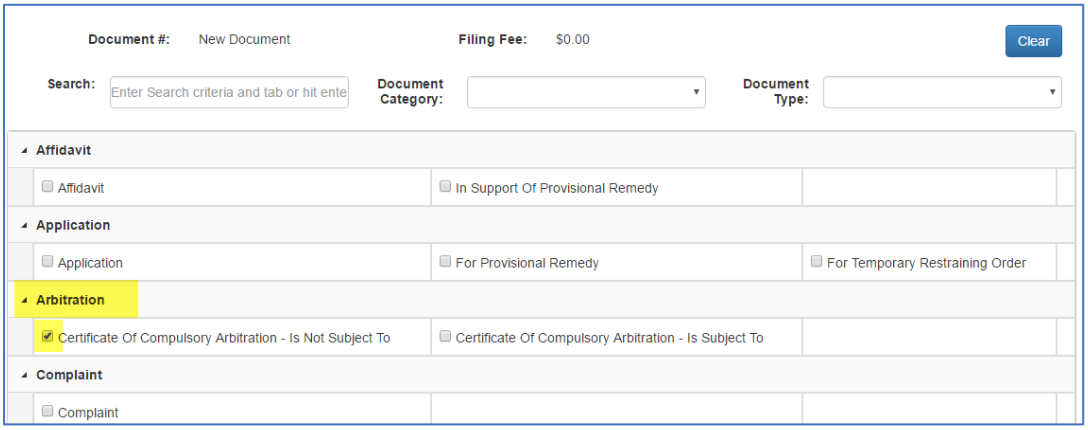


      iii. Check the box on the grid next to the document title that most closely approximates the document being submitted.

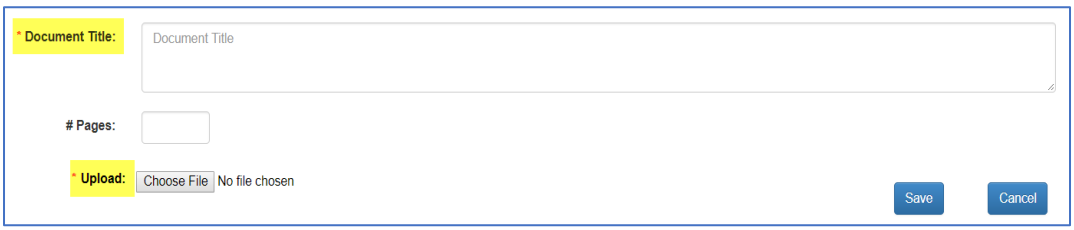
c. **Search by Grid**

i. With Search, Document Category, and Document Type fields blank, scroll through the document Grid to find the document category that matches the document being submitted.

ii. Choose the **Document Type** that most closely approximates the document being submitted



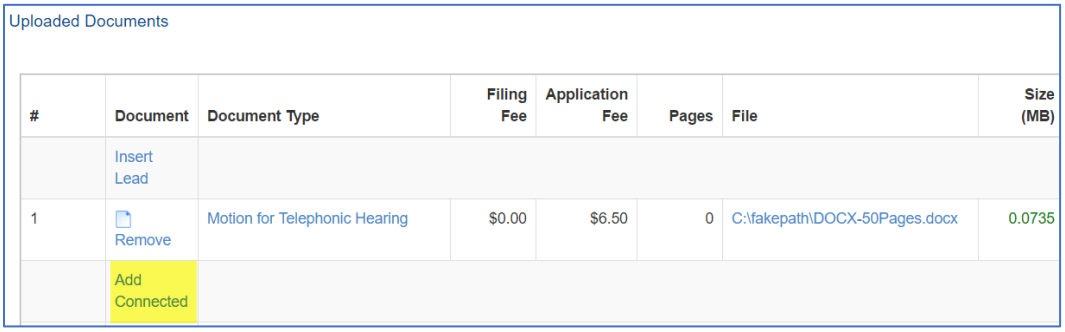
3. Once the **Document Title** has been selected, enter the title of the document, click **Choose File** and upload the document.



NOTE: The number of pages can be entered but it must be exact. This is not recommended.

4. Click **Save**

5. If exhibits or a proposed order, proposed judgment, or proposed notice of hearing must be attached, click the **Add Connected** link and follow steps 2-4 outlined above. **NOTE: PLEASE ATTEMPT TO INCLUDE ALL EXHIBITS/ATTACHMENTS WITH THE LEAD DOCUMENT AS ONE DOCUMENT.** If user chooses to attach them separately, they MUST title the document with the name of the lead document (may abbreviate) and then Exhibits X-X. Example: COMPLAINT: EXHIBITS 7-10



6. Click the **Save** button.
7. **Continue adding** documents following steps 1-6.

Document List View

As documents are loaded, they are viewable on the **Uploaded Documents** screen

1. To change the document title or upload a different document, click on the document title's hyperlink in the **Document Type** Column.

Uploaded Documents

#	Document	Document Type	Filing Fee	Application Fee	Pages	File	Size (MB)
	Insert Lead						
1	Remove	Motion for Telephonic Hearing	$0.00	$6.50	0	C:\fakepath\DOCX-50Pages.docx	0.0735

2. Documents that are generated are shown in the **System Generated Documents** section.

System Generated Documents

#		Document Type	Filing Fee	Application Fee	File	Size (MB)
	Add Subpoena					
Total			$0.00	$0.00		0.0000

3. To view a system generated document, click on the document title in the File column.
4. The document has not been accepted by the clerk, so no file stamp nor issuance stamp will appear.
5. Changes will not be allowed to be made to the document. If there are errors, changes must be made on the appropriate tabs. For example, if the Defendant's name is incorrectly spelled on the Summons, return to the Case Participants tab and edit the name there.
6. Click the **Next** button. The application displays the **Fees and Payments** tab.
7. When all documents have been added, click **Next** to display the **Fees and Payments** page.

Service List

This tab allows service delivery of documents to recipients.

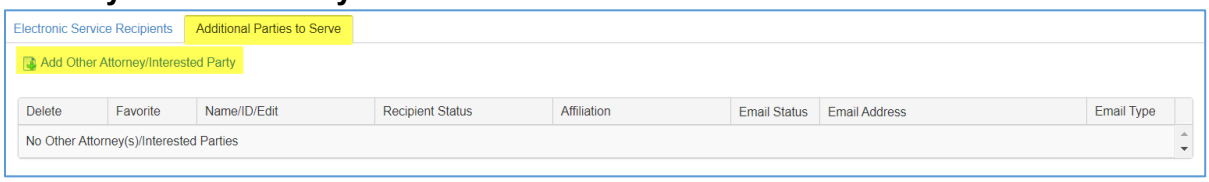
Filer | Case Information | Case Participants | Documents | ServiceList | Fees and Payments | Review and Submit

Electronic Service Recipients | Additional Parties to Serve

Serve All?	Name/ID	Recipient Status	Affiliation/Role	Email Status	Email Address	Email Type
	Mary Foltz	Active	Testing organization		mfoltz@courts.az.gov	Primary

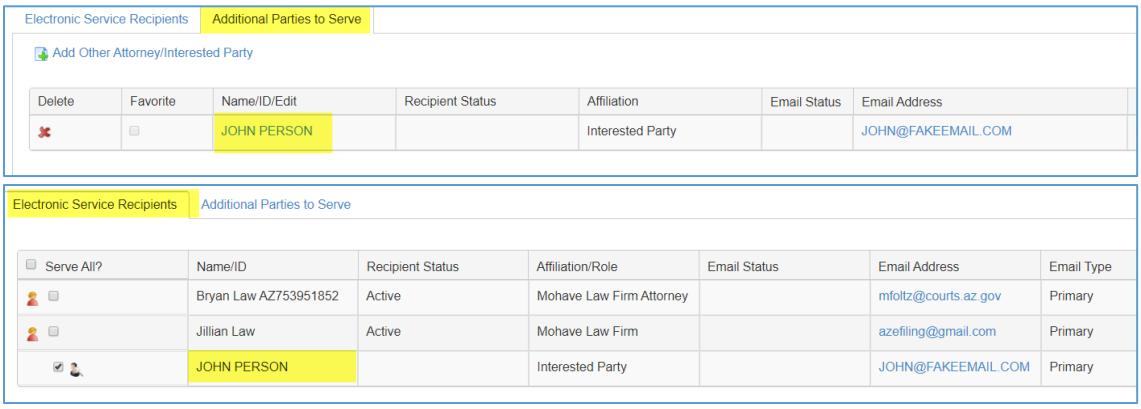
The **Electronic Service Recipients** tab lists recipients who have previously been served on this case by the user. If a user wants to serve all parties listed, click **Serve All**. Or, put a check in the box next to each name to select those recipients to serve.

To add recipients, click the **Additional Parties to Serve** tab and then **Add Other Attorney/Interested Party**.



1. Fill out the required information in the field. At this time, Filer # and Use Portal Filer Profile Information are not available for use.

2. Click Save.
3. The newly added recipient will appear in the **Electronic Service Recipients** AND the **Additional Parties to Serve** tab. To add additional recipients, follow steps 1-4.



Fees and Payments Tab

This tab lists the attached and system generated documents along with their corresponding filing and application fees, if any.

Filer | Case Information | Case Participants | Documents | Fees and Payments | Review and Submit

Filing Fees

#	Description	Filing Fee	Application Fee
1	First Appearance - P1300CV201600346 ABBY GAIL et al. PLAINTIFF vs MORRIS SANDOVAL et al. DEFENDANT	$122.00	$0.00
2	answer	$0.00	$6.50
3	nof prop ord	$0.00	$0.00
4	Subpoena first persn System Generated	$27.00	$6.50
	Total	$149.00	$13.00

There will be a 3% payment processing fee added to this total at the time of payment.

Payment Options

1. If the party is required to pay filing fees, click the radio button **A** next to **Electronic payment at payment site**
2. Only choose **B or C** if the user or party are either a fee-exempt agency OR represent parties that are fee exempt.
3. Choose **D or E** if the party has an active Order from the court waiving or deferring user filing fee.
4. If user Choose **B, C, D, or E** in error, the clerk will mark the submission as deficient and it will have to be re-filed. Application fees are non-refundable.

Payment Options

You must select ONE option. Total Amount Owed: **$0.00**

A) Electronic payment at payment site

B) Fee-exempt agency

If you are employed by a fee-exempt agency and this box was not automatically checked, please notify the AOC Support Center.

C) I represent only fee-exempt parties in this case (e.g. state, county, city, town, or political subdivision).

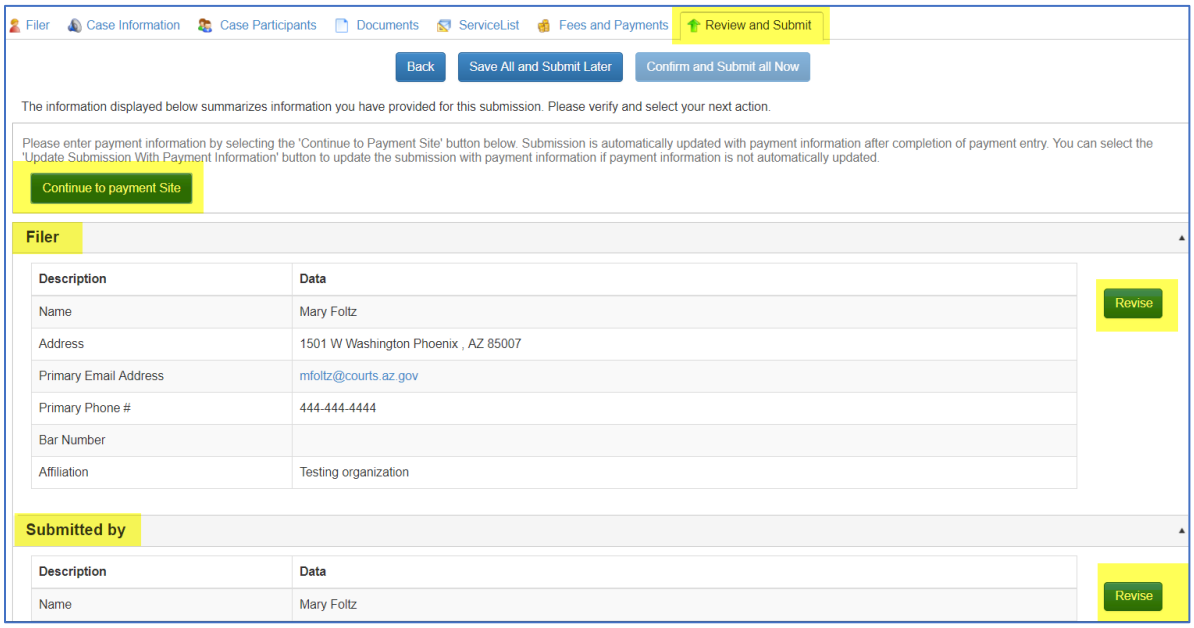
D) I or the party(s) I represent for this submission have an active order waiving filing fees for this case or a specific document.

E) I or the party(s) I represent for this submission have an active order deferring filing fees for this case or a specific document.

5. Click the **Next** button. The application displays the **Review and Submit** page.

Review and Submit Tab

This tab shows the information that was entered on each tab. Corrections can be made to the case information, Case Parties, Documents, or Fees and Payment information by clicking **Revise** and re-entering the information.



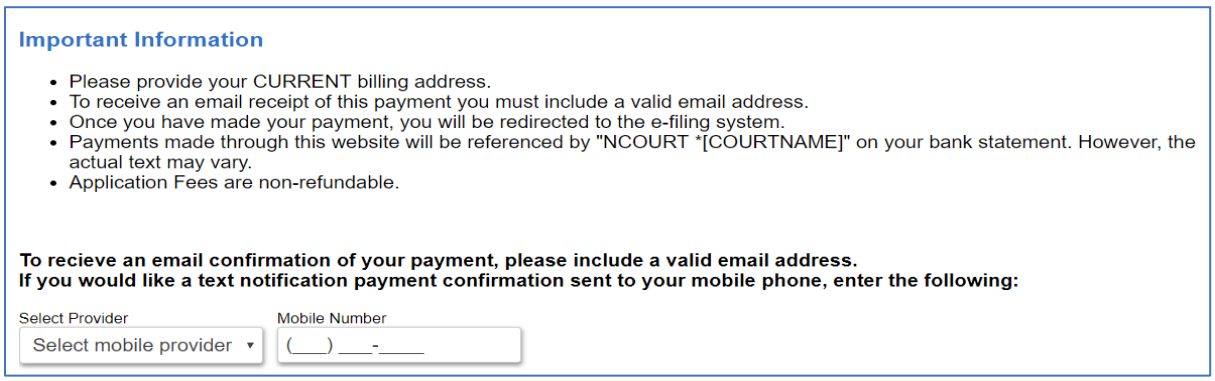
Once the information is verified it is correct, click the **Continue to Payment Site** button.

The application routes user to the **payment provider** page.

Paying for a Submission

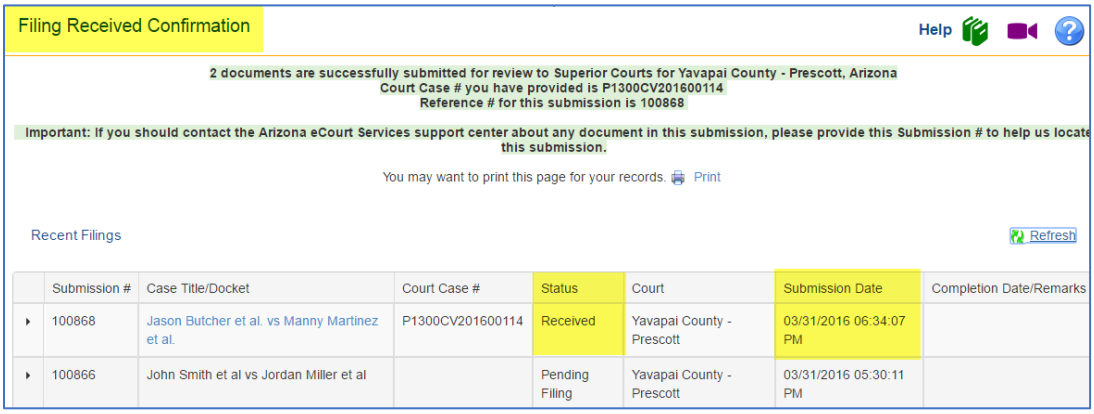
The payment provider, **nCourt**, lists name and address of the court being submitted into, the documents and corresponding fees, and total amount due.

The site also has a section providing **Important Information** regarding payment.

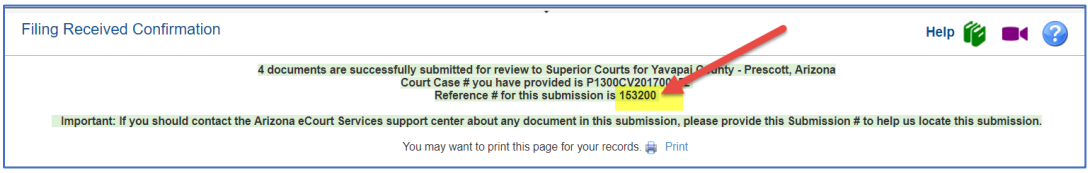


Once all the payment information has been entered, click **Submit Payment.**

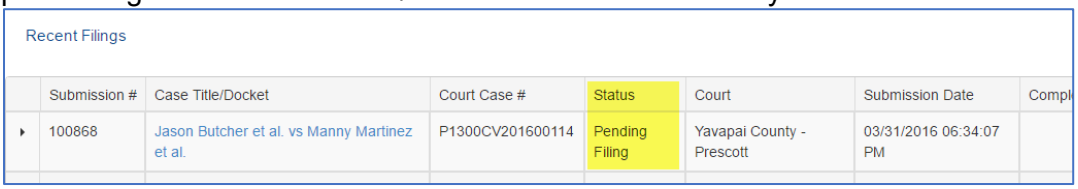
1. The application will send a receipt via email to the address attached to the registered user for the submission.
2. Once the user clicks **Submit Payment**, the application takes them to the **Filing Received Confirmation** screen where they will see the **Status and Submission Date and Time**.



3. The **Submission ID#** listed here is different than the one originally assigned at the beginning of creating the submission. Please make note and reference this number when calling the AOC Support Center.



4. The application will check the submission for errors and while doing so the status will change to **Validating Filing**.
5. After the validation process is complete, the submission is sent to the court and the status will change to **Pending Filing**. This means the submission is with the clerk for processing and the documents/case have been successfully submitted to the court.



6. Once the clerk accepts the submission and makes it part of the official court record, the status will change to **Filed**.
7. To view the status or content of a submission at any time before acceptance, go to **MY FILINGS** located on the **Banner**.
8. To view the status or content of a submission AFTER acceptance, go to **MY CASES** located on the **Banner**.

Notification Email Messages

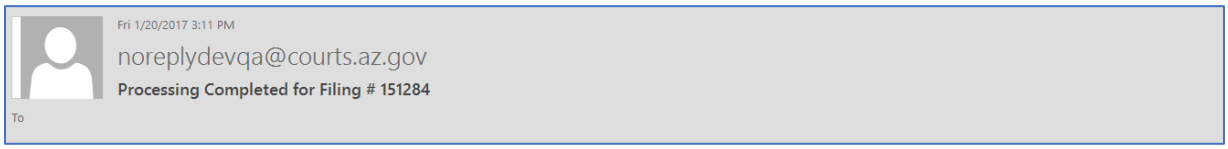
The application displays **a Submission Confirmation** message and provides a reference number for the submission. The application also sends a **Submission Confirmation email** to the email addresses associated with the user's account. Do not reply to the notification; it was sent from an unmonitored email account.

Review User Notification Email Messages and Submissions List

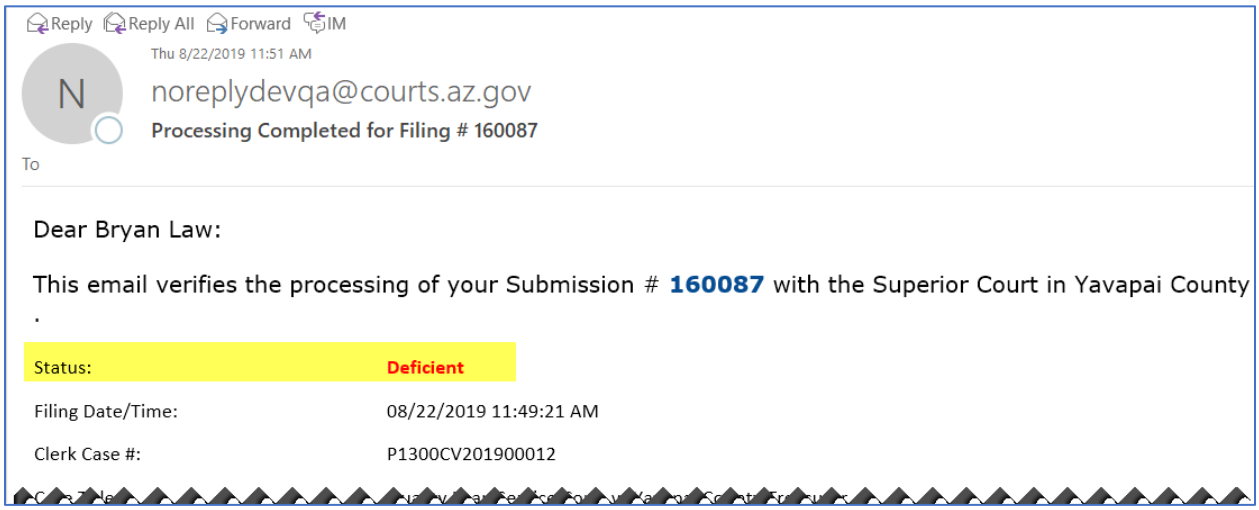
- Review the **Submission Confirmation** notification received and note the Submission number. Use that number to follow the progress of the submission through the clerk review process.
- Users can view the submission prior to acceptance by the clerk on the **MY FILINGS** page.

Submission Complete Email Notification

After the court has performed a review of the document(s) user added, a notification will be sent that the submission is complete and the documents are now part of the court record.



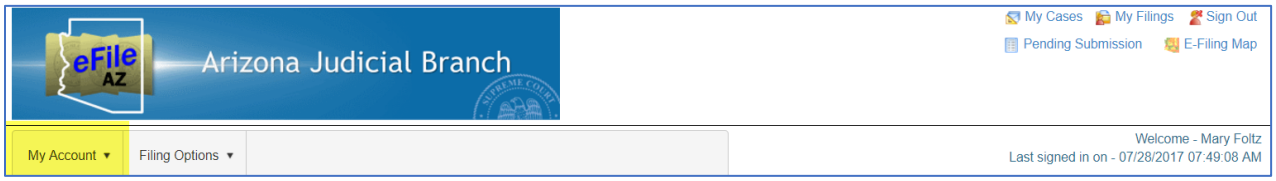
If all or part of the submission is marked deficient by the clerk for any reason, notification will be sent to the primary email on file. This notification shows individual documents and the reason for their deficiency.



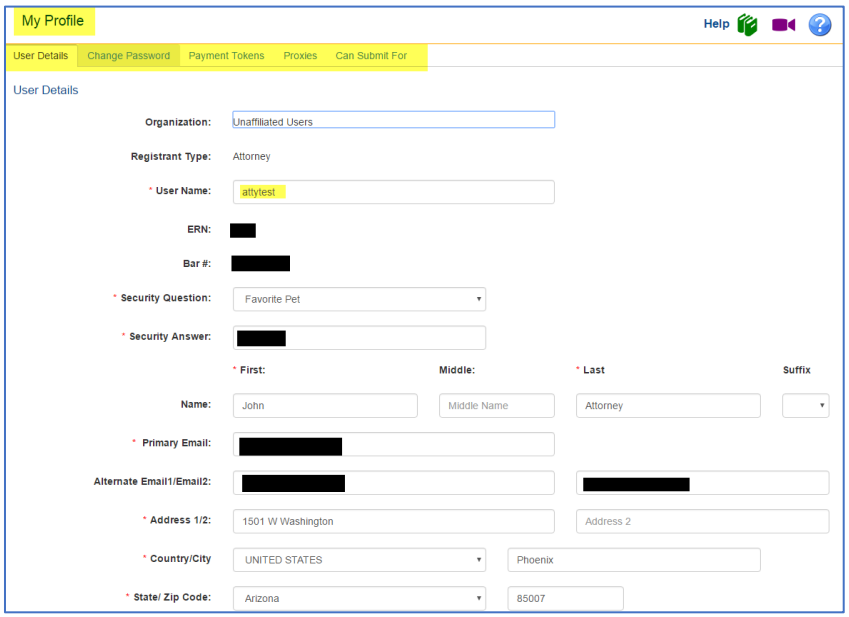
Section 7: Account Management

When the user registered for an account, they created a personal profile comprised of contact information, security options, and various preferences for using the software. This information can be edited by using the **MY PROFILE** function under the Account menu.

To access the account management functions, click the **MY ACCOUNT** button

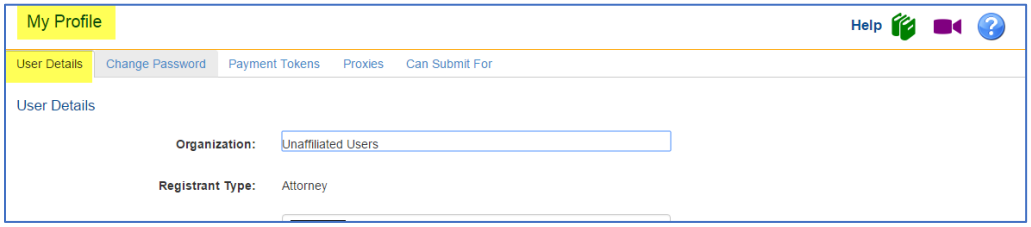


Click **MY PROFILE**, the first choice. The application displays the **MY PROFILE** page.



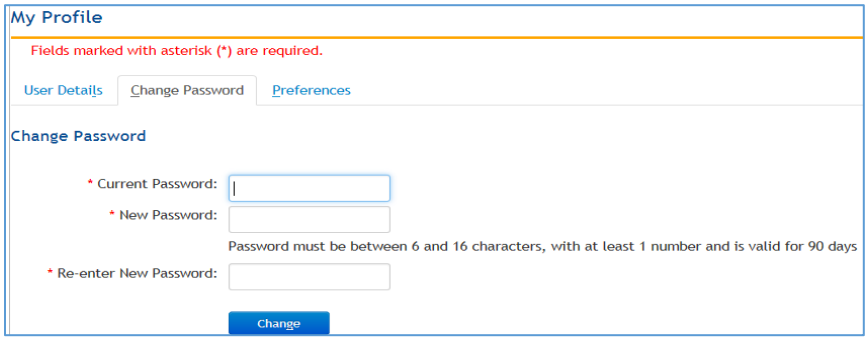
User Details

The User Details tab displays the information entered during the registration process. It includes information such as organizational affiliation, security settings, and contact information.



Change Password

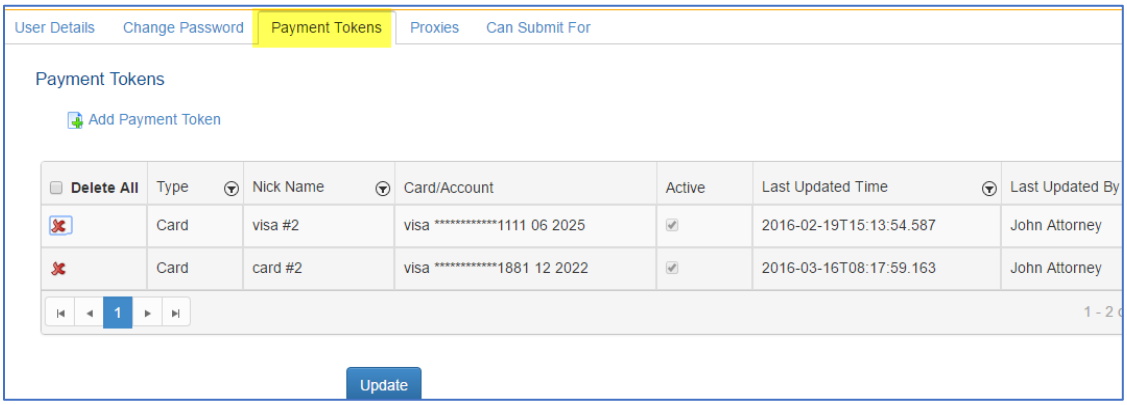
Click the Change Password tab to display the **Change Password** page. The password will expire every two years but can be changed at any time by clicking the Change Password link on the Welcome page or selecting this tab in the MY PROFILE page.



Payment Tokens for Individual Accounts

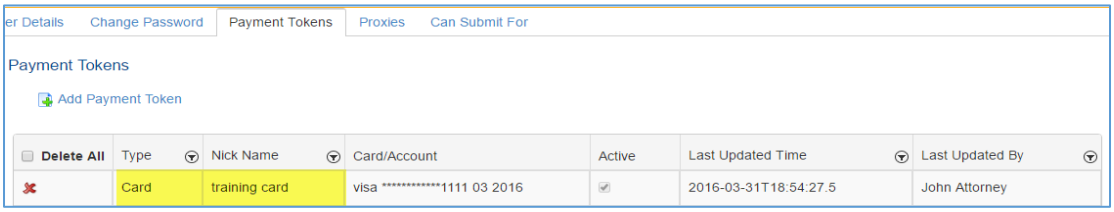
This functionality allows secure and fast payment processing by assigning a nickname to a credit card. Click the Payment Tokens tab to set up financial tokens for individuals.

1. Click **Add Payment Token**



2. Complete the fields in the **Register Card** screen and click **Submit Information**

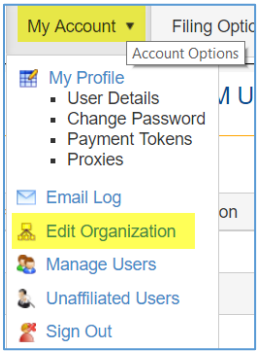
3. Return to the Payment Tokens tab and the user's tokens will appear.



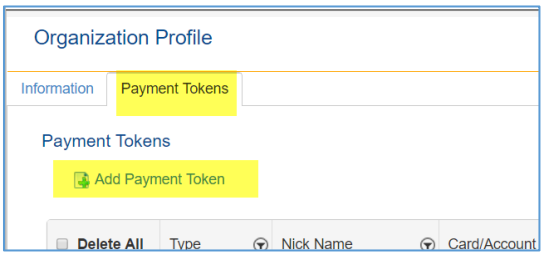
Payment Tokens for Organizations

The Firm Administrator has permissions to set up payment tokens and assign tokens to organization users.

1. Log in to the administrator account and click on **MY ACCOUNT** and then **EDIT ORGANIZATION.**

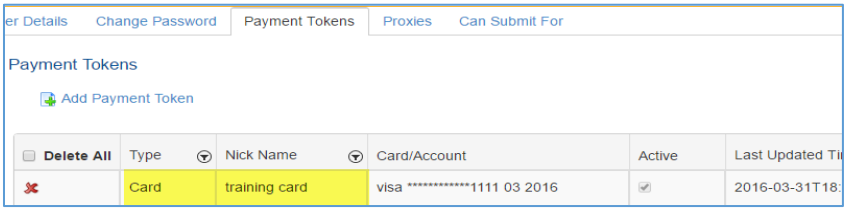


2. Click the **Payment Tokens** tab and then **Add Payment Token**

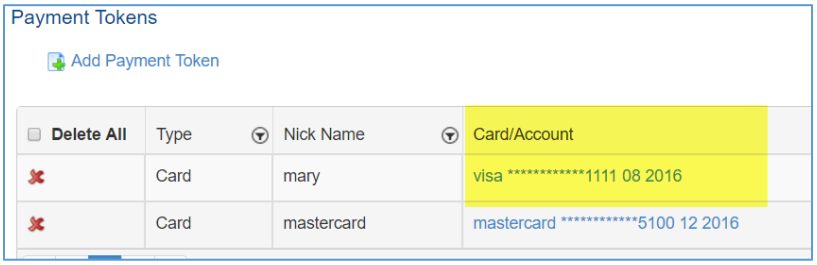


3. This will take the administrator to the payment provider site where they will complete the fields in the **Register Card** screen. Once complete, click **Submit Information**

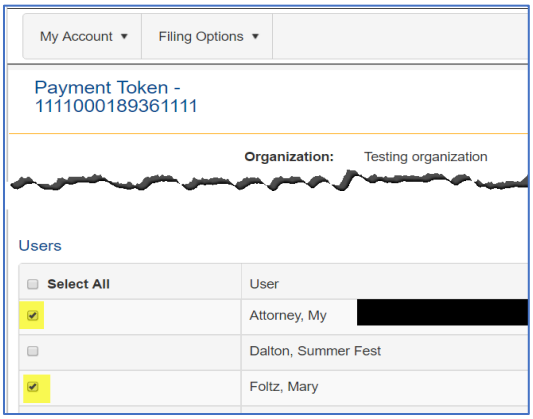
4. Return to the Payment Tokens tab and the user's tokens will appear.



5. To add tokens to individual users, click the hyperlink of the card to be assigned is located in the **Card/Account** column.



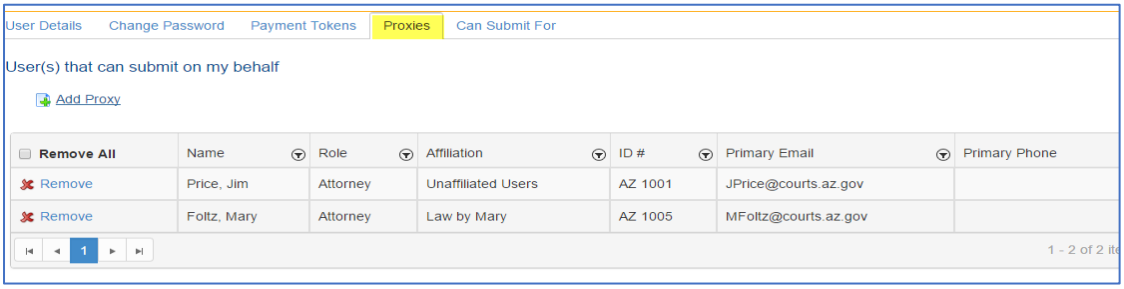
6. Select the persons who will be allowed to use this payment method by checking the box next to their name in the **Select All** column.



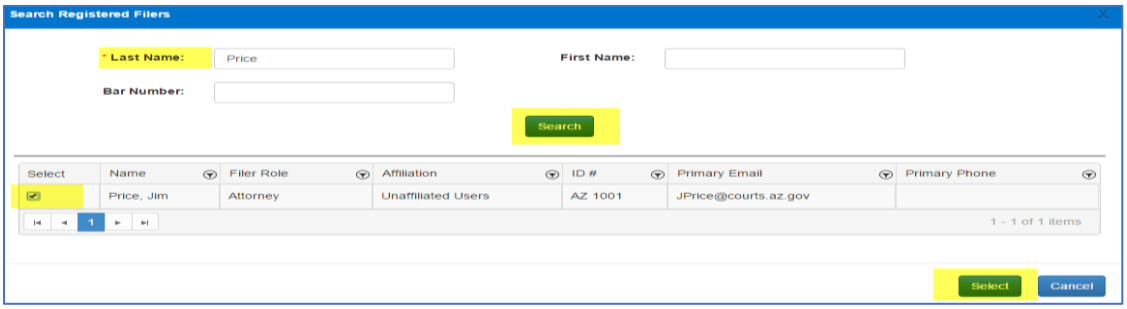
7. Click **Update**.
8. When the person arrives at the payment screen during a submission, they will only see those cards which were assigned to them by the Firm Administrator.

Proxies

This tab allows users to indicate people from within or outside of the organization, who are registered in eFileAZ, to file on their behalf.

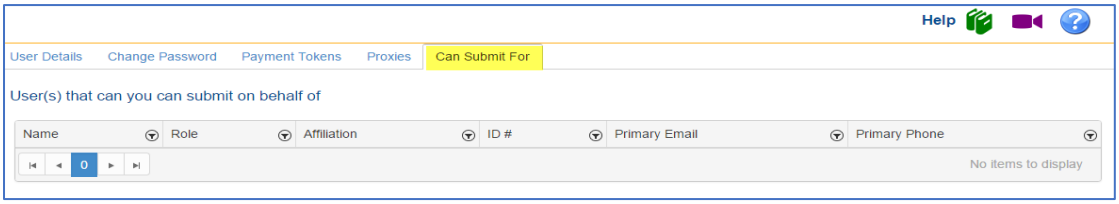


1. Click on **Add Proxy**
2. Enter at least the person's last name and click Search
3. If the person has an account, their name will appear, click the Select box next to their name and click **Select**



Can Submit For

This tab shows other registered users who have added the user as a proxy to their account.



Changing Account Details

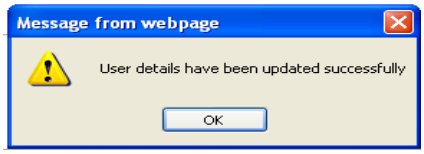
To change the details of an account, display the MY PROFILE page, select the **User Details** tab, and change the values as needed and allowed

Change the Security Question

1. To change the Security Question, click the **Select Security Question** box and click the question to be used.
2. In the **Security Question Answer** box, type the answer to the security question.

Change User Contact Information

1. Change the **name** on an account by typing the **First, Middle name or initial, Last name, and Suffix**.
2. Change the **email accounts** associated with an account by typing them in the E-mail 1, E-mail 2, and E-Mail 3 boxes.
3. Specify the **primary email address** by clicking its Primary **box**.
4. Change the **Business phone, Home phone, and Business Fax numbers** by typing them in the boxes.
5. Select the **primary contact number** by clicking its corresponding Primary **box**.
6. Click the **Update** button.

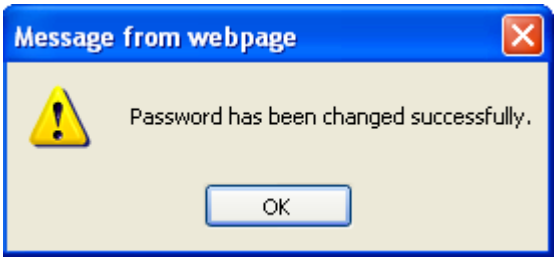


Change Password

1. **Sign in**
2. Click the **Account** menu.
3. Click **MY PROFILE**.

   The application displays the MY PROFILE page.
4. Click the **Change Password tab**.

   The application displays the Change Password window.
5. Type the **current password**.
6. Type the **new password**.
7. Re-type the **new password** for confirmation.
8. Click the **Change** button.



The application also sends a No-Reply email message to the primary email account.

Appendix A: Terms

Term	Meaning
Automated Clearing House (ACH)	Method of electronically transferring funds from the attorney's or Electronic Submission Service Provider's (EFSP's) bank account to pay the submission fee for accepted documents.
Case Management System (CMS)	An electronic database maintained by the Clerk of the Court to keep track of information used to manage a court's caseload. The information includes such things as case numbers and party names, attorneys for parties and their addresses, titles of all documents filed in each case, and all scheduled events in each case.
Clerk	The Clerk, who is the official custodian of records, is responsible for maintaining the court's case files, all documents contained therein, the record of hearings and the decisions of the court as recorded in court minutes or judgments.
Clerk Review	Clerk Review is used by the Clerk of the Court to display submission details and images side-by-side for easy viewing, and for editing, printing, and managing e-Filings. From the Clerk Review Interface, reviewers communicate acceptance or rejection to the submitter; and store the submission data and documents in the case management system.
Case number	A case number is a code that uniquely identifies a case and the court and division is which it has been filed.
Document	• A written or printed paper that bears the original, official, or legal form of something and can be used to furnish decisive evidence or information. • Something, such as a recording or a photograph, which can be used to furnish evidence or information. • A writing that contains information. • A piece of work created with a computer application, as by a word processor. • A computer file that is not an executable file and contains data for use by applications.
Document Management System (DMS)	An electronic database whose contents are documents in electronic form and whose structure allows quick access to documents based on traits associated with the document such as case number, submission date, submission party, type of document, etc.
e-Filing	Electronic submission of documents with the court.

Term	Meaning
e-service	Subsequent electronic service of documents on parties to a court case.
PDF	The Portable Document Format is an electronic document file format created by software available from Adobe Systems, Inc. The PDF format is often specified as the standard format for all documents e-filed.
Transaction code	A unique transaction code, permitting retrieval of documents by transaction code and tying each document to a submission session and authorized submitter.
User	Any member of the Court, Bar, or public who has been authorized by the Court (through a username and password) to use e-Filing.