How Can Clerks Best Assist Self-Represented eFileIL Litigants (SRLs) with E-filing?



Provide SRLs with e-filing information:

- where to find and select an Electronic Filing Service Provider (EFSP);
- how to register for an EFSP account and set up an email address;
- how to sign into the EFSP or how to reset an account;
- how to file into a case including information about: searching for an existing case by case number or party; creating a payment account; selecting location, case category, and case type; entering party information; uploading documents to file in the correct format and size; selecting filing code; and differentiating between lead documents and attachments:
- how a document can be converted to the required file type (PDF) through equipment available within the courthouse; and
- why a filing was rejected.

What can an EFSP Support Hotline help with?

How to get a document into PDF format

How to get an email address

How to register/sign in/get a new password

How to search for existing cases

How to navigate through the

How to upload documents

How to submit an e-filing envelope

Provide information about the e-filing exemption and copies of the certification form:

This form is approved by the Illinois Supreme Court and is required to be accepted in all Illinois Circuit Courts COUNTY Instructions ▼ Instructions
Directly above, enter the name of the county where the case was filed.
Enter the name of the person who started the lawsuit as Plaintift/Petitioner. Plaintiff / Petitioner (First, middle, last name Enter the Case Number given by the Circuit Clerk or leave this blank if you do not have one. Defendant / Respondent (First, middle, last name)

In 1, deck the reasons you are sking to file by mail, in practs, or by determines You that the state of the following reasons (check all final apply): by mail, in practs, or by determines You should deck all that when the following reasons (check all final apply): I am representing myself and do not have the internet or a computer in my home. My only access is through a public terminal at a courthouse, library, or other location. ☐ I am representing myself and do not have the Internet or a computer in my home.

My only access is through a public terminal at a courthouse, library, or other location.

This poses a financial or other hardship. You are exempt from e-filing and you do not need to file this Cortification if:

you are in jail or prison;

you are filing a will;

you are filing a will;

you are filing into a juvenile case; OR

your disability
prevents you from e-filing. ☐ I am representing myself and have trouble reading, writing, or speaking in English I am filling a document in a sensitive case, such as a petition for an order of prote or a civil no contact/stalking order. I tried to e-file my documents, but I was unable to complete the process because the equipment or assistance I need is not available.

Illinois Supreme Court Rule 9(c)(5) allows for an exemption from e-filing for good cause. For the above reasons, I need a good cause exemption from e-filing for my entire case or until I am able to e-file. Street Address City. State. ZIP

Filers are exempt from e-filing automatically if they:

- Are an SRL incarcerated in a jail or correctional facility;
- Are filing a Will or something under Juvenile Court Act; or
- Have a disability that makes it hard to e-file.

Filers are exempt from e-filing for good cause if they turn in a Certification of Exemption from E-filing form stating they:

- Don't have a computer or internet in their home;
- Have difficulty reading or writing in English;
- Are filing a sensitive pleading like an Order for Protection;
- Tried to e-file, but couldn't complete the process because no assistance or equipment is available.

Note:

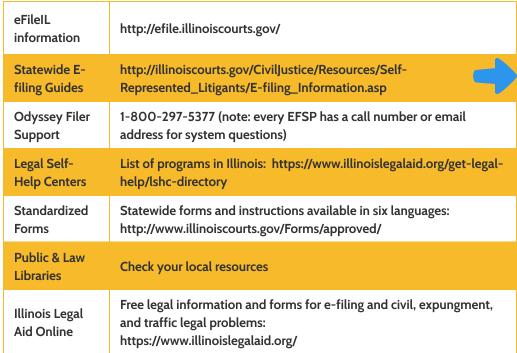
- The Certification does not require court approval
- Clerks must accept paper filings with a completed certification form for good cause reasons and without a form for automatic reasons
- Judges retain discretion to order someone to e-file or not (for subsequent filings)

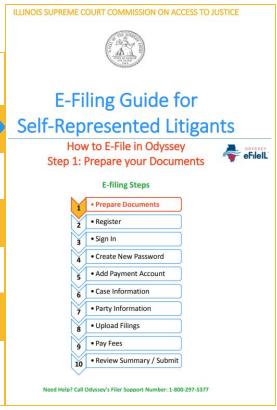
OBE.

GETTING COURT DOCUMENTS BY EMAIL: You should use an email account that you do not share with anyone else and that you check every day. If you do not check your email every day, you may miss important information, notice of court dates, or documents from other parties

How Can Clerks Best Assist Self-Represented Litigants (SRLs) with E-filing?

Statewide Self-Help Resources for E-filing





County-Specific Self-Help Resources for E-filing



Consider creating county-specific e-filing resources such as:

- Posters or handouts explaining the CaseCategory and Case Types
- Posters or handouts explaining Filing Codes
- Information about how fee waiver applications are processed
- How to use the scanners and find their documents
- FAQ document addressing the issues you hear most often
- Post all resources on court website and have available in courthouse



The AOIC Can Help! For more information on access to justice resources including e-filing resources; Safe Harbor Policy; standardized forms; language access tools; and courthouse signs, please contact us at AccessToJustice@illinoiscourts.gov.

