

# E-filing Frequently Asked Questions

## Indiana Statewide E-filing System



**E-file Indiana**  
[courts.in.gov/efile](https://courts.in.gov/efile)

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## Are there any Rule changes related to e-filing I should be aware of?

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**Yes.** Before you begin e-filing, review the relevant rules of court.

- The rules for e-filing in a trial court can be found in [Trial Rule 86](#).
- [Appellate Rule 68](#) includes information related to appellate E-filing. However, there are additional rule changes throughout the appellate rules that were promulgated with E-filing in mind, refer to the [Indiana Appellate Rules](#).
- [Tax Court Rule 23](#) includes information related to E-filing in the Tax Court. However, there are additional rule changes throughout the appellate rules that were promulgated with E-filing in mind, refer to the [Indiana Appellate Rules](#).
- You must also be familiar with the rules of court that apply to your case generally. See the Indiana Rules of Court at <http://courts.in.gov/rules>.

## I already e-file in other states and Federal Courts, is it mandatory for me to attend a training session?

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To avoid filing errors, we strongly recommend that you complete the necessary steps to prepare for e-filing:

- [Attend a training webinar](#) before using Indiana's e-filing tool
- [Read our E-filing User Guide](#), including Indiana-specific information you need to know. This information may not be covered elsewhere.
- [Read Indiana Trial Rule 86](#) governing e-filing in trial courts or, if filing in an appellate case, the [Appellate E-filing Rules](#).
- [Read Administrative Rule 9](#) to understand confidentiality of information, and review our [Guidance on AR 9](#).
- For additional instruction, [watch the "Getting Started"](#) videos about filing cases with [efile.incourts.gov](http://efile.incourts.gov).
- Make sure [efilingmail@tylerhost.net](mailto:efilingmail@tylerhost.net) and the IP address 208.64.239.100 are not blocked by your email service

The system does not verify attendance in a training session before access is granted; however, the training may save you some frustration and will better prepare you to use the e-filing service provider of your choice. If you run into problems and experience a delay in filing, it will be presumed that you were familiar with the process, court rules, and information covered in the training.

## What technology do I need to e-file in a court case?

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- Computer with internet connection
- PDF software
- Scanner. If you need to convert paper documents to PDF for filing, your scanner should support:
  - Resolution of 300 dots per inch
  - Sheet feeder for multi-page documents
  - Scanning software that converts scanned documents to text through Optical Character Recognition (OCR)
- A user account to access the Indiana e-filing system through an e-filing service provider.

## How can I register to use Indiana's statewide court e-filing system?

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Indiana offers a choice of e-filing providers, and once you register with one provider, the same account can be used with any other provider.

However, some providers charge a fee for access, and registering for the free service does not automatically give you free service with a paid provider.

Each provider has instructions on how to create a user account and provides necessary training on how to use the system.

Choose a provider at <http://courts.in.gov/4274.htm>

## Can I have more than one user account for the e-filing system?

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**Yes.** Some users may e-file for two different organizations, such as an attorney who has a private practice and who works on contract with another firm, public defender agency, or prosecutor's office.

Each user account is an email address; if the person has more than one email address, each address can be used to establish an account.

## Can more than one attorney share one user account?

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**No.** User accounts and passwords should never be shared. Each organization has one or more firm administrators who can invite staff (attorneys and non-attorneys) to register as individual users under the firm's account.

## How does a firm account work?

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A firm administrator registers for a firm account and then manages the firm's contact information and other data, including:

- Attorneys in the firm or office who may appear on a case
- Users who will use the software to e-file a case
- Payment accounts
- Service contacts

The system verifies attorney number (bar number) and loads the person's name from the Roll of Attorneys.

Users specify the filing attorney for each document by selecting the name from the list of firm attorneys.

## I am an attorney. Can someone in my office e-file on my behalf?

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**Yes.** Registered users may be attorneys, but they do not have to be. A filing user can file on behalf of attorneys in the firm.

- **Filing users** include court and clerk staff, unrepresented litigants, attorneys, or an agent whom an attorney has expressly designated to make a filing on the attorney's behalf and who has an e-filing system user ID, password, and limited authority to file documents electronically.
- **Registered user** is a person or entity with a user ID and password assigned by the e-filing system or its designee who is authorized to use the system for the electronic filing or service of documents.

## Can I serve other parties and counsel electronically?

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**Yes.** The e-filing system offers you three options with each filing:

- EFileAndServe – to file a document with a court and e-serve other parties and counsel
- Efile – to file a document with a court without e-service; to be used when serving other parties and counsel conventionally
- Serve – to e-serve a document on other parties and counsel, without filing with a court (e.g., discovery)

**Electronic Service (“E-Service”).** E-service is a method of serving documents by electronic transmission with Indiana’s e-filing system on any user in a case.

Filers specify who to e-serve in the service contacts section of each filing or envelope

## How do I serve others electronically (via e-service)?

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Each case has a list of “service contacts” who can be selected for e-service on any file-and-serve or service-only filing.

Filers can add people to the case service contact list by selecting desired recipients from the firm service contact directory or from the Public Service List.

A service contact is a person for whom an email address and other identifying information has been entered into the Indiana e-filing system by a registered user.

- A “**firm service contact**” is associated in the e-filing system with an attorney, organization, or law firm.
- A “**public service contact**” is listed on the Public Service List for purposes of e-service. A registered user may add a service contact to the Public Service List only if authorized by the service contact.
- The “**Public Service List**” is a directory of public service contacts who are available for e-service.

## How do I find someone on the Public Service List?

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When adding a service contact to a party on a case, select “Add from public list” from the Actions menu.

- Search for the service contact by name, email address, or firm name
- Partial entries are OK – e.g., you can type “indy.gov” in the email address field to search for anybody with an email address in the @indy.gov domain, or “atg.in.gov” to search for people in the Office of the Indiana Attorney General

## How is someone added to the Public Service List?

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Firm administrators add firm service contacts to the Public Service List. Firm administrators may only add a firm service contact to the Public Service List with the service contact’s express authorization. Firm administrators **may not** add someone from outside of their firm to the Public Service List.

## How can I serve my opposing counsel or unrepresented party if they are not on the Public Service List?

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You must serve conventionally all parties and attorneys who are not on the Public Service List.

Even if you have the other person’s email address, you may not add service recipients to the Public Service List without their express authorization or if they are outside of your firm.

## Can my colleague (e.g., paralegal or assistant) receive a copy when I am e-served in a case?

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**Yes**, there are multiple ways to do this.

For someone to receive a courtesy copy of every filing that is e-served on you, firm administrators may edit a service contact to enter one or more email addresses to receive an “administrative copy” of every document sent to the service contact.

For someone to receive a courtesy copy of filings e-served on you on a case-by-case basis, users can add any firm service contact to the service list for a case.

- Firms may want to have different service contacts for specific practice areas or case types.
- These service contacts will, by default, receive a copy of every subsequent filing on the case, even filings by other parties.

## Do I need to also file my documents in hard copy if I have e-filed?

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E-filed documents should not be filed in hard copy, except where explicitly required by court rule or statute (e.g., civil complaints in trial matters until July 1, 2016).

## What is the difference between a “lead document” and an “attachment”?

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Every submission to a court is a single “envelope” which contains one or more “filings.” Each filing has one filing code that describes the submission (e.g., Motion) and one lead document.

*Note: the filing user must also indicate the filing party (the party on whose behalf the document is being submitted) and a filing description.*

A filing can have one or more attachments, which are documents that supplement the lead document (e.g., exhibits to a motion, appendices to an appellant’s brief).

*Note: each document should be submitted only once.*



## What is a “filing party”?

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A "filing party" is the person involved in the case on whose behalf the document is being filed. Filers must indicate the "filing party" for each filing.

Note: please do not select all parties in the case as filing parties, unless the document is, in fact, filed on behalf of all.

## Can I e-file a confidential document?

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**Yes.** With any filing, whether conventional or electronic, filers must consider whether they are filing:

- Confidential information that is relevant to the disposition of a matter available for public access;
- Confidential information that is not relevant to the disposition of a matter available for public access; or
- Confidential information in a case that is excluded from public access pursuant to Admin. R. 9(G)(1).

Filers must submit a Notice of Exclusion of Confidential Information in the first two situations, but not in the third. See Admin. R. 9, App. R. 23, Tax Ct. R. 3, <http://courts.in.gov/4313.htm>

## After a document is e-filed, and the submission is then cancelled, does the person who is receiving service on the document get two notices (submission, then cancellation)?

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**No.** The system does not currently send a notice of cancellation, so the filer would need to notify the other service contacts when a document has been canceled.

However, the system will notify all service contacts when the clerk has rejected the filing for any reason. A clerk's rejection is not the same as when a filer cancels the submission before the clerk begins to process the document.

## How do I verify who will be served when I e-file?

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The e-filing system offers you three options with each filing:

- EFileAndServe – to file a document with a court and e-serve other parties and counsel
- Efile – to file a document with a court without e-service; to be used when serving other parties and counsel conventionally
- Serve – to e-serve a document on other parties and counsel, without filing with a court (e.g., discovery)

With EFileAndServe and Serve, the filer must specify one or more service contacts. The system presents the service contacts that have already been added to the case; the filer may add others from the Public Service List or from the filer's firm service contacts directory

The filer should verify that the Certificate(s) of Service in the document(s) being filed are consistent with the service contacts on the case. Each Certificate of Service should reflect e-service through the e-filing service only for service contacts indicated on the filing

## How do I e-file audio and video files in a case that is being e-filed?

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The filer needs to separately submit audio or video recordings to the Clerk on CD, DVD, flash drive, or other physical media at the same time as the Transcript and documentary exhibits.

## How do I e-file an appendix if I reach the 20MB limit before I reach the 250-page limit?

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If you reach the 20MB limit before you reach the 250-page limit when filing your appendix, you must begin a new volume. Each new volume must have a new cover page.

## Will orders issued by the Supreme Court, Court of Appeals and Tax Court be emailed to the administrative contact I designated within my EFSP?

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Orders from the Supreme Court, Court of Appeals, and Tax Court are served directly from the case management system and do not pass through the e-filing system. Orders are sent under [Appellate Rule 26\(A\)](#) to each attorney's [email address](#) specified on the [Clerks Portal](#), a process which not changed through the implementation of e-filing.

## Where can I get instructions about e-filing specifically in the appellate courts?

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You can find information specific to filing in the appellate courts by reviewing the e-filing user guide section on e-filing in appeals at [courts.in.gov/4313.htm](http://courts.in.gov/4313.htm). You should also review the Indiana Rules of Appellate Procedure at <http://www.in.gov/judiciary/rules/appellate/index.html> and/or the Indiana Tax Court Rules at <http://www.in.gov/judiciary/rules/tax/index.html>.

## I want to file a Petition to Transfer for an indigent client and the program wants to bill me \$125.00. How do I get the fee waived?

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If you haven't already done so, you will need to set up a waiver account within your e-filing service provider. If you are using the Efile.incourts.gov service provider through Tyler Technologies, under the "Actions" drop down you select "Payment Accounts". Select "Add Payment Account". Name your account something that easily identifies it as a waiver (I use "Waiver Account"), select "Waiver" as the Payment Account Type.

If this option is not available to you then you are not an administrator on your firm's account. Only a firm administrator can add a payment account.

Once you have followed these steps and you are filing your Petition to Transfer, select the waiver account under "Payment Account" in the fees portion of the filing. This will automatically remove the filing fee and replace it with \$0.00 due.