

Frequently Asked e-Filing Questions

- 1. In what instance is it appropriate to eFile my documents using CM/ECF instead of the eCalWebFiling website.**

Proofs of claim filed by a creditor should be filed through the CM/ECF website. Filers with an Attorney filer account may also docket a virtual Non-Opposition, if necessary. All other documents should be submitted through the eCalWebFiling website.

- 2. Are all documents appropriate to eFile?**

No. Most documents should be eFiled, however there are a few that should come in over the counter or through the mail. To obtain the full list of documents that shouldn't be eFiled, please visit the eFiling Resources section of our website and click on the "Documents Ineligible for eFiling" link.

- 3. What possible factors can contribute to my upload being timed out?**

Document size, the time and date of upload, and one's internet provider can affect upload. If you are attempting to upload a large document, make sure it is no bigger than 8 MBs prior to logging into the eCalWebFiling website. If you know you will be submitting a large filing, do so earlier in the day/week when there isn't as much traffic on the server. Also, check to make sure you have the fastest internet connection possible.

- 4. How can I view my files prior to submission to confirm that I'm uploading the correct documents?**

To confirm that you are uploading the correct document, click the image icon next to the file being uploaded on the Submission Verification page. An image of the document you are submitting will appear in a new window.

5. What happens when you've inadvertently filed a duplicate filing?

Documents that are filed in duplicate will be processed accordingly. This includes duplicate bankruptcy cases. Fees normally charged would also apply to the duplicate filings. It is up to the filer to file the appropriate documentation to dismiss, withdraw or otherwise correct the docket of any errors that are the result of the duplicate filing. Questions concerning fees for duplicate filings should be directed to the Clerk's office, Attention Finance.

6. The system timed out while I was uploading my documents. How do I know if my documents were submitted to the court?

To avoid a duplicate filing, check your e-Filing History to verify if the documents have been submitted to the court. Documents submitted to the court will appear instantly in the e-File History.

7. Why is my document taking so long to upload?

The document you're attempting to upload may have been scanned incorrectly or may be larger than the acceptable file size. Scanners should be set to black and white and 300 dpi. File size should not exceed 8 MB.

8. I'm attempting to upload a document but am receiving the error message "(File name)" has already been uploaded within the last 30 days." What should I do?

If you're certain this is the file you wish to upload, change the file name of the document and resubmit for filing.

9. I've misplaced my login and password. How can I obtain them?

You may obtain your username and password for the eCalWebFiling website by clicking the "Click Here To Retrieve Your Password" link on the eCalWebFiling home page. If its necessary to retrieve your username and password for CM/ECF, please contact the help desk at 855-542-0992.

NOTE: We cannot verbally give members of staff attorney account information. We can, however, email user information to all email addresses on file.

10. How do I e-file a proposed order?

For the majority of proposed orders, use document type For Judge's or Deputy Clerk's Signature and subtype Other Proposed Order, found under Filing Types Miscellaneous Documents or Motions/Responses/Objections/Orders.

11. I filed a document that requires a fee. Why wasn't I prompted to pay for it?

You may have used the wrong document type to upload the document. When the document is docketed, the Case Manager will be prompted to confirm payment of the fee. If you have not paid the fee, an accounts receivable record will be created and you will be notified by email.

12. How can I pay outstanding fees due for my e-Filed documents?

Outstanding fees can be paid by logging into the eCalWebFiling website. If you owe fees, a Payment Required box will display the amount owed on the eCalWebFiling landing page. To make a payment, click the link in the Payment Required box.

13. The Payment Required box repeatedly appears when I log into the eCalWebFiling website even though I've already paid for my transaction. What should I do?

To resolve billing issues, please contact the court's Finance Department at 916-930-4437.

14. Can I make installment payments through the eCalWebFiling website?

No. Installment payments can only be made through the mail or in person at a Clerk's Office public counter.

15. I've just received a Notice of Payment Due, but when I log into the eCalWebFiling website to pay the fee, no fee appears to be outstanding. How do I pay the fee?

To resolve billing issues, please contact the court's Finance Department at 916-930-4437.

16. When will my “free looks” expire?

Free look emails expire 15 days from the date they are sent. After 15 days, you will be billed for viewing the document.

17. I am attempting to view my free look but the system does not recognize my username and password.

To view a free look, the user must use their PACER login and password, not their e-Filing information. The PACER customer service phone number is 800-676-6856.

18. How do I change the email addresses associated with my e-Filing account?

To add, edit or remove an email address associated with your e-filing account, log into the eCalWebFiling website. Click **My Account** in the navigation bar at the top of the home page. Choose the appropriate option from the list given and proceed with the changes.

Note: An eFiler must designate at least one email address as the Primary Email address to receive email notifications.

19. How do I receive email notifications for a specific case?

To receive email notifications, one must be a registered e-Filer and have filed a document in a case. ECD form 3-320, Request to be Added or Removed From Courtesy Electronic Notification will accomplish this task and can be found under the Forms and Publications section of our website. Once the document is docketed, the filer will begin to receive email notifications for the intended case.

20. I’m no longer involved in a particular case and would like to be removed from the email notification list. What should I do?

To discontinue receiving email notifications, put your request in writing specifying the case number you wish to be removed from. EDC form 3-320, Request to be Added or Removed From Courtesy Electronic Notification will accomplish this task and can be found under the Forms and Publications section of our website. Once the document is docketed, the filer submitting the form will no longer receive email notifications for the intended case.

- 21. I accidentally closed my confirmation screen without printing the confirmation. Is there a way to retrieve that screen so as to print the confirmation?**

It is not possible to recover the screen, however, the confirmation number is available in the filer's e-Filing History.

- 22. I filed a document today. Why can't I locate it on the court docket?**

The filing of a document does not instantly list it on the court docket. Although 80 percent of the documents submitted for filing are docketed the day they are received, case managers have up to 3 days to docket documents.