

EFILING TROUBLESHOOTING GUIDE

This document will provide a step-by-step process to address several of the commonly asked questions by CARE eFilers, including managing filings through the eBatch and eFiled screens, amending, and copying orders. For additional resources and Frequently Asked Questions, please refer to https://www.utcourts.gov/efiling/juvenile/docs/Attorney_eFiling_FAQs.pdf

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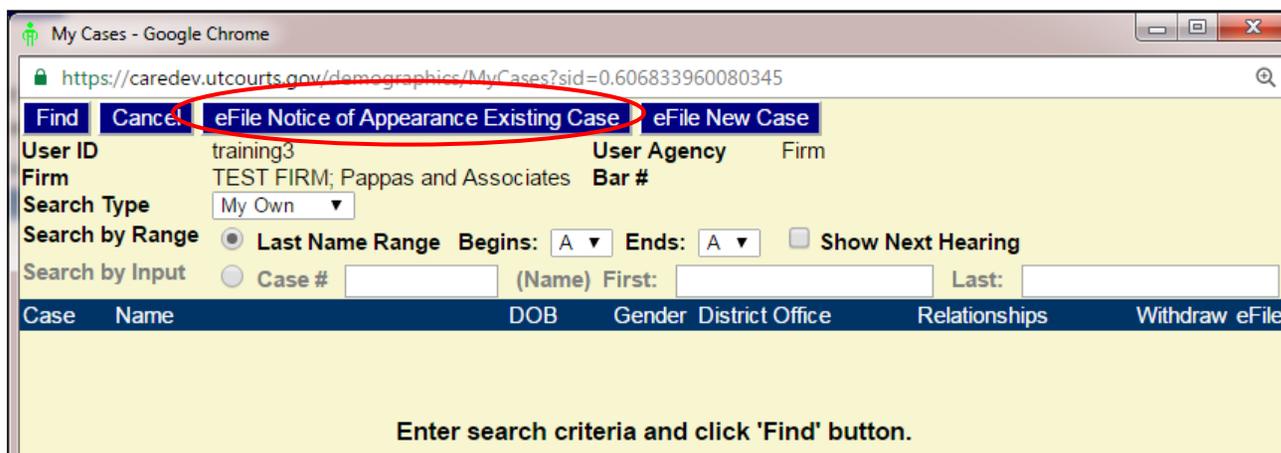
Common eFiling Errors

CARE requires four pieces in order to successfully eFile; the case name/number, an incident number, a document, and the document must be titled. Proposed Orders require confirmation that they have been held pursuant to rule. Verify all pieces have been included. Click the red View Error Messages button for details.

eFile Batch Detail					
eFile Batch Id	3304	eFile For Firm User	Defense Attorney	Status	Draft
Created By	training9	Created DateTime	10-26-2016 08:30:30 AM	Alert Date	
Note	Creating efile Batch record from New				
Case Info Add Existing Case					
Edit	Case #	Case Name	District Office	Incident(s)	Edit/Add New Inc Remove
	1102991	charlie Brown	Salt Lake City	* INCIDENT(S) REQUIRED Use Edit/Add link	
Document Info					
Document ID	2734	Document Sub Type	Proposed Order		
Document Title	Order	Document Type	Other Legal		
INCOMPLETE DOCUMENT					
Create Proposed Verbiage					
* <input type="checkbox"/> By checking the box I have complied with all applicable rules pertaining to service and objections and hereby certify that the proposed order is ready to submit to the court for consideration.					
Save Click to View Error Messages Go Back to Batch Lookup Delete					

Legal Staff Filing on Behalf of an Attorney:

Attorneys and paralegals will only have the option to file on cases where an entry of appearance has been eFiled and approved by the Court. This is done through the MyCases tab. Click eFile Notice of Appearance Existing Case.



Find Cancel

User ID training3 User Agency Firm

Firm TEST FIRM Bar #

Search Type My Own

Search My Cases Case # (Name) First: End (MM-DD-YYYY)

Search New Case Case #

Case	Name	DOB	Add
Enter search criteria and click Find button.			

The case number is required to enter an appearance. Click Find. Click the green plus next to the search result for your case.

eFile Batch Detail

eFile Batch Id 3304 eFile For Firm User Defense Attorney

Created By training9 Created Date Time 10-26-2016 08:30:30 AM

Note Creating efile Batch record from New

Case Info Add Existing Case

Edit	Case #	Case Name	District Office	Incident	Remove
	1102991	charlie Brown	Salt Lake City	* INCOMPLETE	

If you are a paralegal filing on behalf of an attorney, choose the name from the drop down list next to eFile for Firm User. Click Save. **Note:** If you have added an attorney in your Set Defaults screen, this will pre-fill and will only need to be changed if you are filing for another attorney within your firm.

Document Info

Document ID 2734 Document Sub Type Proposed Order

Document Title Order Document Type Other Legal

INCOMPLETE DOCUMENT Create Proposed Verbiage

By checking the box I have complied with all applicable rules pertaining to service and objections and hereby certify that the proposed order is ready to submit to the court for consideration.

Save Click to View Error Messages Go Back to Batch Lookup Delete

Multiple Cases on a Single Filing:

There are two ways to add multiple cases to the same filing.

Sibling cases may be added as related cases. **Note:** Firm access must be granted to all associated children's cases. The filing cannot include new cases or incidents for this function to be allowed. Add the PDF document before adding related cases. Click Add Related Case(s).

The screenshot shows the 'eFile Batch Detail' page in a Google Chrome browser. The page displays details for an eFile Batch with ID 3367, created by 'training3' on 11-16-2016. The 'eFile For Firm User' is set to 'Defense Attorney'. The status is 'Draft'. A note indicates 'Creating efile Batch record from New'. Below this, there is a table of cases. The 'Add Related Case(s)' button is circled in red. A dialog box titled 'Related Case(s)' is open, showing a list of cases with columns for Case #, Name, DOB, Gender, and Address Info. One case is listed: Case # 1004313, Name Sanford D Sharpie, DOB 02-28-2000, Gender M, and Address Info UNDELIVERABLE 5 12 2010 TESTVILLE UT 84888. An 'Add' button is at the bottom of the dialog. An orange callout box with an arrow points to the dialog, containing the text: 'A list of related cases will populate. Check the appropriate cases and click the Add button. Incidents will need to be associated for each case added.'

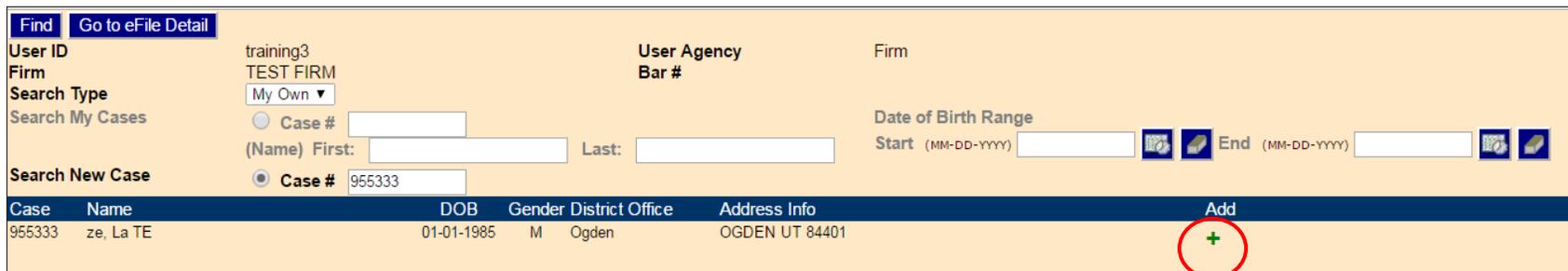
Case #	Case Name	District Office	Incident(s)	Edit/Add	New Inc	Remove
500005	Chisai KA Unko-johnson, Jr	Cedar City	342			

Case #	Name	DOB	Gender	Address Info
<input type="checkbox"/> 1004313	Sanford D Sharpie	02-28-2000	M	UNDELIVERABLE 5 12 2010 TESTVILLE UT 84888

Click the Add Existing Case button to add an additional case number that is not related on the case profile screen.



Enter the search criteria and click find. Click the green plus to add to the filing. Each case will need to have an incident attached.



Multiple PDF Attachments to a Single Filing:

This function is used when the PDF attachment is more than 5 MB or if there are attachments to the underlying document, such as a motion with supporting attachments. **Note:** This should not include a Certificate of Service or Request to Submit. These should be filed as separate stand alone documents. Click the icon to attach additional documents.

The screenshot displays the 'eFile Batch Detail' interface. At the top, it shows 'eFile Batch Id' 3365, 'eFile For Firm User' as 'Defense Attorney', and 'Status' as 'Draft'. Below this, 'Created By' is 'training3' and 'Created DateTime' is '11-16-2016 08:43:42 AM'. A note indicates 'Creating efile Batch record from New'. The 'Case Info' section features a table with one entry: Case # 1102991, Case Name 'charlie Brown', District Office 'Salt Lake City', and Incident(s) '3'. A modal window titled 'Add PDF Document' is overlaid, showing a file selection interface with a 'Choose File' button and an 'Attach PDF Document' button. A red circle highlights a document icon in the background interface.

Document

Document ID
Document Title
Filed/Created By

Attach Additional PDF Document

File * No file chosen

Document must be a readable/searchable PDF
Maximum Document Upload Size 5 MB

Click the Choose File button and select the PDF from your saved documents. Click Attach PDF Document. You will repeat this process for all additional documents.

Filing Proposed Orders:

eFile Batch Detail

eFile Batch Id: 3348 eFile For Firm User: Defense Attorney Status: Incomplete

Created By: training3 Created DateTime: 11-14-2016 03:02:34 PM Alert Date:

Note: Creating efile Batch record from Existing Case(s)/Inc(s)

Case Info [Add Existing Case](#) [Create New Case](#)

Edit	Case #	Case Name	District Office	Incident(s)	Edit/Add	New Inc	Remove
	1102991	charlie Brown	Salt Lake City	1			

Document Info

INCOMPLETE MISSING DOCUMENT

[Add PDF Document](#) [Add Proposed Verbiage](#)

[Save](#) [Click to View Error Messages](#) [Go Back to Batch List](#)

Unlike the District Court that requires an uploaded RTF document, any proposed orders will be created in the CARE system. Click the Add Proposed Verbiage

Add Document Type Information for Proposed

Document Type * Other Legal (Legal Juvenile) ▼

Proposed orders (use eFiling Template), Undertaking of Bail, Notice of Appearance, Request for Request, Miscellaneous correspondence to the court, Signed Authorization to release from a pr

Doc Sub Type * Proposed Order ▼

Document Title Specific Title of Order

[Save/Cont to Proposed](#) [Cancel](#)

Filer Information for Defense Attorney

Include Filer Info on Document

[Add Firm Address](#)

If you have included your Filer Information in the Set Defaults screen, this will automatically pre-fill or you may click the button to Add Firm Address.

Third District Juvenile Court
FOR SALT LAKE **COUNTY, STATE OF UTAH**

STATE OF UTAH, in the interest of

Brown, charlie 05-17-2012

Case Descriptor A Person Under the Age of 18 Years

Title Specific Title of Order

Amended

Case No. 1102991

Judge / Commissioner Test, Judge

Include Incident/Allegation Verbiage

* Doc

The content of your order may be copied and pasted from an existing Word/WP document or free typed in the order box. The signature and date lines do not need to be included as these will populate when it is digitally signed by the Judge. The Judge's signature will appear at the bottom of the signed order. Click Save & Preview to verify and download a copy of the draft Proposed Order. Make any formatting changes if necessary and click Save Only. Then click Go Back to Batch Detail.

[Load Template](#) [Spellcheck](#) [Replace At Tags](#) [Save Only](#) [Save & Preview](#) [Go Back to Batch Detail](#)

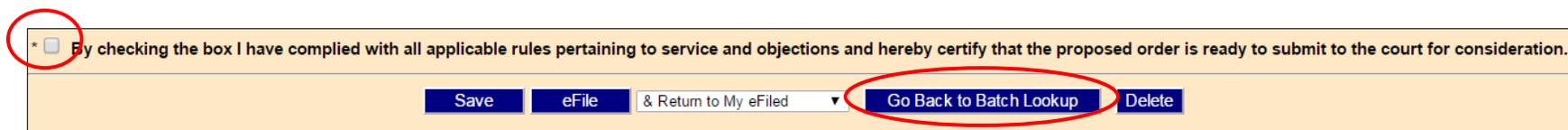
After returning to the Batch Detail Screen, click the eFile button to complete the filing.

Service and Notification:

CARE does not send automatic notification when a new document is filed by opposing parties. It is the filer's responsibility to notify all parties of the filing and submit a Certificate of Service to the court indicating the method of service. The Certificate of Service should be filed as a stand alone document under the document type of Service. The filer will receive an automatic notice once the court has signed a Proposed Order.

Holding Proposed Orders:

Prior to clicking the eFile button, check the box indicating the filing has been held pursuant to rule. If this is a document that is required to be held, DO NOT click the eFile button. Close the screen to later return to the filing or choose Go Back to Batch Lookup. Once the period of objection has passed, the filing may be retrieved and eFiled. A Request to Submit should be filed as a stand alone document.



* By checking the box I have complied with all applicable rules pertaining to service and objections and hereby certify that the proposed order is ready to submit to the court for consideration.

Save eFile & Return to My eFiled **Go Back to Batch Lookup** Delete

The screenshot shows a light orange rectangular box containing a certification statement and a row of buttons. The certification statement is preceded by a small square checkbox, which is circled in red. The buttons are dark blue with white text. The 'Go Back to Batch Lookup' button is also circled in red.

My eFile Batch

The eFile Batch is a list of all draft and incomplete eFilings that have not been filed with the court. If documents show here, additional steps are needed to complete the filing. A batch is created once the filer has clicked on the grey folder to begin the eFiling process. You may close the screen at any time prior to completing your filing and return to it through the eBatch.

The screenshot shows the C.A.R.E. Training Clerk interface. The top navigation bar includes links: Home, FindCase, My Workspace, Case, Party, Incident, Assess, Petition, Calendar, eFile, Minutes, Acctg, Order Fulfill, Victim, CaseLoad, Service, Admin, eReferral, Profile, Help, Logout. The sidebar on the left contains the following menu items: Training Clerk, Logout, Set Defaults, My Cases, My Calendar, Hearing Blocks, eFile Queue, My eFiled, My eFile Batch (highlighted in blue), eFile New, Last Case(s), CARE Icons, UPDATES, Releases, Email HelpDesk, and My Profile. The main content area displays 'Training Clerk' and 'Welcome to C.A.R.E.' followed by a message: 'to the welfare of Utah's youth. RE by clicking on "Releases" ent Sunday, June 26, 2016.' An orange callout box with a double-line border points to the 'My eFile Batch' link in the sidebar, containing the text: 'DB Development Access the eFile Batch by clicking on the My eFile Batch link.'

Navigating the eFile Batch:

Find Close My eBatch

eFile Batch ID: Status: Open Queues Case #:

Filter By: Hold Date Creation Date

Start: End:

My eFiling Firm eFiling for Firm User: Defense Attorney

No Hold Date

Click on the pen and paper icon to open the draft/incomplete document to continue working.

ID	Doc. Title	Status	Creation Date Time	Case # Incident(s) #	Notes
		Draft	10-26-2016 08:30:30 AM training9	charlie Brown (1102991)	Creating efile Batch record from New
3303	Proposed Order	Draft	10-26-2016 08:28:29 AM training9	charlie Brown (1102991)	Creating efile Batch record from New

Find Close My eBatch

eFile Batch ID: Status: Open Queues Case #:

Filter By: Hold Date Creation Date

Start: End:

My eFiling Firm eFiling for Firm User: Defense Attorney

No Hold Date

To narrow your search, enter the case number and/or a date range. You may also filter by the hold or creation date. After entering the search criteria, click Find.

ID	Doc. SubType Title	View Doc	Linked Docs	Hold Date	Status	Creation Date Time	Case # Incident(s) #	Notes
3304	Proposed Order Order	Missing Document		Click to Add	Draft	10-26-2016 08:30:30 AM training9	charlie Brown (1102991)	Batch record from New
3303	Proposed Order Order to Expedite Hearing	Missing Document		Click to Add	Draft	10-26-2016 08:28:29 AM training9	charlie Brown (1102991)	Creating efile Batch record from New

Find Close My eBatch

eFile Batch ID: Status: Open Queues Case #:

Filter By: Hold Date Creation Date

Start: End:

My eFiling Firm eFiling for Firm User: Defense Attorney

No Hold Date

Legal staff filing on behalf of an attorney may need to click the radio button to switch between My eFiling and Firm eFiling for Firm User to search for documents under a specific attorney's name. Choose the filer's name from the drop down list.

ID	Doc. SubType Title	View Doc	Linked Docs	Hold Date	Status	Creation Date Time	Case # Incident(s) #	Notes
3304	Proposed Order Order	Missing Document		Click to Add	Draft	10-26-2016 08:30:30 AM training9	charlie Brown (1102991)	Batch record from New
3303	Proposed Order Order to Expedite Hearing	Missing Document		Click to Add	Draft	10-26-2016 08:28:29 AM training9	charlie Brown (1102991)	Creating efile Batch record from New

Adding a hold date to a draft document will create a visual indicator of when the proposed order will be ready to submit to the court. **Note:** The document will not automatically send on this date. Click on the link to add a hold date.

ID	Doc. SubType	View	Linked Docs	Hold Date	Status	Creation Date Time	Case # Incident(s) #	Notes
3304	Proposed Order Order	View		Click to Add	Draft	10-26-2016 08:30:30 AM training9	Lazy zebra (955333) charlie Brown (1102991) 1	Creating efile Batch record from New

Change Alert Date Info

Alert Date

* Note

Update

Enter the date when the period of objection will pass and add a note. These notes will be visible to all users within the Firm so they may assist in filing in your absence.

There may be documents in your eBatch that are no longer necessary, either because the filing is a duplicate, or no longer would be filed with the court. Click the pen and paper icon to open the filing where you will have the option to delete the batch.

Find Close My eBatch

eFile Batch ID: Status: Open Queues Case #: Filter By: Hold Date Creation Date

Start: End: No Hold Date

My eFiling Firm eFiling for Firm User: Defense Attorney

ID	Doc. SubType Title	View Doc	Linked Docs	Hold Date	Status	Creation Date Time Userid	Case # Incident(s) #	Notes
 3302	Order to Expedite Hearing	Missing Document		Click to Add	Incomplete	10-25-2016 09:57:11 AM training9	chuck brown (1103077)	Batch record from New Creating efile Batch record from New

eFile Batch Detail

eFile Batch Id: 3302 eFile For Firm User: Defense Attorney Status: Incomplete

Created By: training9 Created DateTime: 10-25-2016 09:57:11 AM Alert Date:

Note: Creating efile Batch record from New

Case Info Add Existing Case Create New Case

Edit	Case #	Case Name	District Office	Incident(s)	Edit/Add New Inc	Remove
	1103077	chuck brown	American Fork			

Document Info

INCOMPLETE MISSING DOCUMENT

Add PDF Document Add Proposed Verbiage

Save Click to View Error Messages Go Back to Batch Lookup **Delete**

My eFiled

My eFiled is a list of all documents that have been submitted to the court through eFiling. In most cases after clicking the eFile button, you will be automatically directed to this page. My eFiled provides verification the eFiling was sent, status of the filing and the clerk assigned, and the ability to file, copy, or amend subsequent documents.

Navigating the My eFiled:

The screenshot shows the 'My eFiled' search interface. At the top, there are buttons for 'Find' and 'Close'. Below these are search filters: a 'Status' dropdown, a 'Case #' input field with a search icon, and a 'Filed Date Range' section with 'Start' and 'End' input fields and calendar icons. There are two radio buttons: 'My eFiling' and 'Firm eFiling'. Below the radio buttons is a 'for Firm User:' dropdown menu with 'Defense Attorney' selected. There are two checked checkboxes: 'Filed Last(10 Days)' and 'Open/Recent Updates Last(3 Days)'. Below the filters is a table with columns: Queue, Doc. SubType, Title, Completed Date, Time, Userid, Case # Incident(s) #, and Notes. The table contains two rows of data.

The search parameters are similar to the eBatch. Enter a case number and/or date range to locate a specific filing. You may need to uncheck the boxes next to Filed Last and Open/Recent Updates to expand the search.

The screenshot shows the 'My eFiled' search interface with the 'Case #' field filled with '1103081'. The 'Filed Date Range' section is empty. The 'for Firm User:' dropdown is still 'Defense Attorney'. The 'Filed Last(10 Days)' and 'Open/Recent Updates Last(3 Days)' checkboxes are checked. The table below has columns: Queue, Doc. SubType, Filed Date, Filer, Hold Date, View, Doc, Status, Completed Date, Time, Userid, Case # Incident(s) #, and Notes. The table contains one row of data.

The status of the filing and clerk ID information is available for follow up.

Find Close My eFiled

Status Case #

My eFiling
 Firm eFiling
 for Firm User:

Filed Last(10 Days)
 Open/Recent Updates Last(3 Days)

Filed Date Range

Start

End

Queue	Doc. SubType Title	Filed Date Filer	Hold Date	#	Notes
<input type="button" value="⊕"/>	Review Petition Petition	06-21-2016 training9	<input type="button" value="View"/>		Please send in the filing fee before July 14, 2016 06-21-2016 10:34 AM...

The clerk may enter notes regarding the filing, including reminders about payment. Please check these notes regularly.

Filing additional documents from My eFiled:

Find Close My eFiled

Status Case #

My eFiling
 Firm eFiling
 for Firm User:

Filed Last(10 Days)
 Open/Recent Updates Last(3 Days)

Filed Date Range

Start

End

Queue	Status	Completed Date Time Userid	Case # Incident(s) #	Notes
<input type="button" value="⊕"/>	Review		charlie Brown (1102991) 1	
<input type="button" value="⊕"/>	Review		charlie Brown (1102991) 1	

To file a series of documents to the same case(s) and incident(s) click on the grey folder in the My eFiled screen. This will automatically associate the information that was previously entered.

eFile New Document on Existing Case(s)/Inc(s)

Case Name (Case #): charlie Brown (1102991)

Inc #	Description	Intake Decision	Type
<input checked="" type="checkbox"/> 1	VOLUNTARY RELINQUISHMENT	PET	Child Welfare

[Continue eFile Process](#)

Confirm the case and incident information is correct. Click the Continue eFile Process button.

eFile Batch Detail

eFile Batch Id: 3348 eFile For Firm User: Defense Attorney Status: Incomplete

Created By: training3 Created DateTime: 11-14-2016 03:02:34 PM Alert Date:

Note: Creating efile Batch record from Existing Case(s)/Inc(s)

Case Info [Add Existing Case](#) [Create New Case](#)

Edit	Case #	Case Name	District Office	Incident(s)	Edit/Add	New Inc	Remove
	1102991	charlie Brown	Salt Lake City	1			

Document Info

INCOMPLETE MISSING DOCUMENT

[Add PDF Document](#) [Add Proposed Verbiage](#)

[Save](#) [Click to View Error Messages](#) [Go Back to Batch Lookup](#) [Delete](#)

Add/Create the document to complete the filing.

Amending a Proposed Order:

Once a proposed order has been submitted to the Court it cannot be amended. However, you may refile with a document title of “Amended Order for _____.” The Court will either decline to sign the original proposed order or mark the order unsigned.

Amending a Signed Order:



The screenshot shows the 'My eFiled' interface with the following details:

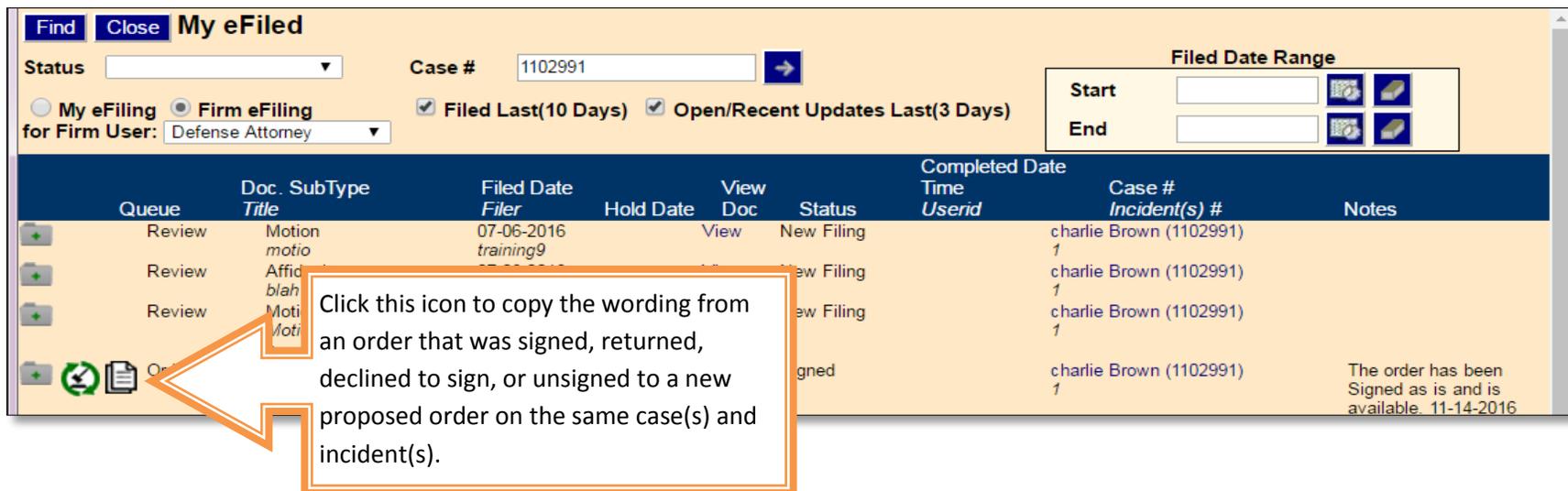
- Find Close My eFiled**
- Status:** [Dropdown]
- Case #:** 1102991
- Filed Date Range:** Start [] End []
- My eFiling:** My eFiling Firm eFiling
- for Firm User:** Defense Attorney
- Filters:** Filed Last(10 Days) Open/Recent Updates Last(3 Days)

Queue	Doc. SubType Title	Filed Date Filer	Hold Date	View Doc	Status	Completed Date Time Userid	Case # Incident(s) #	Notes
Review	Motion motio	07-06-2016 training9		View	New Filing		charlie Brown (1102991) 1	
Review	Affidavits	07-08-2016		View	New Filing		charlie Brown (1102991) 1	
Review				View	New Filing		charlie Brown (1102991) 1	
				View Chain	Signed		charlie Brown (1102991) 1	The order has been Signed as is and is available. 11-14-2016 03:54 PM -...

Callout Box: Click this icon to amend a signed order. You will be taken directly to the proposed order screen where the wording can be amended. Save and eFile as usual.

Copying an Order:

The option to copy information from a previously submitted document is now available. This will eliminate the need to reenter all case related information make necessary information to the wording.



The screenshot shows the 'My eFiled' interface. At the top, there are search and filter options: 'Find', 'Close', 'My eFiled', 'Status' dropdown, 'Case #' input (1102991), and 'Filed Date Range' with 'Start' and 'End' inputs. Below these are radio buttons for 'My eFiling' and 'Firm eFiling', and checkboxes for 'Filed Last(10 Days)' and 'Open/Recent Updates Last(3 Days)'. A dropdown for 'for Firm User:' is set to 'Defense Attorney'. The main area is a table with columns: Queue, Doc. SubType, Filed Date, Hold Date, View, Status, Completed Date, Case #, and Notes. The table contains four rows of data. A callout box with an orange border points to a copy icon in the 'View' column of the first row. The text in the callout box reads: 'Click this icon to copy the wording from an order that was signed, returned, declined to sign, or unsigned to a new proposed order on the same case(s) and incident(s)'.

Queue	Doc. SubType	Filed Date	Hold Date	View	Status	Completed Date	Case #	Notes
Review	Motion	07-06-2016		View	New Filing		charlie Brown (1102991)	
Review	Affid				New Filing		charlie Brown (1102991)	
Review	Moti				New Filing		charlie Brown (1102991)	
Order	Order				Signed		charlie Brown (1102991)	The order has been Signed as is and is available. 11-14-2016

eFile Batch Detail

eFile Batch Id 3352 eFile For Firm User Firm Stringham Lamb Status Draft
 Created By training3 Created DateTime 11-14-2016 04:21:50 PM Alert Date
 Note Copied from My eFiled

Case Info [Add Existing Case](#)

Edit	Case #	Case Name	District Office	Incident(s)	Edit/Add	New Inc	Remove
	1102991	charlie Brown	Salt Lake City	1			

Document Info

Document ID 2770 Document Sub Type Judicial Order
 Document Title Test Order Document Type Orders
 Filed/Created By training3 [View Proposed](#)

[Save](#) [Go Back to Batch Lookup](#) [Delete](#)

Click the edit icon.

Proposed Document - Google Chrome
https://caredev.utcourts.gov/efiling/ProposedDocument?m=saved&efileBatchId=3352&efileId=0

Filer Information for Firm Stringham Lamb
134 W MAIN ST 201 VERNAL UT 840784
 Include Filer Info on Document
[Add Firm Address](#)

Third District Juvenile Court
FOR **SALT LAKE** COUNTY, STATE OF UTAH

STATE OF UTAH, in the interest of
Brown, charlie 05-17-2012
Case Descriptor: A Person Under the Age of 18 Years

Title: Test Order Amended
Case No. 1102991
Judge / Commissioner: Test, Judge

Include Incident/Allegation Verbiage
* Document Content is required [Unlock](#)

Test for Amending Orders

Make any appropriate changes to the wording previously entered. Click Save & Preview to verify and download a copy of the draft Proposed Order. Then click Go Back to Batch Detail.

[Save Only](#) [Save & Preview](#) [Go Back to Batch Detail](#)

After returning to the Batch Detail Screen, click the eFile button to complete the filing.