



# Frequently Asked Questions

Click on a question or topic to view help on that subject, or search the document by typing Control+F (PC) or Command+F (Mac) on your keyboard then typing in a keyword or phrase.

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## Contact Information

### How do I contact the E-Filing staff?

E-Filing staff contact information:

Tech support email: [efilingtechsupport@mt.gov](mailto:efilingtechsupport@mt.gov)

## Registration

### Instead of creating my own account, can I login with someone else's account?

No. The Temporary E-Filing Rules state, in part:

RULE (10)(A)1. A REGISTERED USER'S LOG-IN AND PASSWORD SERVE AS THE USER'S SIGNATURE ON ALL DOCUMENTS ELECTRONICALLY FILED WITH THE COURT.

RULE (10)(A)3. A REGISTERED USER SHALL NOT KNOWINGLY PERMIT OR CAUSE THE USER'S PASSWORD TO BE USED BY ANYONE ELSE.

### Which role should I register with?

- County attorneys and any attorney initiating Criminal (DC), Juvenile (DJ), Abuse and Neglect (DN), Involuntary Commitment (DI) or Developmental Disability (DD) cases in district courts or Criminal (CR) cases in limited jurisdiction courts should register with the role “**Govt Attorney**.”
- Public defenders, private attorneys and Pro Hac Vice attorneys should register with the role “**Attorney**.” Use the bar ID given to you by the Montana Bar.
- Paralegals, judicial assistants and clerks of limited jurisdiction courts should register with the role “**Authorized Staff**.”
- District and limited court judges register as “Case Participant” then email [efilingtechsupport@mt.gov](mailto:efilingtechsupport@mt.gov) to have the role updated by an administrator.
- Members of reporting agencies such as CASA, Adult Probation & Parole and Sheriff’s Office should generally register with the role “**Case Participant**.” If you are an active attorney for that agency, register with the role “Attorney.”

### Attorneys – Why does it say my name does not match the bar record?

If you are registering as an attorney or government attorney, the name you put into the user information fields must match **exactly** what is recorded with the Montana Bar Association. Pay special attention to punctuation and special characters. For example, if your name is registered as “E-File A. Attorney” the name fields must read:

- Last Name: Attorney
- First Name: E-File
- Middle Name: A.

Once you are registered you can change the way your name appears in E-Filing. Your name only needs to match the Bar record during the registration process.

### Why do I get a message saying I am pending user approval?

This is a good thing. Check the email inbox of the email address you used to register for the E-Filing system. You will receive an email from [noreplymtefile@mt.gov](mailto:noreplymtefile@mt.gov) after submitting the registration form. The email will say “Please click [here](#) to confirm this as your primary e-mail.” By clicking “[here](#)” you will finalize the registration process.

## **I never received a verification email.**

If you never received an email to finalize your account, log into the E-Filing system. Click on your name in the top right corner of the screen, then click “My Account.”

- Check that the Primary E-Mail is correct. Edit and save it, if needed.
- At the bottom of the User Information page Click “Re-send Verification email.”

## **Authorized Staff – After I register I do not have an option to create filings.**

If there is no menu in the top left corner of the page, you are not designated to work on behalf of a primary user. Before you have access to file on a case, you need to be working on behalf of a judge, attorney, or case participant. For more information, please see the [section](#) about managing support staff.

## **Login**

Login page: <https://mtefile.courts.mt.gov/login> (we suggest you bookmark this page)

## **My username and password do not work.**

- If logging into the E-Filing system with a state employee C#
  - Use the same credentials you use to log in to the state network.
  - If your password is expired, contact your agency's IT office to reset your password.
- If you are logging into the E-Filing system with Okta
  - Login with the Okta account (e-mail address) that is associated with your e-filing account.
  - If you forgot your credentials, click “Need help signing in?” then follow the instructions to recover the login credentials.
  - If you are still having problems, please contact SITSD at 406-444-2000.
- Try using a different internet browser or clearing your internet browser cache.

## **Account Management**

### **Account Information**

#### **How can I change my account information?**

Log in to E-Filing, click on your name in the top right corner, then click “My Account”. At the User Administration page, change the information, then click Save. If you need to change your role, please contact E-Filing staff.

### **Emails, Notifications and Receiving Notice of Service**

#### **How can my support staff receive eService notification emails?**

Only the primary and secondary emails in the **attorney's account** will receive service. If you want a specific person or group email box to receive service, add that email address as your secondary email.

**Listing the paralegal as support staff alone will not ensure that the paralegal receives eService notifications.**

Please note: orders are distributed by clerks' offices, not the e-filing system. Please update your email(s) with each court in which you file to ensure orders are distributed to your correct email.

## Managing Support Staff

### Attorneys, Judges, Clerks and Case Participants – How do I manage who works on my behalf?

At the User Administration page, under Authorized Support Staff, click “Add Support Staff.” Type in the name of the person you want to add. Using only one or two fields tends to yield the best results. Using too many fields can make the search fail. Click <Search>. Click on the name of the person you want to add, then click <Save>.

### Authorized Staff – I don't have any options to file?

Register with the E-Filing system using the role “Authorized Staff.” Have the person you will be working on behalf of add you as support staff in their account settings.

The responsibility of linking accounts rests on the principal user (attorney or judge). As an authorized staff, you need the principal user to log into their account and add you as authorized staff.

### How do I change who I am working on behalf of?

If you work on behalf of multiple people you can change who you are working on behalf of. Click your name in the top right corner to display the dropdown menu, click on Switch User, then select the name of the person you want to work on behalf of.

The person you are working on behalf of is shown in gray below your name.

Support Staff  
Example Attorney

If you submit a filing on behalf of the wrong attorney, the Certificate of Service will say that you have submitted the filing on behalf of that incorrect attorney.

## Homepage

### Can I change what I see on my homepage?

Yes. On the home page in the top right corner underneath your name is a cogwheel icon . Click on the cogwheel, select which widgets you want to see, then click <Save>. Once you have selected your widgets you can rearrange them by clicking the header of the widget and dragging it to a new spot.

## Case Search/View

### Case Search

#### I cannot find the case I am looking for.

- The E-Filing system is not a public access system. To view a case, you must either be counsel of record on the case, or court staff.
- Check that you have selected the correct court.
- If you are searching for a closed case, make sure the checkbox “Exclude Closed” is unmarked (it is marked by default).
- If you are support staff, make sure you are working on behalf of an attorney on the case.
- Attorneys: The clerk’s office must have your bar number saved to your attorney record in order for you to have case access in e-filing. When filing at a new court, provide the clerks with your bar number.
- If you are a judge looking for another judge’s case, remove your name from the Assigned Judge field.
- When you search, too many variables increase the chances of making a mistake or restricting the search too much. Try using only the Case Number or Last Name fields.

- For the Case number field:
  - In the Montana Supreme Court, enter the entire case number (e.g. DA 17-0001).
  - In a trial court, only enter the number to the right of the final hyphen. For example, for case DC-32-2017-1 only enter “1” in the Case Number field.
- For County Attorneys on DN, DD, or DI cases:
  - If you are the attorney for the State on one of these three case types, but do not have access to the case, there is a data change that needs to be made to the case by the clerk’s office.
  - Clerks – The attorney’s record must have the designation “prosecutor” and have a bar number.

## Case View

### I click on the documents, but they don’t show up?

Check that your Internet browser is set to allow pop-ups. It is common for iPad and iPhone users to need to change their popup settings to view documents.

Chrome may provide more consistent access than Firefox or Safari.

There may be old (10-plus years old) Minute Entry documents that are not able to be viewed on certain mobile devices.

## Create a Filing

### Create Filing page

#### Can I file on a case if I do not know the case number?

If you do not know the case number for the case you want to file on, you can use Case Search to find the case.

- If the case is open, click on the case. On the left side of the screen in the case information box, click the <Create E-Filing> button to start a filing on the case.
- If the case is closed, record the full case number of the case, then click on Create Filing from the upper left-hand menu and fill in the case number.
- Court Reporters and Case Participants will need to know the case number since they will not be able to perform a search within the E-Filing system.

#### I cannot find a filing type or subtype to match my document?

The filing type and subtype do not need to match the document exactly. Select the filing type and subtype that most closely represents your filing.

Filing types matter most when you’re trying to **trigger a fee**. Please see the last two pages of [Best Practices](#) for a list of filing types and subtypes that trigger fees. When submitting a document that needs to be **signed or issued by a clerk or judge**, choose the filing type “Proposed Document.”

#### I cannot fill in a Filing Type or Filing Subtype, or move past the Create Filing page?

On the Create Filing page, the E-Filing system checks to make sure that you have provided a valid case number. Any time you file on an existing case, the E-Filing system verifies that the specified case exists in the database. If the case does not exist, or the case number format is incorrect, a red box will appear around the Case Number box.

- Check that the correct court is selected in the court dropdown menu.
- Insert the full case number in the Case Number field.
  - Montana Supreme Court – The format will look like DA 17-0001.
  - Trial courts – The format will look like DC-32-2017-1. In this example, the “32” represents the specific court identifier for Missoula County District Court. Each court has its own unique identifier. You can learn a court’s identifier by using Case Search. The court identifier is the number immediately following the first hyphen.
- If none of the above work and you are still experiencing problems, contact the clerk’s office and report the issue.
  - Clerks – Check that all the attorneys on the case have accurate bar numbers.

### **Can I file on a case if I am not listed as a party or attorney on the case?**

Yes, you can file on the case if you know the case number, but you will not be able to view the case if you are not a party or representing a party on the case. Users registered with the role “Case Participant” will always fall under this category.

### **Filing Information page**

#### **What if I am not filing on behalf of any of the parties on the case?**

You can select any or all parties, but you must select at least one. Then, leave a comment to the clerks in the comment field that lets them know who you are filing on behalf of. If you are submitting a filing with a statutory filing fee (such as notice of appearance at a district court), check mark the number of parties you’ll be representing, so the correct fee per party will be assessed.

If parties need to be added to the case, the clerk’s office can complete this after they process your filing. Once a case is opened, only the clerk’s office may add parties.

### **Attorneys (New Case) – Party Information page**

#### **What if I do not know some of the mandatory information about the party**

All mandatory information fields are denoted by a red asterisk. If you do not know this information you can enter “unknown” in the information field.

### **Upload Documents page**

#### **How can I electronically sign a document?**

The TEFR specifies signature requirements for e-filed documents, including multiple signatures on a single document.

In part, TEFR (10)(a)2 states:

EXCEPT AS PROVIDED BY (10)(B), WHERE A HAND SIGNATURE WOULD OTHERWISE APPEAR, EACH DOCUMENT FILED ELECTRONICALLY BY A REGISTERED USER SHALL BE SIGNED IN THE FORMAT “/S/ SIGNER’S NAME” OR WITH A HANDWRITTEN SIGNATURE.

#### **Is there a limit to the size of document I can upload?**

Yes, the upper limit is approximately 20 MB. For documents larger than 20 MB, separate the document into two or more files. Attach the remaining parts as additional lead documents using the same filing type and filing subtype.

## **How do I seal or make a document confidential?**

At the Upload Document page, click Request Confidential, then in the dropdown menu select the reason the document should be confidential. This will alert the clerk that a request has been made to make the document confidential.

Note: Attorneys have technical access to see all documents on cases on which they're attorney of record, including sealed documents.

## **What if I do not want to eServe a document?**

For documents you do not want served, such as a writ of attachment, click Exclude from eService to prevent the E-Filing system from sending eService to anyone.

If you click Exclude from eService on the first lead document no eService will be sent for the entire submission. If you do not click Exclude from eService on the first lead document, but click Exclude from eService on an additional document, only that specific document will be excluded from eService.

Exclude from eService does not allow you to select specific parties to be excluded from service. There may be options on the Service Information page to allow this.

## **Service Information page**

### **Do I need to create my own COS?**

No, a certificate of service will automatically be created from the information on the Service Information screen as long as you are serving at least one person. It will be attached as a separate page(s) at the end of your lead document. This requires the information on the service information page to be accurate. Certificates of Service are not appended to documents with the filing type "Proposed Document."

### **Do I need to manually serve someone if their service method is eService?**

No, at the time the filing is submitted, the E-Filing system automatically sends notice of service to anyone whose Service Method is eService.

### **Do I need to manually serve someone if their service method is Email?**

Yes. The E-Filing system does not automatically send email service to anyone who has email listed as their method of service. The E-Filing system **only** serves people with eService listed as their method of service.

### **Someone I need to serve is missing from the Service Information page?**

Official parties from the court's case management system are displayed on the Service Information page. This typically excludes victims and others who may be involved with the case but are not official parties. If you feel the information is incorrect, contact the clerk's office.

### **Can I add someone to the COS who is not listed on this page?**

Yes, click Add Other Recipient, then fill in the Last Name field and click <Search>. If the person is registered with the E-Filing system, they will be listed, and you can click on their name to add them as an eService recipient. If the person or organization is not listed in the menu, click <Add Non E-Filers>. Then include all relevant information you want displayed on the COS. Click <Add>, and once the person or organization is listed under Other Recipients select the Service Method you will use to serve them.

Note: do not add any information that should not be listed on the COS, such as a victim's name or contact information.

## Time and Effect of E-Filed Submissions

### When will my submitted document be file stamped?

There are two possible answers, depending on if your submission occurs on a court business day.

If you submit a document on a court business day and the document is not rejected, it will receive a file stamp of the day it was submitted. You have until 11:59:59 PM (Helena time) to submit your document to receive that day's filing date. (TEFR 4(c))

If you submit a document on a day that is not a court business day and the document is not rejected, it will receive a file stamp of the court's next business day.

The timing listed above applies without regard to the actual day that the clerk processes your submission.

Examples of how the file stamp rules work:

- If you submit your documents on a court business day, say Friday at 8:30 PM, and the submission is accepted and filed the following week, your document(s) will be file stamped with Friday's date.
- Assume you are submitting a document on Saturday to a court for which Saturday is not a business day and the following Monday is a business day. If your submission is accepted and filed on any day of the following week, your document(s) will be file stamped with Monday's date.

### What if I miss a deadline because my filing was rejected?

You take a risk when submitting a document via E-Filing that the document will be rejected by the clerk. Upon receiving your submission, the clerk will decide whether to accept it or reject it. Clerks typically follow local rules for rejection reasons, which may include lack of signature, wrong case numbers or other basic errors. If you are filing during court business hours and your filing is rejected, you may be able to quickly correct the error and resubmit.

TEFR 13(a)2 states in part:

PARTIES ARE RESPONSIBLE FOR TIMELY FILING OF ELECTRONIC DOCUMENTS TO THE SAME EXTENT AS WITH THE FILING OF PAPER DOCUMENTS, WITH THE SAME CONSEQUENCES FOR MISSED DEADLINES. THE CALCULATION OF TIME UNDER OTHER STATUTES AND RULES IS NEITHER EXPANDED NOR CONTRACTED BY THIS SECTION.

### What if I miss a deadline because my filing errored?

Infrequently, there will be a system fault that causes your submission to error. You should receive notice of this error within a few minutes of the error situation. An entry will appear in your Error Filing queue (and in the error filings widget if you have it displayed and, in the notifications, and email, depending on your notifications settings). At that time, be certain to keep a copy of original submission notification so that you have proof of the submission time. Contact the court clerk for resolution.

TEFR 13(a)1 states in part:

IF THE FAILURE WAS CAUSED BY THE COURT'S ELECTRONIC FILING SYSTEM, THE COURT SHALL GRANT APPROPRIATE RELIEF UPON SATISFACTORY PROOF OF THE CAUSE.

## Submitted, Rejected and Error Filings

### **My filing was rejected; how can I make changes and resubmit it?**

In the main menu hover your mouse over Filings, then click <Rejected> to open your Rejected Filing Queue. Click on the arrow in the resubmit column (near the right side of the window). When asked if you want to create a draft, click <OK>. The Filing Summary page is displayed and you have the option to click <Edit Filing> or <Add To Cart>. Click <Edit Filing> and make the necessary changes before adding to the cart and submitting again. For instance, you may need to modify a document and reupload it before adding it to the cart.

If your filing was rejected because it was filed on the wrong case, you will need to create a brand-new filing.

If you are a support staff and your filing got rejected because it was submitted on behalf of the wrong person, you will need to create a brand-new filing.

### **What should I do if my filing errors?**

On rare occasions, the E-Filing system will fail to deliver a submission to the clerk's office. This usually indicates some system-wide error that is not due to your own efforts. There are two error messages you may encounter.

- If the error notification says, "Please resubmit your documents," check to make sure that your document is not password protected and resubmit it. If this happens repeatedly, please contact E-Filing staff to report the problem.
- Even less frequently, you may receive an error message that says in part, "Validation/processing error." If this occurs, please contact the E-Filing staff immediately.

Note that if an errored filing is time sensitive, you may need to submit your document(s) on paper. Please retain the submission notifications of any error filing to prove the precise date and time that it was originally submitted so that the court can grant appropriate relief.

### **I resubmitted my rejected/errored filing, but it is still in the Rejected/Error Queue?**

After resubmitting your rejected or errored filing, it will remain in the rejected or errored queue until you remove it. To remove a filing, mark the checkbox on the left side of the line corresponding to the filing, then click <Delete>. If your filing gets rejected or errors again, a new rejected or errored filing will appear.

## Receiving Notice of Service

### **Why did I not receive Notice of Service?**

Notice of Service from counsel is always sent to both the primary and secondary emails listed in the attorney's account. If neither of those received an eService email, check that the service email did not end up in a spam or junk folder. Make sure you have no email filtering rules in place. You may need to add [noreplymtfile@mt.gov](mailto:noreplymtfile@mt.gov) to your list of trusted senders. You will also receive a home page notification of service.

You will continue to receive court orders and other notices from the clerk in the same way you receive them now.

Your authorized support staff will not automatically receive notice of service through email unless you have that email address listed as your primary or secondary email address. All support staff will be able

to access the service notifications that are available on the home page. Click [here](#) for further information.