



eFlex Electronic Filing – Filer Interface

Arkansas

User's Guide for Filers

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Introducing Electronic Filing

Electronic Filing Basics

Arkansas's electronic filing (eFiling) system is designed to make the work associated with initiating and processing a case more efficient for both filers and court personnel. Not only does the web-based filer interface software allow filers to create documents and submit them to the court electronically, the filer interface also provides the means for users to view case histories, check the status of submissions, send follow up documents, and access service lists.

For the court personnel, the software routes the filings to the appropriate personnel for review, response, generation of additional documents, or further action. When documents are filed conventionally, once the court personnel scan the documents, the filer interface distributes a courtesy notice to electronic participants on the case so those participants may access the documents electronically.

This user's guide is intended to instruct filers on the features of the eFlex eFiling system. Check the Arkansas Judiciary eFiling login page at <https://efile.aoc.arkansas.gov> for additional information on eFiling instruction opportunities.

In order to progress through eFiling a case with the greatest ease, please follow the steps outlined in this manual, including document preparation as discussed below. Also, for best results, users are strongly encouraged to use only the navigation buttons that are displayed on the eFiling interface. These will appear at the bottom of each page and will give the user options such as **Back** or **Next**. Additionally, the filer may use the menu bar located at the top of each screen just below the Arkansas Judiciary banner. Another navigation option is the breadcrumb trail displayed at the top of every page. This appears just under the menu bar, and the active links show the pages the user has visited to get to the current page. Clicking on any of these links will take the user back to the page listed. It is important to **avoid using the internet browser back arrow** during the preparation and submission of a filing.

Document Preparation Prior to Login

For most types of cases, the filer will need to attach documents with the initial filing. For the most part, those documents and any additional documents that are submitted at a later time need to be submitted as Adobe Acrobat PDF files (Portable Document Format), Microsoft® Word 2003 or higher, or Corel WordPerfect® 10 or higher files. Most documents that are submitted as part of a filing will not need to be changed, other than receiving a time stamp, during the filing or clerk approval processes. There are some documents, such as proposed orders, that are exceptions to this rule and must be submitted only as Microsoft® Word 2003 or higher or Corel WordPerfect® 10 or higher files so that the changes that must be made as the proposed order becomes an order can be made on the document. It is best to have these documents prepared before logging into Arkansas Judiciary filer interface.

The requirement for submitting documents as .pdf, .doc, .docx, or .wpd files also applies to paper exhibits such as copies of contracts or copies of cancelled checks. The easiest way to prepare such

exhibits is to scan and save them as PDFs. However, the filer could also scan the paper exhibits, save them as an image such as a .jpeg, and import them into a word processing document of the types listed above. Because color scans add to the file size, it is highly recommended that black and white settings be used with a lower resolution setting of 300 dpi (dots per inch) when scanning paper exhibits (unless the loss of the color degrades the value of the evidence).

Note: Although the Arkansas Judiciary will accept a wide variety of formats on documents submitted by eFilers, the final, permanent storage of all documents submitted will be in a PDF format. The Arkansas Judiciary system will be responsible for electronically converting all non-pdf documents to a pdf file format. Many factors, such as fonts used in the creation of a word-processed document, can affect the appearance of the final pdf document. If a filer wants to be sure her documents are permanently stored appearing exactly as they do on her own computer, it is best for the filer to create the pdf version of the documents and submit those with the filing. If a filer does not have the ability to convert documents to pdf, choosing commonly used fonts such as Times New Roman, Helvetica, Arial, or Calibri will greatly increase the chances that the converted document will appear like the original. PDF files submitted to the court should not be form fillable or contain any metadata.

The eFlex system interacts with conversion software to convert word processing documents to pdf documents. Tybera Development or the eFlex system doesn't own or control the conversion software. The conversion software is licensed to Arkansas Judiciary. If there are issues involving the conversion software, the Arkansas Judiciary system must contact the conversion software vendor directly for technical support.

If you need instruction on creating a PDF file, please refer to Appendix A at the end of this user guide.

Note: Individual document size is limited to 10 MB. Multiple documents can be included in a single submission. The size limitation for an entire submission is 30 MB.

Getting Started

Become a Registered User

Pursuant to Section 10 of Administrative Order 21, the following persons shall be permitted to become registered users: (1) licensed Arkansas attorneys; (2) non-Arkansas attorneys permitted to practice pro hac vice in Arkansas; (3) litigants appearing pro se in a particular case in which the court has mandated electronic filing. Filers must complete all three steps below to begin electronic filing.

1. Attend online training (register at <http://www.tybera.com/arkansas.htm>). After attending training attorneys will be eligible for one hour of general CLE credit. Please provide feedback after your training [by following this link](#) . Attorneys may request CLE Credit by completing [this form](#) and mailing the signed printed form to the Office of Professional Programs.

2. Mail a one-time account registration fee of \$100, payable to the “Bar of Arkansas” to the following address:

Electronic Filing Registration
Administrative Office of the Courts
625 Marshall Street
Justice Building, Suite 1100
Little Rock, AR 72201

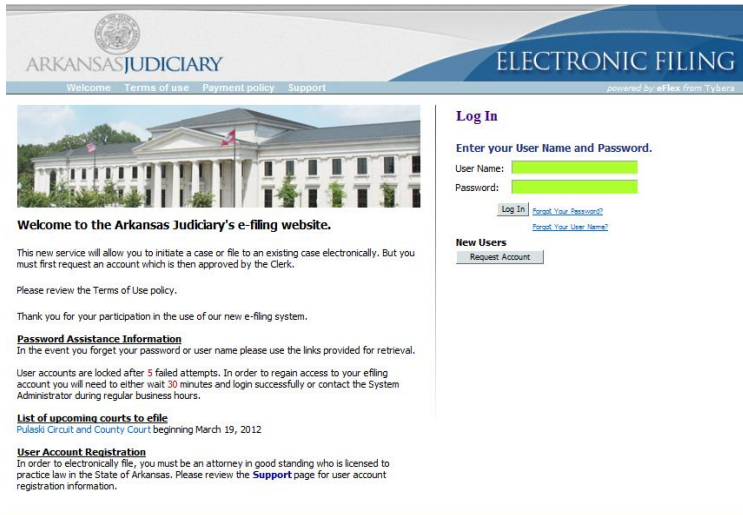
- If you are requesting an attorney or pro hac vice account, your name, bar number, and e-mail address must accompany the payment.
 - If you are a pro hac vice attorney, you must also provide a letter of good standing from your local bar.
 - If you are requesting a Pro Se account, AFFIDAVIT IN SUPPORT OF PRO SE REQUEST FOR ELECTRONIC FILING ACCOUNT available at this link must accompany your payment.
3. Request an account online and “Accept” the Electronic Filing Account Request User Agreement at <https://efile.aoc.arkansas.gov/>.

Login

To begin eFiling you must first go to the “Login” page located at: <https://efile.aoc.arkansas.gov> and request an account if you do not already have one.

The “Login” page is the place where the system administrator may communicate with filers by posting a message providing links to rules or forms or by posting a message notifying users of upcoming system maintenance.

Figure 1: Login Screen



1. To begin the registration process, click on the **Request Account** button on the login page.

Figure 2: Read and Accept User Agreement



- The “User Agreement” page will open. After reading the user agreement, accept the terms by selecting the proper radio button, and click **Submit**. The “User Roles” page will appear.

Figure 3: Association with a Role

ARKANSAS JUDICIARY ELECTRONIC FILING

User Agreement >> Select User Role

USER ROLES

Select your user role:

ATTORNEY

PRO SE

Cancel Next

- Each user must have an assigned role. Select the ATTORNEY or PRO SE role from the list by marking the appropriate radio button and clicking **Next**. The “Select a Company” page will appear.

Figure 4: Association with an Organization

ARKANSAS JUDICIARY ELECTRONIC FILING

User Agreement >> Select User Role >> Select User Company

Select a company

Select the company you belong to or type it in below:

Existing

New

Cancel Next

- Each user must be associated with an organization. On the “Select a company” page, use the drop-down menu to select a company that is already a part of the eFlex community. Pro Se requesters should select the PRO SE Company. Attorneys who need to create a new organization account should select “New” and fill in the text box with the company name for which an account is being established. Make sure you use the legal name of the company.
- Click **Next**. The “Request a User Account” page will display.

Figure 5: User Profile Information

ARKANSAS JUDICIARY ELECTRONIC FILING

User Agreement » Select User Role » Select User Company » Request a User Account

Request a User Account

Company Name: ARKANSAS JUDICIARY

User Name: *

Your password must be at least 8 characters long, must contain a symbol other than a character or number, and must be different than your user name.

Password: *

Confirm Password: *

Title:

First Name: *

Middle Name:

Last Name: *

Suffix Name:

Bar Number: *

Phone: * Fax:

Email: *

Confirm Email: *

1st Alternate Email:

2nd Alternate Email:

Use My Company's Address

Use My Address

Address Line 1: *

Address Line 2:

Address Line 3:

City: * State:

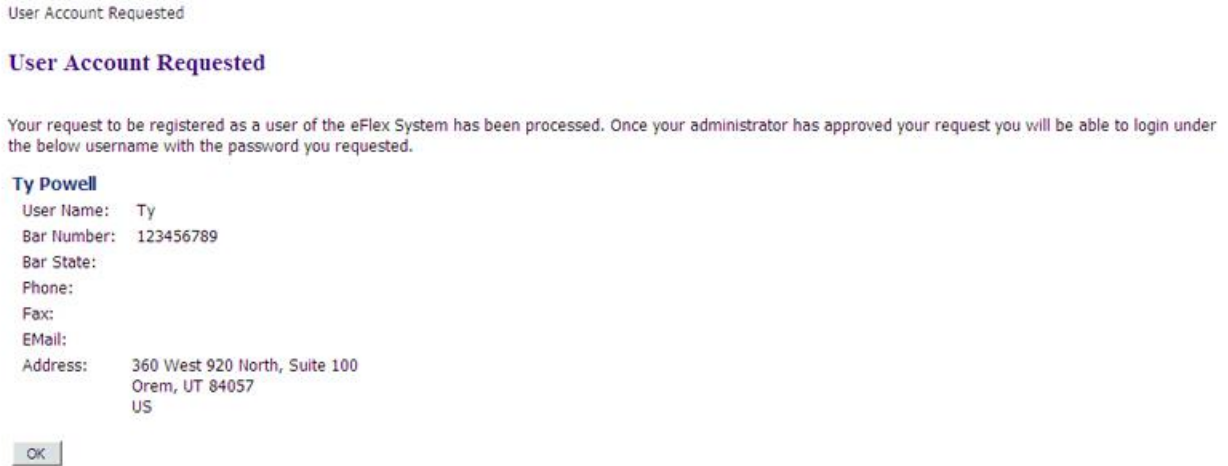
Postal Code: * Country:

6. Fill in the textboxes with the appropriate information. Fields marked with an asterisk are required.
7. Be sure that the password you select is one you will remember, contains eight characters, including a special character (such as an exclamation point, asterisk, or period), and is different from your user name.

Note: Non attorney filers may have different required fields. Some information, such as your user name, user identification number or bar number, cannot be modified after you register.

8. Click **Submit**.

Figure 6: Notification of User Account Request

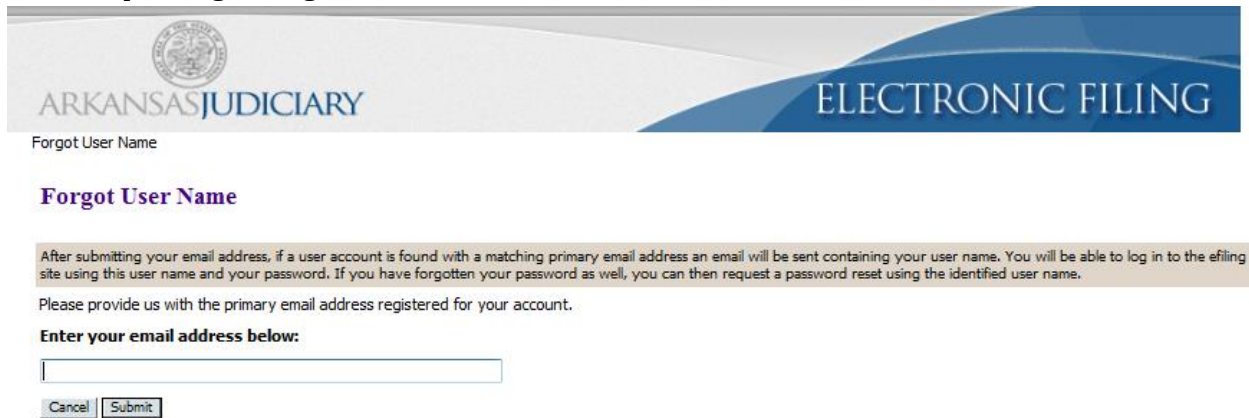


9. A page notifying you that a user account has been requested appears and displays basic user information including the company with which the user is associated. Click **OK** to return to the “Login” page. Once you have completed the registration process and your account has been approved, you will receive an email message that your account is approved. You can then log in to the eFiling system with your user name and the password you established during the registration process.

Requesting Forgotten User Name or Resetting Forgotten Password

1. If you have forgotten your password, on the “Login” page, click **Forgot Your User Name**. A page will appear asking you to enter the primary email addresses associated with your account.

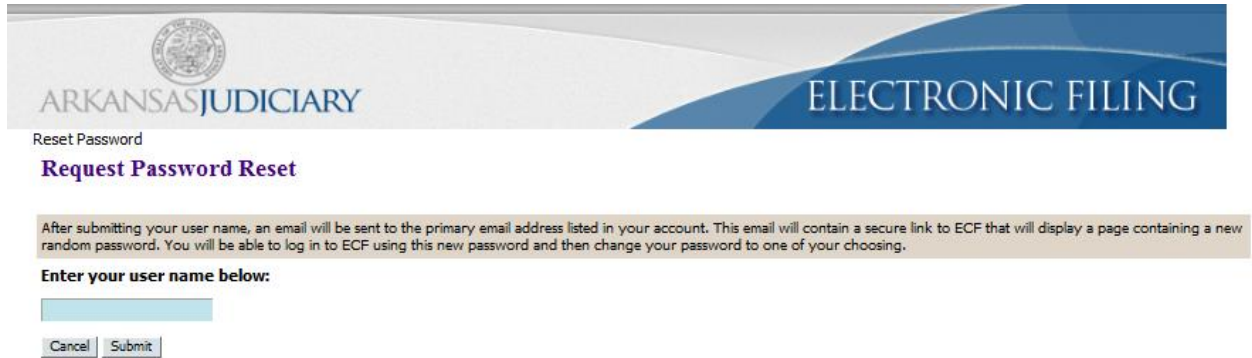
Figure 7: Requesting a Forgotten User Name



2. Fill in your primary email address, and click **Submit**.

3. Check your email account for a message sent from the eFlex system. It will contain your user name.
4. If you have forgotten your password, on the "Login" page, click **Forgot Your Password**. The "Request Password Reset" page will appear.

Figure 8: Requesting a Password Reset



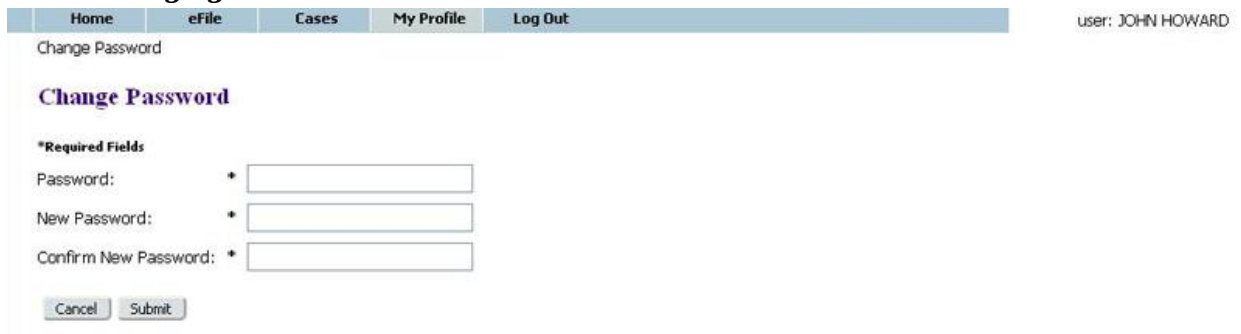
5. Enter your user name and click **Submit**.
6. An email containing a link will be sent to the address listed on your user profile. Upon clicking the link, you will be directed to a page with a temporary password that you may use to login to the eFlex system.

Figure 9: Temporary Password for One-Time Login



7. After login, proceed to the "Change Password" page. You may also access this page by selecting **My Profile > Change Password** from the menu bar located at the top of most pages.

Figure 10: Changing a Password



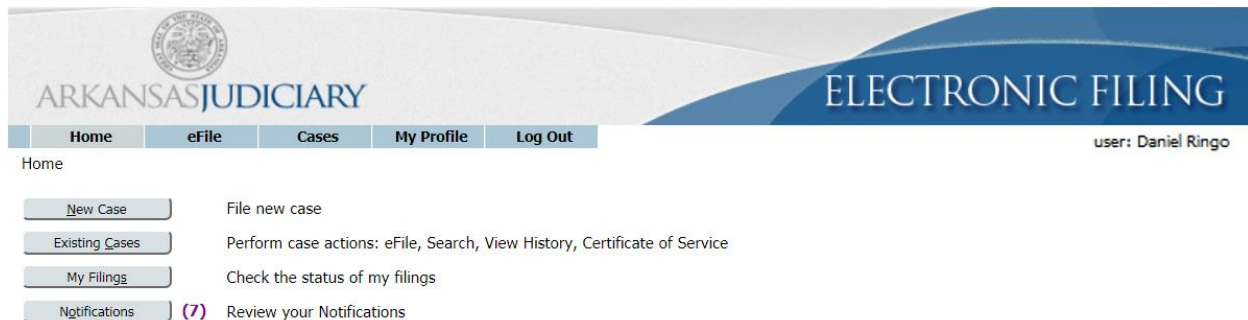
8. Enter the temporary password in the "Password" field.

9. Create a new password following the password requirements and type it into the “New Password” field. Be sure that the password you select is one you will remember, contains eight characters, including a special character (such as an exclamation point, asterisk, or period), and is different from your user name.
10. In the “Confirm New Password” field, re-type the password exactly as you entered it in step 6.
11. Click **Submit** to save your changes.
12. Be sure you notify your legal assistant, or any others who may enter your filings for you, of the change in password.

Navigating from the Home Page

The “Home Page” is your starting point as a filer and is the default screen you see when you login. All the basic filer functions are accessed by clicking the appropriate button listed on the home page. You can also navigate using the menu bar that appears at the top of most pages on the website. Roll the mouse over the listings on the menu bar to become familiar with options not available in the list of buttons at the left of the home page. For instance, on the menu bar the “My Profile” drop down list allows you to access pages to view and modify profile information, including changing your password.

Figure 11: Home Page



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Your user name appears on the right side below the banner.

Note: This is a web application. Your web session will terminate automatically if there is no activity on the webpage for 20 minutes. A session is considered active as long as you are interacting with the web server. For example, if you do not click a **Next** or **Submit** button within 20 minutes, the session will time out and log you off the system. When the system logs you out, the screen doesn't change. It appears that you're still logged on; however, as soon as you click a button, you will be asked to login. Typing in a text field does not count as being "active."

Logging Out

1. Click the **Logout** button listed on the right side of the menu bar. A "Logout" page will appear.

Figure 12: Notification of Drafts

The screenshot shows the Arkansas Judiciary Electronic Filing interface. At the top, there is a navigation menu with options: Home, eFile, Cases, My Profile, and Log Out. The user is identified as Daniel Ringo. Below the menu, a "Logout" notification is displayed, asking the user if they are sure they want to log out, with "Yes" and "No" buttons. Below the notification is a table of incomplete filings.

Filing ID	Client #	Court Case #	Case Title	Filing Description	Create Date	Court	Days Until Deletion
981	57239			OTHER-CIVIL CONTRACTS	02-26-2012:10:00:16 AM	PULASKI COUNTY CIRCUIT COURT	60

2. Review the list of incomplete filings. Prior to completing user logout, the eFlex system notifies users of drafts they may have in process. Because eFlex saves information entered for a filing after the addition of parties or documents, a user is able to begin a filing and leave the eFlex session before finalizing the filing. The eFlex system also automatically executes a save action on incomplete filings when a user selects **Logout**. The information entered will be saved in draft form and accessible for completion on subsequent logins.

Working with Profiles

My User Profile

When you register for an account, you are required to provide profile information that can be edited or updated later as needed. Periodically you might see a pop-up asking you to verify the current profile info. There is an option to change your profile information as seen in the example below. The default for the pop-up reminder is every 90 days unless the system administrator configures it to be more or less frequent.

To view or edit your user profile:

1. Select **My Profile > My Profile** from the menu. The "User Profile" page will appear and display the information entered when the user account was created or modified.

Figure 13: Modify User Profile

ARKANSAS JUDICIARY ELECTRONIC FILING

Home eFile Cases My Profile Log Out user: Daniel Ringo

User Profile

User Profile

Daniel Ringo

User Name: dringo
 Organization: RINGO LAW FIRM
 Bar Number: AR183001
 Contexte ID:
 Phone: (501) 555-1212
 Fax: 501-555-1212
 Email: daniel.ringo@gmail.com
 1st Alternate Email:
 2nd Alternate Email:
 Address: 123 Main Street
 Little Rock, AR 72201
 US
 Role: ATTORNEY
 Date Approved: 2012-02-26 09:46:01.000
 Expiration Date:
 Gatekeeper: None

Modify User Profile Change Password Upload Signature Select Gatekeeper

ARKANSAS JUDICIARY ELECTRONIC FILING

Home eFile Cases My Profile Log Out user: Daniel Ringo

User Profile → Modify User Profile

Modify User Profile

Daniel Ringo

Role: ATTORNEY

User Name: dringo
 Title: Mr.
 First Name: * Daniel
 Middle Name:
 Last Name: * Ringo
 Suffix Name:
 Organization: RINGO LAW FIRM
 Bar Number: AR183001
 Contexte ID:
 Phone: * (501) 555-1212 Fax: 501-555-1212
 Email: * daniel.ringo@gmail.com
 Confirm Email: * daniel.ringo@gmail.com
 1st Alternate Email:
 2nd Alternate Email:

Email Notification:
 Do NOT email me status updates for received filings
 Do NOT email me status updates for approved filings
 Do NOT email me status updates for rejected filings

Use My Company's Address
 123 Main Street
 Little Rock, AR 72201
 US

Use My Address
 Address Line 1: * 123 Main Street
 Address Line 2:
 Address Line 3:
 City: * Little Rock State: Arkansas
 Postal Code: * 72201 Country: United States

Cancel Submit

- To change the information in the user profile, click **Modify User Profile** to cause the “Modify User Profile” page to appear. Fields that display a textbox may be modified.

Note: You **MUST** maintain the correct primary email address associated with this account in order for the eFlex system to communicate with you about activity that has taken place on your cases. If you change your email account, then you must record the new email address on your user profile to receive Notifications of Electronic Filing (NEFs) for your cases.

- Optional:** The alternative email addresses are provided so that someone else can receive email notices when you receive courtesy notices on your cases. This may be used for partners or assistants.
- Optional:** The eFlex system default is to automatically send users emails notifying them of status updates for action taken on their filings. If you do not wish to receive email updates on status changes for received filings, approved filings, partially approved filings, or rejected filings on all of your cases, select the appropriate radio button to discontinue that service.
- Click **Submit** to save the changes you have made and be returned to the “User Profile” page.

Note: If a change is required to fields without a textbox, the user will need to contact the system administrator at courts.efiling@arcourts.gov. For instance, a system administrator is able to change a user's assigned role or the organization with which the user is associated.

Passwords

You may change your password whenever you want. Periodically changing your account password is a wise security measure. We recommend that your password be something that you can remember but is difficult for others to figure out. The Arkansas Judiciary eFiling system password requirements state the password must be eight characters in length, contain a special symbol such as a dollar sign or period, and be different from your user name. A good password has symbols, upper and lower case characters, and numbers. Passwords are case sensitive.

To change your password:

- Select **My Profile > Change Password** from the menu bar at the top of the page or, from the “User Profile” page, click **Change Password**.

Figure 14: Change Password Screen

Change Password

*Required Fields

Password: *

Your password must be at least 8 characters long, must contain a symbol other than a character or number, and must be different than your user name.

New Password: *

Confirm New Password: *

Cancel Submit

2. Enter the temporary password in the "Password" field.
3. Create a new password following the password requirements and type it into the "New Password" field.
4. In the "Confirm New Password" field, re-type the password exactly as you entered it in step 3.
5. Click **Submit** to save your changes.
6. Be sure you notify your legal assistant, or any others who may enter your filings for you, of the change in password.

Note: When you are changing your password using the "Forgot My Password" feature on the "Login" page make sure you type in the new temporary password in the first password field. Don't try to remember your old password because it has been changed.

Login History

The "Login History" screen shows your login failures to help you monitor any unauthorized login attempts.

If your account has too many login failures, the system will automatically suspend your account for 30 minutes. If this occurs, call support to reset your password or try again in 30 minutes. Changing your password on a regular basis is one way to help avoid unauthorized access to your account.

To view login history:

1. Select **My Profile > View Login History** from the menu. The "Login History" page appears displaying a list of the login attempts along with the date, login result, and IP address of the requesting machine.

Figure 15: Login History

ARKANSAS JUDICIARY ELECTRONIC FILING

Home eFile Cases My Profile Log Out user: Daniel Ringo

Login History

Login History

Daniel Ringo Log In History

Employee Account Status: Active Entries per page: 50

Date Logged In	Log In Result	Requesting IP Address
2012-02-26 11:24:56.0	Succeeded	68.51.60.233
2012-02-26 09:53:46.0	Succeeded	68.51.60.233
2012-02-26 09:51:24.0	Succeeded	68.51.60.233

1

Working with Cases

There are three options under the menu bar option labeled “Cases”. They are:

- “Existing Cases”
- “Notifications”
- “Filing Charges”

When you initiate a new case or send in a follow-up filing, even if it is just a notification, the case number is added to the “Existing Cases” list if you are a participant, and the eFiling system recognizes that condition. From the menu bar, clicking on **Existing Cases** will allow you to access a list of cases on which you are a registered participant.

To View Existing Cases:

Click **Existing Cases** on the home page or select **Cases > Existing Cases** from the menu bar.

Figure 16: List of “Existing Cases”

The screenshot shows the Arkansas Judiciary Electronic Filing interface. At the top, there is a navigation bar with links for Home, eFile, Cases, My Profile, and Log Out. The user is identified as Daniel Ringo. Below the navigation bar, there is a search area for Existing Cases with a dropdown menu for the number of cases displayed per page (set to 50). There are input fields for Case Number and Participant's Last Name, along with buttons for eFile, History, and Certificate of Service. An example case number 60CV-12-1234 is shown. A search button is also present. Below the search area, there are radio buttons for Show Active, Show Inactive, and Show Both. The main content is a table of cases with columns for Case Title, Case Number, eFile, Case Type, Judge, Court, Certificate, and Inactive. Two cases are listed: MARY MOSES V JOE MOSES and STATE V CURTIS SINGLETON.

Case Title	Case Number	eFile	Case Type	Judge	Court	Certificate	Inactive
<input type="checkbox"/> MARY MOSES V JOE MOSES 2015-10-19 03:25:46 PM SUMMONS ISSUED 2015-10-14 03:07:22 PM ENTRY OF APPEARANCE 2015-09-17 12:53:53 PM COMPLAINT/PETITION FILED S 2015-09-17 12:53:53 PM AOC COVERSHEET DOMESTIC REL	60DR-15-3856	eFile	CHILD SUPPORT	HON. W. MICHAEL REIF - 13TH DIVISION 6TH CIRCUIT	PULASKI COUNTY CIRCUIT COURT	Certificate of Service	<input type="checkbox"/>
<input checked="" type="checkbox"/> STATE V CURTIS SINGLETON	60CR-14-3118	eFile	CRIMINAL DIRECT FILED	HON. BARRY A. SIMS - 7TH DIVISION 6TH CIRCUIT	PULASKI COUNTY CIRCUIT COURT	Certificate of Service	<input type="checkbox"/>

From here you can:

1. Limit or expand the number of cases listed by clicking on the “Number of Cases Displayed Per Page” drop-down menu in the upper right corner of the page.
2. **Optional:** Search for cases not listed by filling in the case number and the case title in the search boxes at the top of the page and then clicking either **History** or **Certificate of Service**. This feature is helpful if you have not efiled on a case but need to view the case history or review the list of participants that need service in paper.

3. The “Show Active,” “Show Inactive,” and “Show Both” radio buttons at the right side above the list of cases is another means of filtering what is displayed on the page. The system default is “Show Active.”
4. Filter the cases listed by selecting the “Inactive” checkbox to the right of a case on which there is no current activity. The default setting for the “Existing Cases” page is “Show Active” so cases flagged as “Inactive” will not be displayed on the “Existing Cases” list.

Note: If action is taken on a case you have marked as “Inactive,” you will receive notifications of that action and can then reset the flag to active so the case will display on your “Existing Cases” list.

5. To reset a case as “Active,” select the **Show Inactive** radio button on the right side above the list. When the inactive cases appear on the page, un-check the “Inactive” checkbox for the entry that has become active. The entry will be reset to “Active” and will display on your “Existing Cases” active list.
6. **Optional:** Click the **Search Cases** button to be directed to a page where you can search the eFlex system for cases on which you have filed. The search does not access the clerk’s case management system. Enter part of the title or case number information as requested, and click **Search**. Cases fitting the criteria will be displayed on the “Search Cases” page.

eFilers: As a registered user you may see public cases listed here that you have not eFiled on. If you are indexed by the clerk as a party on a case, the eFiling system will update your list as soon as anyone on the case submits something through the eFiling system on that case.

Pro Se Filers: If you are a Registered Filer, cases you are currently participating in may not automatically show on your list. The reason for this may be that you are not listed in the case management system with the same party identification number.

Figure 17: Search Cases

Search Cases

Search by:
Enter a part of the case style or complete case number as search criteria.

Case Title:

Case Number: (Ex: 60CV-12-1234)

Cancel Search

Optional: Access additional information about the cases listed on the page by clicking on the “Case Number” link to view the “Case History” or on the “Certificate” link to view the lists of both electronic participants and the list of participants who will need notifications in paper.

Viewing a Case History

1. From the "Existing Cases" page, click either the "Case Number" link or use the textboxes to enter the case number and participant's last name then click **History**. A secondary page will open.

Figure 18: Expanded Case History View

ARKANSAS JUDICIARY **ELECTRONIC FILING**

Case Summary for Case: 60CV-12-5183
 DICKINSON V LACY
 PULASKI COUNTY CIRCUIT COURT

Case Number	60CV-12-5183	Judge	HON. MARY S. MCGOWAN - 9TH DIVISION 6TH CIRCUIT - Division C06D09
Case Type	OTHER-CIVIL CONTRACTS	Amt. of Claim	\$10000.00
Opened	02-26-2012	Jury/Non Jury	Non Jury
Status	Active		

[Show/Hide Participants](#)

Plaintiff[s]	Counsel of Record
TOWNSEND DICKINSON 456 Main Street LITTLE ROCK, AR 72201	DANIEL RINGO 123 MAIN STREET LITTLE ROCK, AR 72201
Defendant[s]	Counsel of Record
THOMAS J LACY 789 MAIN ST LITTLE ROCK, AR 72201	

File Date	Case History
02-26-2012 Court	PAYMENT RECEIVED - A Payment of \$165.00 was made on receipt 60CI68490. Filed by: Court
02-26-2012 Plaintiff	AOC COVERSHEET CIVIL Filed by: DANIEL RINGO AOC COVERSHEET CIVIL
02-26-2012 Plaintiff	COMPLAINT/PETITION FILED \$ Filed by: DANIEL RINGO COMPLAINT/PETITION FILED \$ PLAINTIFF'S COMPLAINT
02-26-2012 Plaintiff	SUMMONS ISSUED Filed by: DANIEL RINGO SUMMONS ISSUED

2. Click the +/- near the upper left corner of the page to show or hide participants such as plaintiffs, defendants, or attorneys listed on the case.
3. Click the +/- to the left of the "Case History" column entry to view additional information.
4. Click a link under the "Case History" column to download that particular document. Your ability to access the documents will depend on the case type, case security level, docket security level, and document security level.

Viewing Certificate of Service

1. From the "Existing Cases" page, click either the "Certificate" link or use the textboxes to enter the case number, court, and case title, and click **Certificate of Service**.

Figure 19: Service List



Certificate of Service

Case Number: 60DR-13-2140
Case Title: MARY GILL V HENRY GILL

Judge: HON. COLLINS KILGORE - 13TH DIVISION 6TH CIRCUIT
Court: PULASKI COUNTY CIRCUIT COURT LARRY CRANE CIRCUIT CLERK

This certificate was automatically generated by the courts auto-notification system.
 Certification Generated on: 02-20-2014:16:05:08

The foregoing document(s) were electronically filed with the Clerk of the Court by using the electronic filing system. A notice of electronic filing was sent to the following:

DAVID SIMMONS for MARY GILL

The following people should be served conventionally:

HENRY GILL

2. A secondary page will open. The "Service List" view will list the electronic participants first. Those participants who need to be notified in paper will be under the heading "The following people should be served conventionally."

Notifications

As part of your account registration, you provided an email address and were given the opportunity to include additional email addresses. The eFlex system automatically generates emails to communicate with participants when action is taken on their cases. All email addresses entered in your profile will receive email messages of both types of notifications generated by the system. The email notification will contain a link to the efiled documents that can be accessed after the username and password is entered. The email may not include the all the details of the submissions depending on the security level of the case. The official notice is accessed through the filer interface and will have all the documents and case information.

The two types of notifications that can show in your notification list are:

- "Notice of Electronic Filing" (NEF)
- "Notice of Conventional Filing" (NCF)

A "Notice of Electronic Filing" (NEF) is a notice of documents that are filed on a case electronically. For participants on the case that do not have an eFiling account, the Arkansas Judiciary requires that you continue the practice of service to those participants in paper and includes your certificate of service as part of your documents in this case.

Figure 20: Courtesy Notice of Electronic Filing

***** IMPORTANT NOTICE - READ THIS INFORMATION *****
COURTESY
NOTICE OF ELECTRONIC FILING [NEF]

An electronic filing has been accepted for approval by the Clerk

Please log into the Electronic Filing System to view the official Court notification and get full details of the document(s) accepted by the Clerk.

Case Number:	60CV-12-2043
Date Filing(s) Submitted (transmitted):	07-16-2012:12:21:43
List of Document(s) Submitted (transmitted):	Official File Stamp
AOC COVERSHEET CIVIL	07-16-2012:12:21:43
COMPLAINT/PETITION FILED WITH FEE \$165	07-16-2012:12:21:43
SUMMONS ISSUED	07-16-2012:12:21:43
Court:	PULASKI COUNTY CIRCUIT COURT
Filed by:	Kyle Eckert Burton

This notice was automatically generated by the court's auto-notification system.

The following people were served electronically on 07-16-2012:12:23:54:
 KYLE ECKERT BURTON

The filing party is responsible for service of documents if it was not served by the electronic filing system.

Section 7 of Administrative Order 21 - Electronic Service

- (a) *Consent to electronic service.* Registered users of the electronic filing system consent to electronic service of electronic documents as the only means deemed to constitute service and such notice of filing is valid and effective service of the document on the registered users and shall have the same legal effect as service by conventional means.
- (b) *Applicability.* Complaints, petitions, subpoenas, or other documents that must be served with a summons may not be served electronically.
- (c) *Service on registered users.*
- (1) The electronic filing system shall provide notice to all registered users associated with the case that an electronic document has been filed and is available on the document management system. The notice shall be sent electronically to

When you receive a "Notice of Conventional Filing," (NCF) it means a paper document was submitted to the court, and the clerk scanned the documents into electronic format to be recorded. Links to these scanned documents are included in the notification. You may have received a paper copy of these documents from the filer if they submitted their documents in paper; however, many Pro Se filers do not understand the rules of service and fail to distribute the service properly. The NCF help the filers

know when this occurs, or it may simply be faster than the time it takes to receive the service in the mail.

Once you have efiled on a case and been added as a party to that case by the clerk of court, the case number is stored in a database, and your user name is associated with that case. When someone else sends a follow-up submission on any case on which you have been indexed as a participant, you will receive an email and the notification list will be updated with the submission information.

Notifications generally go out when the court records a submission. Notifications are also sent when the submission is accepted or "Returned Not Filed" by the clerk.

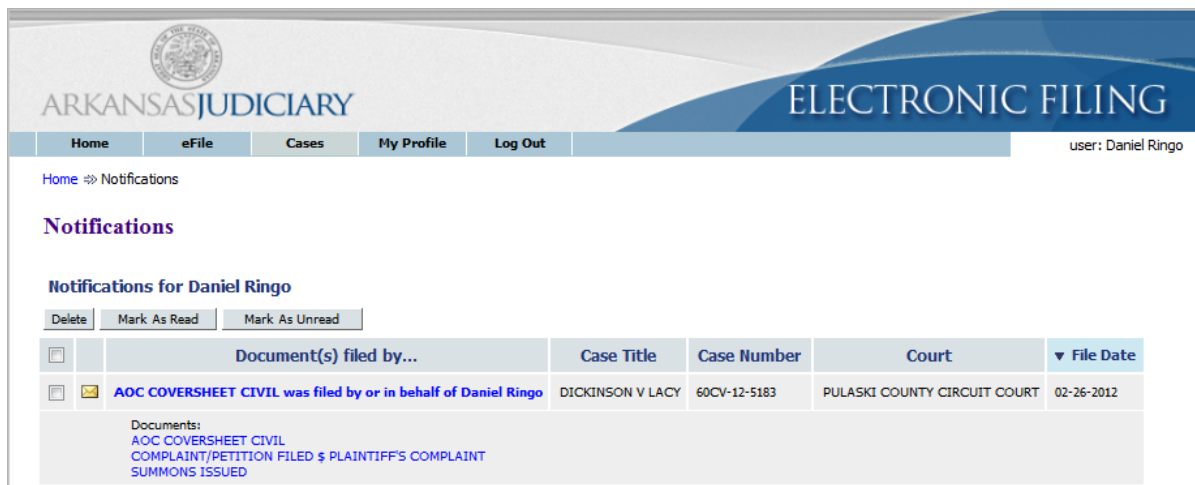
Accessing Your Notifications

1. To access your notifications from within the email, you can click on the link embedded in the email. This will launch a web browser and take you to the eFiling "Login" page. Once you log in, you will be directed to the "Notification Listing." (If you already have the eFiling application open, it is not recommended to open a new session by logging into a different browser window.)

Note: If you do not get your email messages, you can still log in and view your notifications. The eFiling system holds all notifications, access to the details of the notifications, and the ability to download the documents for a period of time determined by the Arkansas Judiciary, usually 90 days.

2. To access your notifications from the "Home" page, click on the **Notifications** button. Beside the **Notifications** button on the "Home" page there may be a number in parentheses such as **(10)**. This number represents the number of notifications you have not yet accessed and does not include the notifications that you have already accessed.
3. You can also access your notifications from the menu bar **Cases > Notifications**.

Figure 21: List of Notifications



4. An unopened envelope icon will appear to the left of each email notification you have not yet viewed.
5. Click the email link of the submission you wish to view. A secondary page opens where you can view the service list for the case. The list indicates both participants who have been served electronically by the court and a list of those participants who will need to be served by traditional, paper means.
6. A sub-listing of each email will display the documents that were filed with the case. Click on the document link to download a PDF of the document onto your local computer.
7. The envelope icon will change to an open envelope after you have viewed the email.
8. After you have viewed the email notification and downloaded the related documents, you can delete the notification by selecting the checkbox to the left of the notification and clicking the **Delete** button.

Viewing Filing Charges

Some documents that you file require court fees. Before you submit anything to the court, the final step is to review the data and documents in your submissions. The eFlex system automatically queries the Arkansas Judiciary system to calculate fees and displays those fees on the “Review and Approve” page for the filer. If one of the documents you included requires a court fee, there are several payment options including a subscription account billed by Information Network of Arkansas, payment with a credit card, or payment by electronic check. Currently, credit cards accepted for payment of fees include Discover, MasterCard and VISA. There are also waiver options provided including indigent status or monthly billing from the court for certain Arkansas agencies. When payments are made, eFlex records the payments and keeps track of payment information for the last twelve months. If you go to the court and make a payment directly to the clerk, those payments will not appear in eFlex. eFilings accepted by the clerk will list the final receipt number issued by the courts case management system.

To view filing charges:

1. Select **Cases > Filing Charges** from the menu.

Figure 22: List of Filing Charges

The screenshot shows the 'Filing Charges' page in the Arkansas Judiciary eFlex system. The page header includes the Arkansas Judiciary logo and 'ELECTRONIC FILING'. A navigation menu has 'Home', 'eFile', 'Cases', 'My Profile', and 'Log Out'. The user is identified as 'Daniel Ringo'. Below the navigation, there is a 'Report Month' dropdown menu set to 'February'. The main content area is titled 'February 2012 Charges for Daniel Ringo' and contains a table with the following data:

Case Title	Client #	Court Case #	Court	Description	▲ Date	Account	Authorization Code	Receipt	Fee	Technology Fee	Total Charge
DICKINSON V LACY	57239	60CV-12-5183	PULASKI COUNTY CIRCUIT COURT	AOC COVERSHEET CIVIL	02-26-2012:12:05	1111	20120226120409540	60CI68490	\$165.00	\$20.00	\$185.00
Totals:									\$165.00	\$20.00	\$185.00

2. The current month is displayed by default. Select a month from the "Report Month" drop-down list. Information about each payment made during that month, including the case number, case title, method of payment, and the amount is displayed.

Working with eFile

There are four options under the menu bar option labeled "eFile". They are:

- **New Case**
- **Existing Case**
- **My Filings**
- **Draft Filings**

Initiating a New Case

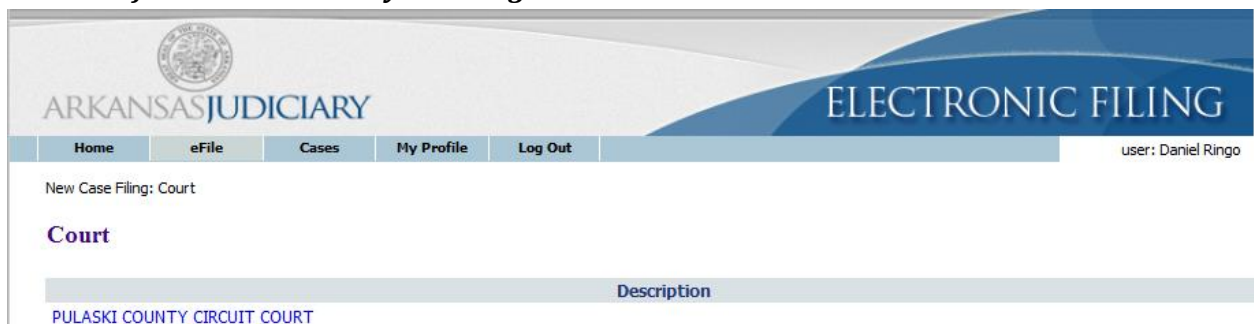
Prior to initiating a new case, prepare all documents associated with the case ahead of time. Be sure they are saved as a PDF, .doc, .docx, or .wpd and are under the 10 MB size limitation. For more information on document preparation, see the "Document Preparation Prior to Login" and the "Appendix A" sections of this manual.

Note: Remember that an AOC Cover Sheet must accompany every newly filed case. Section II(b) of Administrative Order Number 8 provides that, "The court clerk shall not accept an initial pleading which is not accompanied by the appropriate completed form." The forms are available for download at <https://courts.arkansas.gov/aoc/forms.cfm>.

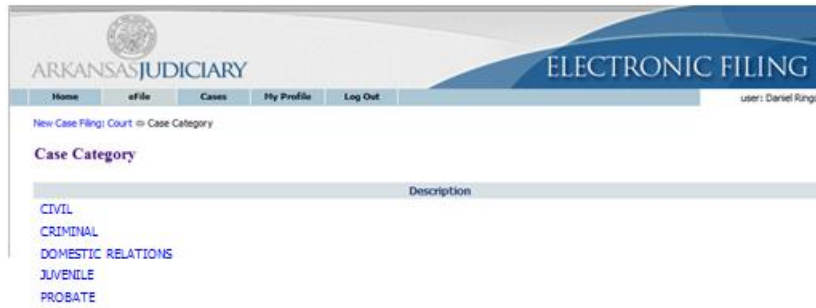
Only the Prosecuting Attorney's office will have the authority to initiate a Criminal or Juvenile Delinquency case. Other case types may be initiated by any electronic filer.

1. From the home page, click the **New Case** button or select **eFile > New Case** from the menu bar at the top of most pages on the website. A "Court" page will appear.

Figure 23: Define the New Case by Selecting the Court



2. Click on the description of the court you will be filing with. The link will cause "Case Category" page to appear listing the available subject matter divisions within the court you selected.

Figure 24: Select the Subject Matter Division

3. Further define your submission by clicking on the appropriate court's division link. This will cause the "Case Types" page to appear.

Figure 25: Define the Case by Selecting a Case Type

4. Select the link for the appropriate case type. The "Case Initiation" page for the selected case type will appear.

To Add Case Parties and Additional Case Data

Figure 26: Begin Creating the Submission on the Case Initiation Page

The screenshot shows the 'Case Initiation' page for 'DEBT:OPEN ACCOUNT'. At the top, there is a navigation bar with 'Home', 'eFile', 'Cases', 'My Profile', and 'Log Out'. The user is identified as 'Daniel Ringo'. Below the navigation bar, there is a breadcrumb trail: 'New Case Filing: Court > Case Category > Case Type > Case Initiation'. The main heading is 'Case Initiation: DEBT:OPEN ACCOUNT'. There are three input fields: 'Client #' (empty), 'Claim Amount' (empty), and 'Jury Option' with radio buttons for 'non-jury' (selected) and 'jury'. Below these fields are two buttons: 'Add My Parties' and 'Add Other Parties'. A table with columns 'Remove', 'Participant Name', 'Role', and 'Attorney(s) for Party' is visible. At the bottom, there are three buttons: 'Back', 'Save to Draft', and 'Next'.

1. **Optional:** If your organization has an office filing system for cases, in the “Client #” textbox enter the appropriate filing information for your organization’s tracking purposes. This number only has meaning to your office personnel/office filing system. It is in no way connected to the court system. The number is included only for your convenience.
2. **Optional:** If applicable, in the text box adjacent to “Claim Amount” enter the monetary amount of damages you are requesting. This is stored only for statistical purposes.
3. Select the “non-jury” or “jury” radio button to indicate whether you intend to request a jury trial.
4. Click **Add My Parties**. The “Add a Party” page will open.

Figure 27: Add Plaintiff Information Sample Page

ARKANSAS JUDICIARY ELECTRONIC FILING

Home eFile Cases My Profile Log Out user: Daniel Ringo

New Case Filing: Court ⇒ Case Category ⇒ Case Type ⇒ Case Initiation ⇒ Add a Party

Add a Party: DEBT:OPEN ACCOUNT

Plaintiff

Company Person

Party Type:

Contexte ID/DLN:

First Name: *

Middle Name:

Last Name: * (or Business Name)

Name Suffix: (Jr, Sr, ...)

EIN: (e.g.: 12-3456789)

SSN:

DOB:

Phone #:

Confidential Address:

Address Line 1:

Address Line 2:

Address Line 3:

City:

State:

Zip / Postal Code:

Add an Attorney for this Party

Last Name:

Bar #:

Last Name	Bar #	Delete
RINGO	AR183001	X

Add Additional Aliases (AKA)

First Name:

Middle Name:

Last Name: * (or Business Name)

5. The **Add My Parties** button allows you to add the plaintiffs, appellants, and petitioners that you represent if you are an attorney. As an attorney, the eFiling system automatically associates you to the parties you enter using the **Add My Party** button. If you are a Registered Filer/Pro Se, the eFiling system automatically adds you as a party on the case.
6. Select the “Company” or “Person” radio button to indicate whether the party is an individual.
7. Use the “Party Type” drop down list to select the correct party type.
8. Fill in all the fields for which you have information. This will assist the clerks in determining whether a case should be transferred to another division. The case data requested may vary depending upon which court receives the filing.

Note: Fields marked with an asterisk are required by this system; however, this does not mean those are the only fields you must fill in. Sometimes other information is not known, and in that case, you are not required to fill out fields of information you do not have. However, if you have the information, it is best to provide it. If the clerk would expect the information and it is not provided, then the clerk may reject the submission or require you to send in an additional submission with more information.

9. **Optional:** Section VII(a)(8) of Administrative Order 19 provides that “all home and business addresses of petitioners who request anonymity when seeking a domestic order of protection” are confidential. Select the box next to “Confidential Address” to request confidential treatment of the address.
10. Click **Next**. This will return you to the “Case Initiation Page.”

Figure 28: Case Initiation Displays Plaintiff Added

The screenshot shows the 'Case Initiation' page for a 'DEBT:OPEN ACCOUNT' case. The breadcrumb trail is 'New Case Filing: Court >> Case Category >> Case Type >> Case Initiation'. The case title is 'Case Initiation: DEBT:OPEN ACCOUNT'. The form contains the following fields: Client # (12345), Claim Amount (7853.24), and Jury Option (radio buttons for non-jury and jury, with non-jury selected). Below the form are buttons for 'Add Case Participants', 'Add My Parties', and 'Add Other Parties'. A table lists the added participants:

Remove	Participant Name	Role	Attorney(s) for Party
X	THOMAS JOHNSON	PLAINTIFF	RINGO

At the bottom of the form are buttons for 'Back', 'Save to Draft', and 'Next'.

11. **Optional:** Add additional plaintiffs following the same procedure listed above.
12. Click **Add Other Parties**. The “Add a Party” page allowing you to add defendants, respondents, appellees etc. will appear.

Note: The **Add Other Parties** button **does not associate** you to the parties you are adding. You will have the option of adding the attorney for the defendant. If you do not have both the attorney’s name and the attorney’s bar number, do not add the attorney for the defendant.

Figure 29: Add Defendant Information

ARKANSAS JUDICIARY ELECTRONIC FILING

Home eFile Cases My Profile Log Out user: Daniel Ringo

New Case Filing: Court » Case Category » Case Type » Case Initiation » Add a Party

Add a Party: DEBT:OPEN ACCOUNT

Defendant

Company Person

Party Type: DEFENDANT

Contexte ID/DLN:

First Name: * GEORGE

Middle Name: W

Last Name: * (or Business Name) PASHAL

Name Suffix: (Jr, Sr, ...)

EIN: (e.g.: 12-3456789)

SSN:

DOB: 04/01/1960

Phone #: 501-555-1212

Confidential Address:

Address Line 1: 456 NORTH AVE

Address Line 2:

Address Line 3:

City: LITTLE ROCK

State: Arkansas

Zip / Postal Code: 72201

Back Next

Add an Attorney for this Party

Last Name:

Bar #:

Add

Last Name	Bar #	Delete

Add Additional Aliases (AKA)

First Name:

Middle Name:

Last Name: * (or Business Name)

Add

First Name	Last Name - Business	Type	Delete

13. Use the “Party Type” drop down list to select the correct party type.

14. Fill in all the fields for which you have information.

Note: Fields marked with an asterisk are required by this system; however, this does not mean those are the only fields you must fill in. Sometimes other information is not known, and in that case, you are not required to fill out fields of information you do not have. However, if you have the information, it is best to provide it. If the clerk would expect the information and it is not provided, then the clerk may reject the submission or require you to send in an additional submission with more information.

15. Click **Next**. This will return you to the “Case Initiation Page.”

Figure 30: Case Initiation Page Displaying Both Parties

ARKANSAS JUDICIARY ELECTRONIC FILING

Home eFile Cases My Profile Log Out user: Daniel Ringo

New Case Filing: Court » Case Category » Case Type » Case Initiation

Case Initiation: DEBT:OPEN ACCOUNT

Client # 12345
 Claim Amount 7853.24
 Jury Option non-jury jury

Add Case Participants Add My Parties Add Other Parties

Remove	Participant Name	Role	Attorney(s) for Party
<input checked="" type="checkbox"/>	<input type="checkbox"/> THOMAS JOHNSON DOB: 06-25-1970 Phone #: (870) 555-1212 Address: 100 NORTH AVE LITTLE ROCK, AR 72201	PLAINTIFF	RINGO Bar #:AR183001
<input checked="" type="checkbox"/>	<input type="checkbox"/> GEORGE W PASHAL DOB: 04-01-1960 Phone #: (501) 555-1212 Address: 456 NORTH AVE LITTLE ROCK, AR 72201	DEFENDANT	

Back Save to Draft Next

16. **Optional:** Add additional defendants following the same procedure listed above.

To Add Documents on a New Case

1. Click **Next** on the “Case Initiation” page. The “Add a Document” page will display.

Figure 31: Add a Document

ARKANSAS JUDICIARY ELECTRONIC FILING

Home eFile Cases My Profile Log Out user: Daniel Ringo

New Case Filing: Court » Case Category » Case Type » Case Initiation » Add a Document

Case Type : DEBT:OPEN ACCOUNT

Document Category
 Document Type * AOC COVERSHEET CIVIL *
 Additional Text
 Sealed
 Acceptable File Format Type(s) (*.doc,*.docx,*.wpd,*.pdf,*.txt,*.rtf,*.odt)
 Document Location Browse...
 Add to Submission

	Document Name	View Document	Edit Data	Size	Remove
	Case Data	form.xml		0.01 MB	

Total Size: 0.0 MB

Back Move to Draft Next

2. **Optional:** Use the drop-down menu to select a "Document Category." Although this is optional, the "Document Category" selection narrows the scope of the "Document Type" list, making it easier to find the correct "Document Type" from the list of documents shown. You can leave the "Document Category" list at the blank default. This will cause the "Document Type" list to display all possible documents that could be eFiled on this "Case Type." If you are struggling to find the right "Document Type," leave the "Document Category" blank to see all the documents. Some documents may be required in order to file a case. The system will present the required documents for filing before you are able to add optional documents.

Figure 32: Document Category Drop Down

Case Type : DEBT:OPEN ACCOUNT

Document Category

Document Type *

Additional Text

Document Location

Add to Submission

Document Name

3. From the "Document Type" pull-down menu, select the type of document you are going to add to this submission. You can add more than one document to this submission, but it must be done one document at a time, repeating each of the "Add Document" steps for each document.

Figure 33: Document Type Drop Down

Case Type : DEBT:OPEN ACCOUNT

Document Category

Document Type *

Additional Text

Document Location

Add to Submission

form.xml

Total Size: 0.0 MB

user | payment policy | support | about Tybera Development Group, Inc.
: Group, Inc. All rights reserved.

4. **Optional:** Enter any "Additional Text" in the text field provided. This additional text helps the clerk, judge, or other participants understand more about the document. For example, if you are adding a motion, you may want to give more information about the purpose of the motion.
5. Locate the document you have prepared by clicking on **Browse**. The operating system "Open Dialog" will display. Browse to locate your document on your computer or your company's computer network, select the document, and then click on the **Open** button. This will return you to the "Add a Document" page with the file path to your document displayed in the "Document Location" field.
6. Click the **Add** button. If the document is large, you will see a message "UPLOADING DOCUMENT. PLEASE WAIT". This process will copy the document from your local machine to the court servers. Once the transfer is complete, repeat the steps 2 through 7 on this page to add additional documents.
7. Some documents require additional information. (To generate a summons using eFlex, select the Summons Issued document type) If this is so, clicking **Add** will cause a screen to display requesting the additional information. This system generated form is referred to as a "Document Form." Fill out the displayed form as completely as you can and select the appropriate service notices, click **Next**. Your documents will be added to the case at this time.
8. **Option:** Select the "Sealed" checkbox to indicate that the document contains information that is considered confidential under Administrative Order 19, but which is required to be filed with the court under Ark. R. Civ. P. 5(c)(2)(B), which provides,

An un-redacted copy of the case record with the confidential information included shall be filed with the court under seal. The un-redacted copy of the case record shall be retained by the court as part of the court record of the case. It is the responsibility of the attorney for a party represented by counsel and the responsibility of a party unrepresented by counsel to ensure that confidential information is omitted or redacted from all case records that they submit to a court. It is the responsibility of the court, court agency, or clerk of court to ensure that confidential information is omitted or redacted from all case records, including orders, judgments, and decrees, that they create.

The clerk will be able to protect the document from public access during the review and approval process.

Figure 34: Document Type Requiring Additional Information from User
Case Type : DEBT:OPEN ACCOUNT

Document Category

Document Type *

Additional Text

Sealed

Acceptable File Format Type(s) (*.doc,*.docx,*.wpd,*.pdf,*.txt,*.rtf,*.odt)

Document Location

Figure 35: Document Form Requiring Additional Information from User

ARKANSAS JUDICIARY
ELECTRONIC FILING

Home eFile Cases My Profile Log Out
user: Daniel Ringo

New Case Filing: Court > Case Category > Case Type > Case Initiation > Add a Document > Instructions For Service

Instructions for Service

Name and Address of Plaintiff or Plaintiff's Attorney

Name

Address Line 1

Address Line 2

City

State

Zip / Postal Code

Select the Party and Address to be Served

For	Participant Name	Address	Current Role	Attorney(s) for Party
<input checked="" type="radio"/>	GEORGE W PASHAL	456 NORTH AVE LITTLE ROCK, AR 72201	DEFENDANT	
<input type="radio"/>	THOMAS JOHNSON	100 NORTH AVE LITTLE ROCK, AR 72201	PLAINTIFF	

Non-Party Addressee or Other Addressee

Party

Non-Party Name:

Mailing Name:

Address Line 1: *

Address Line 2:

Address Line 3:

City: *

State: *

Country:

Zip / Postal Code: *

Service Notices

Intention to Issue Order of Delivery

Intention to Issue Writ of Possession (Forcible Entry and Detainer)

Intention to Issue Writ of Possession (Unlawful Detainer)

Right to Consent to Disposition of Case by a State District Court Judge

Additional Notices

Note: You must file documents in the accepted format and length. Please see instructions for “Document Preparation Prior to Login” at the beginning of this guide or “Appendix A” at the end of this guide. Failure to attach documents in the correct format will generate an error message.

Figure 36: Incorrect Document File Format
Case Type : DEBT:OPEN ACCOUNT

Document Category

Document Type *

Additional Text

Sealed

Acceptable File Format Type(s) (*.doc, *.docx, *.wpd, *.pdf, *.txt, *.rtf, *.odt)

Document Location

Add to Submission

The file is not an acceptable format. It must be of type doc;docx;wpd;pdf;txt;rtf;odt

- Each time you add a document, the document entry is displayed in the lower section of the page. The picture below shows that a “Complaint” and a “Summons” were added with no additional text. The size of each document is also included on the entry.

Figure 37: List of Added Documents


ELECTRONIC FILING

Home
eFile
Cases
My Profile
Log Out
user: Daniel Ringo

New Case Filing: Court ⇒ Case Category ⇒ Case Type ⇒ Case Initiation ⇒ Add a Document

Case Type : DEBT:OPEN ACCOUNT

Document Category

Document Type *

Additional Text

Sealed

Acceptable File Format Type(s) (*.doc, *.docx, *.wpd, *.pdf, *.txt, *.rtf, *.odt)

Document Location

Add to Submission

Document Name	View Document	Edit Data	Size	Remove
Case Data	form.xml		0.01 MB	
AOC COVERSHEET CIVIL PLAINTIFF'S AOC COVERSHEET TO ACCOMPANY COMPLAINT	JOHNSON V PASHAL CIVIL COVERSHEET.pdf		0.16 MB	
COMPLAINT/PETITION FILED \$ PLAINTIFF'S COMPLAINT	JOHNSON V PASHAL COMPLAINT.docx		0.02 MB	
SUMMONS ISSUED REQUEST SUMMONS			0.0 MB	
			Total Size:	0.18 MB

10. **Optional:** If you click on the “View Document” link of each entry, the eFiling system will copy the document stored in the Court Judicial Branch servers back to your local machine so you can view what you uploaded.
11. **Optional:** Click the “Edit Data” icon next to any listed document to change the information you entered that was associated to that document. If there is no information collected that is associated to that specific document, no “Edit Data” icon will be displayed for that document entry. For more information about these special documents, refer to the “Special Document Types” section of this user manual.
12. **Optional:** If you uploaded the wrong document, you can click on the red “X” icon under the “Remove” column. This will remove that document from your submission, allowing you to add the correct document.
13. **Optional:** Click the **Cancel** button to discard the submission you just created. This will remove the documents from the eFlex servers and eliminate the submission information.
14. **Optional:** Click **Move to Draft** if you want to finish this submission at a later time. Each time you click on a **Next** button, the eFlex servers are updated and the partial information you have entered in this process is recorded with the documents. If your session times out because of inactivity, you will be required to log in again. From the “Login” page, go to **Draft Filings** to finish your submission.
15. On the “Add a Document” page click the **Next** button at the bottom of the page. The “Review and Approve Filing” page will display.

To Submit the Initial Filing

The fee you owe is displayed on the “Review and Approve” page. Payment of fees must be completed before the filing will be submitted to the court. The “Review and Approve” page gives you several payment options. The “Pay for filing” radio button below “Payment Method:” will redirect you to the Information Network of Arkansas payment portal. There you may submit a payment by Visa, MasterCard, or Discover credit cards, an eCheck, or add the fees to your INA subscription account for subsequent billing. In addition to the statutory filing fee, you will be assessed a \$20 electronic filing fee authorized by Administrative Order 21 to maintain and support the electronic filing system.

Figure 38: Fee Payment Requirement for Filing

The screenshot shows the 'Review and Approve Filing' page in the Arkansas Judiciary Electronic Filing system. The user is logged in as Daniel Ringo. The breadcrumb trail indicates the current step is 'Review and Approve Filing' within a 'New Case Filing' process. The case type is 'DEBT:OPEN ACCOUNT'. The page displays 'Generated Case Data' with a 'Change Case Data' button and a 'View Data' link. Below this, it shows 'Document(s) to be Submitted' with an 'Add/Remove Documents' button. A table lists three documents: 'AOC COVERSHEET CIVIL PLAINTIFF'S AOC COVERSHEET TO ACCOMPANY COMPLAINT', 'COMPLAINT/PETITION FILED & PLAINTIFF'S COMPLAINT', and 'SUMMONS ISSUED REQUEST SUMMONS'. Each document has a corresponding 'View Document' link. A section for 'Special Filing Instructions for the Clerk' contains an empty text area with scroll arrows. The fees are listed as \$185.00. Under 'Payment Method', 'Pay for Filing' is selected. There are also options to 'Request a Waiver' with radio buttons for 'FILED BY CLERK', 'INDIGENT LITIGANT', 'STATUTORY FEE WAIVER', and 'WAIVED BY CLERK', each with a red warning message. At the bottom, there are buttons for 'Back', 'Cancel (Delete)', 'Move to Draft', and 'Submit the Filing'.

ARKANSAS JUDICIARY ELECTRONIC FILING

Home eFile Cases My Profile Log Out user: Daniel Ringo

New Case Filing: Court Case Category Case Type Case Initiation Add a Document Review and Approve Filing

Review and Approve Filing

Case Type : DEBT:OPEN ACCOUNT

Generated Case Data: [Change Case Data](#)
[View Data](#)

Document(s) to be Submitted: [Add/Remove Documents](#)

Document Name	View Document
AOC COVERSHEET CIVIL PLAINTIFF'S AOC COVERSHEET TO ACCOMPANY COMPLAINT	JOHNSON V PASHAL CIVIL COVERSHEET.pdf
COMPLAINT/PETITION FILED & PLAINTIFF'S COMPLAINT	JOHNSON V PASHAL COMPLAINT.docx
SUMMONS ISSUED REQUEST SUMMONS	View Generated Document

Special Filing Instructions for the Clerk:

Fees: \$185.00

Payment Method:

Pay for Filing

Request a Waiver

FILED BY CLERK THIS CODE MAY ONLY BE USED BY THE COURT

INDIGENT LITIGANT PLEASE MAKE A NOTE IN SPECIAL FILING INSTRUCTIONS

STATUTORY FEE WAIVER PLEASE PROVIDE A.C.A. CITATION

WAIVED BY CLERK THIS CODE MAY ONLY BE USED BY THE COURT

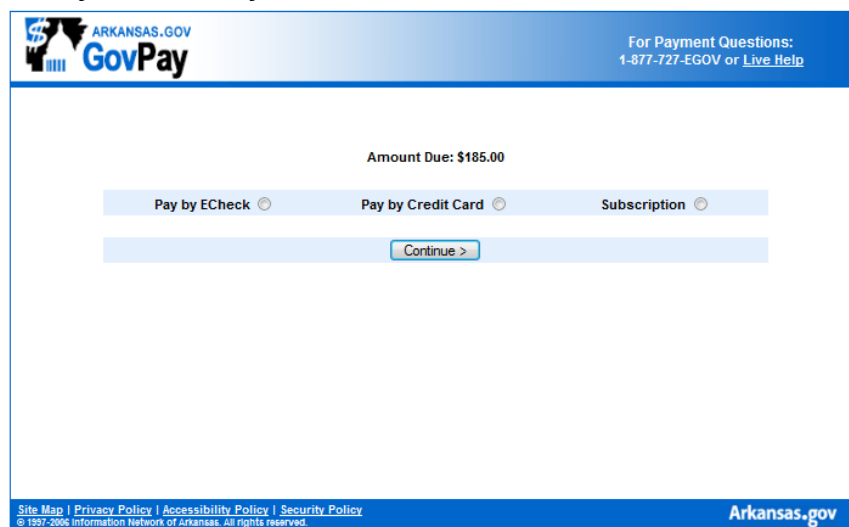
[Back](#) [Cancel \(Delete\)](#) [Move to Draft](#) [Submit the Filing](#)

In some cases, a waiver of immediate payment may be the appropriate option to select. Some reasons for selecting the waiver option include indigents, statutory fee waiver, and others. Look at the waiver options to determine if any apply. Make sure you include appropriate affidavits to support any waiver option you may have selected. Do not select waivers to avoid payment. The clerk may reject a submission for non-payment.

1. **Optional:** From the “Review and Approve” page, you can also go back to change the case information, which includes the party information, by clicking on the **Change Case Data** button. (Refer to previous instructions to add or remove parties.)
2. **Optional:** You can go back to change the documents you have included in this submission by clicking the **Add/Remove Documents** button. This will re-direct you to the “Add a Document” page. (Refer to previous instructions to add or remove documents.) You can also click the **Back** button at the bottom of the “Review and Approve” page to go back to the “Add a Document” page.
3. **Optional:** You can cancel and discard this submission by clicking on the **Cancel (Delete)** button. This will remove the documents on the Court servers and delete any information about this submission that was not sent.
4. **Optional:** You can leave your submission in draft state and finish it later by clicking on the **Move to Draft** button.
5. **Pro Se Filers:** In the **Special Filing Instructions for the Clerk** box you must include your driver license number or state ID number. Failing to include this information may result in the filing being rejected or not being listed as a party to the case properly.
6. Click on the **Submit the Filing** button to file the submission. You will see a dialog box asking if you are ready to submit your filing.
7. If you owe fees, after clicking **OK** on the dialog box, you will be directed to “GovPay,” a PCI certified secure payment site.

Note: Credit card information must be re-entered with each filing as, according to the Payment Card Industry (PCI) standards, the system does not record or retain credit card information.

Figure 39: Secure Payment Site Information



The screenshot displays the Arkansas GovPay payment interface. At the top left is the GovPay logo with the text 'ARKANSAS.GOV'. At the top right, it says 'For Payment Questions: 1-877-727-EGOV or Live Help'. The main content area shows 'Amount Due: \$185.00'. Below this, there are three radio button options: 'Pay by ECheck', 'Pay by Credit Card', and 'Subscription'. A 'Continue >' button is positioned below these options. At the bottom of the page, there is a footer with links for 'Site Map', 'Privacy Policy', 'Accessibility Policy', and 'Security Policy', along with the text '© 1997-2006 Information Network of Arkansas. All rights reserved.' and the 'Arkansas.gov' logo.

8. Your charges are displayed on the opening GovPay with the different payment options.
9. If you would like to submit a payment directly from a bank account, select “Pay by ECheck” and click **Continue**. You will need to have your bank routing number and bank account number in order to complete payment.
10. Enter the required information and submit your payment by clicking the **Confirm** button.
11. After reviewing the information displayed, click **Submit**. The eFiling system will contact the payment process to collect money and then transfer the submission for the clerk to review or for the judge to review.
12. If you would like to submit payment through a Discover, MasterCard, or VISA, select the “Pay by Credit Card” radio button on the GovPay opening page. You will need to have your credit card number and CVV number printed on the signature panel on the back of the card in order to complete payment.
13. Enter the required information and submit your payment by clicking the **Confirm** button.
14. After reviewing the information displayed, click **Submit**. The eFiling system will contact the payment process to collect money and then transfer the submission for the clerk to review or for the judge to review.
15. If you would like to submit a payment for it to be billed through your INA subscription account, select “Subscription” and click **Continue**. You will need to have your INA subscription user name and password to complete the payment.
16. Enter the required information and submit your payment by clicking the **Confirm** button.
17. After reviewing the information displayed, click **Submit**. The eFiling system will contact the payment process to collect money and then transfer the submission for the clerk to review or for the judge to review.
18. If your payment is successful, “Your Filing has been Submitted” message is displayed as shown below.

Figure 40: Filing Submitted Message

The screenshot shows the Arkansas Judiciary Electronic Filing interface. At the top, there is a navigation bar with links for Home, eFile, Cases, My Profile, and Log Out. The user is identified as Daniel Ringo. The main content area displays a "Submission Confirmation" message stating "Your Filing has been submitted". Below this, it indicates the case type is "DEBT:OPEN ACCOUNT -" and includes a note about the filing process and receipt availability. A table lists the filing details, and a "Filing Status" button is visible at the bottom.

Case Title	My Case #	Court Case #	Description	Date	Account	Authorization Code	Fees	Technology Fee	Total Charge
New Case	12345		AOC COVERSHEET CIVIL	2012-02-26 01:49:26.0	1111	20120226134655541	\$165.00	\$20.00	\$185.00

19. When this message is displayed, it means your payment was successful and your submission is being transferred for review.
20. **Optional:** Click on the **Filing Status** button if you wish to review the status of your submission. The status may take a few minutes to update. If you continue to refresh the status page, you will see the status of your submission change. "Awaiting Approval" means payment is processed and has been received by the court's servers, and the submission is waiting to be recorded. When the submission has completed review and approval at the court, your submission will have a "Filed" status. If you sent in a "Proposed Order," a "Filed, Presented to Judge" status simply means the proposed order is available for the judge to review. It does not indicate that the judge has signed the document.

Figure 41: Filing Status

ARKANSAS JUDICIARY ELECTRONIC FILING

Home eFile Cases My Profile Log Out user: Daniel Ringo

My Filings ⇒ Awaiting Approval

Filing Status

Status: Awaiting Approval 02-26-2012:01:50:09 PM
 Filing ID: 982
 Clerk Tracking ID: 1526
 Submitted By: Ringo, Daniel
 Date Submitted: 02-26-2012:01:49:26 PM
 Official File Stamp:
 Case Title:
 Court Case #:
 Case Type: DEBT:OPEN ACCOUNT
 Court: PULASKI COUNTY CIRCUIT COURT

Note: This filing will be removed from eFlex on 04-26-2012

Document Name	View Document
AOC COVERSHEET CIVIL PLAINTIFF'S AOC COVERSHEET TO ACCOMPANY COMPLAINT	JOHNSON V PASHAL CIVIL COVERSHEET.pdf
COMPLAINT/PETITION FILED \$ PLAINTIFF'S COMPLAINT	JOHNSON V PASHAL COMPLAINT.docx
SUMMONS ISSUED REQUEST SUMMONS	

[Back](#)

21. Click the **Home** link on the menu or any other link to go to a different point in the eFile application.

To View or Print Documents Associated with A Case:

The “Filing Status” page will allow you to view or print documents that were filed with your case.

To access the “Filing Status” page, select Filing Status from the “Home” page or eFile>Filing Status from the menu bar at the top of any page.

Figure 42: My Filings Page Displays Filings with Links for Additional Information

My Filings

My Filings

Daniel Ringo Filings
Report Criteria:
 View Filings Between: 02/26/2012 AND Clear Dates
 Filing ID: Court Case #: Client #: Status: All

My Filings Between 02/26/2012 and Today

<input type="checkbox"/>	Filing ID	Client #	Case Title	Court Case #	Date Submitted	Document Type	Court	Status
<input type="checkbox"/>	982	12345			02-26-2012:01:49:26 PM	AOC COVERSHEET CIVIL	PULASKI COUNTY CIRCUIT COURT	Awaiting Approval
	AOC COVERSHEET CIVIL PLAINTIFF'S AOC COVERSHEET TO ACCOMPANY COMPLAINT COMPLAINT/PETITION FILED § PLAINTIFF'S COMPLAINT SUMMONS ISSUED REQUEST SUMMONS							
<input type="checkbox"/>	981	57239	DICKINSON V LACY	60CV-12-5183	02-26-2012:12:05:26 PM	AOC COVERSHEET CIVIL	PULASKI COUNTY CIRCUIT COURT	Filed
	AOC COVERSHEET CIVIL COMPLAINT/PETITION FILED § PLAINTIFF'S COMPLAINT SUMMONS ISSUED NEW Receipt NEW SUMMONS ISSUED							

Number of Filings: 2

1. The “My Filings” page will appear, allowing you to search for the case you need. Click on the link under the “Status” column, and you will be directed to the “Filing Status” page for that particular case.

Figure 43: Viewing Documents from the Filing Status Page

Filing Status

Status: Filed 02-26-2012:12:07:42 PM
 Filing ID: 981
 Clerk Tracking ID: 1525
 Submitted By: Ringo, Daniel
 Date Submitted: 02-26-2012:12:05:26 PM
 Official File Stamp: 02-26-2012:12:05:26 PM
 Case Title: DICKINSON V LACY
 Court Case #: 60CV-12-5183
 Case Type: OTHER-CIVIL CONTRACTS
 Court: PULASKI COUNTY CIRCUIT COURT

Note: This filing will be removed from eFlex on 04-26-2012

Document Name	View Document
AOC COVERSHEET CIVIL	DICKINSON V LACY COVER SHEET.pdf
COMPLAINT/PETITION FILED § PLAINTIFF'S COMPLAINT	DICKINSON V LACY COMPLAINT.docx
SUMMONS ISSUED	
Main Document	receipt.html
SUMMONS ISSUED	generated.pdf

Response:

[View Printable Receipt](#)

Response	
Description:	Receipt
Author:	System Administrator
Return addresses:	Email: admin@tybera.com Filing: http://train.efile.aoc.arkansas.gov/courtReview/runit
Document Name	View Document
Main Document	receipt.html
AOC COVERSHEET CIVIL	DICKINSON V LACY COVER SHEET.pdf
COMPLAINT/PETITION FILED § PLAINTIFF'S COMPLAINT	1525_2326_DICKINSON V LACY COMPLAINT.pdf
SUMMONS ISSUED	generated.pdf
Form	form.xml

[Back](#)

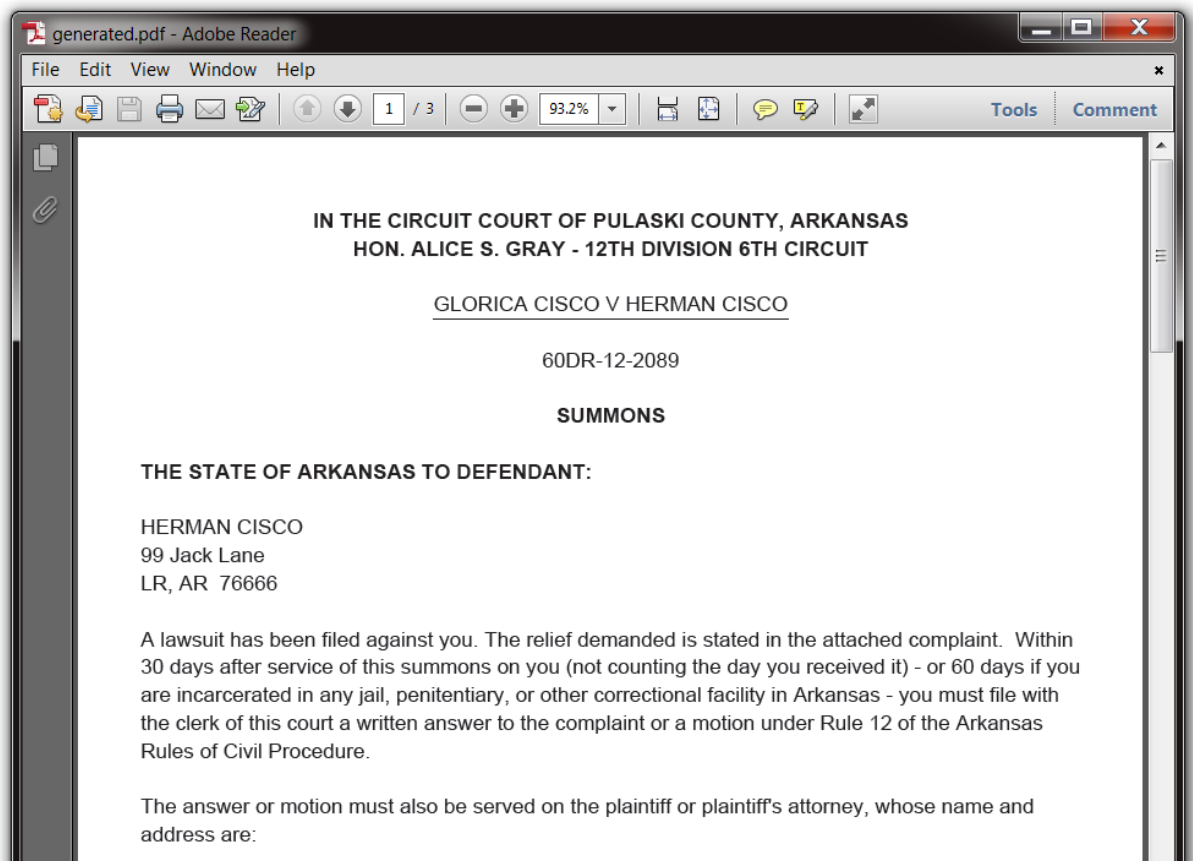
- The documents you originally submitted may be viewed by clicking the link under “View Documents” in the listing above the first horizontal line on the page. These documents do not have the court’s time and date stamp.
- Below the first horizontal line on the page, you will find a “Response” section. It is in this section that you will be able to view or print documents that have been processed by the court. The documents listed in the “Response” section will include a court time/date stamp and, if required, the court’s electronic signature. In the “Response” section, any document that is listed as “generated.pdf” is a court generated, required document that is based on the

document you filed with the case initiation. Do not open the "form.xml" link as this is simply computer code that the system administrator can use for information in case troubleshooting is necessary.

Note: Once you have opened a document listed under the "Response," it is imperative that you print it or save the signed document to your local machine using a "Save As" command as "Response" documents will be removed from your eFiler view after 90 days.

Figure 44: Court Generated Receipt

		ELECTRONICALLY FILED Pulaski County Circuit Court Larry Crane, Circuit/County Clerk 2015-Oct-13 14:41:50 60CV-15-4361 C06D12 : 1 Page
IN THE CIRCUIT COURT OF PULASKI COUNTY, ARKANSAS 12 TH DIVISION		
ASHLEY WYATT		PLAINTIFF
Vs.	No. 60CV 2015-4361	
ROBERT WILKIE and CRAIN AUTOMOTIVE HOLDINGS, LLC		DEFENDANTS



eFiling to an Existing Case

Filing to an existing case is similar to filing a new case.

To Add a Document to an Existing Case:

1. Click **Existing Cases** on the home page or select **eFile > Existing Case** from the menu bar on the top of any page. The “Existing Cases” page will appear.

Figure 45: Existing Cases

Number of cases displayed per page: 50

Case Title	▲ Case Number	eFile	Case Type	Judge	Court	Certificate	Inactive
CAVALRY SPV LLC VS CEDRIC MCDONALD	60CV-14-12	eFile	FOREIGN JUDGMENT - REGISTER AR JUDGMENT- CV ACA 16-65-117	HON. CATHLEEN V. COMPTON - 3RD DIVISION 6TH CIRCUIT	PULASKI COUNTY CIRCUIT COURT	Certificate of Service	<input type="checkbox"/>
MITCHELL V SMITH	60CV-15-308	eFile	DEBT:OPEN ACCOUNT	HON. MORGAN E. WELCH - 16TH DIVISION 6TH CIRCUIT	PULASKI COUNTY CIRCUIT COURT	Certificate of Service	<input type="checkbox"/>
MARY JONES V JOE JONES	60CV-15-309	eFile	REPLEVIN	HON. MACKIE M. PIERCE - 17TH DIVISION 6TH CIRCUIT	PULASKI COUNTY CIRCUIT COURT	Certificate of Service	<input type="checkbox"/>

2. If you are not yet registered as a participant on the case, you must enter a case number and participant's last name. Click **eFile** in the upper section of this page. This action will check to see if this case was initiated electronically in the eFiling system.
3. If you entered the wrong case number or did not enter a Party's last name properly, you will receive an error message, and you must repeat the process.
4. If you are already registered on the case, you can select a case from the list on the page.
5. From either method of selecting a specific case, the “Add a Document” page will display. The “Add a Document” page allows a filer to distinguish between an existing case and a new case by means of a yellow banner near the top of the page for an existing case. A new case has no such banner.

Note: If there is no Case Title listed, that may mean you are not currently an active party on the case or that you are not authorized to view party information on that case type.

Figure 46: Yellow Banner on Existing Case Add a Document Page

ARKANSAS JUDICIARY ELECTRONIC FILING

Home eFile Cases My Profile Log Out user: George C Watkins

Existing Case ⇒ Add a Document

Case Number : 60CV-12-5183 Case Title : DICKINSON V LACY

Case Type : OTHER-CIVIL CONTRACTS

Document Category

Document Type * -- Please Select Document Type From List Below --

Additional Text

Sealed

Acceptable File Format Type(s) (*.doc,*.docx,*.wpd,*.pdf,*.txt,*.rtf,*.odt)

Document Location

Add to Submission

Document Name	View Document	Edit Data	Size	Remove
<input type="button" value="Back"/> <input type="button" value="Move to Draft"/> <input type="button" value="Next"/>				

6. **Optional:** Use the drop-down menu to select a “Document Category.” Although this is optional, the “Document Category” selection narrows the scope of the “Document Type” list, making it easier to find the correct “Document Type” from the list of documents shown. You can leave the “Document Category” list at the blank default. This will cause the “Document Type” list to display all possible documents that could be eFiled on this “Case Type.” If you are struggling to find the right “Document Type,” leave the “Document Category” blank to see all the documents.
7. From the “Document Type” pull-down menu, select the type of document you are going to add to this submission. You can add more than one document to this submission, but it must be done one document at a time, repeating each of the “Add Document” steps for each document.
8. **Optional:** Enter any “Additional Text” in the text field provided. This additional text helps the clerk, judge, or other participants understand more about the document. For example, if you are adding a motion, you may want to give more information about the purpose of the motion.
9. Locate the document you have prepared by clicking on **Browse**. The operating system “Open Dialog” will display. Browse to locate your document on your computer or your company’s computer network, select the document, and then click on the **Open** button. This will return you to the “Add a Document” page with the file path to your document displayed in the “Document Location” field.
10. Click the **Add** button. If the document is large, you will see a message “UPLOADING DOCUMENT. PLEASE WAIT”. This process will copy the document from your local machine to the Court

servers. Once the transfer is complete, repeat the steps 2 through 7 on this page to add additional documents.

- Some documents require additional information. If this is so, clicking **Add** will cause a screen to display requesting the additional information. Fill out the displayed form as completely as you can, and click **Next**. Your documents will be added to the case at this time. For example, to become the attorney of record for the defendant in an existing case, use the ENTRY OF APPEARANCE or ANSWER document to become associated with the defendant.

Figure 47: Additional Information Required when Adding Some Documents

The screenshot shows the Arkansas Judiciary Electronic Filing interface. At the top, there is a navigation bar with links for Home, eFile, Cases, My Profile, and Log Out. The user is identified as George C Watkins. The current page is titled "DEBT:OPEN ACCOUNT" and shows case details for "60CV-12-5184 Case Title : JOHNSON V PASHAL".

Last Name	Bar #	Type
<input checked="" type="checkbox"/> Watkins	AR185301	DEFENDANT ATTORNEY

Below the table is an "Add" button. Further down, there is a table for participants:

For	Participant Name	Current Role	Attorney(s) for Party
<input type="checkbox"/>	THOMAS JOHNSON	PLAINTIFF	RINGO
<input checked="" type="checkbox"/>	GEORGE W PASHAL	DEFENDANT	

At the bottom of this section are "Back" and "Next" buttons.

Note: You must file documents in the accepted format and length. Please see instructions for “Document Preparation Prior to Login” at the beginning of this guide or “Appendix A” at the end of this guide. Failure to attach documents in the correct format will generate an error message.

Figure 48: Incorrect Document File Format
Case Type : DEBT:OPEN ACCOUNT

The screenshot shows a document upload form with the following fields:

- Document Category: [Dropdown menu]
- Document Type *: [Dropdown menu, selected: AFFIDAVIT FILED]
- Additional Text: [Text input field]
- Sealed
- Acceptable File Format Type(s) (*.doc, *.docx, *.wpd, *.pdf, *.txt, *.rtf, *.odt)
- Document Location: [Text input field] [Browse... button]
- Add to Submission: [Add button]

Below the form, a red error message reads: "The file is not an acceptable format. It must be of type doc;docx;wpd;pdf;txt;rtf;odt".

- Each time you add a document, the document entry is displayed in the lower section of the page. The picture below shows that a “Motion” was added with additional text. The size of the document is also included on the entry.

Figure 49: List of Added Documents

The screenshot shows the 'Add a Document' interface for Case Number 60CV-12-5184, Case Title JOHNSON V PASHAL. The case type is DEBT:OPEN ACCOUNT. The document category is MOTIONS. The document type is selected as 'MOTIONS'. The document name is 'MOTION DISMISS DEF 12B6 MOTION DISMISS FOR FAILURE TO STATE FACTS UPON WHICH RELIEF CAN BE GRANTED'. The size is 0.02 MB. There is a red 'X' icon in the 'Remove' column. The total size of the submission is 0.02 MB.

Document Name	View Document	Edit Data	Size	Remove
MOTION DISMISS DEF 12B6 MOTION DISMISS FOR FAILURE TO STATE FACTS UPON WHICH RELIEF CAN BE GRANTED	JOHNSON V PASHAL 12B6 MOTION.docx		0.02 MB	

- Optional:** If you click on the “View Document” link of each entry, the eFiling system will copy the document stored in the eFlex servers back to your local machine so you can view what you uploaded.
- Optional:** Click the “Edit Data” icon next to any listed document to change the information you entered that was associated to that document. If there is no information collected that is associated to that specific document, no “Edit Data” icon will be displayed for that document entry. For more information about these special documents, refer to the “Special Document Types” section of this user manual.
- Optional:** If you happened to upload the wrong document, you can click on the red “X” icon under the “Remove” column. This will remove that document from your submission, allowing you to then add the correct documents.
- Optional:** Click the **Cancel** button to discard the submission you just created. This will remove the documents from the eFlex servers and eliminate the submission information.

17. **Optional:** Click **Move to Draft** if you want to finish this submission at a later time. Each time you click on a **Next** button, the eFlex servers are updated and the partial information you have entered in this process is recorded with the documents. If your session times out because of inactivity, you will be required to log in again. From the "Login" page, go to **Draft Filings** to finish your submission.
18. On the "Add a Document" page click the **Next** button at the bottom of the page. The "Review and Approve Filing" page will display.

To Submit a Filing to an Existing Case

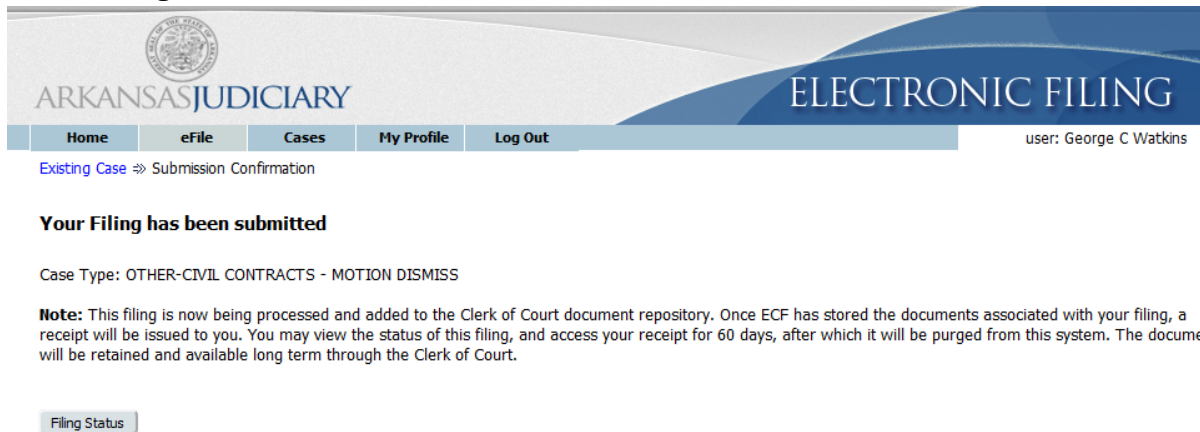
In general, there are no fees for follow-up filings; however, there are a few documents that do require fees. The fee amount you owe is displayed on the "Review and Approve" page. Payment of fees must be completed before the filing will be submitted to the court. The "Review and Approve" page gives you several payment options. The "Pay for Filing" radio button will redirect you to a payment site that will also allow you to pay by Visa, MasterCard, or Discover credit cards, eCheck, or subscription account billed through INA.

Figure 50: Review and Approve Page for Existing Cases



Note: If you are not already listed as a party to the case, the eFiling system will display a warning message.

1. **Optional:** From the “Review and Approve” page, you can also go back to change the case information, which includes the party information, by clicking on the **Change Case Data** button. (Refer to previous instructions to add or remove parties.)
2. **Optional:** You can go back to change the documents you have included in this submission by clicking the **Add/Remove Documents** button. This will re-direct you to the “Add a Document” page. (Refer to previous instructions to add or remove documents.) You can also click the **Back** button at the bottom of the “Review and Approve” page to go back to the “Add a Document” page.
3. **Optional:** You can cancel and discard this submission by clicking on the **Cancel (Delete)** button. This will remove the documents on the Court servers and delete any information about this submission that was not sent.
4. **Optional:** You can leave your submission in draft state and finish it later by clicking on the **Move to Draft** button.
5. **Pro Se Filers:** In the **Special Filing Instructions for the Clerk** box you must include your driver license number or state ID number. Failing to include this information may result in the filing being rejected or not being listed as a party to the case properly.
6. **Optional:** “Add Entry of Appearance” will allow you to add an “Entry of Appearance” without uploading a document. If the clerk would expect a document to be uploaded and it is not, then the clerk may reject the submission. This option should only be used if a document is not required to be provided to the clerk.
7. **Optional:** “Add New Parties” will allow you to add additional case participants to the case; plaintiff, petitioner, respondent, defendant, garnishee, executor, claimant etc. and also add the attorney that represents this party if applicable.
8. If you do not owe fees, click the **Submit the Filing** button. A message will appear indicating your filing has been submitted. Click the **Filing Status** button at the bottom of the message to be returned to the “My Filings” page.

Figure 51: Filing Has Been Submitted

9. In some cases, a waiver of immediate credit card payment may be the appropriate option to select. Some reasons for selecting the waiver option include indigents, statutory waivers, and others. Look at the waiver options to determine if any apply. Make sure you include appropriate affidavits to support any waiver option you may have selected. Do not select waivers to avoid payment.
10. **Optional:** You can cancel and discard this submission by clicking on the **Cancel (Delete)** button. This will remove the documents on the Court Judicial Branch servers and delete any information about this submission that was not sent.
11. **Optional:** You can leave your submission in Draft state and finish it later by clicking on the **Move to Draft** button.
12. Click on the **Submit the Filing** button to file the submission.
13. If you owe fees, after clicking **OK** on a dialog box, you will be directed to GovPay, a PCI certified secure payment site.

Note: Credit card information must be re-entered with each filing as, according to the Payment Card Industry (PCI) standards, the system does not record or retain credit card information.

Figure 52: Secure Payment Site Information

ARKANSAS.GOV
GovPay

For Payment Questions:
1-877-727-EGOV or [Live Help](#)

Amount Due: \$185.00

Pay by ECheck Pay by Credit Card Subscription

[Continue >](#)

[Site Map](#) | [Privacy Policy](#) | [Accessibility Policy](#) | [Security Policy](#)
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Arkansas.gov

14. Your charges are displayed on the opening GovPay with the different payment options.
15. If you would like to submit a payment directly from a bank account, select “Pay by ECheck” and click **Continue**. You will need to provide your bank routing number and bank account number in order to complete payment.
16. Enter the required information and submit your payment by clicking the **Confirm** button.
17. After reviewing the information displayed, click **Submit**. The eFiling system will contact the payment process to collect money and then transfer the submission for the clerk to review or for the judge to review.
18. If you would like to submit payment through a Discover, MasterCard, or VISA, select the “Pay by Credit Card” radio button on the GovPay opening page. You will need your credit card number and CVV number that is printed on the signature panel on the back of the card in order to complete payment.
19. Enter the required information and submit your payment by clicking the **Confirm** button.
20. After reviewing the information displayed, click **Submit**. The eFiling system will contact the payment process to collect money and then transfer the submission for the clerk to review or for the judge to review.
21. If your payment is successful, “Your Filing has been Submitted” message is displayed as shown below.

Figure 53: Filing Submitted Message

The screenshot displays the Arkansas Judiciary Electronic Filing interface. At the top, there is a navigation menu with links for Home, eFile, Cases, My Profile, and Log Out. The user is identified as Daniel Ringo. The main content area shows a "Submission Confirmation" message stating "Your Filing has been submitted". Below this, it specifies the case type as "DEBT:OPEN ACCOUNT -" and includes a note about the filing process and receipt availability. A table lists the filing details, and a "Filing Status" button is visible at the bottom.

Case Title	My Case #	Court Case #	Description	Date	Account	Authorization Code	Fees	Technology Fee	Total Charge
New Case	12345		AOC COVERSHEET CIVIL	2012-02-26 01:49:26.0	1111	20120226134655541	\$165.00	\$20.00	\$185.00

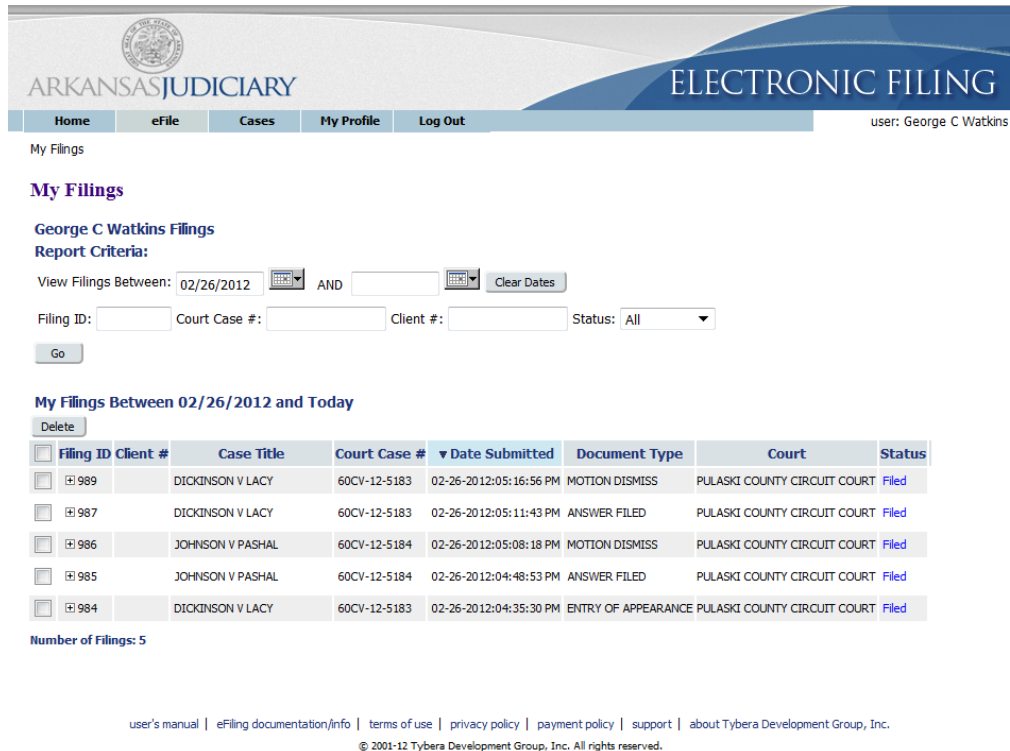
22. When this message is displayed, it means your payment was successful and your submission is being transferred for review.
23. **Optional:** Click on the **Filing Status** button if you wish to review the status of your submission. The status may take a few minutes to update. If you continue to refresh the status page, you will see the status of your submission change. "Awaiting Approval" means payment is processed and has been received by the court's servers, and the submission is waiting to be recorded. When the submission has completed all the steps at the court, your submission will have an "Filed" status. If you sent in a "Proposed Order," a "Filed- Presented to Judge" status does not mean the proposed order is accepted; it simply means the proposed order has reached the point where a judge can review the document.
24. Click the **Home** link on the menu or any other link to go to a different point in the eFile application.

Understanding Filing Status

Whenever you eFile something to the court, the status of your filing is updated to reflect its progress. Each filing will be updated with several different statuses. Some happen so quickly that you may not see all the status changes. The “My Filings” page displays the status of each submission as it is updated until the final status of “Accepted” has been posted. You may use the **Go** button near the top of the page to “Refresh” the page view. A filing can have the status of

- **Package Pending** - The submission is being prepared for clerk review but not yet sent.
- **Packaged** - The submission is prepared and sent for clerk review.
- **Received** - The submission has received a time stamp and will be placed in a queue for further processing.
- **Payment Pending** – An error occurred during the payment process and the filing may not have been submitted to the clerk. Go to the “My Filings” page and click “Make Payment” to reenter the payment information.
- **Awaiting Approval** - The submission is in a queue for further processing by the clerk.
- **Filed:** A clerk has reviewed your information and a receipt of the results has been returned. If your submission only contains a Proposed Order then the status of ‘Filed’ only means that the Proposed Order has been transferred to the judge for action but it does not mean any official action was taken.
- **Receipt Pending** - An error occurred in communications. Call the eFiling administrator.
- **Rejected** - Submission was denied. See the note from the clerk for an explanation.
- **Filed-Presented to Judge** –Accepted and routed to a Judicial Queue for a judge to review. This means that even though the submission has been filed, the proposed document may not have been reviewed at this time, but it has been presented to a judge.
- **In Draft/Resubmitted** - This submission was “Rejected,” and the filer used the old submission to create a new submission. The status of this submission has no future value, and the filer needs to look at the new submission status.

Figure 54: Check Filing Status on My Filings Page



Each entry in the list represents the status of a filing.

Each entry on the “My Filings” page is temporary and is deleted after a certain period of time. The period of time this information remains is configurable by the eFiling administrator, but is usually not less than 30 days.

Note: You should check each entry. Although a status is complete, there may still be a note from the Clerk of the Court informing you of some condition. Be sure to check each receipt.

To check the status of your submissions:

1. From the Home page, click **My Filings** or click **eFile > Filing Status** from the menu bar at the top of any page.
2. **Optional:** Filter the list by using the calendar icons to select a starting and ending date. Then click **Go**. If you leave the end date blank, the system default is today’s date.
3. Click the “+” symbol in the “Filing ID” column to display the documents associated with the filing.
4. **Optional:** Click the document name link that appears when you click the “+” symbol to view/download the document.

- Click the filing "Status" on the right to display additional details about the filing. This will include information such as the time-stamp on your submission.

Figure 55: View Documents Associated with the Filing from the Filing Status Page

[My Filings](#) ⇒ Filed

Filing Status

Status: Filed 02-26-2012:05:23:31 PM
 Filing ID: 989
 Clerk Tracking ID: 1531
 Submitted By: Watkins, George C
 Date Submitted: 02-26-2012:05:16:56 PM
 Official File Stamp: 02-26-2012:05:16:56 PM
 Case Title: DICKINSON V LACY
 Court Case #: 60CV-12-5183
 Case Type: OTHER-CIVIL CONTRACTS
 Court: PULASKI COUNTY CIRCUIT COURT

Note: This filing will be removed from eFlex on 04-26-2012

Document Name	View Document
MOTION DISMISS DEF 12B6 MOTION DISMISS	DICKINSON V LACY 12B6 MOTION.docx
Main Document	receipt.html

Response:

[View Printable Receipt](#)

Response	
Description:	Receipt
Author:	System Administrator
Return addresses:	Email: admin@tybera.com Filing: http://train.efile.aoc.arkansas.gov/courtReview/runit
Document Name	View Document
Main Document	receipt.html
MOTION DISMISS DEF 12B6 MOTION DISMISS	1531_2341_DICKINSON V LACY 12B6 MOTION.pdf
Form	form.xml

[Back](#)

- Optional:** On the "My Filings" page that appears after clicking the link, view/download the document by clicking the "View Document" link.

Handling a “Rejected” Status

If a submission is “Rejected,” the receipt will include a reason field. Although some reasons are entered automatically by the system, for example, if one of the documents contained a virus, the clerk typically types in the reason for the rejection.

1. When a submission is “Rejected,” a **Resubmit** button appears next to the status.
2. Click **Resubmit** to automatically create a new submission based on the previously rejected submission.
3. Change what was rejected by either deleting the document in question or correcting the information entered.

Note: The “Filing Status” screen is not where you should look for case information; instead, click **My Filings** on the “Home” page.

Draft Submissions

The “Draft” feature acts as a backup if you are disconnected from the internet. Whenever you begin creating a new submission, eFlex records data each time you advance to the next screen, including any document data you have loaded. If your internet connection goes down, the system creates a draft of your submission. When you're back online, you can continue the process where you left off. Each time you log out, you will be prompted if you have any partially completed submissions.

To resume work on a draft filing:

1. Click **eFile > Draft Filings** on the menu bar to see a list of partially completed submissions.

Figure 56: List of Draft Filings



The screenshot shows the Arkansas Judiciary Electronic Filing interface. At the top, there is a navigation bar with links for Home, eFile, Cases, My Profile, and Log Out. The user is identified as Daniel Ringo. Below the navigation bar, the page title is "Draft Filings". A table titled "Draft Filings" contains one entry with the following details:

Filing ID	Client #	Court Case #	Case Title	Filing Description	Create Date	Court	Days Until Deletion
990		60CV-12-5183	DICKINSON V LACY	OTHER-CIVIL CONTRACTS	02-26-2012:05:28:40 PM	PULASKI COUNTY CIRCUIT COURT	60

2. Click the “Filing Description” name to return to the last page you worked on.
3. Continue with the submission. For most submissions the default is to go to the “Add a Document” page. If you need to back up to the “Case Initiation” page on some submissions, press the **Back** button on the “Add a Document” page.

Many times filers forget they already resubmitted the filing. You can delete entries if you no longer need the information or if you completed the submission by starting over. Each time you log off the eFiling system, if there are entries in draft status, you will be notified that you have entries in draft, and you will have to answer whether you want to exit or not.

Appendix A: Creating a PDF and Other Document Display Information

PDF Basics

PDF (Portable Document Format) is a popular format created by Adobe® Systems Incorporated. Documents using this format can be read by Adobe Reader®, a free application available from the Adobe website. This type of document is considered a final form document because it is not designed to be edited. It is fixed and appears the same on nearly every machine using Adobe Reader, making it a convenient way to ensure that the information you are sending is being viewed in the same layout format as you intend it to be. A PDF document has the extension “.pdf” appended to the file name.

If you have a PDF printer driver installed, you can create PDF documents directly from Microsoft® Word. Some word processing applications, such as Corel® WordPerfect®, include a PDF printer driver as part of the application. There are several vendors that sell PDF printer drivers. Also, you can search the internet for free PDF creators such as CUTE or 995.

Creating Documents

All documents except “Proposed Orders” may be submitted as PDF files. There may be limited exceptions to this rule. You should review the acceptable file formats when attaching each document to your submission. Filers should not upload documents that are form fillable, include metadata, or are locked in any way.

You should prepare “Proposed Orders” in a word processor and submit them in one of the following formats:

- Microsoft Word 2007 (.docx)
- Microsoft Word 98 - 2003 (.doc)
- WordPerfect 6 – 12 (.wpd)

To create your original documents, whether “Proposed Orders” or other documents, you will need a word processing application such as Microsoft Word, or WordPerfect. You need to use standard fonts when you are creating the original document. Times New Roman or Arial fonts are common and generally convert to PDF consistently. The font you select also needs to be a “TrueType” font. Selecting standard fonts will help ensure the document formatting converts correctly.

Note: All documents eventually will be converted to PDF files. “Proposed Orders” submitted in a word processing format will be converted by the court later in the eFiling process.

Adobe Acrobat® X Pro will integrate directly with Microsoft Word. If you have purchased and installed Acrobat with the plugin, then in Microsoft Word you will see an Acrobat® tab on the right side of the menu bar. When you have your original document file opened, the “Create PDF” will allow you to save a copy of the document as a PDF. Another common way to create PDF documents is to install a PDF printer driver. There are some free PDF printer drivers available as well as products you can purchase. Adobe Acrobat® Standard or Pro editions include printer drivers.

Including Paper Exhibits

With your submission you may need to include copies of paper documents such as a copy of a contract, or a copy of a cancelled check. Paper documents must be submitted in a court-accepted electronic format. To do this you must have access to a scanner. The easiest way to format the scanned documents is as a PDF file. In your scanner control dialog box, be sure to select the “Scan to PDF” option. This option will create a file ready to attach to your filing.

You may also scan the paper document to an image file ending in .jpeg or .jpg. Images with those file formats are not accepted by the Arkansas Judiciary, but you may insert the image into a word processing document. When the word processing document is saved with the appropriate file extension (.doc, .docx, or .wpd), the file is ready to include in your filing.

Pay attention to court requirements for file size, color, and resolution. We request that you use black-and-white settings with a low resolution (300 dpi) resulting in 25 to 50 KB per page in size. Using color adds to the size of the file, so you should only scan using color settings when color is a vital element of the exhibit. If your scan includes color, and then lower the resolution enough to reduce the file size but not to destroy the ability to view the image. See your scanner's user documentation for more information. In some situations it may be necessary to divide one large document into several smaller ones.