



Alex Alford • Walton County Clerk of Court and County Comptroller

Florida Court's E-Portal Frequently Asked Questions

Version 1.0

June 1, 2014

“Continually improving the quality of services provided through our performance, our people, and our commitment to our core values.”

Q: What is the Portal?

The Portal is a web site that provides E-Filing capability to users with a single statewide login. Users may utilize the Portal web interface to submit documents to Clerks. The Portal also supports automated interfaces with other submitter systems. The Portal supports transmissions to/from the local case/recording systems using national XML standards. The Portal also provides electronic notifications and E-Service on behalf of filers.

Q: Can I serve the other parties on a case using the Portal?

Yes, after you have selected your case and added your documents the E-Service tab allows you to select parties that will be served a copy of your filing. You may add parties if they are not listed or select from a list of other parties that have been previously served on the case.

Q: Can Pro Se' filers use the Portal?

Yes, effective June 24, 2014 Pro Se' filers will be allowed access to the portal. To register visit the Portal webpage at www.MyFLCourtAccess.com.

Q: Do we need to file a coversheet?

No, the portal will create a coversheet using the information entered by the filer.

Q: Will the Clerk set up Escrow Accounts for the filers?

No, the portal will calculate all necessary fees and they must be paid by Credit Card or ACH at the time of filing.

Q: How do we get delivery of our summonses?

Issued summonses will be emailed to the email accounts associated with filer.

It is the responsibility of the party requesting the summonses to submit the paperwork to the Sheriff's department or a process server for service. If service is out of the state of Florida, you will need to contact the sheriff in the county where the party is located, to find out what their fee is, and what method of payment they will accept.

Q: Do I need to send in the original document?

The paper follow-up is not required except for those documents that are required by Court Order, Florida Statute, or Rules of Procedure.

Examples of e-Filed documents that are required to be followed up with an original are: mortgages, wills, and affidavit's etc.

Q: How do I submit multiple documents for the same case number?

Multiple documents for the same case number may be submitted in the same transaction but must be filed as separate documents, see FCTC business rules.

Q: Can I E-File a Will for Safe Keeping?

No, the original Will must be filed with the Clerk.

Q: Why would the clerk move a filing to the pending queue?

- If it is filed in the wrong county
- if the image is not readable
- if the case number on the document is incorrect
- if more than one document is attached to a single docket entry,

Q: How long do I have to correct a filing?

You have 5 business days to correct the document .

Q: If I do not correct the filing that was moved to the pending queue and there was a fee associated with it, will the fee still be charged?

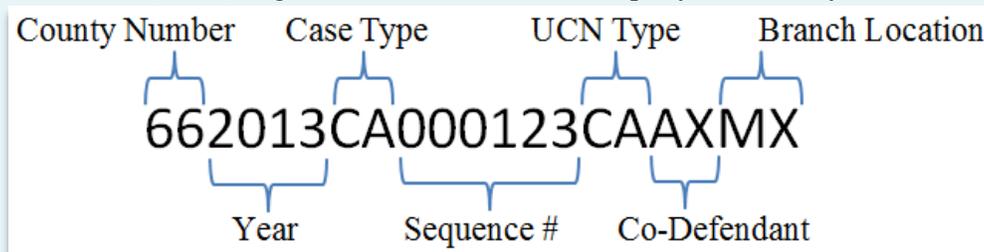
If the filing is moved to the judicial queue, after 5 days the hold is released.

Q: How do I edit a filing once it has been submitted through the portal?

You will need to submit an amended filing.

Q: Why does my case number begin with 66?

The Uniform Case Number (UCN) begins with a number that uniquely identifies your case number state wide.



County Number: This number is different in every county in Florida. The number used to represent Walton County is 66

Year: This is the year the case was filed with the clerk.

Case Type: This is the file type. This can differ from county to county but is based on what type of filing the case is. (e.g. Circuit Civil is CA, Circuit Felony is CF)

Sequence #: This is a sequential number that was determined based on when the filing was received.

UCN Type: The state mandated that there are 18 different UCN types. These are the same amongst all counties. (e.g. MM is always Misdemeanor, SC is always Small Claims)

Co-Defendant: Some criminal division's link co-defendants together by giving them the same sequence number as their counterparts. In most divisions this will always be "AX".

Branch Location: In some counties which have multiple courthouses, this area is used to determine where the file is located. "MX" meaning in the main courthouse.

Q: How do I search for an existing case number?

In order to search and find a case, you will need to know the year, sequence #, and court type of the case you are filing.

All required fields on this screen are marked with an asterisk (*). When you have completed this screen, click NEXT to continue. Do not use your browser's arrow keys (upper left screen corner). For more information, click the Help link.

* Type Of Court * County * Division

Trial Walton County Civil

Please enter values below and click search to locate your case. All required fields are marked with an asterisk (*).
Case year must be a valid 4 digit Year (Example 2012).
Sequence # must be 6 Digits or less. No Leading Zeros needed (Example 412).
You can enter 2 Character Court Type or select from the list. Only allowed court types will appear after selecting division.
Party Identifier is optional and if provided must be 4 characters.
Branch Location Identifier is optional and if provided must be 2 characters.

* Year * Sequence # * Court Type

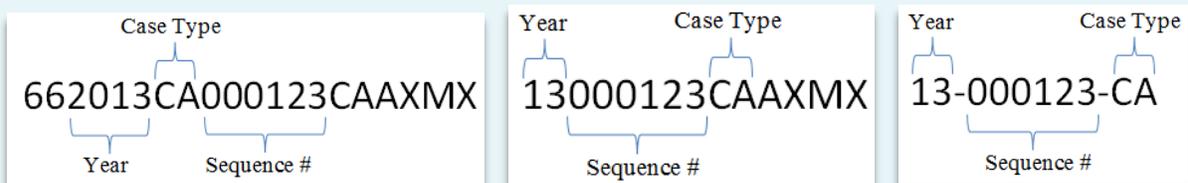
2014 100 CC

Court Type Selection

County Civil (CC)
Small Claims (SC)

Party Identifier Branch Location

Search Clear



Year: This is the year in which your case was filed. The portal will automatically enter the year of 2013. When entering the year in the portal, please make sure to use a 4 digit year(e.g. 1998, 2009)

Sequence #: This is the filing number that the case was given by the clerk after it was filed. This area can be no more than 6 digits but **does not** require the additional 0's. (e.g. sequence 000012 could be entered as 12)

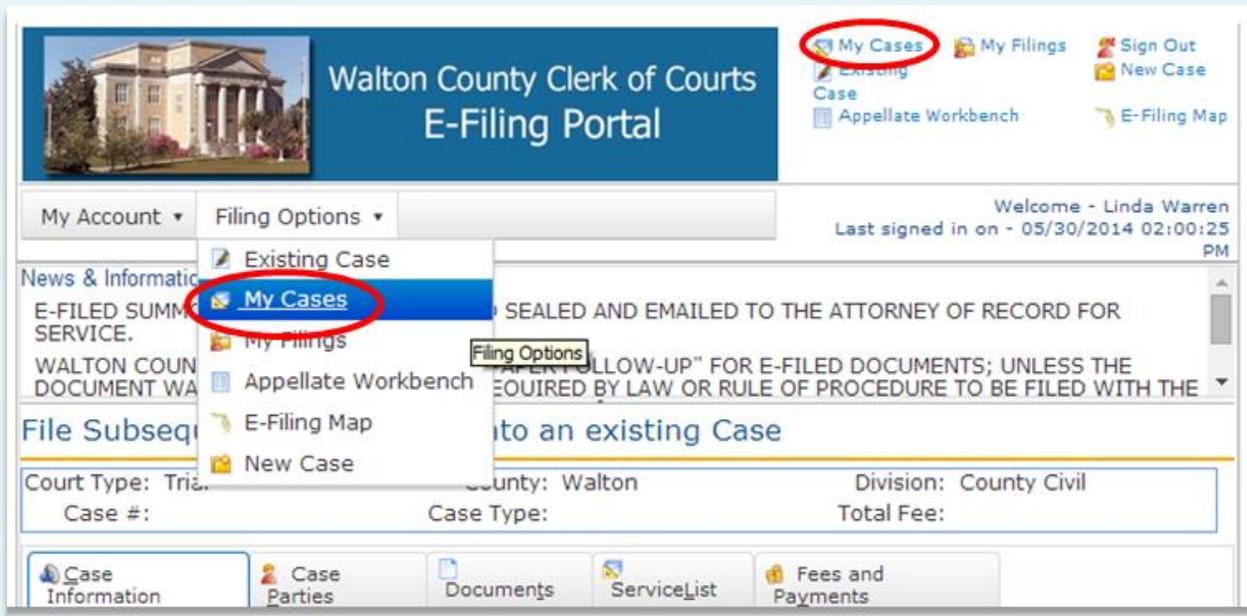
Court Type: This is the division you are filing in. (e.g. Circuit Civil, Juvenile Dependency)

Party Identifier: Leave this area blank as this area is not needed in Walton County.

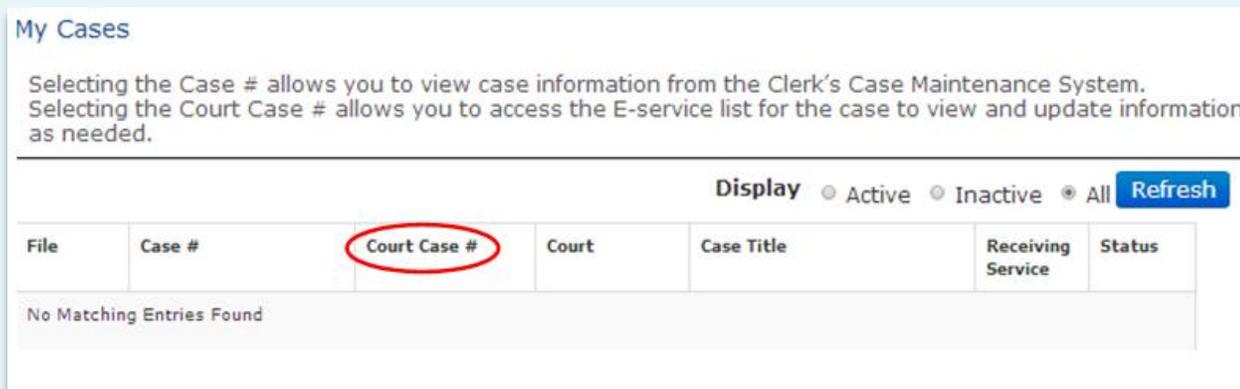
Branch Location: Leave this area blank as this area is not needed in Walton County.

Q: How do I view the documents filed in my case using the Portal?

After logging in to the Portal, you will notice that in the top right corner of your screen you have an area labeled “My Cases”.



You will see a list of cases where you have previously E-Filed. Locate the case you wish to view and click the case number in the “Court Case #” column. The case number will be a hyperlink that will take you directly into the case and allow you to view all documents within the electronic court file.



Q: Is special software required?

No, the only requirement will be an internet connection and a browser. (Preferably Chrome)

Q: What document types does the Portal support?

The Portal will accept filings in Word, PDF, or WordPerfect formats. All documents will be converted to Tiff formats by the Portal. By default, the Portal will provide the Tiff format to the local record system.

Q: Are all types of documents accepted?

Certain types of documents (wills, etc) will still require a paper filing for the time being.

Q: Will there be any charges for users of the Portal?

Yes. The regular filings established by Florida law are required to be paid to file cases with Florida's courts. In addition to the filing fees, there are also convenience fees established to offset the use of electronic funds transfer, whether using a credit, charge or debit card, or and ACH transaction. The portal accepts MasterCard, Discover and American Express cards at a rate of 3 percent. The fee for an ACH transaction is a \$3.00 flat fee.

Q: What electronic notifications will be supported by the Portal?

- The Portal will support the following electronic notifications:
- Receipt of subscriber application
- Acceptance/activation of subscriber account
- Change of subscriber profile including login credentials
- Receipt of filing including filing id number
- Acceptance of filing including filing id number and case identification data
- Notice the filing was moved to the Pending Queue.
- Notice of service of documents.

Q: How will the Portal store the filing time and time stamping of filings?

All dates and times, including when the filing is received at the Portal and accepted/rejected by the clerk, are stored in the Portal database to ensure the accuracy and consistency of when the event took place. An electronic filing may be submitted to the portal at any time of the day or night, twenty four (24) hours a day, seven days a week. For purposes of determining timeliness, an accepted filing shall be deemed filed on the date and time when the electronic filing is received at the Portal.

Q: How will the Portal provide access to filings once they are accepted by the local Clerk/Recorder?

The Portal provides access to filings “in progress” only. Once the filing is accepted and filed in the local CMS/DMS, this becomes the official court record just like the current paper process. Original filings are retained at the portal for a brief period and then removed. Permanent access to these documents will be provided through existing methods – local web sites and CCIS links.

Per AOSC04-04, filers will only be able to access cases of which they are a party of record. This access will be provided through a secured link to the existing CCIS database and links. When a county implements ICD Version 2.00 of CCIS, the Bar ID will be linked to each case in CCIS. When an attorney of record registers on the Portal with their Bar ID, they will be able to see any case linked to their Bar ID via a secured link to the existing CCIS database.

Q: What happens if a filing occurs on the Portal and the local system is down?

If the local record keeping system is down or otherwise not available, then any process that depends on the availability of the local record keeping system will not be available. Filings that are ‘waiting to be filed’ will continue to wait and the re-try mechanism will continue to re-try. Once the local record keeping system is back up, the filings are filed and notifications are sent.

Q: Why does my document type not show in the dropdown list for filing?

In some areas there may be a generic “Document Type” such as “Motion” or “Letter”. If what you are filing is not listed, please contact the clerk’s office.

Q: Describe if and how electronic signatures will be utilized.

The Portal system operates in accordance with the Supreme Courts’ Administrative Order ([AO09-30](#)) for the use of “/s” in lieu of electronic signatures. A pleading or other document is not required to bear the electronic image of the handwritten signature or an encrypted signature of the attorney, but may be signed in the following manner when electronically filed through an attorney’s login and password:

s/ John Doe
John Doe (e-mail address)
Bar Number 12345
Attorney for (Plaintiff/Defendant) XYZ Company
ABC Law Firm
123 South Street
Orlando, FL 32800
Telephone: (407) 123-4567

See [Florida Rules of Judicial Administration 2.515\(c\)](#)

Q: How do I navigate back to a previous screen in the Portal?

Do not use the back arrow in your browser. Click on the page title as shown below.

The screenshot shows a web form titled "File Subsequent Document(s) into an existing Case". At the top, there are input fields for "Court Type: Trial", "County: Walton", "Division:", "Case #:", "Case Type:", and "Total Fee:". Below these is a horizontal navigation bar with six tabs: "Case Information", "Case Parties", "Documents", "ServiceList", "Fees and Payments", and "Review and Submit". A red rectangular box highlights the "Case Information" tab and the "Review and Submit" button. Below the navigation bar, there is a red asterisk (*) indicating required fields. The form includes three dropdown menus: "Type Of Court" (set to "Trial"), "County" (set to "Walton"), and "Division" (set to "Select").

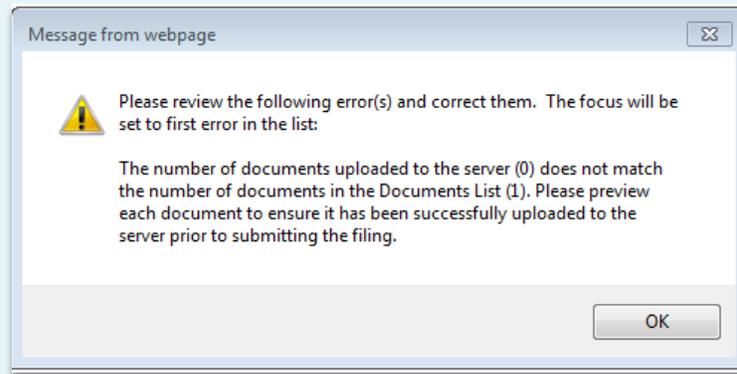
Q: I received an email that my registration was pending approval. Who can assist me in getting my account activated?

Contact support@flclerks.com- an administrator can activate an Portal registration.

Q: I received an email that my filing was moved to pending queue. Who can assist me?

Filing moved to pending queue emails are sent out by the portal. In order to fix the filing you will need to go to the "My Filings" page and locate your filing. Click the "Filing Reference Number" and you will be allowed to modify your filing and resubmit. If you need further assistance please contact the clerk's office.

Q: I get an error message that says “The number of documents uploaded to the server does not match the number of documents in the documents list.” As shown below.



Why this message has occurred. When you are filing documents, the files are being transferred to a server in Tallahassee. When you leave the document page before that upload is complete you get this message.

To fix this message you must return back to the documents tab. Once there you will see listed the documents you are trying to file with the court. Notice the “View” button listed next to each document. Click this button and a new window will open that should display the document you are trying to file. If you get an error message when clicking view please click the “Remove” button and add the document again.

To prevent this message from occurring in the future, please make sure to click the “View” button on all documents before leaving this page. Also when you are filing a document using internet explorer, there will be a loading bar at the bottom of your window after you have attached a document. If you wait until that bar loads before adding the next document.

File Subsequent Document(s) into an existing Case

Court Type: Trial	County: Walton	Division: Circuit Civil
Case #: 662014CA000100CAAXM	Case Type: REAL	Total Fee: \$0.00
PROPERTY/MORTGAGE FORECLOSURE / HOMESTEAD RESIDENTIAL FORECLOSURE - \$50,001 - \$249,999		

Case Information | Case Parties | **Documents** | Service List | Fees and Payments

Review and Submit

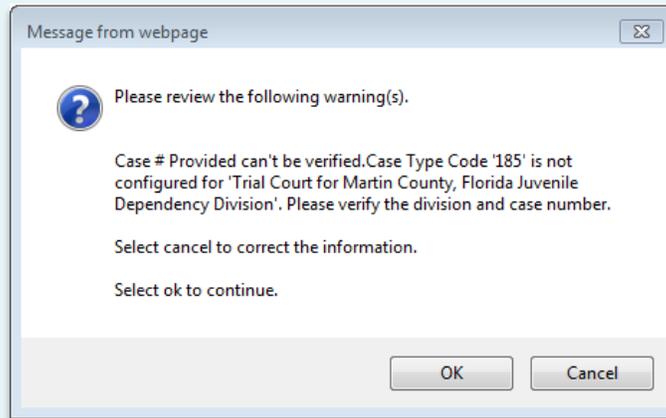
To attach a document click the Add Document link. After attaching your document, click SAVE, then click Add Document to add another document. Click NEXT to continue. Do not use your browser's arrow keys (upper left screen corner).

If you will be requesting a Fee Waiver, please submit the completed Fee Waiver Form on the Payments Screen, not as an added Document on this screen.

[Add Document](#)

	#	Document Group	Document Type	Filing Fee	Size (MB)
View Edit Remove	1	CERTIFICATE	CERTIFICATE OF LOST SERVICE;	\$0.00	0.02

Q: I get a warning message that say's "Case# Provided can't be verified."



Why this message has occurred. This is just a warning message. It will not prevent you from submitting a filing. However, there are two possible reasons as to why you see this message.

Option 1: There are some case types where the case information is considered confidential and will not be displayed via the portal (e.g. Juvenile Cases).

Option 2: The portal is not able to verify the case number against our database. This could be due to connectivity issue with the portal.

To fix this message, select "OK" and verify that you have selected the correct county, year, sequence number, and court type.

If you have this information correct, scroll to the bottom of the page and select “Next”. This will take you to the parties screen. If the case number you entered was correct, the “Parties” screen will be blank.

Court Type: Trial County: Walton Division: Juvenile Delinquency
Case #: 662014CJ000001CJAXM Case Type: JUVENILE DELINQUENCY / JUVENILE DELINQUENCY Total Fee: \$0.00

Case Information Case Parties Documents Service List Fees and Payments

Review and Submit

Current Parties

Please select all parties on whose behalf you are submitting this filing. Note: to select multiple items, use CTRL-CLICK for selection.

Back Next

Q: How do I reopen a case?

Under the “Case Information” tab, after you search for your case, you will see an area for “Additional Fee Options”. Simply enter a “1” in the blank field and a reopen fee will be assessed.

Additional Fee Options

Lis Pendens (# of parties)

Lis Pendens (# of Pages)

Enter 1 for Reopen Fee \$50.00

Q: The case/document that I am filing did not charge the appropriate fee. What should I do?

If you believe that your case/document should have a fee associated and it does not, please contact the clerk’s office for additional instructions. If you file it and the fee is not included, the document will be placed in the pending queue so that you may add the fee.

Q: What steps do we need to take to begin?

1. Read the E-Filing Users Guide, located in the Portal Quick Links webpage.
2. You are free to begin the e-File process for Walton County through the Portal at this time.
3. Call the Clerk's Office with any questions.

Walton County Clerk of Courts
850-892-8115

If you need to contact the e-Filing Support Desk in Tallahassee, please send an email to: support@myflcourtaccess.com.