TYBERA

eFlex Electronic Filing – Clerk Review

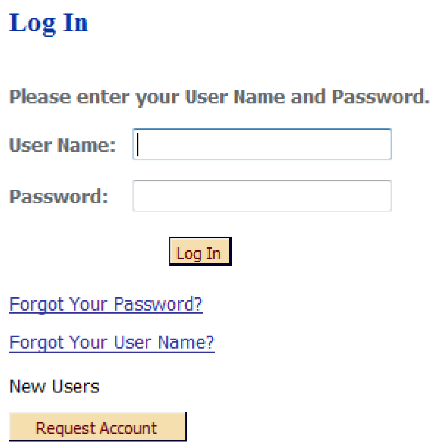
Arkansas

User's Guide for Clerks

User Account

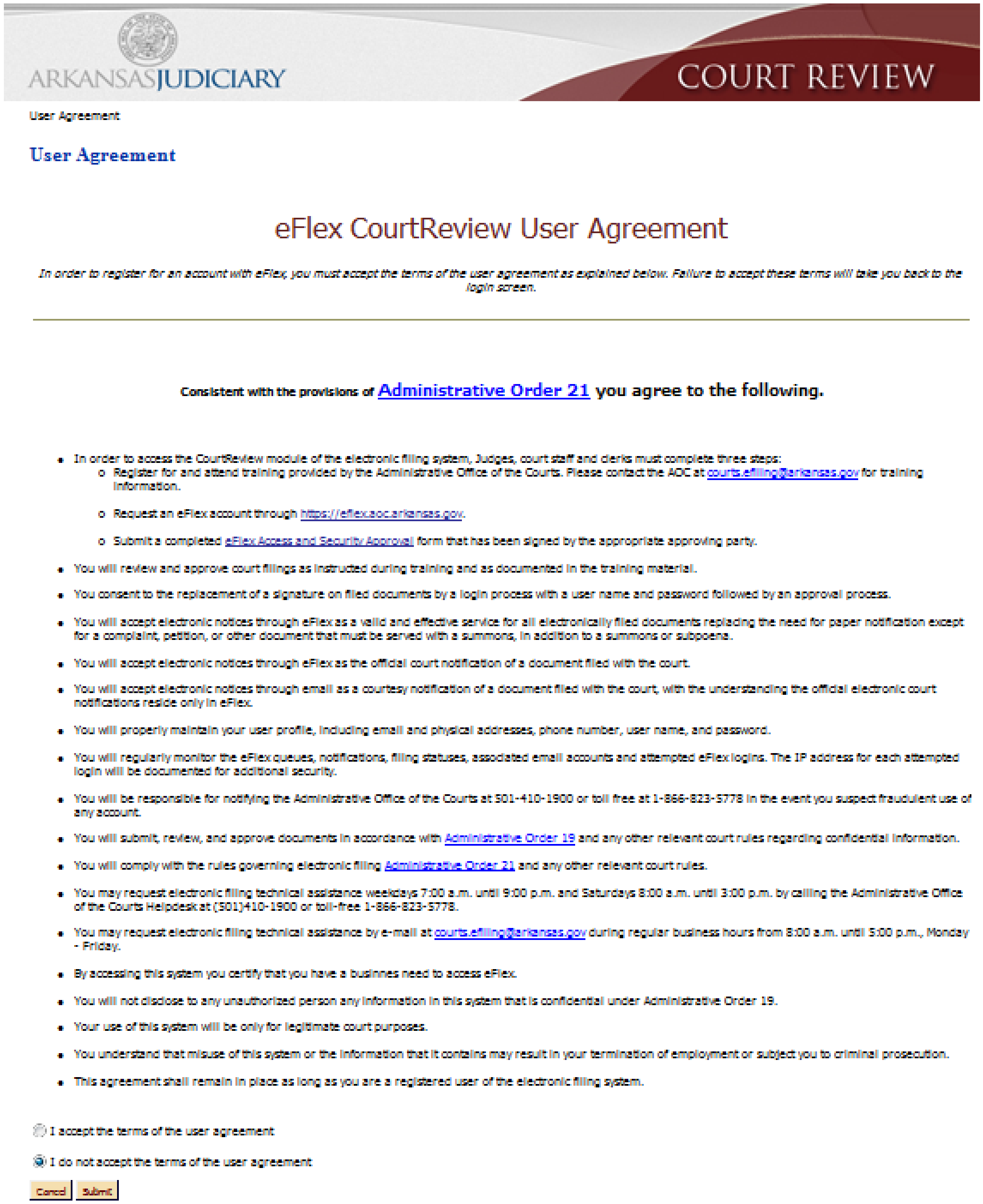
The Arkansas Judiciary system has determined that each court employee will establish his or her own account on the eFlex system. To begin this process, go to the Arkansas Judiciary Court Review interface at https://eflex.aoc.arkansas.gov.

Figure 1: Clerk Review Request User Account



1. Under "New Users," click **Request Account**. A page with a State of Arkansas user agreement will appear.

Figure 2: User Agreement



ARKANSAS JUDICIARY COURT REVIEW

User Agreement

User Agreement

eFlex CourtReview User Agreement

In order to register for an account with eFlex, you must accept the terms of the user agreement as explained below. Failure to accept these terms will take you back to the login screen.

Consistent with the provisions of Administrative Order 21 you agree to the following.

- In order to access the CourtReview module of the electronic filing system, Judges, court staff and clerks must complete three steps:
  - Register for and attend training provided by the Administrative Office of the Courts. Please contact the AOC at courts.efiling@arkansas.gov for training information.
  - Request an eFlex account through https://eflex.aoc.arkansas.gov.
  - Submit a completed eFlex Access and Security Approval form that has been signed by the appropriate approving party.
- You will review and approve court filings as instructed during training and as documented in the training material.
- You consent to the replacement of a signature on filed documents by a login process with a user name and password followed by an approval process.
- You will accept electronic notices through eFlex as a valid and effective service for all electronically filed documents replacing the need for paper notification except for a complaint, petition, or other document that must be served with a summons, in addition to a summons or subpoena.
- You will accept electronic notices through eFlex as the official court notification of a document filed with the court.
- You will accept electronic notices through email as a courtesy notification of a document filed with the court, with the understanding the official electronic court notifications reside only in eFlex.
- You will properly maintain your user profile, including email and physical addresses, phone number, user name, and password.
- You will regularly monitor the eFlex queues, notifications, filing statuses, associated email accounts and attempted eFlex logins. The IP address for each attempted login will be documented for additional security.
- You will be responsible for notifying the Administrative Office of the Courts at 501-410-1900 or toll free at 1-866-823-5778 in the event you suspect fraudulent use of any account.
- You will submit, review, and approve documents in accordance with Administrative Order 19 and any other relevant court rules regarding confidential information.
- You will comply with the rules governing electronic filing Administrative Order 21 and any other relevant court rules.
- You may request electronic filing technical assistance weekdays 7:00 a.m. until 9:00 p.m. and Saturdays 8:00 a.m. until 3:00 p.m. by calling the Administrative Office of the Courts Helpdesk at (501)410-1900 or toll-free 1-866-823-5778.
- You may request electronic filing technical assistance by e-mail at courts.efiling@arkansas.gov during regular business hours from 8:00 a.m. until 5:00 p.m., Monday - Friday.
- By accessing this system you certify that you have a businnes need to access eFlex.
- You will not disclose to any unauthorized person any information in this system that is confidential under Administrative Order 19.
- Your use of this system will be only for legitimate court purposes.
- You understand that misuse of this system or the information that it contains may result in your termination of employment or subject you to criminal prosecution.
- This agreement shall remain in place as long as you are a registered user of the electronic filing system.

I accept the terms of the user agreement

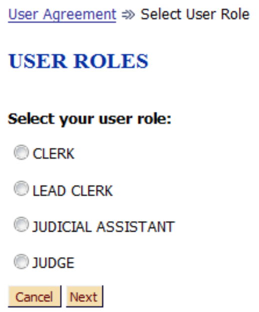
I do not accept the terms of the user agreement

Cancel Submit

2. Read through the user agreement and select the radio button next to "I accept the terms of the user agreement."

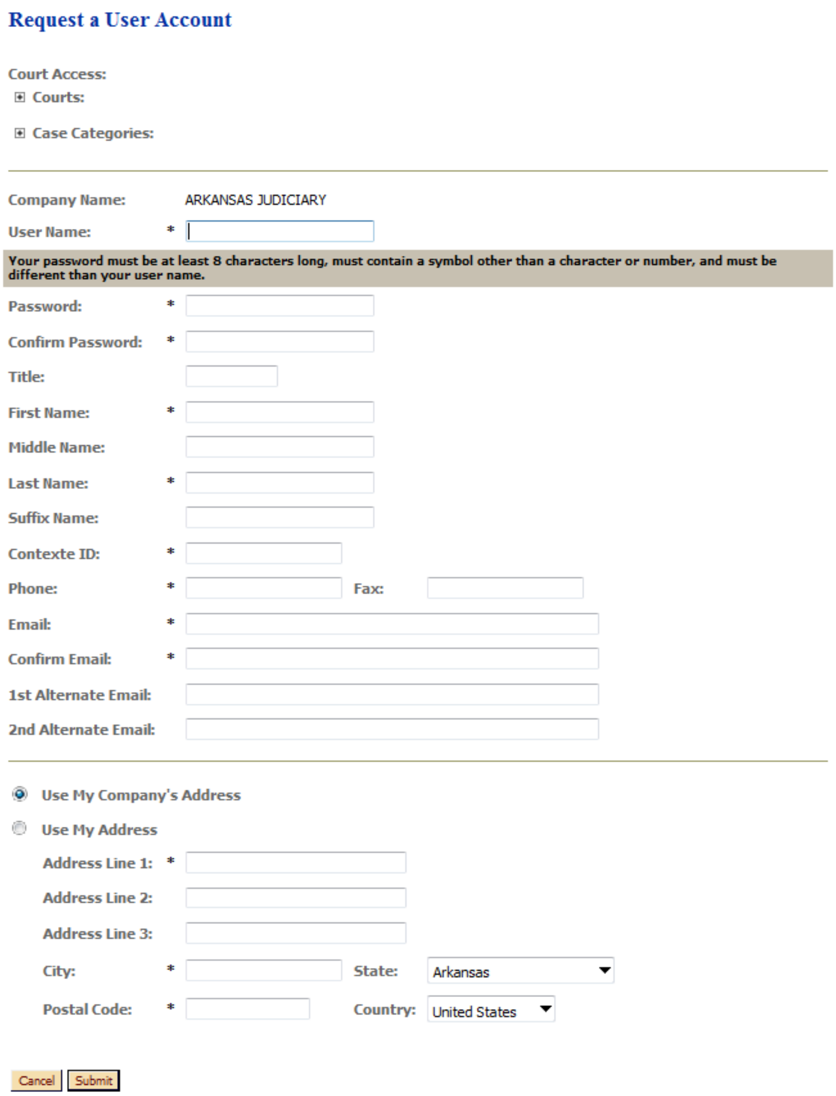
3. Click **Submit**. A page displaying a list of user roles specific to court personnel will appear.

Figure 3: User Roles



4. Select the appropriate user role by clicking in the radio button next to the listing. Then click **Submit**. A "Request User Account" page will display.

Figure 4: Request User Account Profile Information



5. Fill in the text boxes with the appropriate information. Fields marked with an asterisk are required.

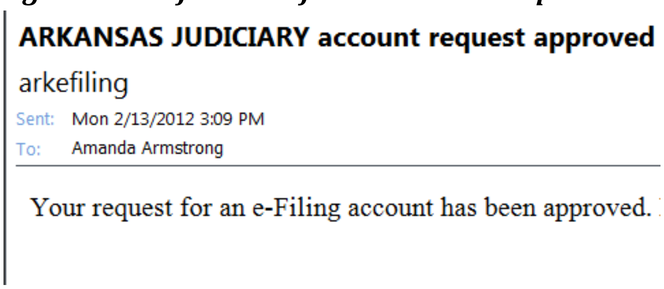
6. Be sure that the password you select is one you will remember, contains eight characters, including a special character (such as an exclamation point, asterisk, or period), and is different from your user name.

7. The field labeled "Contexte ID:" associates your eFlex account with Contexte. If you are a clerk or court staff, please enter the User Name with which you login to Contexte followed by a period and the word "CLERK", e.g. JLSMITH.CLERK. If you are a judge, the eFlex account will be associated with your Contexte judge record, so you will enter the judicial division, e.g. "C02D01" for division 1 in the 2nd judicial district of the circuit court.

Note: Some information, such as your user name and your Contexte ID, cannot be modified after you register.

8. Click **Submit**. A page notifying you that a user account has been requested appears and displays basic user information.

Figure 5: Notification of User Account Request



9. Click **OK** to be returned to the "Login" page. Once you have completed the registration process and your account has been approved by an administrator, you will receive an email message in the email account that you provided during the request account process. The approval process is manual and your Contexte account must be confirmed before approval is granted. If you have not received email confirmation within 24 hours, please contact the help desk at courts.efiling@arcourts.gov

Login

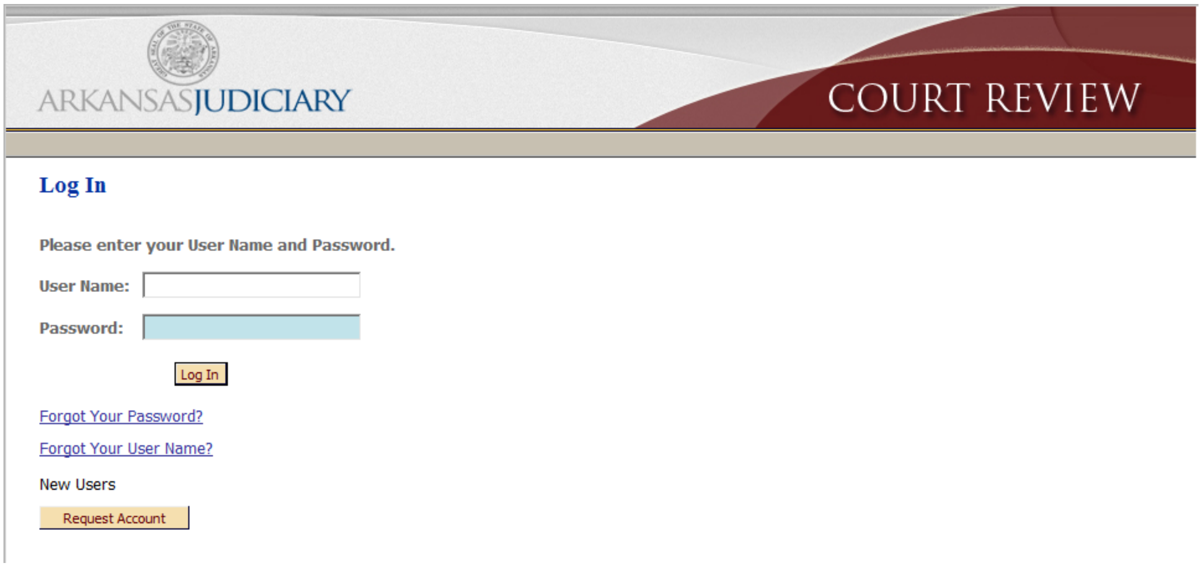
You will log in to the eFlex system with your user name and the password you established during the registration process.

Your user name and password can be used to login to both the "Clerk Review Interface" and the "Filer Interface." You will login to the "Clerk Review Interface" to review and approve filings and access "Queues". You will login to the "Filer Interface" to file documents.

Clerk Review – https://eflex.aoc.arkansas.gov
Filer Interface for Clerks – https://eflex.aoc.arkansas.gov/ecf

Note: The filer interface for clerks has an increased inactivity time out period. Attorneys and Pro Se filers should log into the filer interface at https://efile.aoc.arkansas.gov.

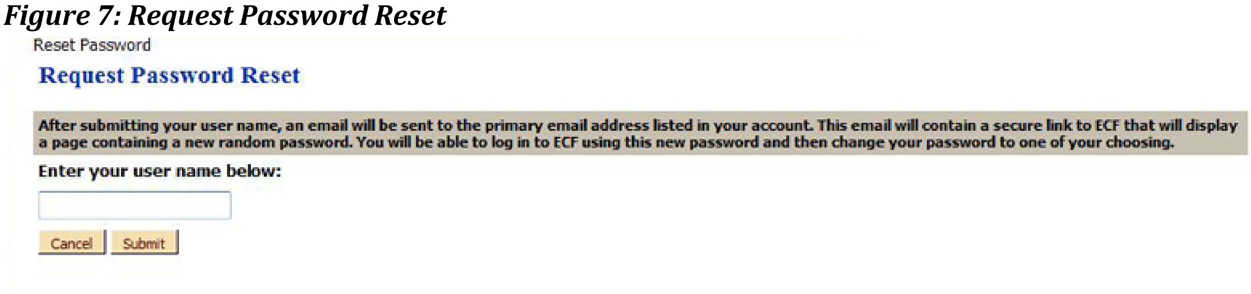
Figure 6: Clerk Review Login Screen



Password Recovery

1. In the event you forget your password, click the "Forgot Your Password?" link.
2. The "Request Password Reset" page will appear. Enter your "User Name."

Figure 7: Request Password Reset

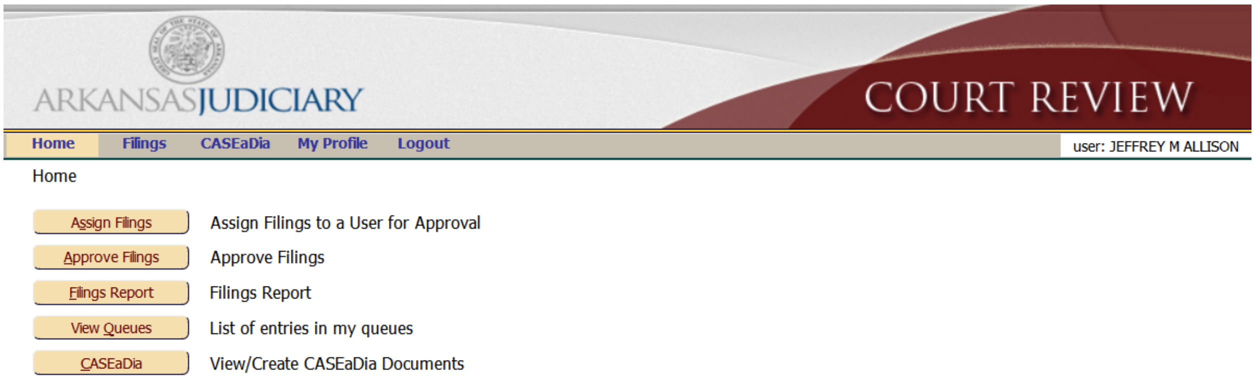


3. An email providing a link to a temporary password will be sent to the email address listed in your "User Profile." This email will be your court email address unless you have changed the address initially entered by the system administrator upon account setup.
4. Check your email for the link to the temporary password, and use the provided password to access your account.
5. Follow the instructions to reset your password.

Navigating from the Home Page

The "Home" page is the first screen you see immediately after you login.

Figure 8: Home Page Clerk Review



- All the basic clerk review functions are accessed by clicking the appropriate button on the "Home" page.
- You can also navigate using the menu bar, which is located across the top of every page.
- Your first, middle, and last name from your user profile appear on the right side below the banner.
- To log out and terminate your session to the eFiling server, click Logout on the menu bar.

Note: The Web session will terminate automatically if there is no activity on the webpage for 3 hours. A session is considered active as long as you are interacting with the web server. Clicking on a button that causes the screen to change or refresh is considered being active. Examples of activity include clicking **Submit, Refresh, Next, Upload Signature,** or **Approve/Reject/Reassign.** Typing in a text field on a web page or changing the document type on the "Approve Filing" page does not count as being "active." When the system logs you out, the screen doesn't change. It appears that you're still logged in. As soon as you click a button, the login screen will display so that you can log in with a new session.

Using Profiles

Managing Profiles

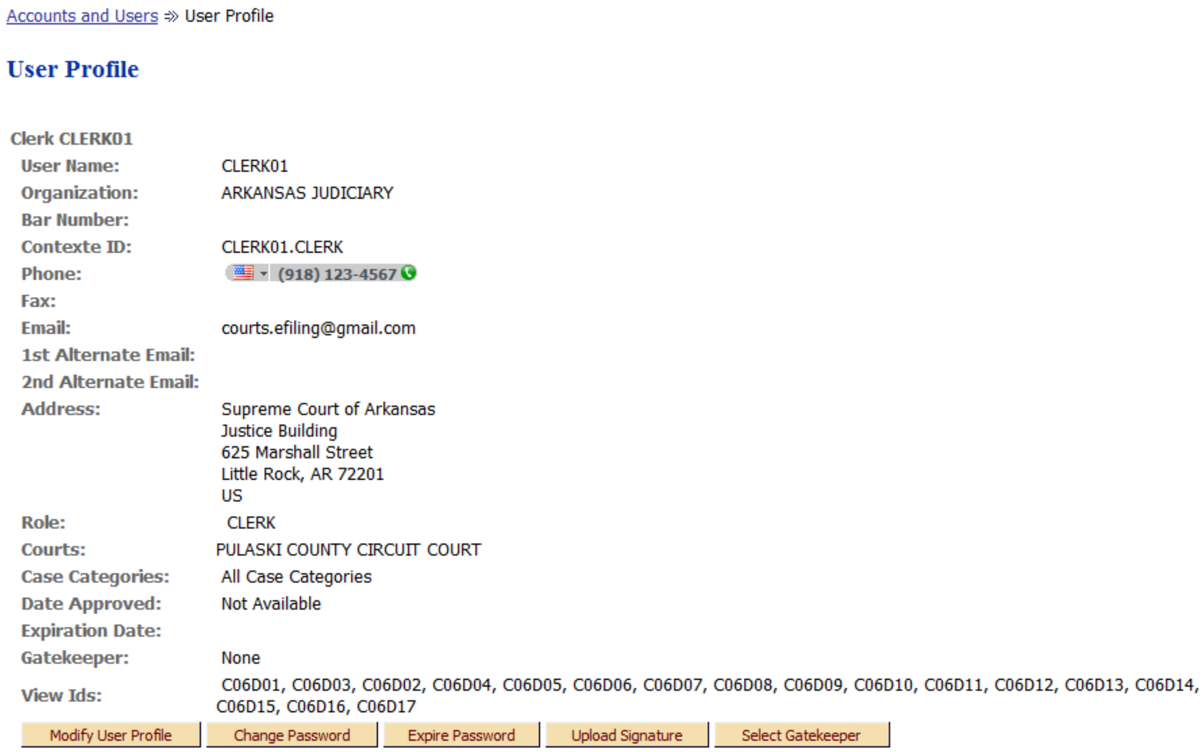
Each user maintains a profile. This section shows you how to

- Edit your profile
- Change your password
- View login history

To View and Edit Your Profile

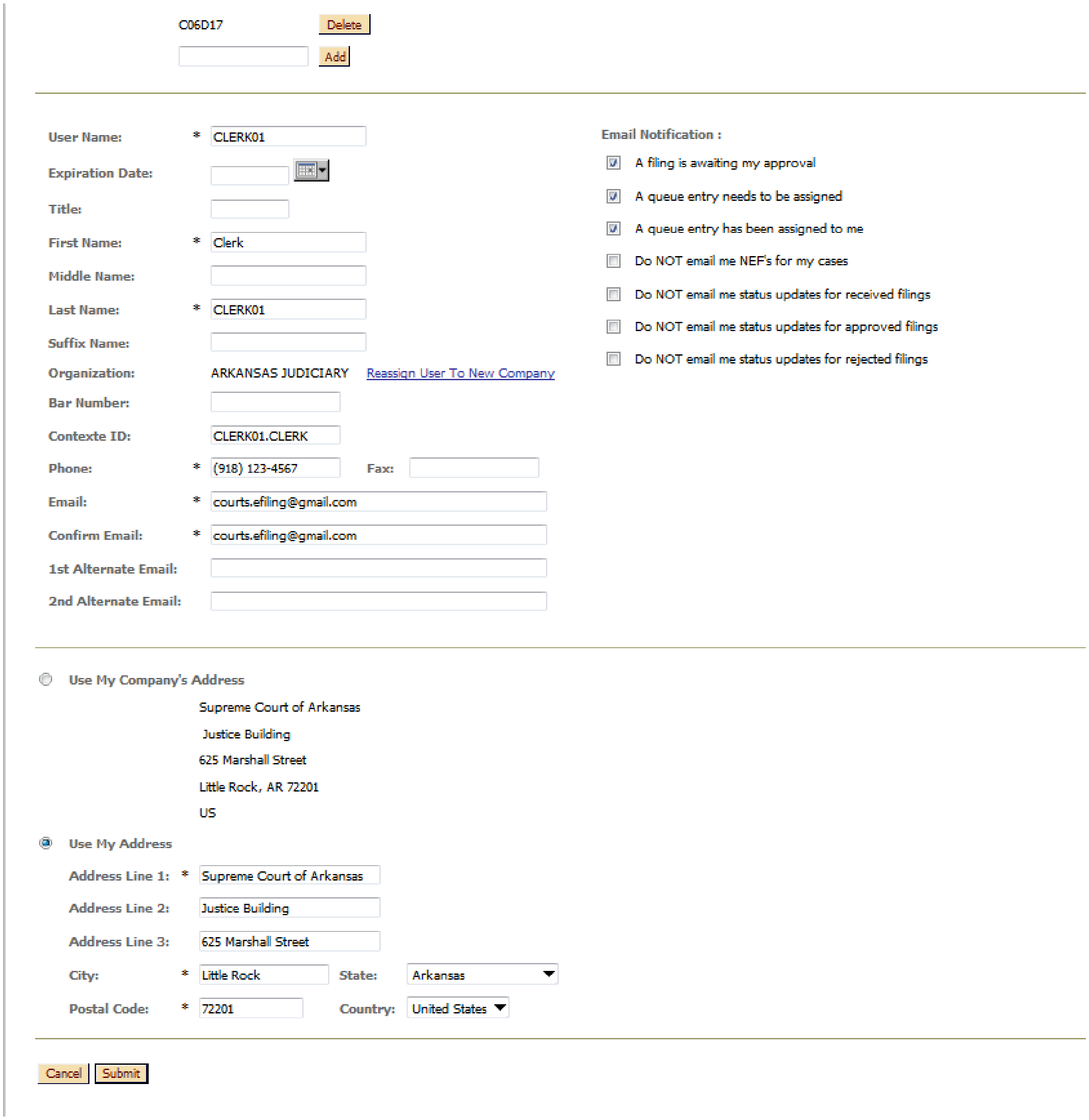
1. Select **My Profile>My Profile** from the menu bar.

Figure 9: User Profile Information



2. Click **Modify User Profile**. The "Modify User Profile" page will appear, allowing you to change or add some profile information displayed.

Figure 10: Modify Profile Information



3. Fill in the fields. Fields marked with an asterisk are required.

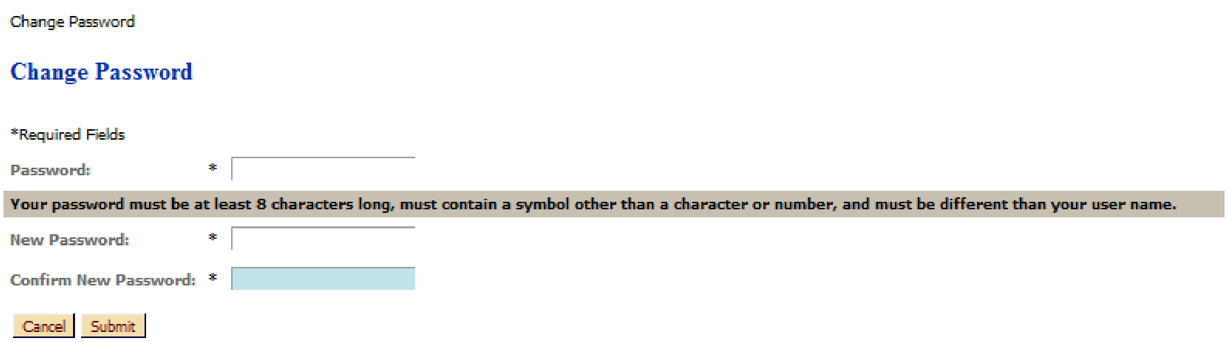
Note: Some fields are set by the system administrator when your user account was established and cannot be changed. These include your user name, the organization, your Contexte ID, court location and case categories. The 1st and 2nd Alternate Email fields are primarily for the convenience of attorneys to distribute filing notifications. Clerks do not need to enter an alternative email.

4. Click **Submit** to save your changes and return to the "User Profile" page.

To Change a Password

1. From the "User Profile" page, click the **Change Password** button, or from the menu bar at the top of the page, select **My Profile > My User Profile**. Click **Change Password**. The "Change Password" page will appear.

Figure 11: Change Password

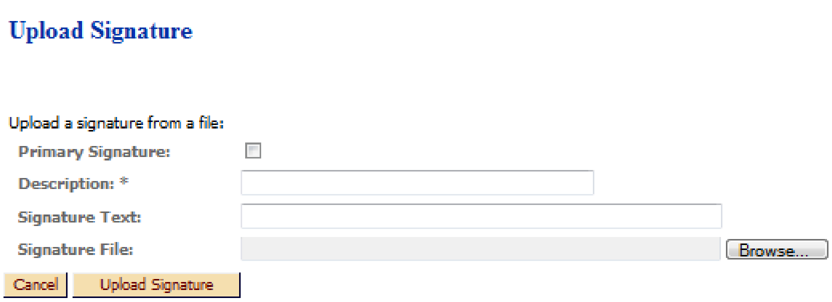


2. Enter your old password in the "Password" field.
3. Enter your new password in the "New Password" field, then enter it again in the "Confirm New Password" field. The password must be at least eight characters in length, contain a special symbol such as a dollar sign or period, and be different from your user name. A good password has symbols, upper and lower case characters, and numbers. Passwords are case sensitive.
4. Click **Submit** to save your changes and return to the "User Profile" page.

To Upload a Signature

1. From the "User Profile" page, click the **Upload Signature** button or from the menu bar at the top of the page, select **My Profile > My User Profile**. Click **Upload Signature**. The "Upload Signature" page will appear.

Figure 12: Electronic Signature Upload



2. To configure signatures that are used for automatic signing in queues, fill in the text boxes with the appropriate information. Administrative Order Number 21, Section 8 provides:

   (a) Deemed signed. Every electronic document shall be deemed to be signed by the registered user who files it. Each electronic document must bear the identifying information of the registered user as is required by rule or law. Where a statute or court rule requires a signature at a particular location on a form or pleading, the person's typewritten name shall be inserted. In the alternative, a facsimile, typographical, or digital signature may be used.

(b) Documents under penalty of perjury or requiring signature of notary public. Documents required by law to include a signature under penalty of perjury, or the signature of a notary public, may be submitted electronically, provided that the declarant or notary public has signed a conventional form of the document. The conventional document bearing the original signature(s) must be scanned and electronically submitted for filing in a format that accurately reproduces the original signatures and contents of the document.

(c) Documents requiring signatures of opposing parties.

(1) When a document to be filed electronically requires the signatures of opposing parties, such as a stipulation, the party filing the document must first obtain the signatures of all parties on a conventional document.

(2) The printed document bearing the original signatures must be scanned and electronically submitted for filing in a format that accurately reproduces the original signatures and contents of the document.

(d) Signature of judicial officer or clerk. Electronically filed court documents requiring a court official's signature may be signed electronically. A court using electronic signatures on court documents must adopt policies and procedures to safeguard such signatures and comply with any AOC guidelines for electronic signatures that may be adopted.

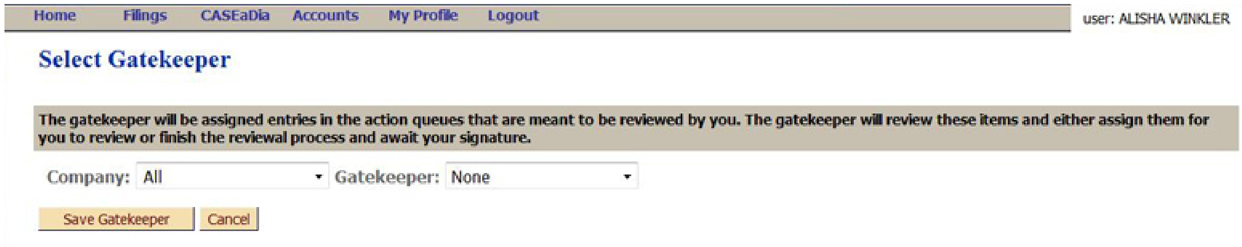
3. Click the **Browse** button to search your local computer or your network for the correct signature file to upload.
4. Click **Upload Signature** to save your changes and return to the "User Profile" page.

Note: You will be able to use multiple signatures, e.g., Primary and Secondary. Repeat the above procedure for each needed signature. The description for each signature must be unique.

To Select a Gatekeeper

1. The gatekeeper will be assigned entries in the action queues that are meant to be reviewed by you. The gatekeeper will review these items and either assign them for you to review or finish the review process and await your signature.
2. From the "User Profile" page, click the **Select Gatekeeper** button, or from the menu bar at the top of the page, select **My Profile > My User Profile**. Click **Select Gatekeeper**. The "Select Gatekeeper" page will appear.

Figure 13: Select a Gatekeeper



3. To configure your gatekeeper for a particular queue, use the drop-down menu to select the Arkansas Judiciary. This will limit the "Gatekeeper" listing to those persons associated with the organization you selected in the "Company" drop-down.

4. Select the appropriate person from the "Gatekeeper" drop-down.

5. Click **Save Gatekeeper** to save your selections and return to the "User Profile" page.

Login History

The "Login History" screen shows a list of login attempts, which can 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, contact the "Helpdesk" to reset your account or try again in 30 minutes. Changing your password on a regular basis will help prevent unauthorized access to your account.

To view Login History

1. Select **My Profile** > **View Login History** from the menu bar at the top of any screen. The "Login History" page will appear.

Figure 14: Viewing Login Attempts

Employee Account Status: Active

Entries per page: All

Date Logged In	Log In Result	Requesting IP Address
2012-03-03 06:44:15.0	Succeeded	68.51.60.233
2012-03-03 06:25:12.0	Succeeded	68.51.60.233
2012-03-03 06:24:51.0	Succeeded	68.51.60.233
2012-03-02 04:11:04.0	Succeeded	68.51.60.233
2012-02-26 16:27:57.0	Succeeded	68.51.60.233
2012-02-26 16:15:07.0	Succeeded	68.51.60.233
2012-02-26 09:31:43.0	Succeeded	68.51.60.233
2012-02-07 12:20:29.0	Succeeded	10.72.10.64
2012-02-03 09:41:50.0	Succeeded	10.72.10.64
2012-02-02 10:32:41.0	Succeeded	10.72.10.64
2012-02-01 09:35:48.0	Succeeded	10.72.10.64
2012-01-31 14:17:02.0	Succeeded	10.72.10.64
2012-01-31 05:24:31.0	Succeeded	68.51.60.233
2012-01-30 13:55:26.0	Succeeded	10.72.10.64
2012-01-30 08:39:13.0	Succeeded	10.72.10.64

1

2. The list shows the login attempts along with the date, login result, and IP address of the requesting machine.

Working with Filings

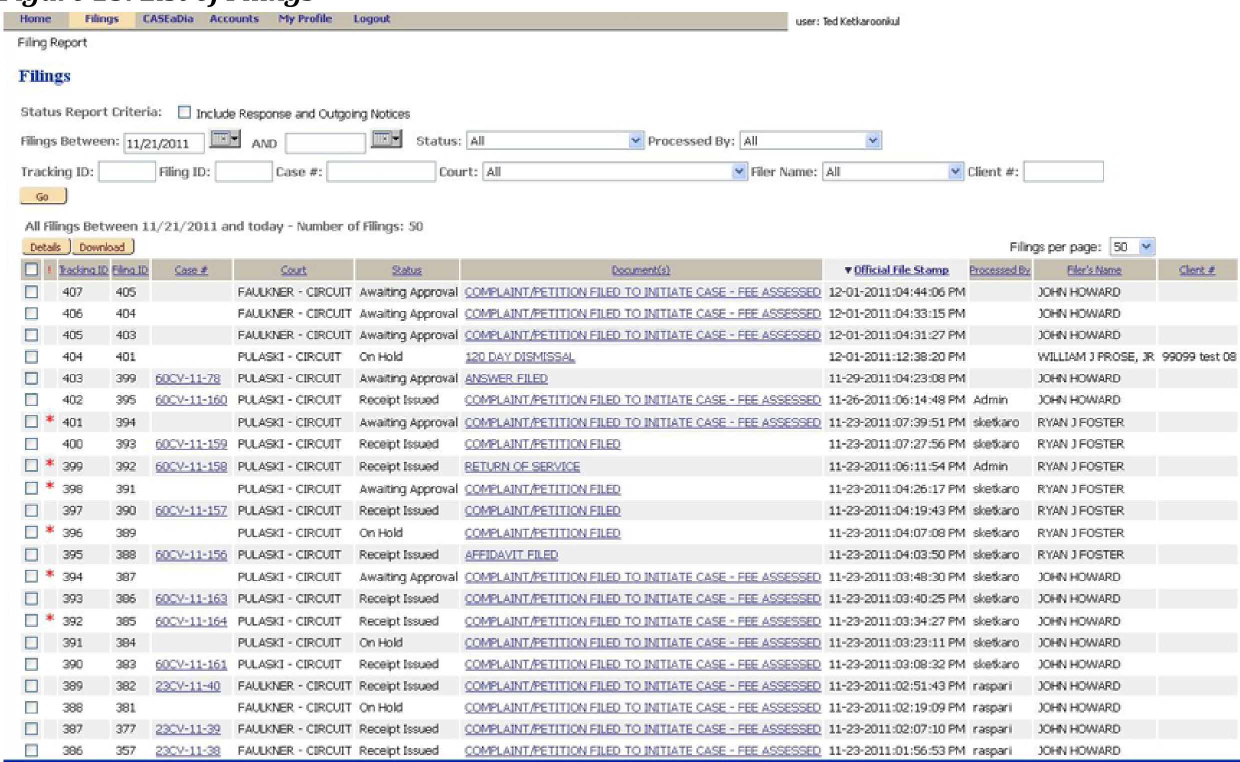
Using Filing Reports

A “Lead Clerk,” can view reports for the filings. All filings received in “Clerk Review” are listed and stored in the report system. The information in the reports is cleaned out after 90 days based on a time configuration set by the administrator. The “Filings” page lists all submissions within a range. The default listing is today’s filings. With the filters provided near the top of the page, you can modify what is displayed in the list. When filers call because they are having a problem with a filing, these filters will help you find their submission.

To Display a List of Filings

1. Click **Filings Report** on the “Home” page or select **Filings** > **Filings Reports** from the menu bar. The “Filings” page will be displayed with today’s filing information.

Figure 15: List of Filings



!	Tracking ID	Filing ID	Case #	Court	Status	Document(s)	▼Official File Stamp	Processed By	Filer's Name	Client #
	407	405		FAULKNER - CIRCUIT	Awaiting Approval	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	12-01-2011:04:44:06 PM		JOHN HOWARD	
	406	404		FAULKNER - CIRCUIT	Awaiting Approval	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	12-01-2011:04:33:15 PM		JOHN HOWARD	
	405	403		FAULKNER - CIRCUIT	Awaiting Approval	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	12-01-2011:04:31:27 PM		JOHN HOWARD	
	404	401		PULASKI - CIRCUIT	On Hold	120 DAY DISMISSAL	12-01-2011:12:38:20 PM		WILLIAM J PROSE, JR	99099 test 08
	403	399	60CV-11-78	PULASKI - CIRCUIT	Awaiting Approval	ANSWER FILED	11-29-2011:04:23:08 PM		JOHN HOWARD	
	402	395	60CV-11-160	PULASKI - CIRCUIT	Receipt Issued	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-26-2011:06:14:48 PM	Admin	JOHN HOWARD	
*	401	394		PULASKI - CIRCUIT	Awaiting Approval	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-23-2011:07:39:51 PM	sketkaro	RYAN J FOSTER	
	400	393	60CV-11-159	PULASKI - CIRCUIT	Receipt Issued	COMPLAINT/PETITION FILED	11-23-2011:07:27:56 PM	sketkaro	RYAN J FOSTER	
*	399	392	60CV-11-158	PULASKI - CIRCUIT	Receipt Issued	RETURN OF SERVICE	11-23-2011:06:11:54 PM	Admin	RYAN J FOSTER	
*	398	391		PULASKI - CIRCUIT	Awaiting Approval	COMPLAINT/PETITION FILED	11-23-2011:04:26:17 PM	sketkaro	RYAN J FOSTER	
	397	390	60CV-11-157	PULASKI - CIRCUIT	Receipt Issued	COMPLAINT/PETITION FILED	11-23-2011:04:19:43 PM	sketkaro	RYAN J FOSTER	
*	396	389		PULASKI - CIRCUIT	On Hold	COMPLAINT/PETITION FILED	11-23-2011:04:07:08 PM	sketkaro	RYAN J FOSTER	
	395	388	60CV-11-156	PULASKI - CIRCUIT	Receipt Issued	AFFIDAVIT FILED	11-23-2011:04:03:50 PM	sketkaro	RYAN J FOSTER	
*	394	387		PULASKI - CIRCUIT	Awaiting Approval	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-23-2011:03:48:30 PM	sketkaro	JOHN HOWARD	
	393	386	60CV-11-163	PULASKI - CIRCUIT	Receipt Issued	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-23-2011:03:40:25 PM	sketkaro	JOHN HOWARD	
*	392	385	60CV-11-164	PULASKI - CIRCUIT	Receipt Issued	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-23-2011:03:34:27 PM	sketkaro	JOHN HOWARD	
	391	384		PULASKI - CIRCUIT	On Hold	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-23-2011:03:23:11 PM	sketkaro	JOHN HOWARD	
	390	383	60CV-11-161	PULASKI - CIRCUIT	Receipt Issued	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-23-2011:03:08:32 PM	sketkaro	JOHN HOWARD	
	389	382	23CV-11-40	FAULKNER - CIRCUIT	Receipt Issued	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-23-2011:02:51:43 PM	raspari	JOHN HOWARD	
	388	381		FAULKNER - CIRCUIT	On Hold	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-23-2011:02:19:09 PM	raspari	JOHN HOWARD	
	387	377	23CV-11-39	FAULKNER - CIRCUIT	Receipt Issued	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-23-2011:02:07:10 PM	raspari	JOHN HOWARD	
	386	357	23CV-11-38	FAULKNER - CIRCUIT	Receipt Issued	COMPLAINT/PETITION FILED TO INITIATE CASE - FEE ASSESSED	11-23-2011:01:56:53 PM	raspari	JOHN HOWARD	

2. The “Filings” entries can be used for monitoring and management. Click on the column label to sort list by the selected column.

Understanding the Filings Page

The following list provides a description of the features of each column.

- **Checkbox:** Used in conjunction with the **Details** button or the **Delete** button. Not all users will have the **Delete** button.
- **! (Red exclamation):** This column is used for a variety of symbols indicating a special situation. For instance, a red asterisk may appear and indicates an error.
- **Tracking ID:** Not all submission go through the Filer Interface so the Tracking ID is assigned in the Clerk Review Interface.
- **Filer ID:** The ID given to the submission by the Filer Interface also referred to as the Filer Tracking ID.
- **Case #:** The case number assigned by Contexte. Click the case number to view the case history. If there is no case number the submission is initiating a case.
- **Status:** The latest status assigned to the filing.
- **Document(s):** Click the document(s) link of an entry to display the Filing Details.
- **Official File Stamp:** The date/time recorded when the submission was received by the Court Review Interface.
- **Processed By:** The user name of the person who approved the filing.
- **Filers Name:** The name of the filer that submitted the filing.
- **Client #**: This number is optional and is entered by filers and is used to identify their clients.

Understanding Filing Status Listed on the Filings Page

The following list identifies the statuses that the clerk will need to understand to respond to a filer's question if they call.

- **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** - The Clerk has approved submission. No further action is required. Filers should look at their case history or receipt of the submission to download signed documents and check for notes from the Clerk.
- **Receipt Pending** - An error occurred in communications.
- **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 yet been reviewed, 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.

The following list identifies the states that the clerk can see in the Filings Reports that the filer does not see.

- **Stored** – Information about the filing is being prepared for clerk review but has not yet been sent.
- **CMS Validation Requested –** A technical state in which eFlex is communicating with Contexte.
- **CMS Validated –** A technical state indicating that eFlex has communicated with Contexte.
- **Notification Added –** A technical state in which the eFlex system is identifying the notifications to be sent prior to clerk review.
- **Notification Sent** – A technical state in which the notifications have been added and sent.
- **PreQueues Updated** – The eFlex system assesses whether or not the submission needs to go to the PreQueue for further action and posts it there when appropriate.
- **PreQueue Approved** – The clerk has taken action and the submission is leaving the PreQueue.
- **Preprocessing Requested –** A technical state.
- **Documents Converted –** Retrieval of converted documents and replacement of original documents has occurred.
- **Documents Signed –** Application of signatures requested in the PreQueue occurs.
- **Approved -** The submission is approved and leaving the Clerk Review queue.
- **CMS Revalidated –** A technical state indicated that eFlex has communicated with Contexte.
- **CMS Committed -** A technical state indicating the filing information has been saved in Contexte.
- **Preprocessing Complete** – A technical state in which stamping of documents occurs.
- **DMS Accepted –** A technical state in which the documents are being stored in the document management system.
- **Notification Updated –** A technical state in which the case information is updated in eFlex and identification of notifications to be sent after clerk review is complete.

- **Notification Sent After Clerk Review –** Notifications area created and sent to registered case participants.
- **Queues Updated –** A technical state in which queues are updated with any part of the filing requiring additional action by court personnel.
- **Receipt Issued -** The "Filed" state the filer sees actually has two states. This is the final state of a submission if it was approved by the clerk.
- **Problem –** A technical state in which the eFlex system is generating a rejection notice for a filing the clerk has rejected due to a problem with the filing.
- **On Hold -** An error condition has occurred that requires the eFlex system administrator to resolve. The administrator may address the error and reset the filing to continue through the flow. Occasionally, the administrator may reject the filing. If the administrator rejects a filing after it has been committed to Contexte or the DMS, someone must clean up the CMS and the DMS as well as the action queues pertaining to the filing.

If a submission reached an error condition, the filing goes On Hold. When this occurs an email is sent to the administrator and the monitoring staff notifying them of the condition. Sometimes this error occurs during communication with Contexte, and the administrator can simply reset the status to complete the filing process. Resetting the status is an administrative task and is not done by the clerks.

If you look at the status of a submission, and there is no error condition but after an hour it has not changed, contact the eFile administrator and provide the Tracking #.

Filtering Filings Viewed on Filings Page

Note: The checkbox to "Include Responses and Outgoing Notices" at the top of the page is not used by Clerks. These entries in the "Filing Reports" area are automatic responses by the system and do not help the clerk in locating a submission.

1. **Optional:** Use the calendar icons to select a start and end date to limit the date range. If the end date is left blank, the default is today's date.

2. **Optional:** Use the "Status" drop-down, the "Approved By" drop-down, and the "Filer Name" drop-down to further limit the list of filings to be displayed. You may use these drop-downs individually or in conjunction with each other and with the calendar icons.

Note: The "Filer Name" is the name of the eFlex user who submitted the filing.

3. **Optional:** You may also search for a case by tracking number, filer id, case number, or client number by filling in the appropriate fields.

4. Click **Go**, and the "Filings" page will refresh to display cases that meet your search criteria.

To View Details of a Selected Filing

From the "Filings" list, you can look at the details of what has happened with a particular filing.

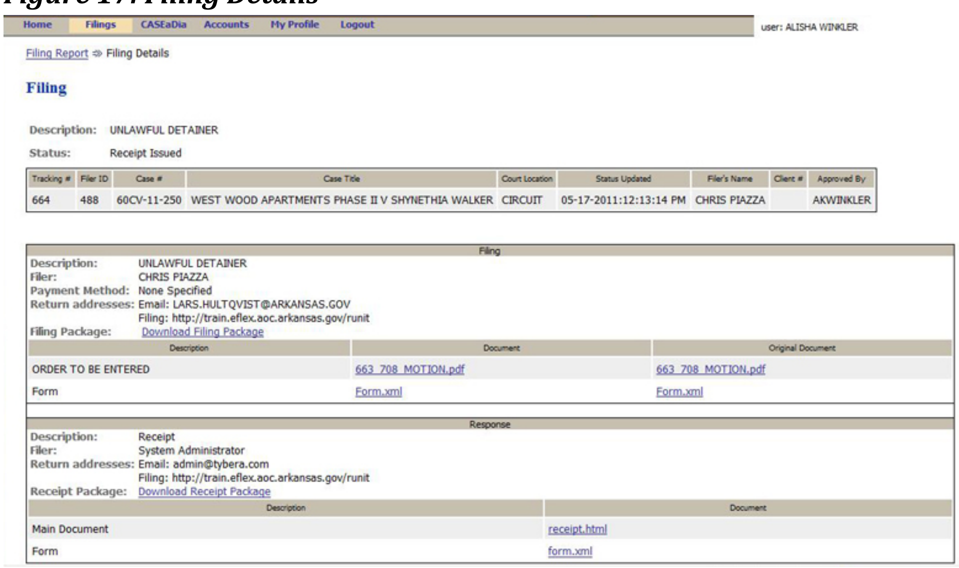
1. On the "Filings" page, click in the checkbox to the left of the listing for the case you would like to view.

Figure 16: Document Links to Filing Details

2. Click the **Details** button, and the "Filing Details" for the selected case will appear.

Note: If multiple documents were filed, only the first one will display on the on the "Filings Report". To view the additional documents, you will need to view the "Filing Details".

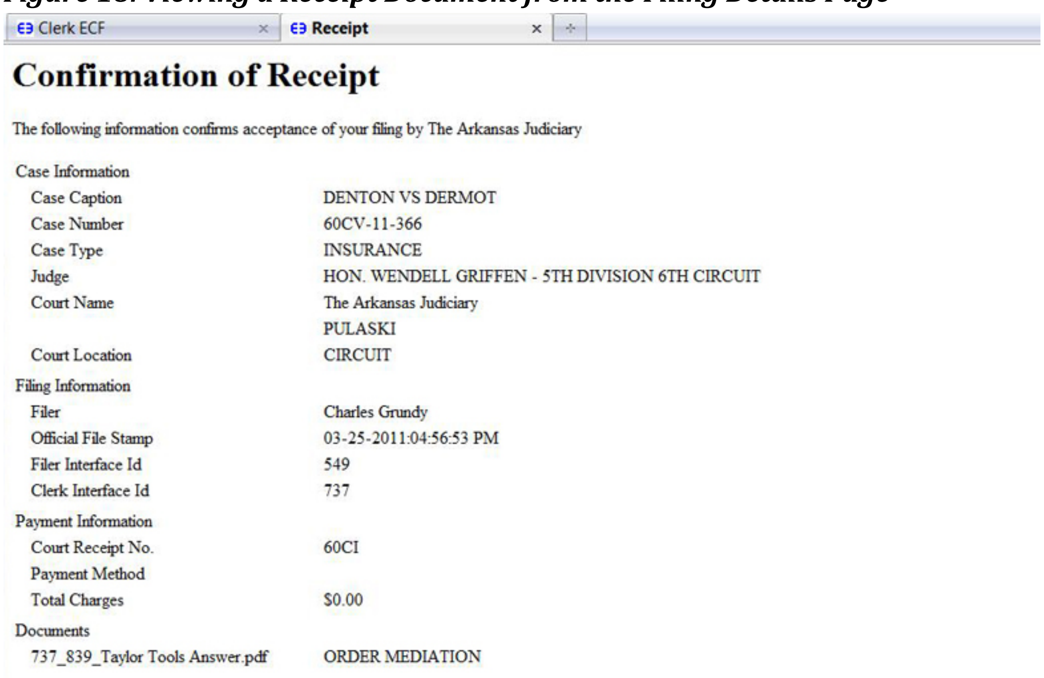
Figure 17: Filing Details



The "Filing Package" and the "Receipt Package" are both listed on the "Filing Details" page. The "Filing Package" contains documents that were submitted by the filer. The "Receipt Package" contains any documents that have been altered by the court, such as by a stamp or an added signature, and documents that will be sent back to the filer.

3. In the "Filer Package," to view an original document submitted by the filer without alterations completed by the court, click the document link under the "Original Document" column. This causes a dialog box to appear.
4. Decide if you want to open the file or save the file to your local computer, select the appropriate radio button, and click **OK**. The document will appear as you have instructed.
5. To view the original document in its current state, including any modifications made by the court, click the document link under the "Document" column on the "Filer Package" portion of the page. Modifications made by the court could include items such as stamps, signature pages, or conversions from Word format to PDF format. Clicking the document link causes a dialog box to appear.
6. Decide if you want to open the file or save the file to your local computer, select the appropriate radio button, and click **OK**. The document will appear as you have instructed.
7. To view documents that have been sent back to the filer, click on the document link under the "Document" column in the "Receipt Package" portion of the page. Documents in this column can include original documents that are being sent to the filer and receipts indicating receipt of a submission. If the submission had fees associated with it, the payment of those fees is noted on the receipt. Clicking the document link causes a dialog box to appear, or, in the case of the receipt, cause another page or tab to open on your internet browser.

Figure 18: Viewing a Receipt Document from the Filing Details Page


Clerk ECF | Receipt

Confirmation of Receipt

The following information confirms acceptance of your filing by The Arkansas Judiciary

Case Information	
Case Caption	DENTON VS DERMOT
Case Number	60CV-11-366
Case Type	INSURANCE
Judge	HON. WENDELL GRIFFEN - 5TH DIVISION 6TH CIRCUIT
Court Name	The Arkansas Judiciary
	PULASKI
Court Location	CIRCUIT
Filing Information	
Filer	Charles Grundy
Official File Stamp	03-25-2011:04:56:53 PM
Filer Interface Id	549
Clerk Interface Id	737
Payment Information	
Court Receipt No.	60CI
Payment Method	
Total Charges	$0.00
Documents	
737_839_Taylor Tools Answer.pdf	ORDER MEDIATION

Note: Although the court altering a document can cause the altered document to appear in both the "Filer Package" in the "Document" column and in the "Receipt Package" in the "Document" column, not all documents appearing in the "Filer Package" will appear in the "Receipt Package." It is recommended that the user look at both lists.

8. Decide if you want to open the file or save the file to your local computer, select the appropriate radio button, and click **OK**. The document will appear as you have instructed.
9. To return to the "Filings" page, click the "Filing Report" link in the breadcrumb trail at the upper left of the page, or to go to another location on the eFlex website, use the menu bar at the top of the page to navigate.

Note: Clicking on the "Download Filing Package," the "Download Receipt Package," or the "Form" links causes computer code to appear. These links are included for the system administrator or system developers for troubleshooting purposes and should not be activated by clerks.

Assigning Filings to a User for Approval

Any time a user is assigning a filing to another user or taking action to approve or reject a filing, that user is working in the "Clerk Review Queue." The majority of a clerk's work is done in the Clerk Review Queue. For an understanding of queues, refer to the "Working with Queues" section of this document.

Lead Clerks can assign filings to other clerks.

1. Click the **Assign Filings** button on the Home Page, or select **Filings** > **Assign Filings to a User for Approval** from the main menu to display the "Assign Filings to a User for Approval" page.

Figure 19: Assign a Filing to a Clerk

2. On the right side of the page just above the list of filings, use the drop-down menu on the "Show me filings assigned to:" option to filter the number of submissions displayed on this page.

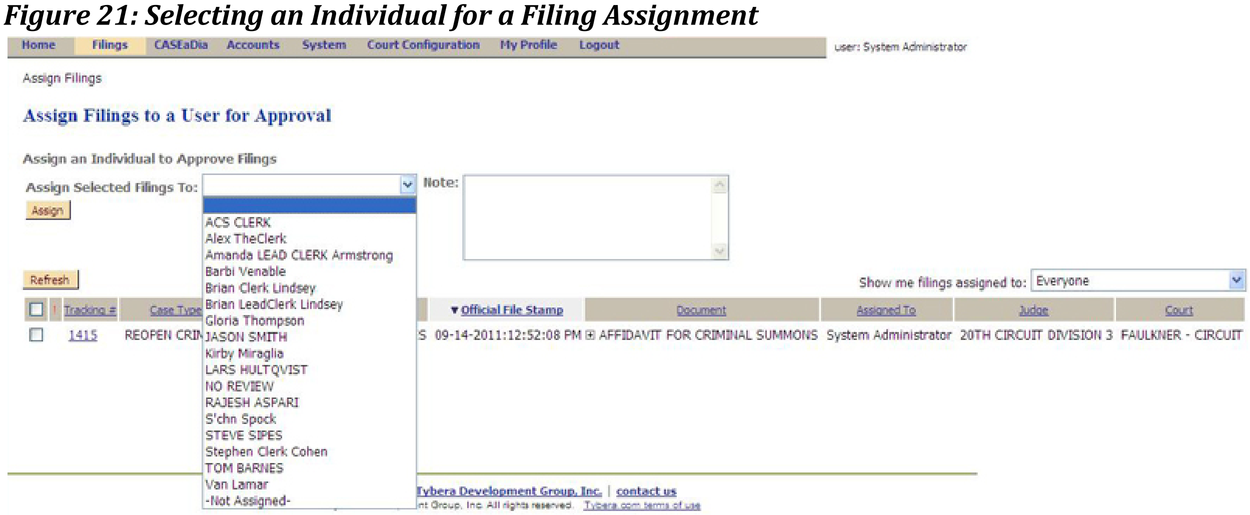
Note: You can display all submissions (Everyone), unassigned submissions (No one), or submissions currently assigned to a specific user.

Figure 20: Filtering Filing Assignments with the Drop-Down Menu

3. Click **Refresh** and a new list fitting your search parameters will appear.
4. **Optional:** Click on the column heading links to sort the list of filings by that column type.
5. Click in the checkbox to the left of the filing you wish to assign or re-assign. Multiple filings may be selected at the same time.
6. Use the "Assign Selected Filings To:" drop-down menu located at the top left of the page to select a person to assign the filing(s) to.

Note: At the bottom of the drop-down list is "Not Assigned." Selecting "Not Assigned" will remove the assignment on a selected submission previously assigned to a clerk.

Figure 21: Selecting an Individual for a Filing Assignment



7. Click **Assign** to save your changes and refresh the "Assign Filings to a User for Approval" page.
8. **Optional:** Any information recorded in the "Note to Clerk" box will appear to the clerk.

9. **Optional:** Clicking on the "Tracking #" link causes the "Approve Filing" page for the selected filing to appear.
10. **Optional:** Clicking on the "Case Number" link displays the "Case History" for the selected case in a new browser window.
11. To navigate to another location on the eFlex system, use the menu bar at the top of the page.

Approve Filings

Any time a user is assigning a filing to another user or taking action to approve or reject a filing, that user is working in the "Clerk Review Queue." The majority of a clerk's work is done in the Clerk Review Queue. For an understanding of queues, refer to the "Working with Queues" section of this document.

Understanding Filings Awaiting Approval

1. Click **Approve Filings** on the home page or select **Filings** > **Approve Filings** from the menu. This will display the "Filings Awaiting Approval" page.

Figure 22: Filings Awaiting Approval

2. On the right side of the page just above the list of filings, use the drop-down menu on the "Show me filings assigned to:" option to filter the number of submissions displayed on this page.

Note: You can display all submissions (Everyone), unassigned submissions (No one), or submissions currently assigned to a specific user.

Figure 23: Filtering the Filings Awaiting Approval

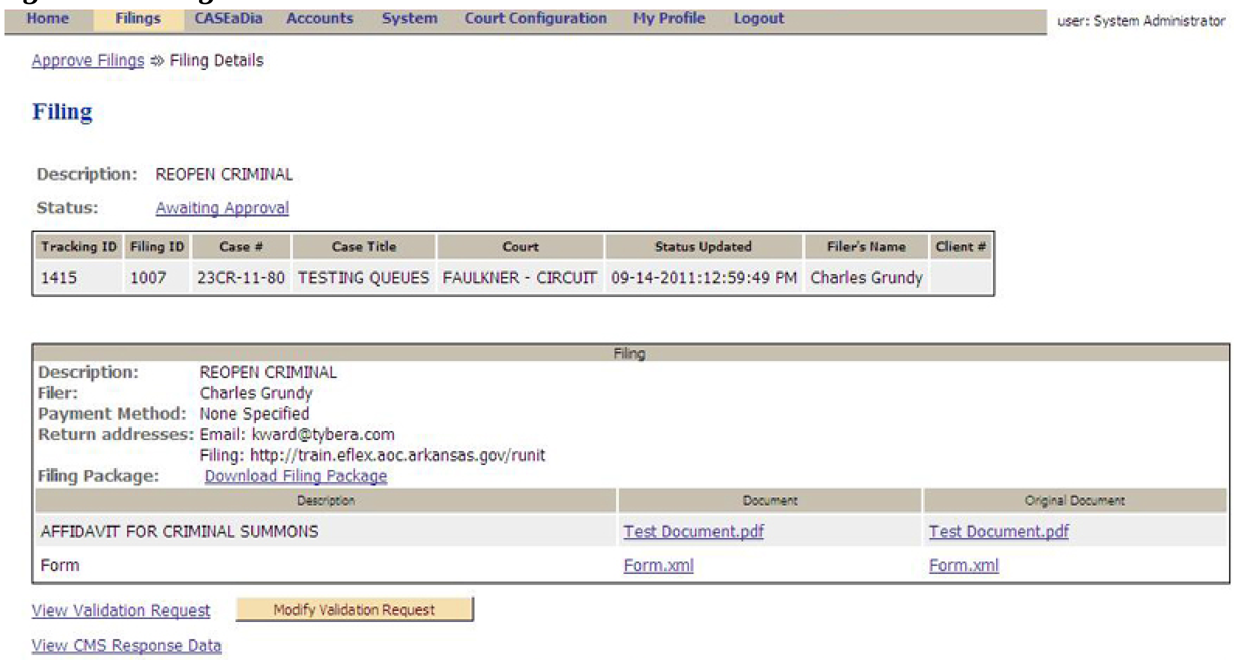
3. **Optional:** The list of filings displayed can be sorted by using the column heading links. The following provides a description of the features of each column.
   - **! Red exclamation:** This column is used for a variety of symbols indicating a special situation. For instance, a red asterisk may appear and indicates an error.
   - **Tracking #**: This is a tracking number assigned to the submission by the Filer Interface. Clicking on this link will take you to the Review page to approve the submission.
   - **Case Type**: The type of case being submitted.
   - **Case Number:** This is the case number assigned by Contexte that links to the case history.
   - **Case Title**: This Case Description from Contexte.
   - **Official File Stamp:** The date and time the submission reached the court server, which is not to be confused with the approved time and date.
   - **Document:** Clicking on the plus sign will show links to documents in this filing.
   - **Assigned To**: The assigned clerk if there is one.
   - **Judge:** The judge assigned to the case.
   - **Court:** The court to which the filing has been submitted.

Figure 24: Links to Case Documents from Filings Awaiting Approval Page

Note: The system does not automatically update the screen when new filings are assigned to you. To see the most recent list, click **Refresh**.

4. Select the case with which you wish to work by clicking in the checkbox to the left, and clicking the **Details** button located at the top or bottom of the "Filings Awaiting Approval" page. This will direct you to the "Filing Details" for the selected case.

Figure 25: Filing Details

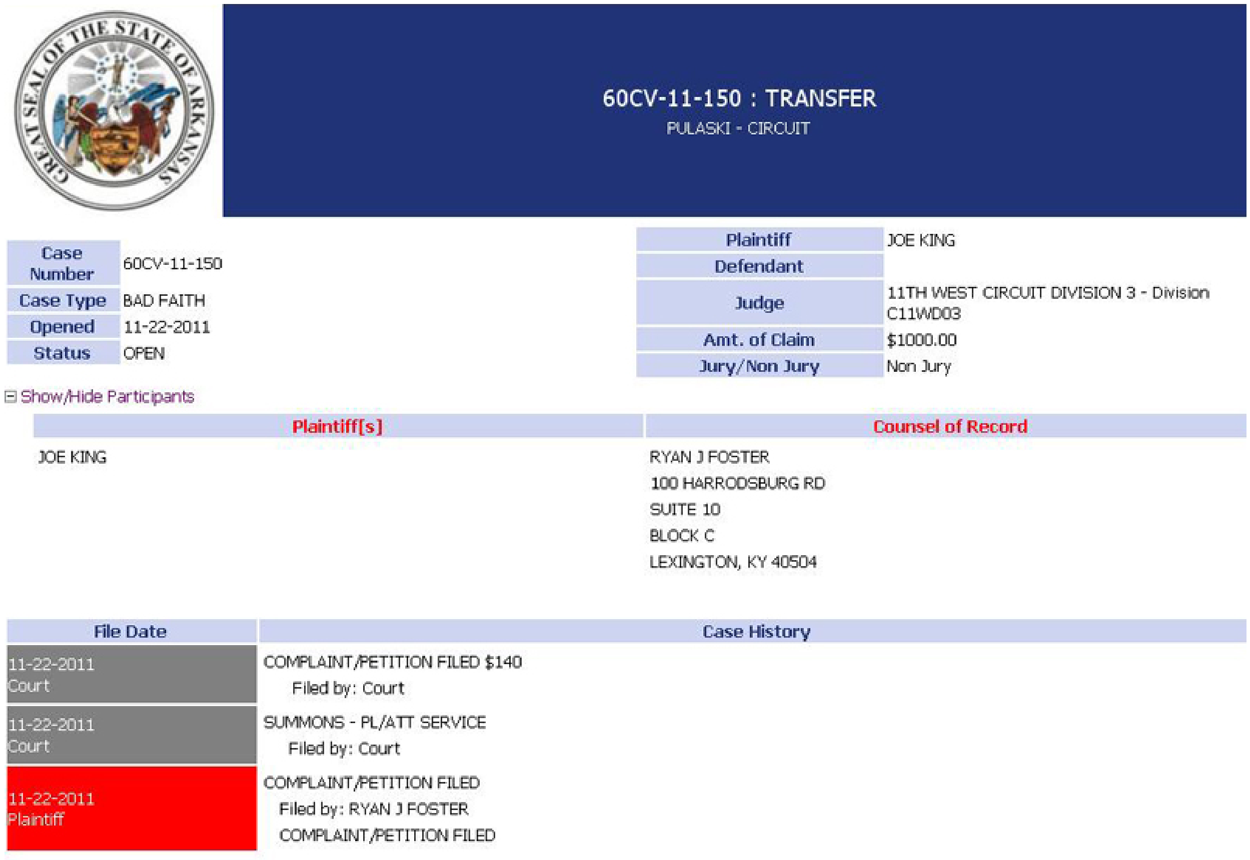


5. After viewing the filing details for the selected case as described in the section "To View Details of a Selected Filing," click the "Approve Filing" link in the breadcrumb trail at the upper left of the page to return to the "Filings Awaiting Approval" page.

Figure 26: Filings Awaiting Approval Additional Options

6. On the "Filings Awaiting Approval" page, select the case with which you wish to work by clicking in the checkbox to the left and clicking the **Review and Approve Filing** button. This will direct you to the "Approve Filing" page for the selected case. Alternately, click an entry under the "Tracking #" column to display the "Approve Filing" page.
7. Click the link in the "Case Number" column to launch a separate tab or window to display the case history.

Figure 27: Case History



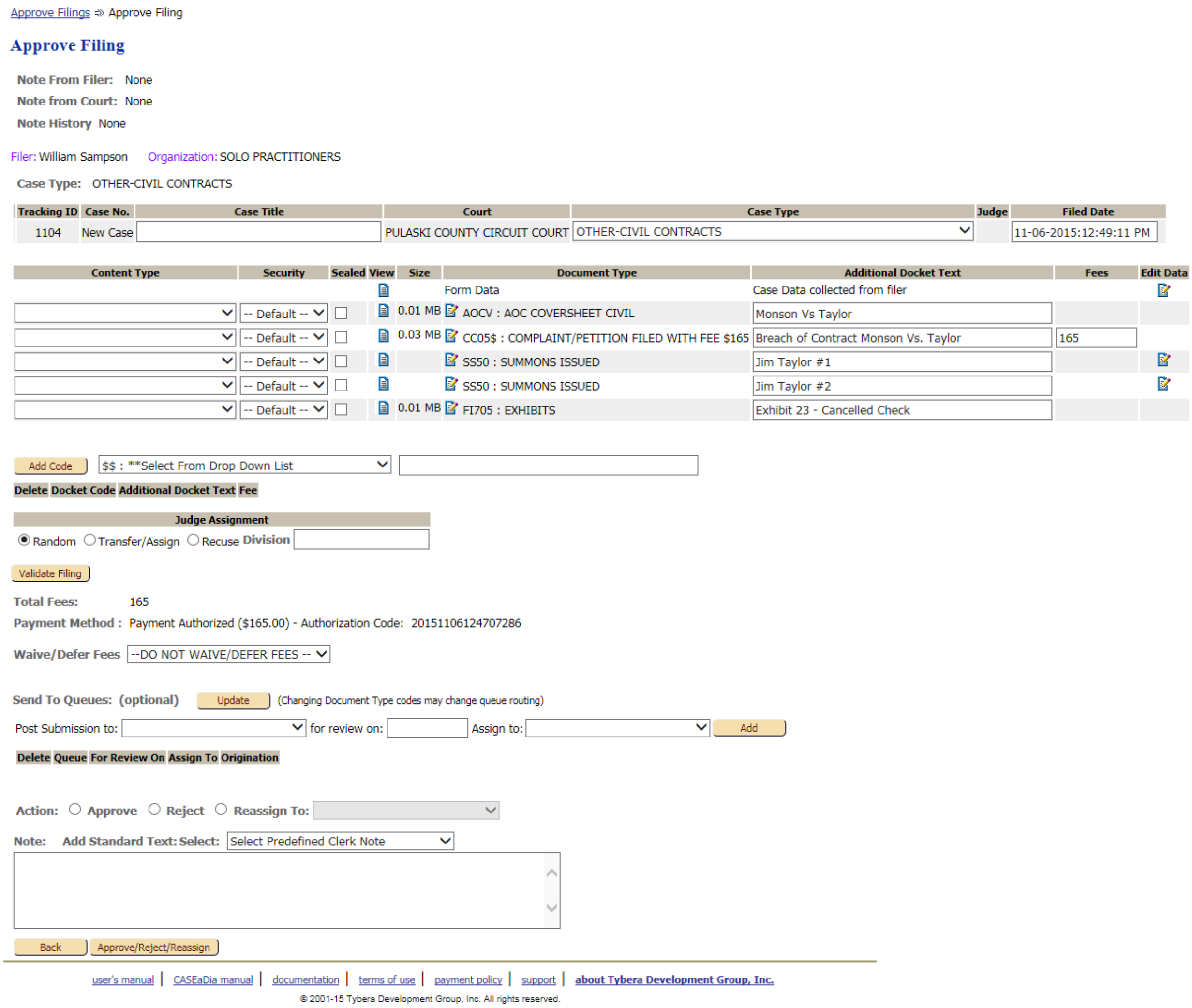
Understanding the Approve Filing Page

1. Click **Approve Filings** on the home page or select **Filings** > **Approve Filings** from the menu. This will display the "Filings Awaiting Approval" page.

Figure 28: Filings Awaiting Approval Page

2. Click an entry under the "Tracking #" column to displays the "Approve Filing" page. Alternately, select the checkbox to the left of the entry you wish to work with, and click the **Review and Approve Filing** button.

Figure 29: Approve Filing



The "Approve Filing" screen has several sections.

- **Note History:** The note history includes any note the filer may have included as well as any note from a clerk who reassigned the filing and included a note.

The second section includes case identification information such as the filer's name and the case type. Further information is listed under the following column headings:

- **Tracking #:** This is a tracking number assigned to the submission by the Filer Interface. It is mainly used when researching submissions.
- **Case No.**: For new cases, the case number will be assigned by Contexte.
- **Case Caption**: This is the Case Description as it will appear in Contexte.
- **Court**: The court to which the filing is being submitted.
- **Case Type**: The type of case being submitted.

- **Judge**: A listing only displays if a judge is assigned. Filings made to an existing case will display the assigned judge.
- **Filed Date**: The date and time the submission reached the court server, not to be confused with the approved time and date. The calendar textbox and calendar icon allow clerks to back-date the filings in cases where this action is appropriate.

The third section provides information about the submission. This section includes the following column headers:

- **Content Type:** The clerk must select the appropriate content type for each document in the filing using the drop-down list.
- **Security:** The security levels were preconfigured by the system administrator when the eFiling system was established. Most documents will reflect a "Default" status and will be the default value of the content type in Contexte. If a filer has requested the document to be "Sealed" the security level will display a "5." Clerks may use the drop-down list to manually set or change the security level where appropriate. The security level of a document or a case determines what user roles have rights to view the filing information on the eFiling interface or on the Court Review interface.
- **Sealed:** The clerk may click the checkbox to indicate a docket is sealed when appropriate. This action limits the ability of a user to view the document in the eFiling interface or the Court Review interface dependent on the role of the user. In Contexte only users with Sealed Docket security will be able to view the docket entry.
- **View:** Clicking on each icon downloads the associated document for review and printing.
- **Size:** Lists the file size of the documents upload by the filer.

Note: In the "View" column, an icon next to a listing of "Form Data" is computer code used by the system administrator or the system developers for troubleshooting purposes. Do not click on a view icon next to a "Form Data" listing.

- **Document Type:** Identifies the document filed corresponding to the Contexte docket code.
- **Additional Docket Text:** An optional brief description of the document the filer may have entered. This information is stored in Docket Text in Contexte.
- **Fees:** Court fees associated with the document filed. The figure does not include the electronic filing fee the filer pays when making a payment through the online payment gateway. The textbox allows the clerk to enter a fee adjustment if appropriate.
- **Edit Data:** Clicking on these icons displays the various forms the filer used to enter the coversheet data or data specific to the document submitted. For case initiation, the edit data icon allows you to view the parties that the filer added or modified for the submission. An edit icon will allow the clerk to add to or modify information when appropriate.

Note: Clicking the "View" icon to the left of a "Case Data" listing causes computer code to be displayed. Clicking the "Edit Data" icon to the right of a "Case Data" listing causes the "Case Initiation" page to display where the clerk can view, add, or delete case participants.

- **Additional Docket Code:** In order to complete an action in this section, the clerk must both select the additional code from the drop-down list and click the **Add Code** button, causing the additional code to display immediately below this option. For new cases, the correct Manner of Filing Code should be entered here.

- **Judge Assignment:** The default radio button is "Random." When this button is selected, the eFlex system queries Contexte, which assigns a judge to the filing based on Contexte judge assignment rules. The "Transfer" radio button will cause the case to be assigned to the court division entered in the "Division" textbox. The "Recuse" button will cause the case to recuse the judge if Contexte assigns the case to the court division entered in the "Division" textbox. Follow up filings will display a Recusal checkbox. When the "Recuse" checkbox is selected by the clerk, the CMS will reassign the case to another judge based on Contexte judge assignment rules.

- **Validate Filing:** Clicking this button causes eFlex to communicate with the Contexte to verify the information associated with the filing. If there is information on the eFlex "Approve Filing" page that does not correlate to information in Contexte, an error message will be returned and will display at the top of the page. This button works as a pre-check before final action is taken on the filing.

The next section of the "Approve Filing" page is for processing fees:

- **Total Charge:** The court fees calculated by Contexte. Arkansas uses the $ docket codes in conjunction with the CTRFEES rule form to assess fees from a docket entry. If the clerk has manually overridden the Contexte fees, the amount entered by the clerk will display here. This amount does not include the electronic filing fee assessed by the online payment gateway.
- **Payment Method:** This displays the payment amount authorized and authorization code issued from the payment portal.
- **Waiver**: If the filer selected a waiver this will displayed and no value will be included in the Payment Method. The drop-down allows the clerk to override the filer's selection if appropriate.

The fifth section of the "Approve Filing" page is "Send to Queues." This section enables the clerk to route the filing.

- If the document type was edited during Clerk Review, clicking the **Update** button will update the queues the filing is automatically routed to.
- The clerk can manually route a submission to a queue, use the drop down list to select the appropriate queue.
- The clerk must click the **Add** button in order to save the queue selections entered.

Note: If the clerk routes a submission to a PreQueue, the action buttons at the bottom of the page will change.

The final section of the “Approve Filing” page, titled **Action**, includes the following radio button options:

- **Approve**: Selecting “Approve” will set the information in the filing to be recorded in Contexte, and store the electronic documents. The filing status returned to the filer will be “Filed.”
- **Reject**: Selecting “Reject” will notify the filer that the documents will NOT be recorded in Context and the electronic documents will not be stored. The filing status returned to the filer will be “Rejected.”
- **Reassign To**: Selecting this option will set the information in the filing to be posted to another clerk’s list of “Filings Awaiting Approval.” Choose from the drop-down menu who the filing should be reassigned to.
- **Add Standard Text: Select**: This pull-down option is a list of pre-defined notes from the clerk. Please contact the AOC if additional pre-defined notes are desired. Selecting this option will automatically paste a message into the Note text field.
- **Note**: This is a text field where you can edit a pre-defined note or add your own note. You should always enter a note to the filer if you deny the submission. Additionally, you could include a note if you are reassigning the filing to another clerk to review and you need to explain why you are making the reassignment.
- **Approve/Reject/Reassign**: This dynamic button changes depending on your action selection. Clicking it will complete the actions you have selected on this page and either submit the information to Contexte, return a status of “Rejected,” or reassign the submission to another clerk.

Steps to Approve, Reject, or Reassign a Filing

1. Clicking **Approve Filings** on the home page or selecting **Filings** > **Approve Filings** from the menu bar at the top of any page displays “Filings Awaiting Approval” page.

Figure 30: Filings Awaiting Approval

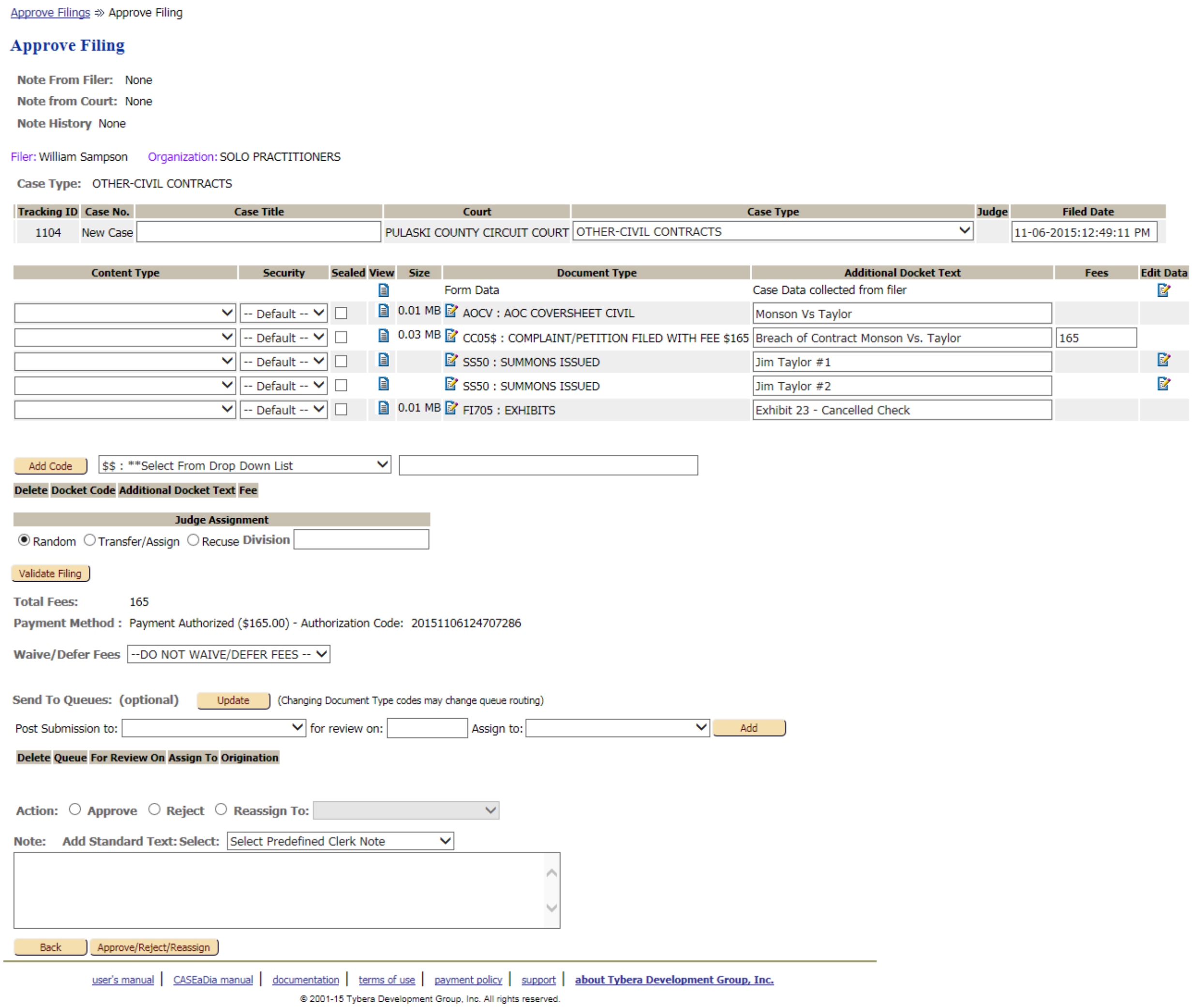
2. Limit the number of filings displayed by using the drop-down menu at the upper right as a filter.

Figure 31: Drop-down to Filter Filings Listed on Filings Awaiting Approval

3. Select the filing with which you want to work by clicking on the link in the "Tracking #" column or by selecting the checkbox to the left of the listing and clicking the **Review and Approve** button. This causes the "Approve Filing" Page to appear.

Note: As a Lead Clerk, when you select an entry to view, the submission is automatically assigned to you if it is not yet assigned. If it is assigned to another person, you will see both a dialog box with a warning that the filing is assigned to another user. On the "Approve Filing" page, you will be warned that **[USER] is currently assigned to approve this filing. Concurrent editing or approving of this filing may result in bad data being passed to Contexte.**

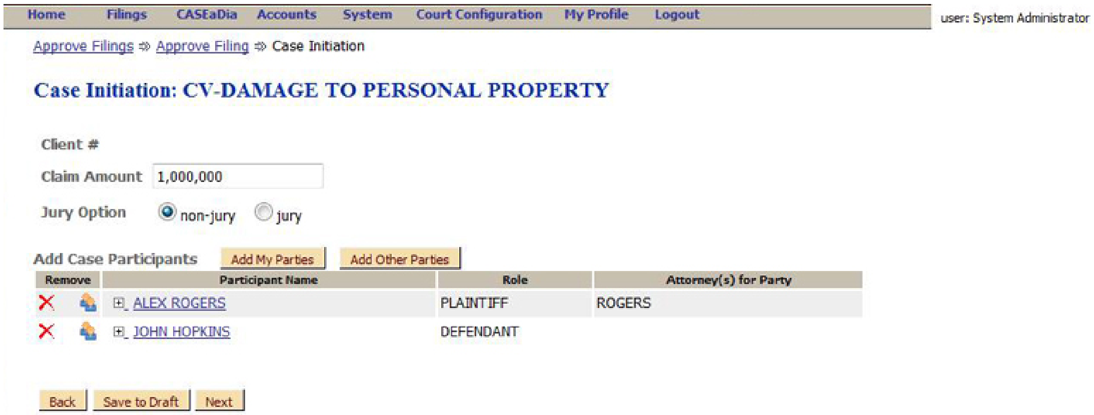
Figure 32: Approve Filing



Approve Filing: Reviewing Documents Associated with Submission

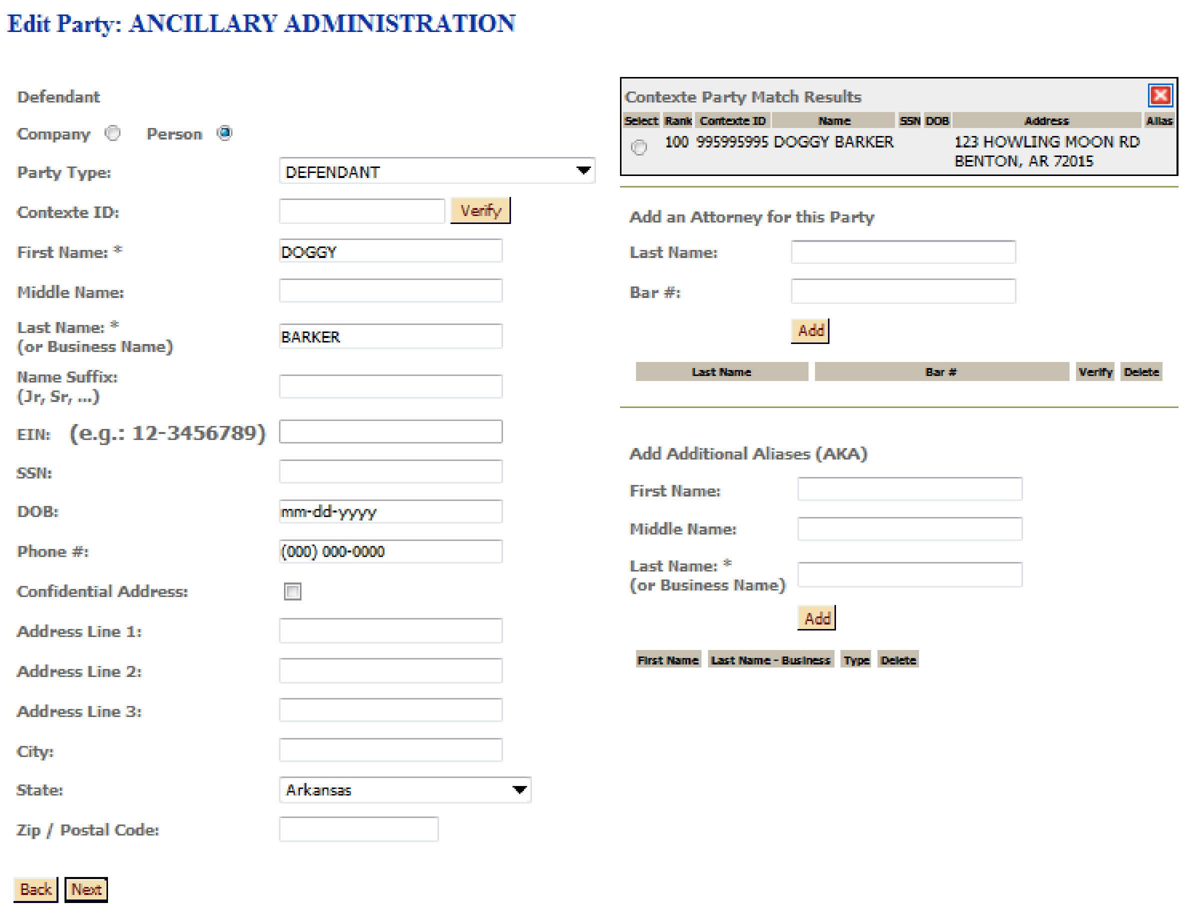
4. On the listing for "Case Data collected from filer," click on the icon in the "**Edit Data**" column to the far right. A "Case Initiation" page will appear.

Figure 33: Case Initiation Information



5. Click on a case participant to review and edit party information that will be recorded in Contexte.

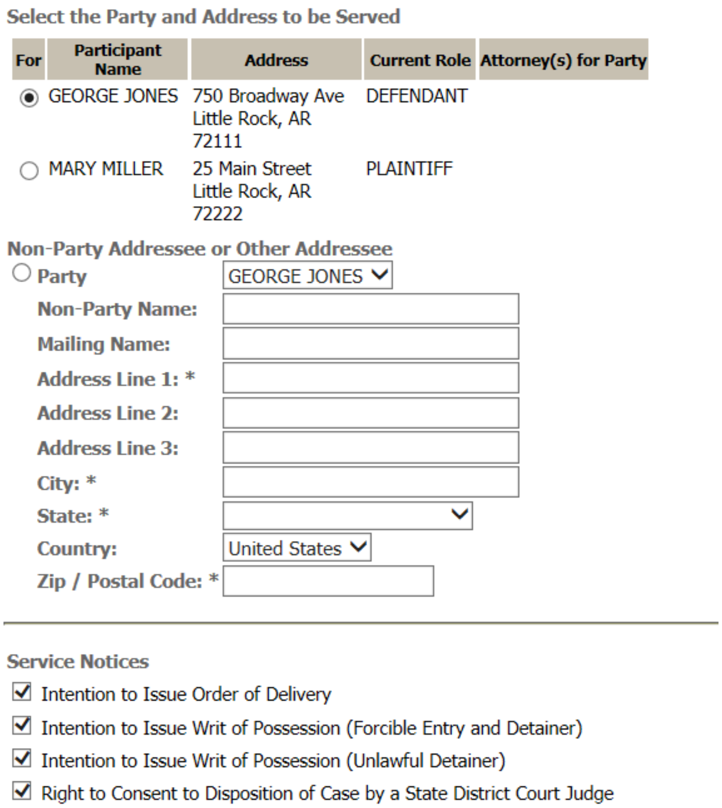
Figure 33a: Edit Party



6. Clicking the **Verify** button next to Contexte ID will query Contexte for matching persons. Matching results will appear in the "Contexte Party Match" box.

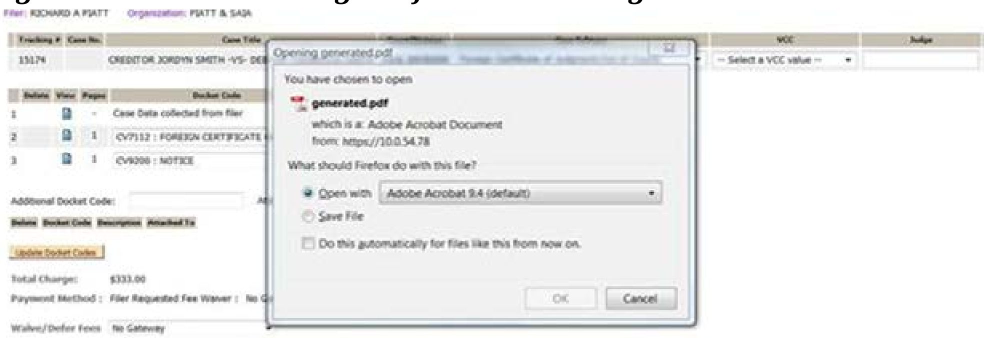
7. Select the matching party to use the existing Contexte person instead of creating a new person record.
8. Review the information listed on the “Case Initiation” page and make changes as needed.
9. Click **Next** to save your changes and return to the “Approve Filing” page.
10. For filings with a “SS50- Summons Issued”, click on the icon in the “Edit Data” column to the far right. An “Instruction for Service” page will appear.

Figure 34: Edit Data on “Summons Issued” Document Type



11. Verify that the appropriate Party and Service Notices are selected by the filer. (Courts that are a State District Court the Clerk should be sure this notice is selected) Click **Next** to continue approving documents.
10. For each listing under the “Document Type” column, click the corresponding icon in the “View” column to the left of the listing. Clicking the document link causes a dialog box to appear.

Figure 35: View Icon Dialog Box for Docket Listing



11. Decide if you want to open the file or save the file to your local computer, select the appropriate radio button, and click **OK**. The document will appear as you have instructed.

Approve Filing: Modifying Docket Codes

12. As you are viewing each docket, determine whether the docket code the filer entered is correct.
13. If the docket code needs to be changed, click the "Edit Document Type" icon under the Document type column. Enter the search criteria and click **Search**. If you type, for example, "Motion," this will display all codes that have that have the word "Motion" in the description. You can also search for the specific docket code if that is known. Click to highlight the new docket code and select **Save**.
14. Click on any **Edit Data** icon for each document to review the data entered by the filer. Many documents will not have an icon displayed for that entry. This means no additional data was requested by the eFiling system.

Approve Filing: Adding Additional Docket Codes

15. Once you have reviewed each document and set the proper information, add codes that may be required for any of the documents by selecting the code from the dropdown. "Manner of Filing" codes are entered here for new cases and reopened cases. Click **Add Cod**e to save the additional code.

Note: A docket ending in $ may result in fees being added to the case.

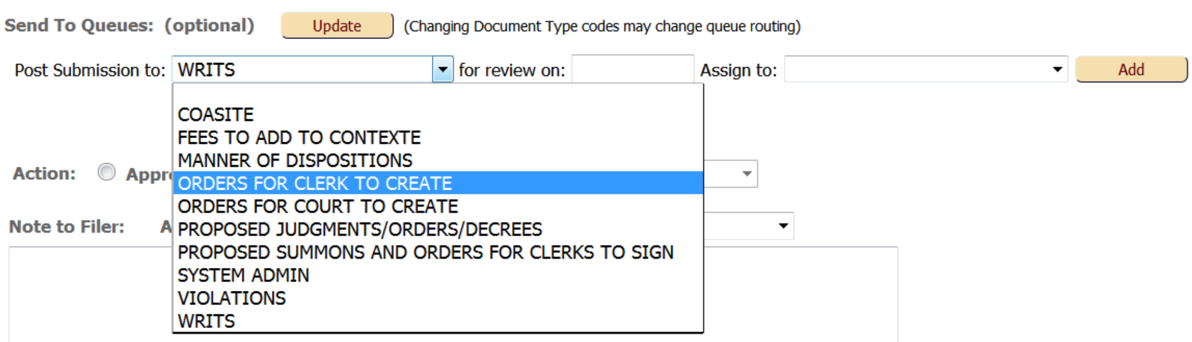
16. You may enter docket text in the text box to the right of the docket entry.
17. Click the **Add** button. The page refreshes and the additional information appears under the headings "Docket Code" and "Additional Text" beneath the **Add** button.
18. Continue to add additional docket codes following the same procedure.
19. **Optional:** To delete a docket code, click the red "X" in the delete column to the left of the code listing.
20. After entering the codes, click **Validate Filing** to validate your entries with the CMS.
21. Review the fee information and make any changes necessary using the "Waive/Defer Fees" drop-down menu. When appropriate, fee amounts may be modified using the textbox under the "Fees" column above.

Approve Filing: Queue Routing Override

Note: All submissions have been pre-configured to be routed to particular queues. The routing may be determined by the type of submission or the judge to whom the submission is assigned. The "Send To Queues" option is a system override feature that may be used by the clerk. For a better understanding of queues, see the "Working with Queues" section below.

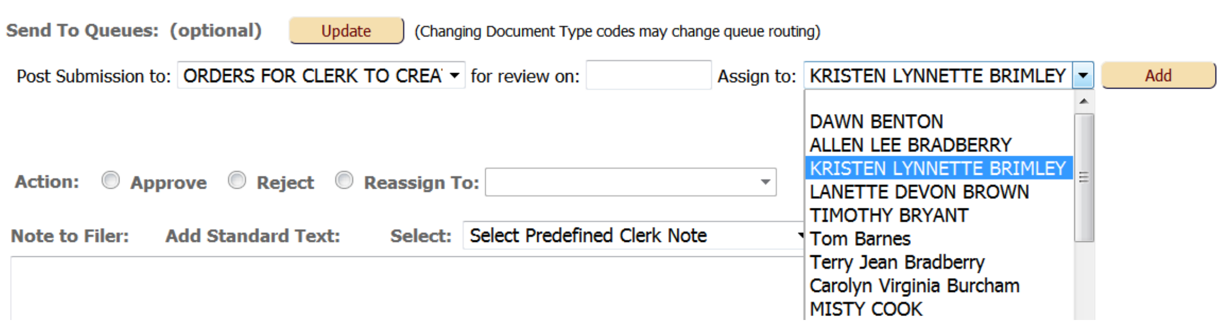
22. Determine if there is a need to override the automatic queue routing associated with this submission. If so, click the appropriate radio button under the "Send To Queues" heading.

Figure 36: Manually Route a Submission to a Queue



23. Use the drop-down menu to select where to post the submission. This populates a limited listing in the "Assign to" drop-down.

Figure 37: Use Drop-Down to Route to an Individual within a Queue



24. Use the "Assign to" drop-down to route the submission to a particular person.
25. Click **Add**. The "Approve Filing" page will refresh and display the new queue routing information.

Approve Filing: Viewing and Adding Notes

26. View the notes already associated with this submission at the top left of the page.
27. Use the drop-down menu to the right of the "Select" heading to select a routinely used "Predefined Clerk Note" to include with the submission.
28. Type an additional note in the textbox if you reject the submission. You can also include a note if you approve the submission but wish to provide additional information to the filer for future

reference or as a warning. If you are reassigning the submission, you can type a note to the next clerk in the note section.

Approve Filing: Taking Action

29. Having completed the above steps, select an action button from the list at the bottom of the “Approve Filing” page by clicking in the appropriate radio button. In most cases, the choices will be “Approve,” “Reject,” or “Reassign To.” If you have previously selected to “Post Submission to:” and the queue selected is a PreQueue, you will see a “Send” option rather than the “Approve” option. The filing will be rerouted to the PreQueue rather than to the CMS.
30. Click **Approve/Reject/Reassign**. Your changes will be saved and the submission will be routed to the appropriate queue. The “Filings Awaiting Approval” page will display. After you accept, reject, or reassign a submission, that entry is removed from your list.

Working with Queues

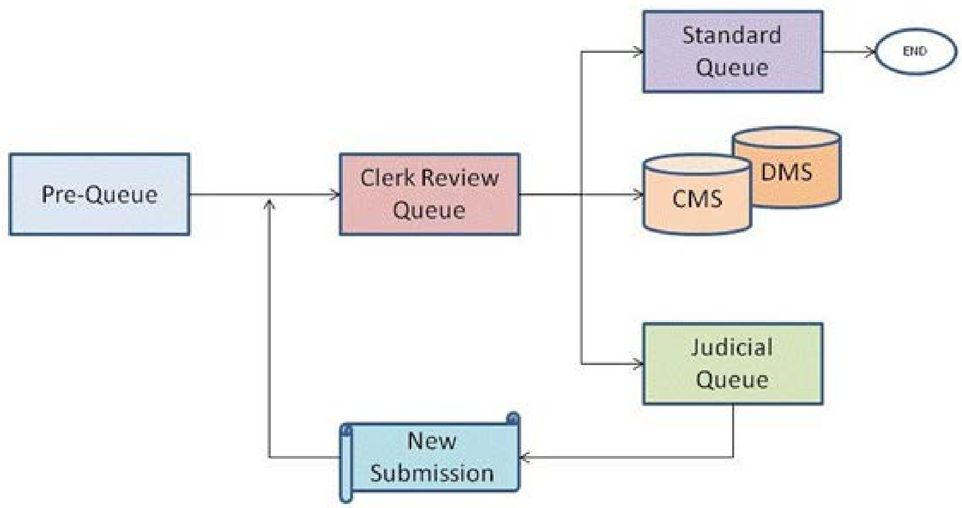
Understanding Queues

Queues may be one of the most difficult aspects of the eFlex system to understand; however, the queue feature of eFlex, once understood, streamlines the work-flow to maximize efficiency.

A simplistic explanation is that a queue is a holding area for submissions that need additional action in the near future. A court can create several queues, and users can be given rights to various queues. Each entry in the queue can be assigned to an individual or not assigned at all. Anyone that has been granted rights to a queue can assign or reassign the entry to another person who has rights to that queue.

In addition to the Clerk Review Queue, there are other types of queues. Some queues are designed for processing before the clerk reviews and approves a filing, and other queues are designed for actions that occur after the clerk reviews and approves the filing.

Figure 38: Queue Routing Graphic



This diagram shows the order of processing between PreQueues, the clerk review queue, the standard queues, the judicial queues, and the recording of information in Contexte. Submissions will stop at these queues based on configuration settings. All queues are configured by the administrator. The type of document being submitted identifies whether a document stops at the PreQueue, judicial or standard queue, or no queue.

PreQueue: The "PreQueue" is a holding area for submissions that are "in process." Any queue within the "PreQueue" category contains documents that need to be processed by the clerk staff prior to approval. Users with access to the "PreQueue" can view all the documents associated with the submission, edit documents associated with the submission, sign documents associated with the submission, and add information to the submission such as scheduling. Once the required action is completed, the submission is routed to the next appropriate queue. At times, the user may select to manually route the submission to another queue or assign another person to the submission, but most often the eFlex system will automatically route the submission to the clerk queue after the required action has been taken.

Clerk Review Queue: All document types pass through the clerk review queue. Some document types are configured to be automatically approved so they do not show in the list of "Awaiting Approval." Some document types are configured not to be recorded in Contexte and automatic approval so it appears as though they by-pass clerk review, but they don't. For example, a proposed order that is not configured to stop in the PreQueue could be automatically approved, but because it is configured not to be recorded in Contexte, this document would automatically be posted to a judicial queue.

CMS and DMS: After a submission has gone through the clerk review process, most documents and information are recorded in Contexte and the DMS. The DMS stores the electronic documents.

Secondary Queues: There are two types of secondary queues, Standard Queues and Judicial Queues.

Standard Queue: The "Standard Queue" is a holding place for submissions that require the clerk or judicial staff to take action. Essentially, it is a "To-Do List." The action is usually procedural and is not necessarily tied to particular information contained in a document. Such actions can include: mailing documents, entering Contexte data that was not handled by eFlex, and other manual activities as needed. Once the clerk has completed the action required, the eFlex system automatically deletes the queue entry. Examples of "Standard Queues" include "COASITE Queue," "Manner of Disposition Queue," or "Violations Queue."

Judicial Queue: The "Judicial Queue" allows clerks and judicial staff, including judges, to respond to documents filed by another user. "Judicial Queues" can be public, such as the "Duty Queues." Entries within the public "Judicial Queues" can be viewed by all queue users and can be reassigned freely. However, most "Judicial Queues" are configured to be limited to a single judge and his or her support staff. Thus, one judge will not see other judges' cases and the queue entry cannot be reassigned to those outside the judge's staff.

One important concept to remember with judicial queues is that the filer's submission has been completely processed by eFlex, and the judicial queue entry is simply REFERENCING the filer's submission documents. Submissions in the "Judicial Queue" usually require an individual within the court to take an action on a particular document, including creating a new submission based on what is contained in the original submission. These submissions circle back to the clerk review queue. Examples of queues within the "Judicial Queues" type are "Proposed Summons Queue" or "Proposed Orders Queue."

Taking Action on Items in a Queue

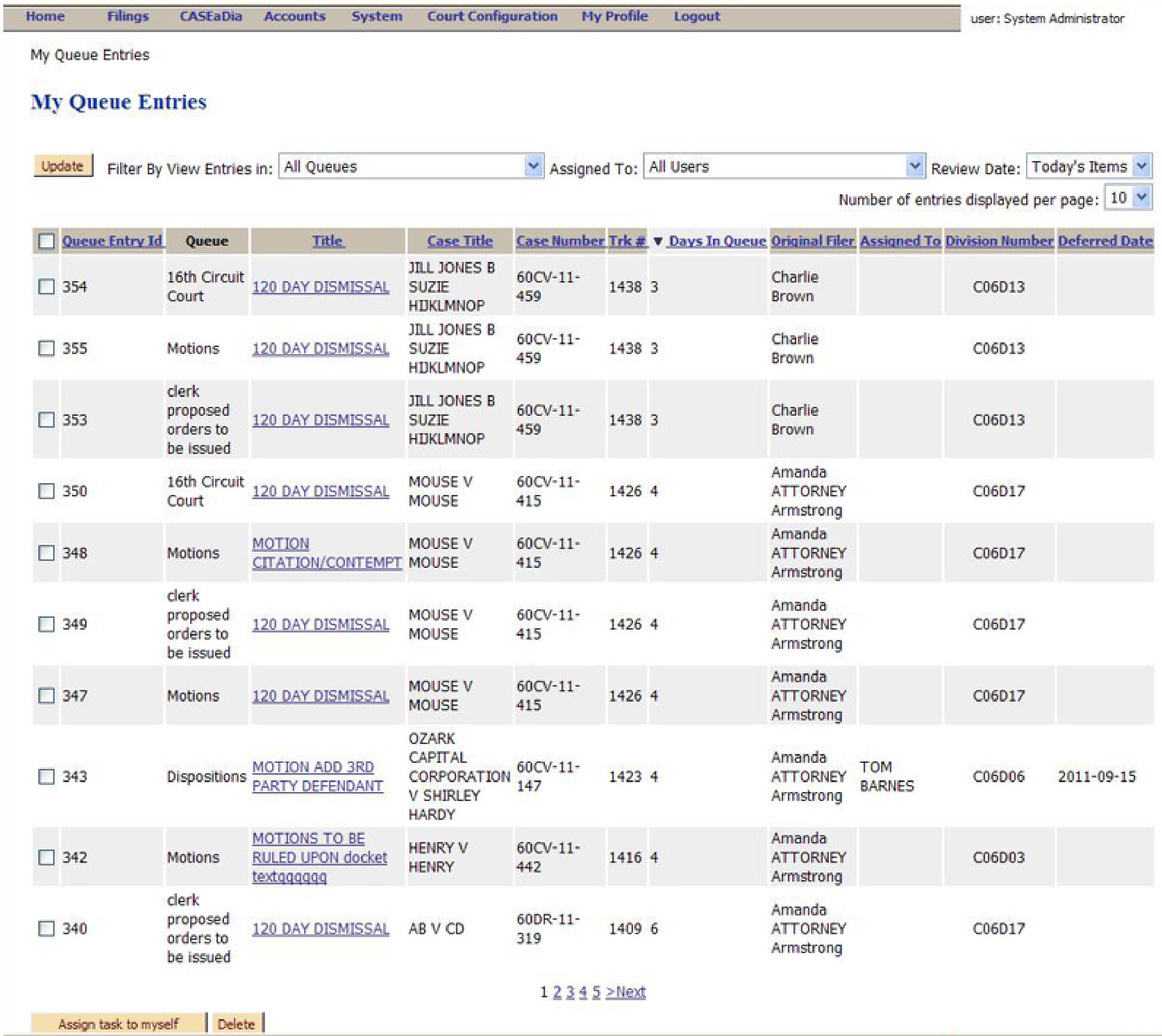
This section shows you how to:

- View your queue entries
- View the queue log

Accessing Your Queue Entries

1. From the “Home” page, click on the **View Queues** button or select **Filings** > **View Queues** from the menu bar at the top of any page. This routes you to “My Queue Entries.”

Figure 39: My Queue Entries


Home Filings CASEaDia Accounts System Court Configuration My Profile Logout

user: System Administrator

My Queue Entries

My Queue Entries

Update | Filter By View Entries in: All Queues | Assigned To: All Users | Review Date: Today's Items

Number of entries displayed per page: 10

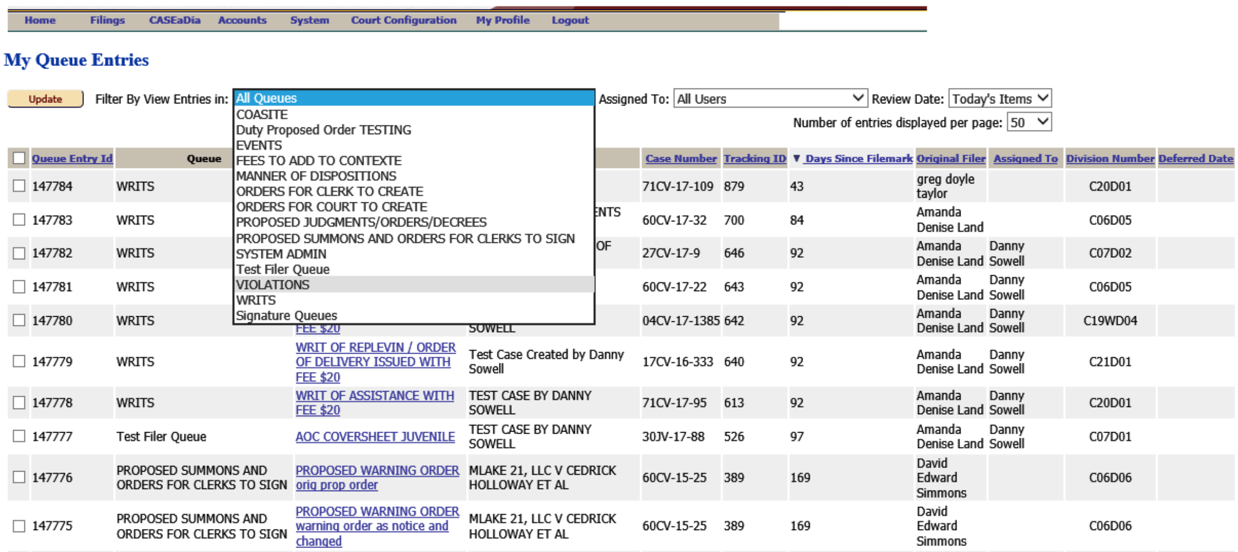
Queue Entry Id	Queue	Title	Case Title	Case Number	Trk #	▼ Days In Queue	Original Filer	Assigned To	Division Number	Deferred Date
354	16th Circuit Court	120 DAY DISMISSAL	JILL JONES B SUZIE HIJKLMNOP	60CV-11-459	1438	3	Charlie Brown		C06D13	
355	Motions	120 DAY DISMISSAL	JILL JONES B SUZIE HIJKLMNOP	60CV-11-459	1438	3	Charlie Brown		C06D13	
353	clerk proposed orders to be issued	120 DAY DISMISSAL	JILL JONES B SUZIE HIJKLMNOP	60CV-11-459	1438	3	Charlie Brown		C06D13	
350	16th Circuit Court	120 DAY DISMISSAL	MOUSE V MOUSE	60CV-11-415	1426	4	Amanda ATTORNEY Armstrong		C06D17	
348	Motions	MOTION CITATION/CONTEMPT	MOUSE V MOUSE	60CV-11-415	1426	4	Amanda ATTORNEY Armstrong		C06D17	
349	clerk proposed orders to be issued	120 DAY DISMISSAL	MOUSE V MOUSE	60CV-11-415	1426	4	Amanda ATTORNEY Armstrong		C06D17	
347	Motions	120 DAY DISMISSAL	MOUSE V MOUSE	60CV-11-415	1426	4	Amanda ATTORNEY Armstrong		C06D17	
343	Dispositions	MOTION ADD 3RD PARTY DEFENDANT	OZARK CAPITAL CORPORATION V SHIRLEY HARDY	60CV-11-147	1423	4	Amanda ATTORNEY Armstrong	TOM BARNES	C06D06	2011-09-15
342	Motions	MOTIONS TO BE RULED UPON docket textqqqqqq	HENRY V HENRY	60CV-11-442	1416	4	Amanda ATTORNEY Armstrong		C06D03	
340	clerk proposed orders to be issued	120 DAY DISMISSAL	AB V CD	60DR-11-319	1409	6	Amanda ATTORNEY Armstrong		C06D17	

1 2 3 4 5 >Next

Assign task to myself | Delete

2. There are several drop-down menus listed at the top of the “My Queue Entries” page. These will allow the user to limit what is displayed on this page. The default settings for the “My Queue Entries” page are “All Queues,” “Assigned to Me” if the user is a clerk, or “All Users” if the user is a lead clerk, “Today’s Items,” and “50” entries displayed per page. Use the drop-downs to filter the list of submissions that appear on this page.

Figure 40: My Queue Entries Drop-Down Menus

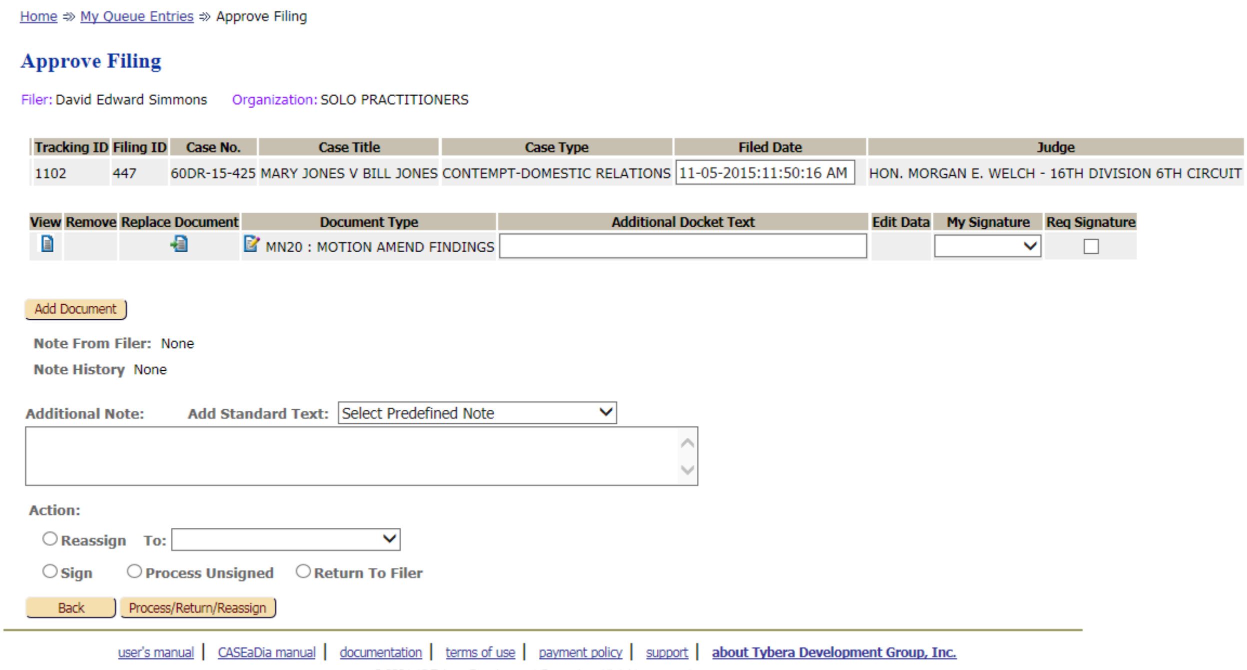


3. Click **Update** to reload the current page. The screen will display all the entries that match the filter criteria. Your assigned role (clerk, lead clerk, judicial assistant, judge, etc.) will determine which queues you will access or work in.

Routing to and Working with a PreQueue from “My Queue Entries”

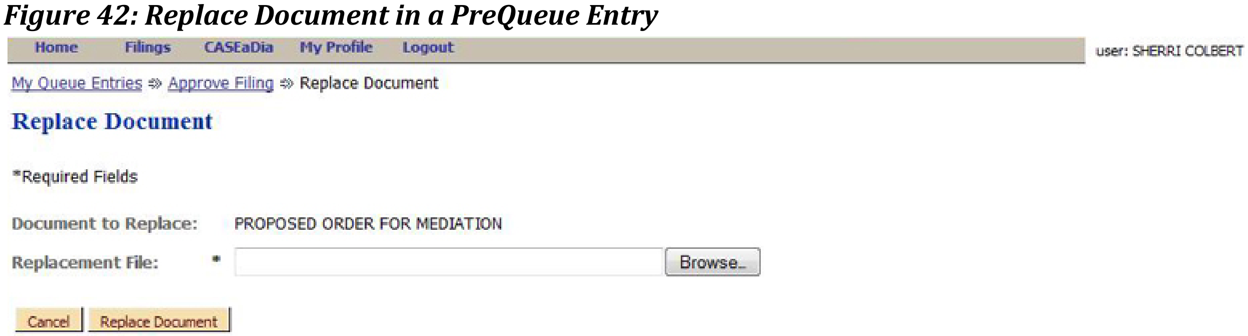
1. After clicking a document title link on the “My Queue Entries” page, you may be directed to the “Edit PreQueue Entry” page. For example, a listing of “Writs” under the “Queue” column on the “My Queue Entries” page will direct you to the secondary page, “Edit PreQueue Entry.” From this page, there are several possible actions you may take.

Figure 41: Edit PreQueue Entry



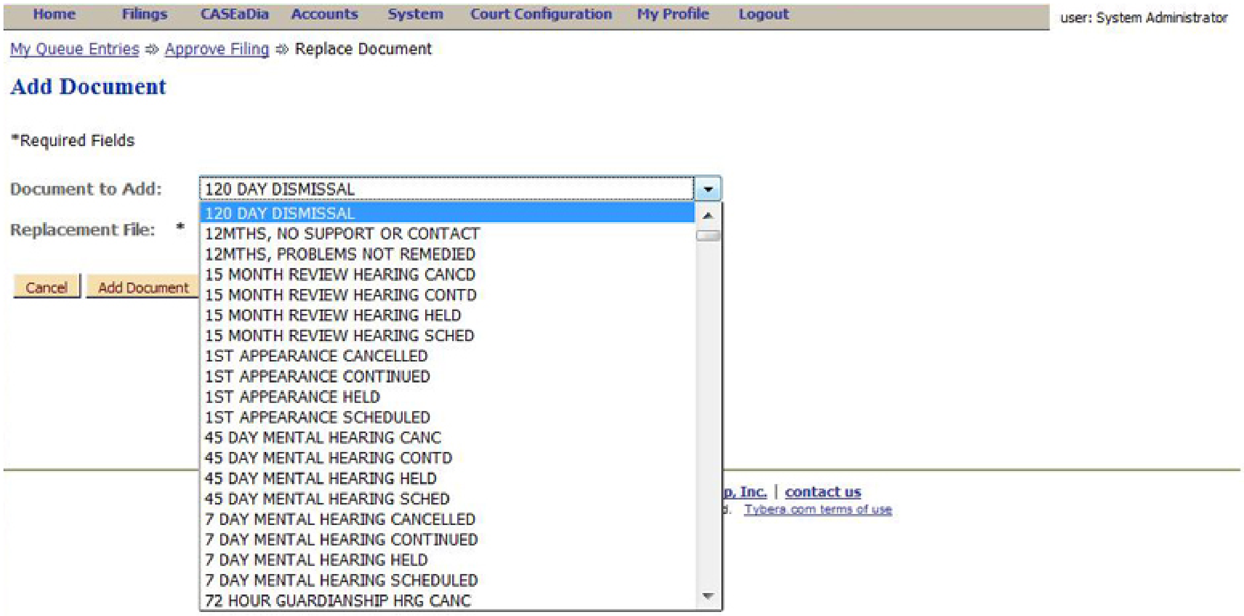
2. From the “Edit PreQueue Entry” page, you may view any documents listed by clicking on the icon listed under the “View” column. A dialog box will appear.
3. Decide if you want to open the file or save the file to your local computer, select the appropriate radio button, and click **OK**. The document will appear as you have instructed.
4. After viewing the document, if you wish to replace it, click on the “Replace Document” icon.

Figure 42: Replace Document in a PreQueue Entry



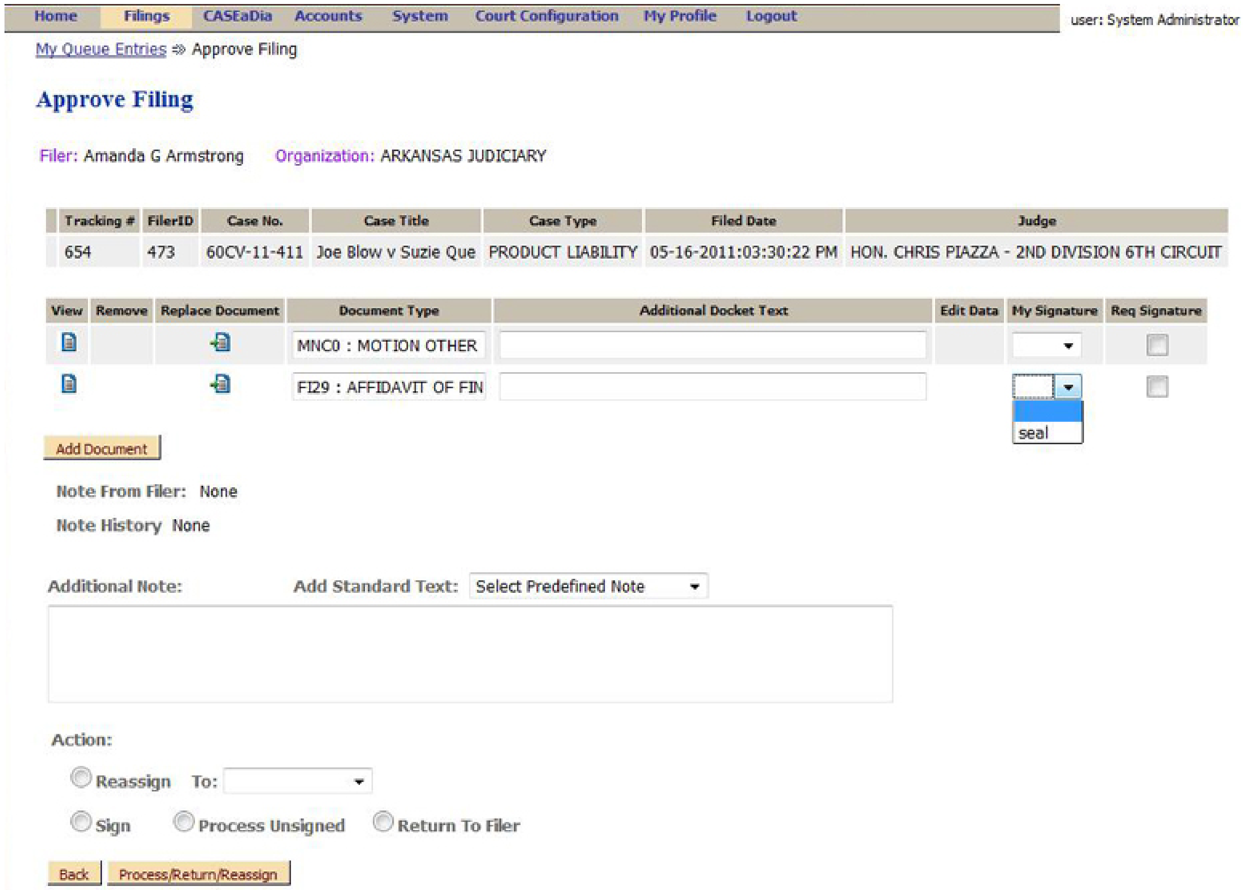
5. Click **Add Document** to be routed to the “Add Document” page.
6. On the “Add Document” page, use the drop-down menu to select the document type to add.

Figure 43: Select Document Type to Add



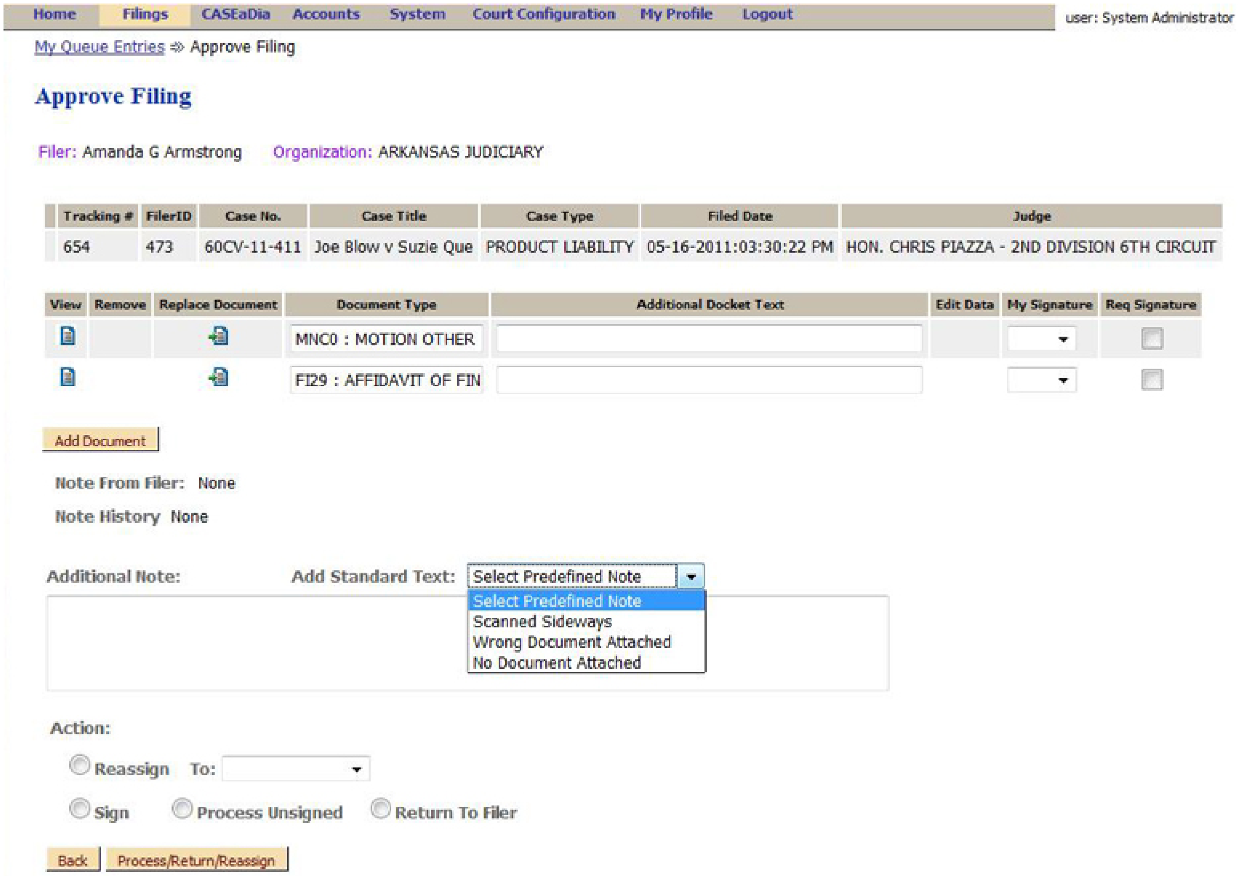
7. Click **Browse** to search for the appropriate document file to attach.
   Once the document is located, click **Add Document** to add the document and return to the "PreQueue Entry" page. Alternately, click **Cancel** to return to the "PreQueue Entry" page without making any changes.
8. **Optional:** Click the icon in the "Remove Document" column to remove the document and refresh the page view.
9. Include a signature previously uploaded by selecting one from the drop-down menu in the "My Signature" column. Alternately, request a signature by clicking the checkbox under the "Req Signature" column.

Figure 44: Add a Signature Page to a Document



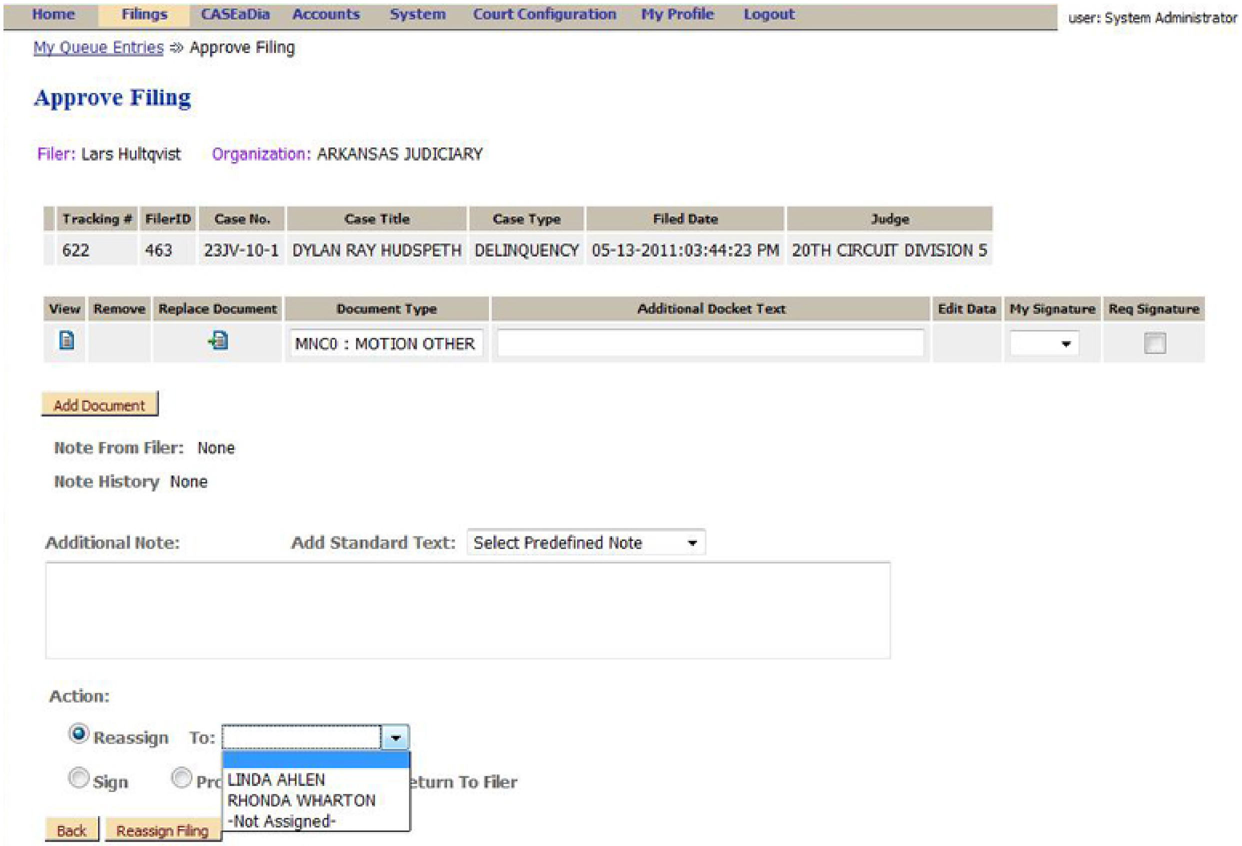
10. View notes about the submission by clicking the "**+**" next to "Note from Filer" or "Note History." If there are no notes in either category, the listing will say "None."
11. Include a note by using the "Add Standard Text" drop-down menu or by typing an original note in the textbox below "Additional Note".

Figure 45: Add a Note



12. Click the appropriate radio button for action on this submission: "Reassign To," "Sign," "Process Unsigned," or "Return to Filer." The check box or radio button you choose will determine the buttons available at the bottom of the page. You must complete the next step(s) before your actions are saved and recorded.
13. If you selected "Reassign To," use the drop-down menus to assign to an individual or to a queue.

Figure 46: Reassign PreQueue Entry



14. Click the **Process/Return/Reassign** button (or its equivalent dependent upon your selection above) to complete the action and record the changes. The "My Queues Entries" page will display, and the entry just completed will no longer appear on the list.

15. **Optional:** Click the **Back** button to return to the "My Queue Entries" page without taking any action on the case just viewed.

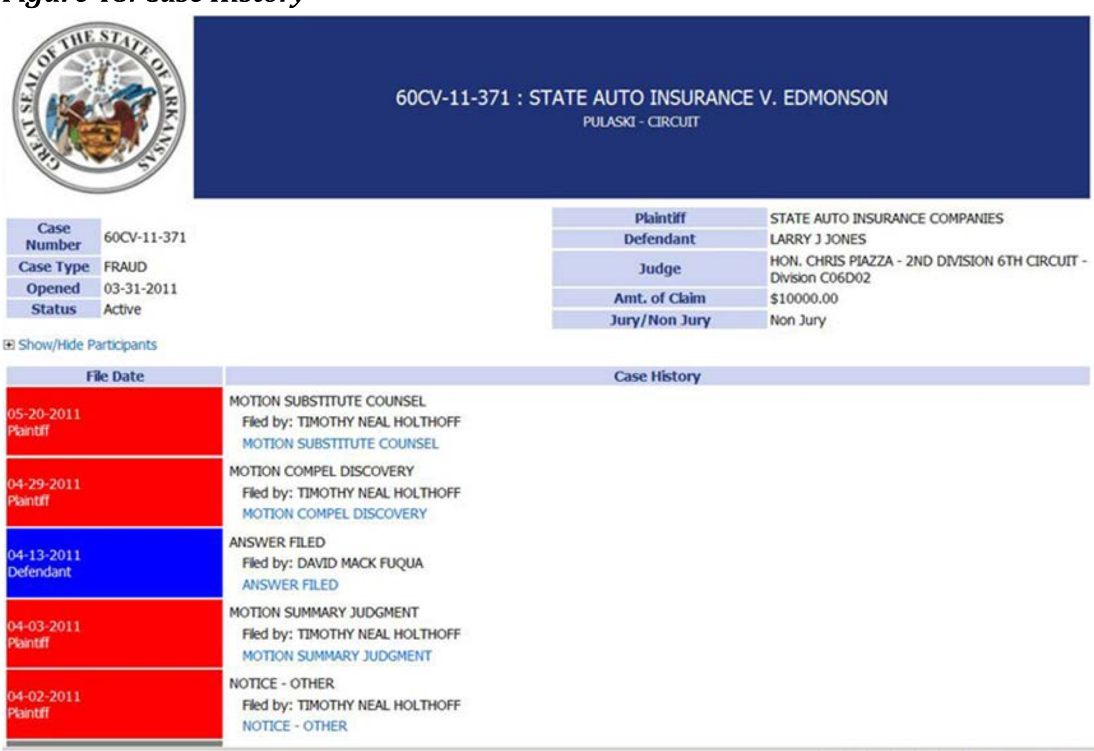
Routing to and Working with a Standard Queue from "My Queue Entries"

1. On the "My Queue Entries" page, click the link under the "Document Title" column to view more detailed information about the submission. If the entry is not yet assigned, you will be routed immediately to the "Action Details" page for that submission. Most often, the "Action Details" page will be part of a standard queue unless your user role indicates you are a judge, judicial assistant, or other judicial staff. (Judicial Queues are discussed below.)
2. If the entry is already assigned, a warning dialog box will appear notifying you of that fact. Click **OK** to continue to the "Action Details" page in a secondary window.

Figure 47: Standard Queue Action Details

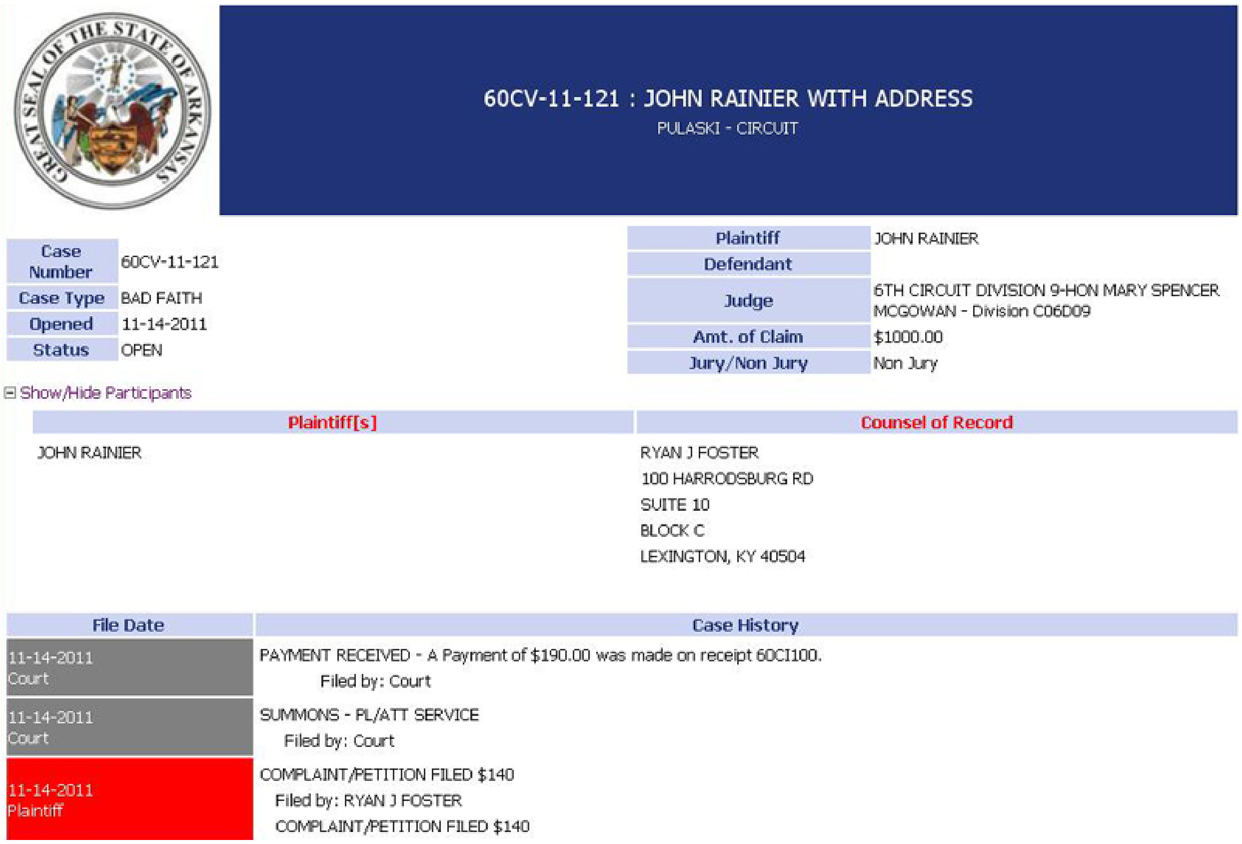
3. Click the **Full Case History** button or click on the case number link to open another window displaying information about the case.

Figure 48: Case History



4. On the "Case History" page, click any "**+**" sign to see expanded details of that listing. For instance, you can view all the case participants or identifying information on motions that have been filed.

Figure 49: Expanded Case History View



60CV-11-121 : JOHN RAINIER WITH ADDRESS
PULASKI - CIRCUIT

Case Number	60CV-11-121
Case Type	BAD FAITH
Opened	11-14-2011
Status	OPEN

Plaintiff	JOHN RAINIER
Defendant	
Judge	6TH CIRCUIT DIVISION 9-HON MARY SPENCER MCGOWAN - Division C06D09
Amt. of Claim	$1000.00
Jury/Non Jury	Non Jury

⊟ Show/Hide Participants

Plaintiff[s]	Counsel of Record
JOHN RAINIER	RYAN J FOSTER 100 HARRODSBURG RD SUITE 10 BLOCK C LEXINGTON, KY 40504

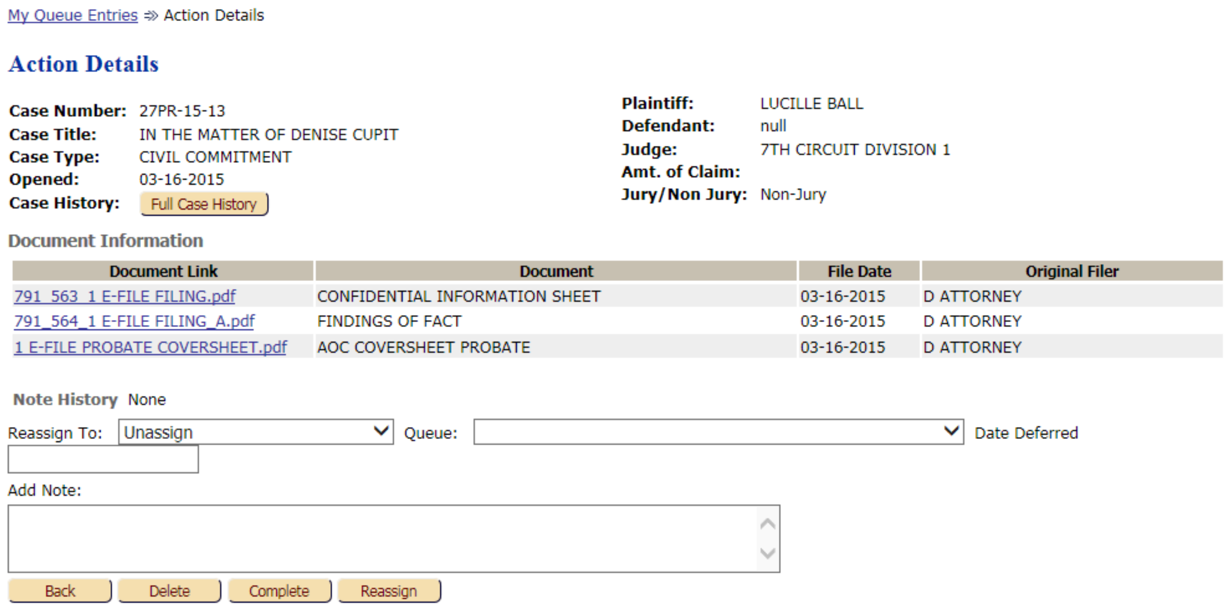
File Date	Case History
11-14-2011 Court	PAYMENT RECEIVED - A Payment of $190.00 was made on receipt 60CI100. Filed by: Court
11-14-2011 Court	SUMMONS - PL/ATT SERVICE Filed by: Court
11-14-2011 Plaintiff	COMPLAINT/PETITION FILED $140 Filed by: RYAN J FOSTER COMPLAINT/PETITION FILED $140

5. Click on the link under the "Case History" column to view a document. A dialog box will appear.

Figure 50: View Document from Case History Page

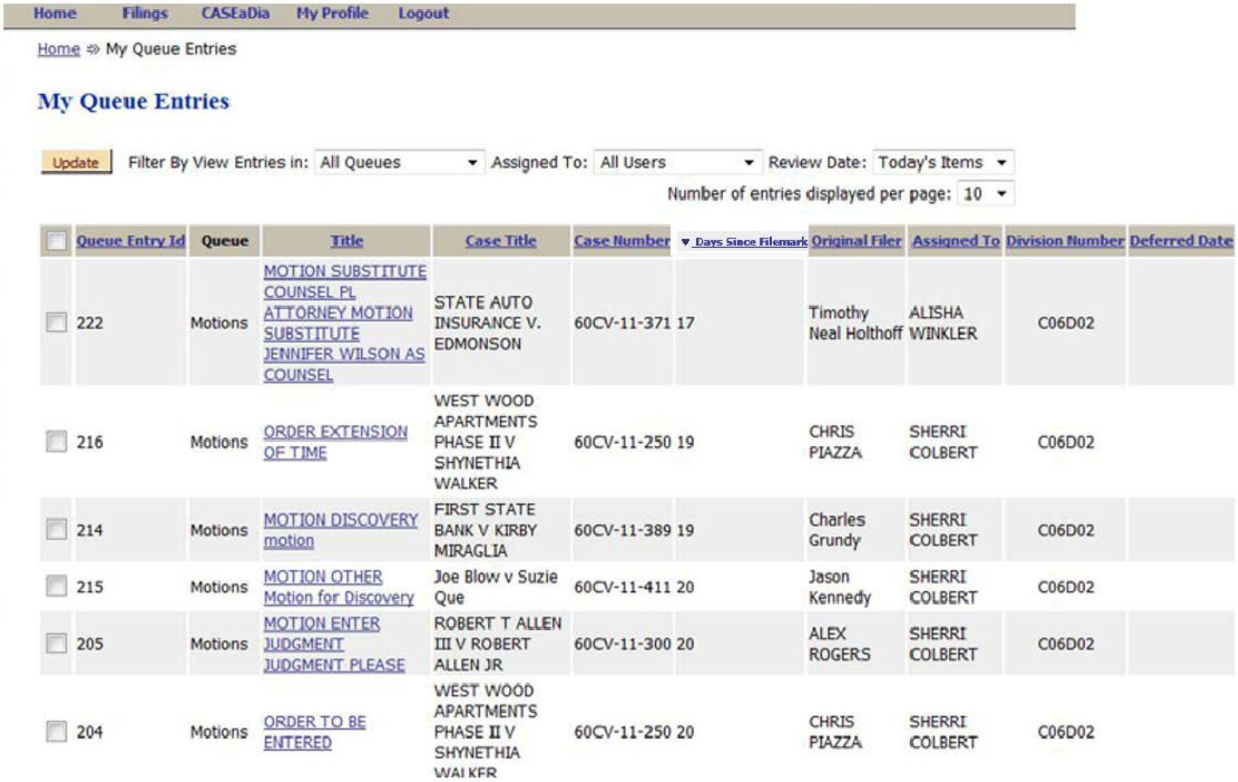
6. Select the appropriate radio button to open or save the file and click **OK**. The document will appear as you have instructed.
7. After you have finished reviewing the "Case History" information, close the window. The "Action Details" page is still open.

Figure 51: Standard Queue Action Details



8. From the "Action Details" page, you may view any documents listed by clicking on the link listed under the "Document Link" column. A dialog box will appear.
9. Select the appropriate radio button to open or save the file and click **OK**. The document will appear as you have instructed.
10. From the "Action Details" page, you may assign an entry to yourself or another clerk by using the drop-down menu at the bottom of the page.
11. After you have selected an individual to assign the entry, select the "**Reassign To"** radio button. This action returns you to the "My Queue Entries" page, and the name of the person whom you have assigned will appear next to the listing under the "Assigned To" column.
12. Alternately, to return to the "My Queue Entries" page without making any assignments, click **Bac**k.

Figure 52: My Queue Entries



Home Filings CASEaDia My Profile Logout

Home ⇒ My Queue Entries

My Queue Entries

Update Filter By View Entries in: All Queues Assigned To: All Users Review Date: Today's Items

Number of entries displayed per page: 10

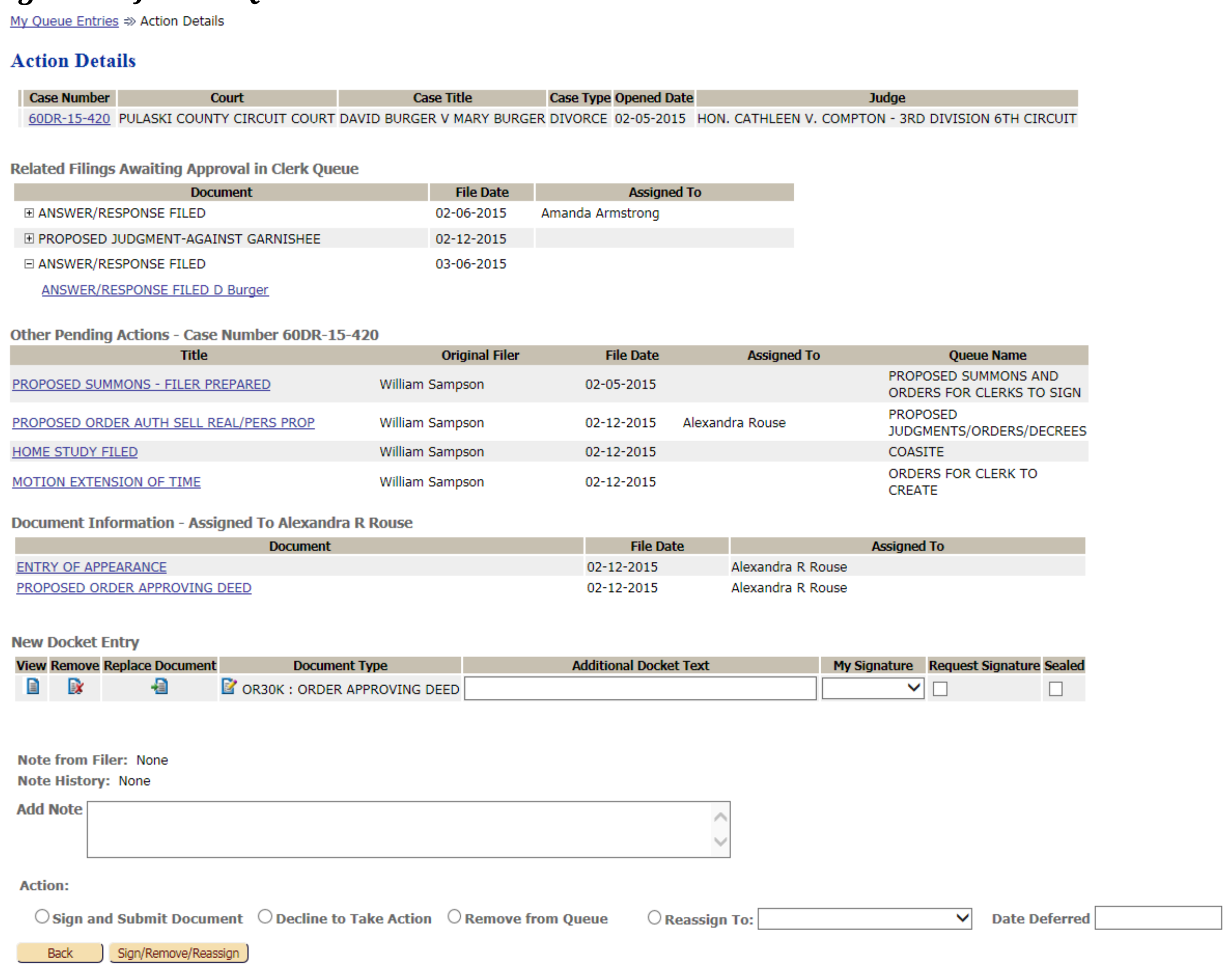
	Queue Entry Id	Queue	Title	Case Title	Case Number	▼ Days Since Filemark	Original Filer	Assigned To	Division Number	Deferred Date
	222	Motions	MOTION SUBSTITUTE COUNSEL PL ATTORNEY MOTION SUBSTITUTE JENNIFER WILSON AS COUNSEL	STATE AUTO INSURANCE V. EDMONSON	60CV-11-371	17	Timothy Neal Holthoff	ALISHA WINKLER	C06D02	
	216	Motions	ORDER EXTENSION OF TIME	WEST WOOD APARTMENTS PHASE II V SHYNETHIA WALKER	60CV-11-250	19	CHRIS PIAZZA	SHERRI COLBERT	C06D02	
	214	Motions	MOTION DISCOVERY motion	FIRST STATE BANK V KIRBY MIRAGLIA	60CV-11-389	19	Charles Grundy	SHERRI COLBERT	C06D02	
	215	Motions	MOTION OTHER Motion for Discovery	Joe Blow v Suzie Que	60CV-11-411	20	Jason Kennedy	SHERRI COLBERT	C06D02	
	205	Motions	MOTION ENTER JUDGMENT JUDGMENT PLEASE	ROBERT T ALLEN III V ROBERT ALLEN JR	60CV-11-300	20	ALEX ROGERS	SHERRI COLBERT	C06D02	
	204	Motions	ORDER TO BE ENTERED	WEST WOOD APARTMENTS PHASE II V SHYNETHIA WALKER	60CV-11-250	20	CHRIS PIAZZA	SHERRI COLBERT	C06D02	

13. To assign a task to yourself, on the “My Queue Entries” page, click in the checkbox to the left of the entry and click **Assign task to myself** at the bottom of the page. The “My Queue Entries” page will refresh, and you will be listed in the “Assigned To” column to the right of the entry.

Routing to and Working with a Judicial Queue from "My Queue Entries"

1. After clicking a case title link on the "My Queue Entries" page, you may be directed to the "Judicial Queue Entry" page. For example, a listing of "Proposed Orders" or "Proposed Summons" under the "Queue" column on the "My Queue Entries" page will direct you to the secondary page, "Judicial Queue Entry." From this page, there are several possible actions you may take.

Figure 53: Judicial Queue Action Details



My Queue Entries ⇒ Action Details

Action Details

Case Number	Court	Case Title	Case Type	Opened Date	Judge
60DR-15-420	PULASKI COUNTY CIRCUIT COURT	DAVID BURGER V MARY BURGER	DIVORCE	02-05-2015	HON. CATHLEEN V. COMPTON - 3RD DIVISION 6TH CIRCUIT

Related Filings Awaiting Approval in Clerk Queue

Document	File Date	Assigned To
⊞ ANSWER/RESPONSE FILED	02-06-2015	Amanda Armstrong
⊞ PROPOSED JUDGMENT-AGAINST GARNISHEE	02-12-2015	
⊟ ANSWER/RESPONSE FILED	03-06-2015	
ANSWER/RESPONSE FILED D Burger		

Other Pending Actions - Case Number 60DR-15-420

Title	Original Filer	File Date	Assigned To	Queue Name
PROPOSED SUMMONS - FILER PREPARED	William Sampson	02-05-2015		PROPOSED SUMMONS AND ORDERS FOR CLERKS TO SIGN
PROPOSED ORDER AUTH SELL REAL/PERS PROP	William Sampson	02-12-2015	Alexandra Rouse	PROPOSED JUDGMENTS/ORDERS/DECREES
HOME STUDY FILED	William Sampson	02-12-2015		COASITE
MOTION EXTENSION OF TIME	William Sampson	02-12-2015		ORDERS FOR CLERK TO CREATE

Document Information - Assigned To Alexandra R Rouse

Document	File Date	Assigned To
ENTRY OF APPEARANCE	02-12-2015	Alexandra R Rouse
PROPOSED ORDER APPROVING DEED	02-12-2015	Alexandra R Rouse

New Docket Entry

View	Remove	Replace Document	Document Type	Additional Docket Text	My Signature	Request Signature	Sealed
			OR30K : ORDER APPROVING DEED			☐	☐

Note from Filer: None
Note History: None
Add Note

Action:

○ Sign and Submit Document ○ Decline to Take Action ○ Remove from Queue ○ Reassign To: Date Deferred

Back | Sign/Remove/Reassign

2. If the filer submitted a proposed document, you may see a dialog box asking if you want to convert the document type.
3. From the "Judicial Queue Action Details" page, click the link under the "Case Number" column to open another window displaying information about the case.

Figure 54: Case History

4. On the “Case History” page, click any “+” sign to see expanded details of that listing. For instance, you can view all the case participants or identifying information on motions that have been filed.
5. Click on the link under the “Case History” column to view a particular document. A dialog box will appear.

Figure 55: View Document from Case History Page

6. Select the appropriate radio button to open or save the file and click **OK**. The document will appear as you have instructed.
7. After you have finished reviewing the "Case History" information, close the window. The "Judicial Queue Action Details" page is still open.
8. The next section of the "Judicial Queue Action Details" is "Related Filings Awaiting Approval in Clerk Queue." The purpose of this section is to aid the judge in decision making by providing the most current information associated with the case. Many times this section will be blank. These documents have not been approved by the Clerk yet but may be beneficial to review. Click the "**+**" sign next to any listing in the "Document" column to view additional information on the listing.

Figure 56: Expanded Related Case Information View from Action Details

Related Filings Awaiting Approval in Clerk Queue

Document	File Date	Assigned To
⊞ ANSWER/RESPONSE FILED	02-06-2015	Amanda Armstrong
⊟ PROPOSED JUDGMENT-AGAINST GARNISHEE	02-12-2015	
PROPOSED JUDGMENT-AGAINST GARNISHEE		
RETURN SERVICE NON EST INVENT		
⊟ ANSWER/RESPONSE FILED	03-06-2015	
ANSWER/RESPONSE FILED D Burger		
⊟ ANSWER/RESPONSE FILED	03-20-2015	System Administrator
ANSWER/RESPONSE FILED D Burger		

9. The next section of the "Judicial Queue Action Details" is "Other Pending Actions". This section will list other filings that have been approved during Clerk Review and are assigned to different queues for processing. Many times this section will be blank. By clicking on the link under the "title" column will take you to the "Action Details" of that queue entry.

Figure 57: Other Pending Actions under Action Details

Other Pending Actions - Case Number 60DR-15-420

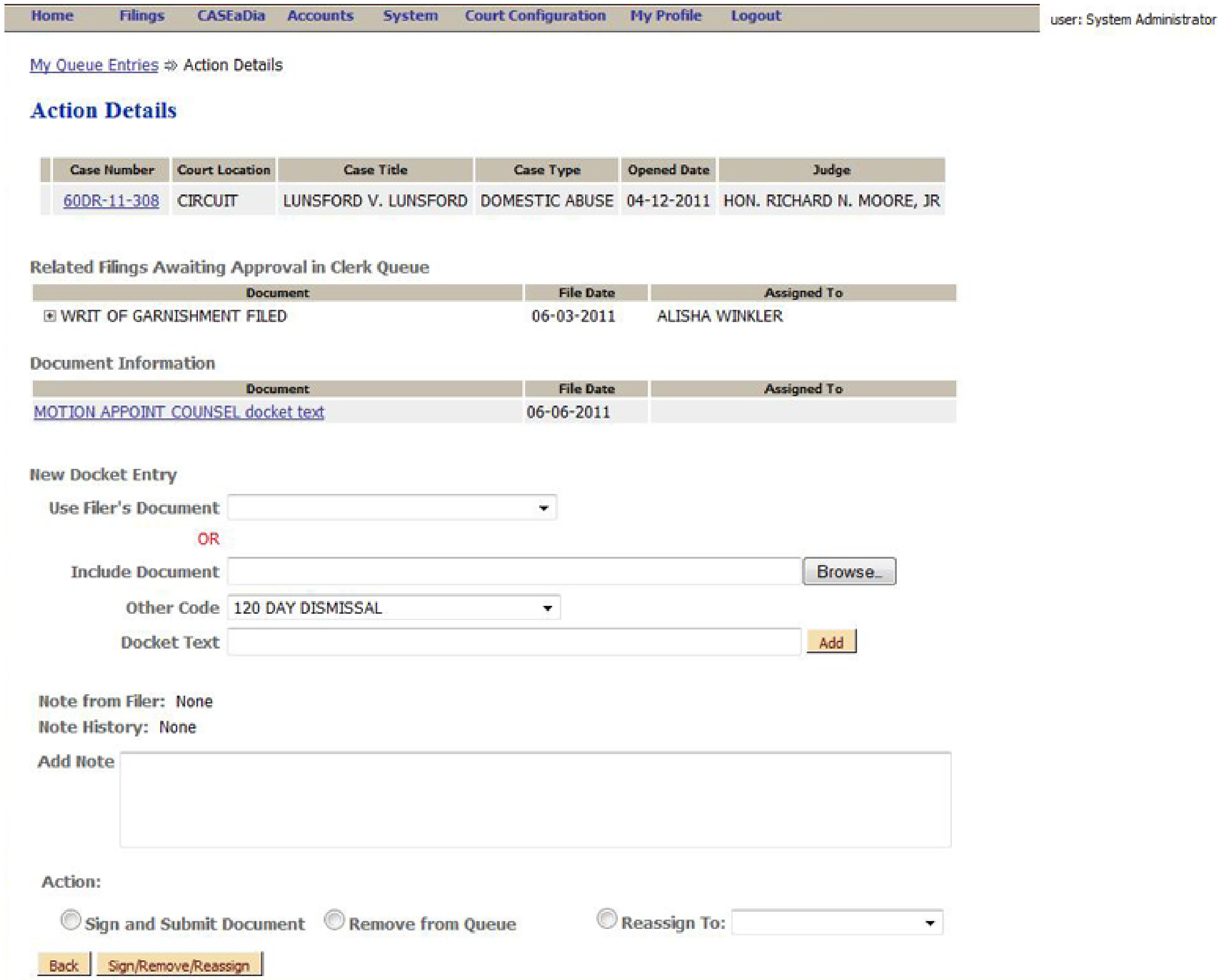
Title	Original Filer	File Date	Assigned To	Queue Name
PROPOSED SUMMONS - FILER PREPARED	William Sampson	02-05-2015		PROPOSED SUMMONS AND ORDERS FOR CLERKS TO SIGN
PROPOSED ORDER AUTH SELL REAL/PERS PROP	William Sampson	02-12-2015	Alexandra Rouse	PROPOSED JUDGMENTS/ORDERS/DECREES
HOME STUDY FILED	William Sampson	02-12-2015		COASITE
MOTION EXTENSION OF TIME	William Sampson	02-12-2015		ORDERS FOR CLERK TO CREATE
ENTRY OF APPEARANCE	Patrick Miller	02-12-2015		FEES TO ADD TO CONTEXTE
ENTRY OF APPEARANCE	Patrick Miller	02-12-2015		VIOLATIONS

10. In the "Document Information" section, clicking on a link under the "Document" column will open a copy of the listed document. These documents will usually be PDFs, but some documents, like "Proposed Orders" may be Microsoft Word or WordPerfect documents.

11. The "New Docket Entry" section shows the user the new docket to be submitted. Clicking on a "View" icon will open the listed document.

12. Clicking on the "Remove" button next to any listing will display a warning dialog box. If you click **OK**, the page will refresh with information listed pertaining to adding a document.

Figure 58: Remove a New Docket Entry Document and Add Another



13. Because the case must have a document in the "New Docket Entry," you must add a document. Select either a filer's document using the drop-down menu or use the Browse button to select a document to add.

14. Fill in both the "Other Code" and "Docket Text" fields, and click **Add**. You will be returned to the original "Judicial Queue Action Details" page you were on.

15. From the "Judicial Queue Action Details" page, if you wish to replace a document clicking on the "Replace Document" icon. If you did not elect to convert the document type when you initially opened this page, clicking the "Replace Document" icon will bring up a dialog box asking the user if you want to convert that document. The user may select "OK" or "Cancel."

Figure 59: Replace Document

16. If "Cancel" is selected or if the document type was already converted, the user is directed to a "Replace Document" page from which he or she is able to select "Browse for Replacement File," and, after finding the correct file, attach it by clicking on "Replace Document." On the "Replace Document" page, the user may also click on Cancel to return to the "Judicial Queue Entry" page without having taken action.

17. Below the "New Docket Entry" section of the "Judicial Queue Entry" page, will be "Note from Filer" and "Note History." Click the "**+**" sign to view any hidden information. If no notes are included with this filing, the word "None" will appear next to the note entry.

18. **Optional**: Before completing action on this page, in the textbox provided, the user may add a note to be included with this case.

19. Click the appropriate radio button for this case: "Sign and Submit Document," "Decline to Take Action," "Remove from Queue," or "Reassign to." You must complete the next step before your actions are saved and recorded. Depending on the action selected the buttons at the bottom of the page with differ.

20. If choosing "Sign and Submit Document," click the **Sign and Submit** button to complete the action. The user will next view a dialog box warning about the action to be taken and asking him or her to click **OK** or Cancel. Clicking OK completes the action and returns the user to the "My Queue Entries" page. Clicking Cancel returns the user to "My Queue Entries." This action will submit the signed document to Clerk Review for approval prior to being sent to the CMS and DMS.

21. If choosing "Decline to Take Action," click the **No Action** button to complete the action. The user will next view a dialog box warning about the action to be taken and asking him or her to click **OK** or Cancel. Clicking OK completes the action and returns the user to the "My Queue Entries" page. Clicking Cancel returns the user to "My Queue Entries." This action will create a new docket entry of "No Action Taken" on the case that will be automatically sent to the CMS and DMS as well as generate a NEF to the electronic filers listed on the case.

22. If choosing "Remove from Queue," click the **Remove** button to complete the action. The user will next view a dialog box warning about the action to be taken and asking him or her to click

OK or Cancel. Clicking **OK** completes the action and returns the user to the "My Queue Entries" page. Clicking Cancel returns the user to "My Queue Entries." This selection will simply delete the queue entry with no documents, notifications, or filings created.

23. **Optional**: Click the **Back** button to return to the "My Queue Entries" page without taking any action on the case just viewed.

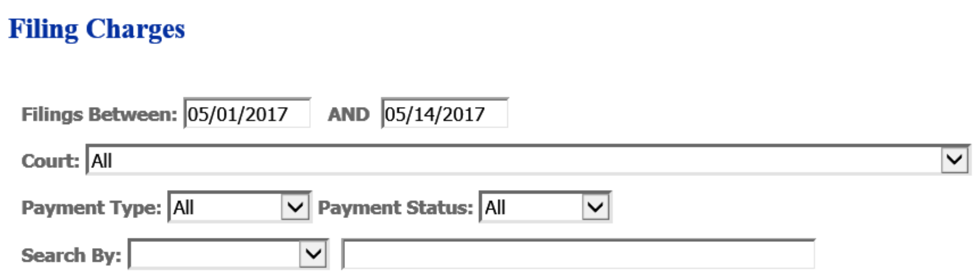
Note: Usually a member of the judicial staff prepares the documents and then reassigns them to the judge. If the documents are ready for the judge's signature, check "Request Signature" and reassign to the judge. Judges have the option of using the "Signature Queue" to mass sign documents.

Filing Charges

Using Filing Charges

Court and Clerk users can view the "Filing Charges" for all filings where a fee was assessed to a case or a payment was submitted by the filer. With the filters provided near the top of the page, you can modify what is displayed in the list. Searching for specific payment types, payment status, authorization codes etc. will help clerks process their end of month disbursement in Contexte.

Figure 60: Filing Charges Filters



To Display a List of Filing Charges

1. Select **Filings > Filing Charges** from the menu bar. The "Filing Charges" page will be displayed with the current month's information.

2. The "Filing Charges" may also be exported to a file where it can be further sorted, filtered, or saved.

Understand the Filing Charges Page

The following list provides a description of the features of each column.

- **Filing ID:** The id given to the submission by the Filer Interface also referred to as the Filer Tracking ID.
- **Tracking ID:** Not all submissions go through the Filer Interface so the Tracking ID is assigned in the Clerk Review Interface.
- **Name:** The name of the filer that submitted the filing

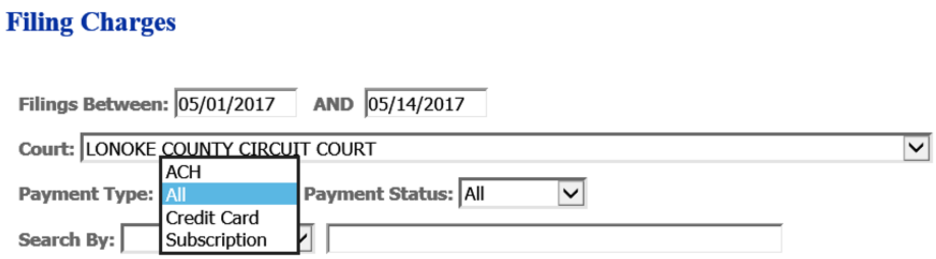
- **Case Title:** The case description
- **Client #:** This number is optional and is entered by the filers and is used to identify their cases.
- **Court Case #:** The case number assigned by Contexte. If there is no case number, the submission is initiating a case.
- **Court:** The court to which the filing has been submitted.
- **Description:** The document type submitted that has the fee or payment attached. If there are more than on document types with fees or payments only one will be displayed.
- **Date:** Date and time the "filing charges" was last updated
- **Account:** The last four of digits of a credit card or electronic check. Some accounts are listed with **** rather than four digits.
- **Authorization Code:** Code created by INA when the filer entered payment information thought the payment portal. If a filing was submitted with payment type of "filed by clerk" or "waived by clerk" that will also be displayed.
- **Payment Type:** The method of payment that was submitted by the filer; ach (electronic check), credit card, or subscription.
- **Payment Status:** Current payment status of the filing. This should not be confused with the filing status.
- **Receipt:** The Contexte receipt number
- **Contexte Commit Date:** The date and time the filing was approved by the clerk and sent to Contexte.
- **Contexte Receipt Date:** The date and time the filing was issued a Contexte receipt number. This is the same date that the CZRSPAY is processed.
- **INA Authorization Date:** The date and time INA authorized the filing charges of a filer. This date is prior to the filing being approved by the clerk.
- **INA Capture Date:** The date and time the filing was approved by the clerk and INA gave final authorization of charges.
- **Rejection Date:** This field is not being used
- **Refund Date:** This field is not being used
- **Fee:** Amount of the filing charges to be collected to the Clerk
- **Technology Fee:** Amount of charges collected when a new case filing is submitted.

Understanding the Payment Types and Payment Status

There are only three types of payments that can submitted through the electronic filing system.

- **ACH:** Electronic checks
- **Credit Card:** Credit cards accepted for payment of fees include Discover, MasterCard and VISA.
- **Subscription:** Subscription accounts allow a filer to be billed monthly for their filing charges. Currently that service is through INA (Information Network of Arkansas).

Figure 61: Payment Types



Each filing that has a fee to be paid goes through multiple statues.

<u>Prior to CZPSPAY being processed:</u>

- **Authorized:** The date and time INA authorized the filing charges of a filer. This date is prior to the filing being approved by the clerk.
- **Captured:** The date and time the filing was approved by the clerk and INA gave final authorization of charges. If a filing remains in this status rather than continuing to Committed, it could indicate a problem.
- **Committed:** The date and time the filing was approved by the clerk and sent to Contexte.

<u>After CZPSPAY being processed:</u>

- **Receipted:** The date and time the filing was issued a Contexte receipt number. This is the same date that the CZRSPAY is processed.

Figure 62: Payment Status