



## Collin County District Clerk - eFiling FAQ's

1. When is the mandatory "go live" date?  
**Collin County's mandatory go live date is January 1, 2014. This will include the District Clerk, County Clerk, and the JP1 office.**
2. What case types are included/excluded in the mandate?  
**All Civil, Family, Probate, and criminal-related civil filings such as expunctions are included.**
3. Which filings are considered to be an emergency?  
**Per the Supreme Court rules, no filings constitute an emergency, unless there is a power outage or some other catastrophic event. When the attorney e-files a TRO or Protective Order you may call the clerk's office to make us aware of your pending arrival to get a TRO or Protective Order signed, or come to the window. The clerks can then work that filing first to assure it is ready for the Court to review.**
4. Is Criminal included in the mandate?  
**Partially; criminal-related civil filings such as expunctions are included, otherwise, criminal is not included. We anticipate criminal will go live in the near future.**
5. Will there be a window for pro-se clients to file documents?  
**Yes windows will still be available for pro-se filers.**
6. What happens if documents are mailed in to be filed?  
**Documents sent by mail from an attorney, or their representative, on a case in which they represent a party will be returned by mail unfiled.**
7. If an eFiling Service Provider (EFSP) is used, will the filer get a file-marked copy back?  
**Yes, once a document is accepted, the filer will receive a file marked copy through their EFSP.**
8. Do documents need to be put in a PDF format?  
**Yes. The Supreme Court rules require all documents be filed in a searchable PDF format when possible.**
9. Do the attorneys have to use eFileTexas.gov as their electronic filing service provider (EFSP)?  
**No; attorneys may choose their EFSP. A list of certified EFSPs can be found by visiting eFileTexas.gov, then by clicking "Choose an e-filing service provider."**

10. How will affidavits of inability and filings from court appointed attorneys be handled?  
**There is a "waiver" option that will waive all fees with eFileTexas.gov. There must be a supporting affidavit when filing as indigent. If you have trouble setting up a waiver account, please call eFileTexas.gov 855-839-3453.**
11. How will the clerks return citations for service?  
**If a private process service is being used then attorneys will receive an electronic citation to print and give to their private process servers to serve. Returns of service may be e-filed.**
12. Will process servers have to e-file their returns and will they have to pay?  
**Process servers may e-file returns, but they are not required to do so. They also will not be required to pay. They may select the "waiver" option or the attorney may e-file the return of citation.**
13. If an attorney needs to file a pleading during a hearing, do they submit a paper document to file at the bench?  
**No. Pleadings will need to be e-filed.**
14. How are proposed orders submitted to the court?  
**All Proposed Orders and blank fiats should be e-filed through eFileTexas.gov.**
15. How will attorneys obtain a certified copy of a decree?  
**The front counter will be available to fill certified copy requests and we are working toward providing self-service online.**
16. How will mediators e-file?  
**Mediators, process servers, and any court appointed attorney may file for a "waiver" account with eFileTexas.gov. If you have trouble setting up a waiver account, please call them at 855-839-3453.**
17. Is a new envelope necessary for every document?  
**No. Multiple filings may be filed using the same envelope provided the documents are being filed into the same case during the same transaction.**
18. Once an envelope has been filed and accepted, can the filer continue to file into that same envelope?  
**No. Filings may be filed into the same case but a new envelope number will be generated.**
19. Are standing orders required to have page numbers?  
**Yes, and you may obtain a copy of the pre-numbered standing orders from the District Clerk's website.**
20. If a document filed is returned for corrections and it is up against a deadline, will the deadline be waived?  
**The filer may present the Judge with the original submission receipt received at the time of filing. It is then the Judge's discretion to determine if the filing deadline has been met.**

21. When filing a new petition, should the filer electronically file the petition or the case filing cover sheet first?  
**The petition will need to be filed first so that the petition appears as the opening event in the case management system. The case filing cover sheet can be included as another document in that same envelope.**
22. If a filing is returned for corrections will the filer still be charged the credit card convenience fee?  
**It will be up to your service provider if this fee will be waived when a document is returned.**
23. Are e-filed documents considered to be the court's original copy?  
**Any electronically filed document is deemed the original upon acceptance.**
24. Do minor children need to be added as parties to a case?  
**Yes. Minor children must be added as parties to family law cases when filing to create a new case.**