

FAQs for Filers

Q: How do I register and file?

A: On the Internet, go to ww.myflcourtagency.com Once there, you may want to add the site to your "Favorites" so you can easily get back to it. You will see the "Register" button at the top. Instructions are easy to follow for setting up your registration, user name and password. If you wish more assistance, there are a number of videos available on the [Florida Courts E-Filing Authority website](#) that can help you with many of the tasks, including initial registration.

Q: How much does it cost to register and file?

A: There is no cost to register. The filing fees for various court actions are the same statutory fees as used for filing in the paper world. However, there is a convenience fee assessed for use of a credit card or ACH transaction. The convenience fee covers the associated banking and merchant fees as allowed by Florida Statutes.

As long as the action does not carry a fee in the paper world, the filing will not have an associated fee in the electronic world.

Q: How do I pay for filing a document?

A: The Florida Courts E-Filing Portal accepts Discover, MasterCard and American Express. The following convenience fees are established.

Credit Cards= 3% of Filing Fee
ACH \$3 flat rate

The portal generates a receipt that is emailed to the filer when he or she files a document and it is accepted by the Clerk's Office. That email message contains a number called the filing reference number, or "filing i.d." That filing i.d. will show up on the credit card receipts and will appear on bank statements as well. The following shows the numbering convention and several examples of how it will be presented.

"ePortal"+{8 digit filing id}+{space}+{6 character memo}

Samples from a statement:

ePortal822539 R Link
ePortal824252
ePortal826277 091644

Q: Is special software required to e-file? And, what type of computer should I use?

A: No, the only requirement will be an internet connection and a browser. If you are able to send and receive email with attached documents, and use a fairly new computer- the portal supports Internet Explorer 8 or higher- you probably already know how to navigate your computer to attach a text or PDF document as you file on the Florida Courts E-Filing Portal. Use a personal computer when filing as the portal does not currently accept documents sent from an iPad or an Android device.

Please note: a document must be sent through the portal. Sending a document by email to the clerk or to support@myflcourtagency.com does not get it filed or edited.

Q: What document types does the ePortal support?

A: The Florida Courts E-Filing Portal will accept filings in Word, Word Perfect, or PDF formats. By default, the ePortal will provide the PDF format to the local record system. Each county will also have the option to receive the original Word document if available. The portal can also

provide the conversion to TIFF format upon request if the local document management system cannot.

Q: Are there any special requirements for documents?

A: Documents should be a standard size of 8 x 11 inches (as defined in RJA 2.520). Documents should leave blank a 3 x 3 inch space at the top right-hand corner on the first page, and a 1 x 3 inch space at the top right-hand corner on each subsequent page, to accommodate statewide standard date/time stamps (as defined in RJA 2.520). Where possible, documents should be electronically signed. Black and white, non-color documents are preferred. Scanned documents should be at a resolution of 300 DPI (as defined in the State of Florida Electronic Records and Records Management Practices).

Multiple pleadings, motions, etc. should not be combined into one single file; each individual document should be uploaded via the Portal document submission process.

A deviation from these guidelines may result in the submitted filing being moved to a Pending Queue with the filer being notified via email and requested to correct the issue(s) with the document(s) and resubmit the filing.

Q: I'm having issues filing a large document. Why won't my document transmit properly?

A: Documents are limited to 25 megabytes in size per submission.

Q: What do I do if my document contains confidential information?

A: The filer must check the documents that are being filed for confidential information. If you are filing a document with confidential information, you must attach a Notice of Confidential Information within the court filing as per rule 2.420, Rule of Judicial Administration. The form is posted on the e-filing site.

Q: How do I know my document was received?

A: You will receive an automated filing confirmation, both when the portal receives the filing and also when the Clerk's Office accepts the filing. Watch for information on the "My Filings" portion of your portal account when you logon. Once the filing is accepted into the local Clerk's system, this becomes the official court record just like the current paper process. As a precaution, make sure you have sent the filing to the correct county to make sure it is timely filed.

Q: How do I find out more about how to file a document through the portal?

A: There are a number of documents, instructional videos and materials posted on the [Florida Courts E-Filing Authority website](#). Additionally, there is an e-filer manual found in the Filer Documentation link once you are on the portal. Once logged in to the portal, scroll to the bottom of the screen.

More information can also be found on the Supreme Court's page "[E-Filing in Florida's Courts](#)."