

# LOUISIANA THIRD CIRCUIT COURT OF APPEAL

## Electronic Filing: Common Questions & Troubleshooting Guide

For assistance with court e-filing, please review the frequently asked questions below. The court's IT department is unable to provide direct technical support for individual user issues, but the information provided may help resolve common problems.

### 1. Getting Started with E-Filing

#### *Who can use the e-filing system?*

The e-filing system is available to attorneys and self-represented litigants. An attorneys can register on the Ecourt website

#### *What documents can I e-file?*

Documents that comply with court rules and formatting requirements can be e-filed. Certain case types or documents may require physical filing. Please check with the court if you are unsure.

#### *Do I need an account to e-file?*

Yes, users must create an account and log in to submit documents through the e-filing portal.

### 2. Technical Requirements

#### *What file formats are accepted?*

The system accepts PDF documents. Ensure your document is not password-protected or encrypted.

#### *Is there a file size limit?*

Yes, the maximum file size per filing is 25 MB. If submitting multiple files, they will be merged into a single document. A size status bar updates in real time as files are added to help track the total file size. If your submission exceeds the 25 MB limit, you can either compress the file or submit any excess files separately using the 'Secondary Volume' option.

#### *What browsers are supported?*

For best results, use the latest version of:

- ▶ Google Chrome
- ▶ Mozilla Firefox
- ▶ Microsoft Edge
- ▶ Safari (Mac users)
- ▶ Internet Explorer is not supported.

#### *How to enable JavaScript?*

JavaScript is required for e-filing and is enabled by default. If you have disabled JavaScript and need help re-enabling it, follow the steps below. Once JavaScript is enabled, refresh your browser for the changes to take effect.

- ▶ Google Chrome

- a. Open Google Chrome.
  - b. Click the three-dot menu in the top-right corner.
  - c. Select Settings > Privacy and security > Site settings > JavaScript.
  - d. Toggle the switch to Allowed (Recommended).
- ▶ Mozilla Firefox
- a. Type about:config in the address bar and press Enter.
  - b. Click Accept the Risk and Continue.
  - c. Search for javascript.enabled and set it to true.
- ▶ Microsoft Edge
- a. Open Microsoft Edge.
  - b. Click the three-dot menu in the top-right corner.
  - c. Select Settings > Cookies and site permissions > JavaScript.
  - d. Toggle the switch to Allowed.
- ▶ Safari (Mac users)
- a. Open Safari.
  - b. Click Safari in the top menu bar > Settings (Preferences) > Security.
  - c. Check the box Enable JavaScript.

### 3. Troubleshooting Common Issues

#### ***I cannot upload my document. What should I do?***

Check the following:

- ▶ Ensure the file is in PDF format and does not exceed the 25 MB size limit.
- ▶ Confirm that your document is not open in another program while uploading.
- ▶ Try clearing your browser cache and reloading the page.
- ▶ If using a work or public computer, a firewall or security setting may be blocking the upload.
- ▶ Contact your IT department for assistance.

#### ***The system is not loading, or I cannot access the website.***

Try these steps:

- ▶ Check your internet connection.
- ▶ Try accessing the site using a different browser or device.
- ▶ Disable pop-up blockers or add the e-filing website to your trusted sites list.
- ▶ If using a work computer, a network firewall may be preventing access.
- ▶ Contact your IT department.

#### ***My document was rejected. What should I do?***

Try these steps:

- ▶ Review the rejection reason provided by the court.
- ▶ Ensure your document meets formatting, filing, and court rule requirements.
- ▶ Correct any errors and resubmit the filing.

## 4. Security & Payment Issues

### *Is my e-filing submission secure?*

Yes, the system uses encryption to protect sensitive data. However, always file from a secure, private network to reduce security risks.

### *What if my payment is not processing?*

Try these steps:

- ▶ Double-check your credit card details.
- ▶ Ensure your billing address matches what your bank has on file.
- ▶ Contact your bank or credit card provider if the transaction is declined.
- ▶ If the issue persists, try using a different payment method.

## 5. Technical Support For E-Filing

### *Can the Court's IT Department Help with Technical Issues?*

The court's IT department cannot provide support for individual technical problems, including:

- ▶ Personal computer issues
- ▶ Internet connectivity problems
- ▶ Workplace firewall restrictions
- ▶ Browser compatibility issues
- ▶ Antivirus or security settings

For assistance with these issues, please contact your IT provider, employer's IT department, or internet service provider.

### *Why Can't the Court's IT Department Provide Direct Technical Support?*

The court's e-filing system operates within a controlled environment. However, public users access it through various personal and business networks, which can introduce external issues beyond our control, such as:

- ▶ **Firewalls & Security Restrictions:** Some workplaces, universities, or government offices have strict policies that block file uploads.
- ▶ **Internet Connectivity Issues:** Slow or unstable internet connections can disrupt file transmissions.
- ▶ **Antivirus or Security Software:** Some security programs may mistakenly block access to the e-filing website.
- ▶ **Browser Compatibility & Settings:** Outdated or misconfigured browsers can prevent the site from functioning correctly.

### *What If I Still Can't File My Documents?*

If technical issues prevent you from e-filing, you may need to use an alternative filing method (e.g., in-person filing or mail). Please contact the Clerk's Office for further guidance at (337) 433-9403.

### ***What Support Does the Court Provide?***

While we cannot troubleshoot personal devices, networks, or software settings, we do offer general guidance, including:

- ✓ **Electronic Filing Access:** Our Ecourt system is a custom-developed, in-house software designed to facilitate public access to electronic filing. It is regularly updated, along with related resources, to ensure an efficient filing process.
- ✓ **Troubleshooting FAQs:** We provide a compiled list of common questions and solutions to assist users with the filing process.
- ✓ **Technical Requirements:** We outline all necessary technical specifications needed to operate the Ecourt system effectively.
- ✓ **System Status Updates:** We promptly communicate any system outages or known issues to keep users informed.