

# **LOUISIANA THIRD CIRCUIT COURT OF APPEAL**

## **Electronic Filing: Frequently Asked Questions & Technical Guidance**

This guide provides general information regarding the Court's electronic filing system (eCourt). Please review this document before contacting the Clerk's Office. The Court's IT Department cannot provide individualized technical support for personal devices, networks, or third-party software.

### **GETTING STARTED**

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

The e-filing system is available to licensed attorneys and self-represented litigants. Users must register for an account through the Court's eCourt portal before submitting filings.

#### ***Do I need an account to file electronically?***

Yes. An active, registered account is required to submit documents through the e-filing portal.

#### ***What types of documents may be e-filed?***

Documents that comply with applicable Court Rules and formatting requirements may be submitted electronically. Certain filings or case types may require physical submission. If you are unsure whether your document qualifies for electronic filing, please contact the Clerk's Office prior to submission.

### **TECHNICAL REQUIREMENTS**

#### ***What file format is accepted?***

All filings must be submitted in PDF (.pdf) format.

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

Yes. The maximum file size per submission is 25 MB.

If multiple files are uploaded, the system merges them into a single filing. A real-time size indicator displays the total file size as documents are added. If your submission exceeds the 25 MB limit, you may compress the file or submit excess materials separately using the "Secondary Volume" option.

#### ***Which web browsers are supported?***

For best performance, use the latest version of:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari (Mac users)

Internet Explorer is not supported.

### ***Is JavaScript required?***

Yes. JavaScript must be enabled for the e-filing system to function properly. It is enabled by default in most modern browsers. If disabled, you must re-enable it and refresh your browser before filing.

### ***How do I enable JavaScript in Google Chrome?***

1. Open Google Chrome.
2. Click the three-dot menu in the top-right corner.
3. Select Settings.
4. Navigate to Privacy and security > Site settings > JavaScript.
5. Ensure JavaScript is set to “Allowed.”

### ***How do I enable JavaScript in Mozilla Firefox?***

1. Type about:config in the address bar and press Enter.
2. Click “Accept the Risk and Continue.”
3. Search for javascript.enabled.
4. Ensure the value is set to true.

### ***How do I enable JavaScript in Microsoft Edge?***

1. Open Microsoft Edge.
2. Click the three-dot menu in the top-right corner.
3. Select Settings.
4. Navigate to Cookies and site permissions > JavaScript.
5. Ensure JavaScript is set to “Allowed.”

### ***How do I enable JavaScript in Safari (Mac)?***

1. Open Safari.
2. Click Safari in the top menu bar.
3. Select Settings (or Preferences).
4. Click the Security tab.
5. Check the box labeled “Enable JavaScript.”

The Court cannot modify browser settings on personal or workplace devices. The

instructions below are provided for general guidance only.

## **PDF DOCUMENT REQUIREMENTS**

### ***What PDF standards must my document meet?***

All filings must be submitted as standard PDF files that open properly in common PDF readers. Scanned documents must be legible, properly oriented, and complete.

### ***Are password-protected or encrypted PDFs allowed?***

No. Documents must not be password-protected, encrypted, or otherwise secured in a manner that restricts access.

### ***Can my PDF contain restrictions on printing or copying?***

No. The Court cannot accept PDFs that restrict printing, copying, text extraction, document assembly, merging, or indexing. Any enforced security restrictions will result in rejection of the filing.

### ***Why are security-restricted PDFs not accepted?***

Security restrictions interfere with judicial review, case management processing, archival preservation, and publication. All submitted documents must be fully accessible to the Court for processing and long-term retention.

### ***How should redactions be applied?***

Redactions must be permanently applied using proper PDF redaction tools. Simply placing black boxes or shapes over text does not remove the underlying data and is not acceptable. Improperly redacted documents may be rejected.

### ***What happens if my PDF is corrupted or incomplete?***

Filers are responsible for ensuring that documents are complete, readable, and open without errors before submission. Corrupted, damaged, or incomplete files may be rejected.

## **TROUBLESHOOTING**

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

Please confirm:

- The file is in PDF format.
- The file does not exceed 25 MB.
- The document is not open in another program during upload.
- Your browser cache has been cleared.
- You are using a supported browser.

If using a workplace or public computer, firewall or security settings may be blocking uploads. Contact your IT department for assistance.

***The website will not load or I cannot access the portal. What should I do?***

- Confirm your internet connection is stable.
- Try a different supported browser.
- Disable pop-up blockers.
- Try accessing the site from another device.

Workplace firewall restrictions may prevent access. Contact your IT department if necessary.

***My filing was rejected. What should I do?***

Review the rejection reason provided by the Court. Correct any identified deficiencies and resubmit the filing. Ensure your document complies with formatting, rule, and PDF requirements.

## **SECURITY AND PAYMENT**

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

Yes. The system uses encryption to protect data during transmission. Users should file from a secure, private network and avoid public Wi-Fi when submitting confidential materials.

***What if my payment will not process?***

- Verify your credit card information.
- Confirm the billing address matches your card issuer's records.
- Contact your bank if the transaction is declined.
- Try an alternate payment method if necessary.

## **TECHNICAL SUPPORT LIMITATIONS**

***Can the Court's IT Department fix problems on my computer?***

No. The Court's IT Department cannot provide support for personal devices, internet connections, workplace firewalls, browser configuration, antivirus software, or other third-party systems.

***Why can't the Court provide individualized technical support?***

The e-filing system operates within a controlled Court-managed environment. Public users access it through various external networks and systems that are beyond the Court's control. The Court cannot diagnose or modify third-party hardware or software. For assistance with these matters, please contact your IT provider, employer's IT

department, or internet service provider.

***What if technical issues prevent me from e-filing?***

If technical issues prevent electronic filing, you may need to use an alternative filing method, such as in-person filing. Contact the Clerk's Office at (337) 433-9403 for guidance.

- 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.