

Which type of filings CAN be ELECTRONICALLY filed?

CIVIL Exceptions:

District Magisterial Appeals

License Suspension Appeals

Petition for Name Change

Writ of Executions (Real Estate/ Money Judgment)

Is electronic filing mandatory for any types of filings?

No.

What is the recommended Internet browser?

Chrome or Edge

What are the accepted payment methods?

Credit Cards (Visa, Discover or Mastercard)

Can more than one e-mail be added to a user account?

No, only one email address is allowed preregistration. However, you can change the notification e-mail address after the registration process is complete. It is suggested you set up your email to have notification emails forwarded to the desired email address.

Can the same e-mail be used for multiple users?

No. Each user must have a unique e-mail address.

How do I change the e-mail address for my account?

In your account settings select "Manage" to open your Manage Account page. Change the e-mail address and Save. A confirmation e-mail will be sent to your existing e-mail address. Once you confirm the change, a registration confirmation e-mail will be sent to your new e-mail address. Once you confirm the new registration, the new e-mail address will be assigned to your account.

How do I change the Username for my account?

Once you have registered a username in the system it cannot be changed. The email address and password to an account can be changed but the username cannot.

I did not receive a registration confirmation e-mail.

First check any junk or spam inboxes for the confirmation email. The confirmation email comes from email address: Ncdocs@norcopa.gov

If the confirmation email does not show up in any of your inboxes, it may be blocked by your network security or firewall. The confirmation email address will need to be whitelisted on your network and then resent. It is also important to note that the confirmation email must be sent to an individual inbox or email address, not a shared inbox or network domain.

I have confirmed my email, but I cannot login to my account.

Please make sure you are signing into your account with your username and not your email address.

What format is required for documents?

Documents must be in PDF format. When creating a PDF, it is recommended you avoid using custom fonts or color and you set the resolution at the lowest available setting to limit the file size and upload time. A PDF Guidance help document is provided for you on the portal.

How may electronic filings can be submitted in a single order?

Multiple Filing Packets (case filings) may be submitted per Filing Order. It is recommended that large filings be submitted separately to avoid document upload size limits.

Is there an e-filing convenience fee added for filings that do not have a filing fee?

No.

How do I know if my electronic filing is processed?

You will receive an e-mail when your entire order is processed. An order may contain multiple filings. You can track the status of each filing in the “My Filings” section of your account.

What happens if my electronic filing is rejected?

If the Prothonotary’s office determines that your filing does not meet necessary requirements, the filing will be rejected. You will immediately receive an e-mail notification that the filing is rejected. This information will also be available on your “My Filings” page. You may resubmit the filing from the original order on your “My Filings” page if you do so within the time frame outlined in the rejected filing e-mail. After that time is expired, you will need submit as a New Civil Filing.

When will my electronic filing be time stamped?

Filings will be time stamped with your submission date and time upon acceptance by the Prothonotary’s office. If your filing was rejected and resubmitted, the time stamp will reflect the re-submitted date and time upon acceptance.

When will the electronic filing system be available to users?

Outside of routine or other necessary website maintenance, the online electronic filing system is available 24 hours a day, 7 days a week. You may submit orders at any time, but they will not be processed until the office is open for business.

When will my electronic filing be docketed?

Filings are immediately docketed in the Case Management System when accepted by the Prothonotary office.

How can I access my electronic filings and documents?

All your submitted filings are listed on your “My Filings” page. Accepted, time stamped documents are accessible from the same page. You may also search accepted filings with the online Case Search if permitted for public access.

What if I submit an electronic filing in error?

When the filing is in Pending status, you may cancel the order from your “My Filings” page. If the filing has been Accepted, you will need to call our office.

How do I file confidential documents?

Check the “confidential document” box and submit the appropriate forms, pursuant to AOPC Guidelines. If proper forms are not submitted, we will accept the filing, but it will not be marked confidential.

How do I file for IFP status?

Check the “In Forma Pauperis” box and submit the appropriate forms.

Does the electronic filing system have electronic notification or service?

No. Electronic service and electronic notification are not currently available for electronically filed documents. *Local Rule 205.4* specifically states that service is the responsibility of the attorney.

Do I need to send a stamped envelope or copies to the Prothonotary’s office for service of judgments?

No. The convenience fee for electronic filing will cover this cost for the Prothonotary’s office. A stamped envelope and/or copies will continue to be required with paper filings.

Will there be after hours support if a user has a problem submitting an electronic filing?

After hours support is not available. *Local Rule 205.4* defines the options available if an electronic filing is interrupted due to technical issues.

What assistance can the Prothonotary’s office staff provide?

Prothonotary staff may answer technical questions such as “what order do these documents go in”, “what docket category do I select”, or “I didn’t get a confirmation e-mail”. The staff may not answer legal questions such as “what do I submit”, “how do I fill out this form”, or “Is this information correct” because providing answers to those questions is considered giving legal advice.