



OFFICE OF THE  
**CIRCUIT COURT CLERK**  
LAKE COUNTY, ILLINOIS  
**KEITH S. BRIN**  
CIRCUIT COURT CLERK

## **CIVIL E-FILING FAQs**

### **GENERAL INFORMATION**

**Q: What is E-Filing?**

**A:** E-Filing is the method of electronically filing new cases and documents. The Lake County Circuit Clerk's Office E-Filing application provides user-friendly, convenient and cost effective method for submitting documents to the Lake County Judicial Circuit.

**Q: Can anyone register for the Lake County Circuit Clerk's E-Filing system?**

**A:** The Lake County Circuit Clerk's E-Filing system is open to all licensed attorneys within the State of Illinois and self-represented (pro se) litigants who wish to initiate approved civil cases, view and submit documents and pay filing fees electronically.

**Q: What does it cost?**

**A:** While there is no fee to use the E-Filing system, users will still be required to pay the standard filing fees for new cases and documents as well as a small convenience fee for processing of credit card payments.

**Q: How do I register?**

**A:** The application can be accessed at <http://www.lakecountycircuitclerk.org/e-filing> Simply select the *Register* button and follow the instructions to start the registration process. Complete instructions are available in our Electronic Filing Manual located on our website at <http://www.lakecountycircuitclerk.org/e-filing>

**Q: What Case types are available for E-Filing?**

**A:** Currently, only small claims cases may be e-Filed. Additional case types will become available in the near future

**Q: Does the Lake County Circuit Clerk's Office offer training for E-Filing?**

**A:** Occasionally we will offer training when new features are added but the system is designed to be user friendly and offers guidance throughout the process. The complete Electronic Filing Manual is available on our website at <http://www.lakecountycircuitclerk.org/e-filing> and our E-Filing staff is available at 847-377-3368 during our business hours to offer user and technical assistance.

**Q: Do I need to do anything prior to registering?**

**A:** We recommend that you read and familiarize yourself with the local court rules and user documentation prior to registering . This information is available at <http://www.lakecountycircuitclerk.org/e-filing>.

## **REGISTRATION CONCERNS**

**Q: When I try to register the system says that my ARDC # is not recognized even though I have filed cases in Lake County before?**

**A:** Make sure that you are entering the leading zeroes in front of your ARDC# to make it 8 characters long. If your ARDC is still unrecognized, please contact the E-Filing Division at 847-377-3363 to verify that you are currently in our database prior to proceeding with the registration process.

**Q: I have entered in the full 8 digit ARDC # including the leading zeroes and it is not recognized, and I have not or I am unsure if I have ever filed in Lake County before?**

**A:** You will need to submit your registration request to the Circuit Clerk's Office by clicking NEXT on the *ARDC Number Not Found* pop up box and entering in your information. The Circuit Clerk's Office will review your request and contact you within 1-2 business days as to whether or not your submission has been accepted.

**Q: What do I need to do if I receive an email that my registration has been denied?**

**A:** The email should provide an explanation as to why your request has been denied and provide further instructions if needed. If you need further assistance or explanation please contact our E-Filing Division at 847-377-3368.

**Q: I have completed the first step in the registration process, why is the link in my activation email not working?**

**A:** The registration activation email is only valid for **24 hours** and that 24 hour time period may have lapsed. You will need to contact our office either by email at [help@lakecountycircuitclerk.zendesk.com](mailto:help@lakecountycircuitclerk.zendesk.com) or by phone at 847-377-3368

## **APPLICATION ISSUES OR CONCERNS**

**Q: How do I file a new case?**

**A:** The complete Electronic Filing Manual is available on our website. The manual provides complete instructions as to registration, filing and scheduling of documents and cases in the E-Filing application. You can access the user manual at <http://www.lakecountycircuitclerk.org/e-filing>

**Q: What do I do if my filing comes back as *Clerk Returned*?**

**A:** If you are an attorney, move the scroll bar to the far right. Under the Action column you should see this symbol . Click on it and a box will pop up and explain why your filing was returned. If it is a user error please correct the issue and resubmit your filing. If you still are having issues or need further assistance please contact us at 847-377-3368.

**Q: What do I do if the system will not accept my credit/debit card information or my payment has come back as *Payment Declined*?**

**A:** Make sure that you have entered in your credit card information exactly as it appears on your card/and or billing statement. Please check that your card type, number, security number and expiration date has been entered correctly. You should also make sure that the address entered is the same as your billing address. If the problem persists you should contact your bank or your credit card company.

**Q: Why do I keep getting a red error message when I am trying to file a document on an existing case?**

**A:** It could be that the case you trying to file is not an E-Filed case or you do not currently have an appearance on file. In order to E-File a document on a case, the original case must have been E-Filed, or the defendant must have E-Filed their appearance. You must also have an appearance on record or be proxy to an attorney of record on a case in order to be able to E-File documents.

**Q: Why is my court assigned time and date not available when Issuing an Alias Summons?**

**A:** Sometimes the dates may already be reserved in the system or the date has reached the allotted capacity for the day. If you were assigned a specific court date and the system says it is no longer available. Please contact our office for assistance at 847-337-3368. **Please do NOT** select another date because the filing will be rejected and returned to you.

**Q: I do not see an option for the document I am trying to file in the drop down menu. Am I still able to E-File it?**

**A:** While we try to include as many document types and subtypes as we can in the E-File system it is not always possible. If you do not see an option for the Document Type you are trying to file then it may not be available for E-Filing and you may need to use the standard filing method. If the Document Subtype is unavailable you may be able to file it using the "Other" subtype if available. For Example: If you are trying to file *an Answer to the Plaintiff's Motion for Summary Judgment* you could just simply file an Answer without a subtype. If you are unsure if a document is available for E-Filing please contact us at 847-377-3368 or feel free to use the Help Desk link available on our website.

**Q: I accidentally clicked "CLOSE" during the middle of my filing how do I get back to where I was?**

**A:** When you click "CLOSE", you should be brought back to your dashboard. Locate the case you were working on under the *Action Needed* box and click on the filing status link to go back to your filing. You may not be brought back to the exact same spot as you were on but you should be able to navigate back through your case by clicking the *NEXT* button until you reach the last updated screen you were on.

**Q: Why are the buttons in the E-Filing application not working for me?**

**A:** You may be experiencing browser issues. The website is optimized for Microsoft Internet Explorer version 8.0 or higher. The application also works without issue for Chrome, Firefox, and Safari (iPads only).

**Q: What do I do if my session has timed out?**

**A:** Close your browser and re-open the link. You may be required to login again.

**Q: What do I do if I receive an http error message when trying to log on?**

**A:** Close the browser and then come back to the logon page and try to sign-in. If this does not work then you may need to clear your browsing history.

**Q: What can I do if I receive a server error message?**

**A:** If you were in the middle of a filing, return to your filing and continue it. If the error occurred while you were filing/submitting something please try and resubmit it.

**Q: Why do I keep receiving a *Confirm Form Resubmission* message when I try to go back to the previous screen?**

**A:** You have most likely used the back arrow button in the browser. To navigate back to the previous screen you must use the BACK button in the application. You will need to re-enter the URL and navigate back to the application. You may be required to log back in. Please make sure when navigating through a filing you are using the BACK and NEXT buttons in the application.

**Q: Why am I not able to move to the next screen after clicking 'NEXT'?**

**A:** Check for any red error messages on the screen you currently are on and fill in or correct any information that is missing or that was entered incorrectly. The system will not let you proceed unless all required fields are completed accurately. If that still does not work, exit out of the filing by clicking "SAVE AND CLOSE" and then resume the filing by clicking on the filing status link under for that case in the *Action Needed* box.

**Q: Why does my filing status remain in 'Court Submitted' status?**

**A:** If you submitted a filing using the upload method or are filing an alias document it could be that your filing is still waiting for clerk review. Please allow 1-2 business days to review uploaded documents for compliance. If you filed using a template and it has been a few minutes since you submitted your filing, press F5 to refresh the web browser and then click 'OK'. If it still does not change, wait a minute or two and try again. This may need to be repeated until the filing status gets refreshed with the latest data.

**FOR ADDITIONAL ASSISTANCE PLEASE CONTACT US:**

By phone at 847-377-3368 *Monday-Friday 8:30-5:00 PM*

Or by email at [help@lakecountycircuitclerk.zendesk.com](mailto:help@lakecountycircuitclerk.zendesk.com)