



# Superior Court of California, County of Los Angeles Community Assistance, Recovery Empowerment (CARE) Efiling Frequently Asked Questions

## 1. How does efilting work?

*Electronic filing of court documents occurs through an electronic filing service provider (EFSP). The user creates an account and the efilting system manages the flow of the documents and fees to and from the court. The filer will submit the documents, the court will accept or reject the documents, and the documents are returned to the filer through the electronic filing portal.*

## 2. I am an attorney; do I have to efile?

*For CARE Court cases, attorneys are required to electronically file. Exceptions to efilting include:*

- *Peremptory challenges or challenges for cause of a judicial officer*
- *Trial and hearing exhibits*
- *Documents filed for other cases that are related for handling in the mental health division*
- *Lodged documents*
- *Attorney claims for reimbursement*

## 3. I am a self-represented litigant; do I have to efile?

*Self-represented litigants are not mandated to electronically file documents; however, they may choose to do so if desired.*

## 4. How do I submit documents exempt from efilting?

*Documents that are exempt from efilting can be submitted for filing in the Clerk's Office of the Mental Health Division at Norwalk between the office hours of 8:30a.m. and 4:30p.m or by mail. In addition, Petitions may be filed at the Clerk's Office in any of the following locations: Antelope Valley, Chatsworth, Compton, Hollywood, Long Beach, Pasadena, Pomona, Stanley Mosk, Torrance, Van Nuys, and Whittier.*

## 5. How do I get started?

*The [Court's website \(www.lacourt.org\)](http://www.lacourt.org) offers additional information, including a list of EFSPs, to help you get started.*

## 6. Is efilting the same as fax filing?

*No, electronic filing is not the same as fax filing. For efilting, the filing party must use an electronic filing service provider (EFSP) and will submit their documents for filing over the internet. The Mental Health Division does not accept fax filing from attorneys mandated to efile.*

## 7. Can I use my personal computer to efile?

*Yes, you can submit filings through an electronic filing service provider (EFSP). You will be using the internet to select the EFSP and submit your documents for filing. You will upload the document as an attachment. For instructions, refer to your EFSP's website.*

## 8. What Electronic Filing Service Provider (EFSP) can I use?

*You may choose to utilize any EFSP that is listed on the [court's website](#).*

## 9. Why do I have to register as an electronic filer with an EFSP?

*Registration as an electronic filer is required to establish an account for your electronically filed documents. Your account will allow you to check the status of your electronically filed documents and will provide a path for the court to return your documents to you. Once you select an electronic filing service provider (EFSP), you do not need to re-*

*register for any other EFSP you may choose to use. You will be able to use your existing username and password for any EFSP. You may choose the EFSP that best meets your needs. Once you register with one EFSP you can use the same username and password for all EFSP's. You only have to register once and may use any EFSP thereafter.*

**10. Can I change electronic service provider after I have chosen and registered with one?**

*Yes, you may choose any electronic service provider and may change provider. It is similar to using an "attorney service" for your filings, except the types of filings processed are electronic.*

**11. Do I have to use an electronic filing service provider?**

*Yes, the court does not accept electronic filings directly. An electronic filing service provider (EFSP) must be used. You can find a list of approved service providers on the court's public website, [www.lacourt.org](http://www.lacourt.org)*

**12. Is there a cost to efile?**

*The Court does not charge for CARE Court filings.*

**13. Once I electronically file a document, what is the typical turnaround time for processing?**

*Turnaround time will depend on the type of document filed; however, typically an electronically filed document will be processed by the court within 24 hours. Petitions, Proposed orders, and other documents requiring further action by the court will not take 24 hours to process.*

**14. Are my electronically filed documents printed for the court file?**

*No, documents that are electronically filed and accepted by the court are automatically uploaded to the court's case management system. This allows the court staff and judicial officers to electronically view the case documents without printing the document or maintaining a physical court file. The electronic record is the official court record pursuant to Government Code 68150(a).*

**15. What are the filing hours for efilings?**

*You may submit your filings electronically 24 hours a day. Any filings received up to 11:59 p.m. will be deemed received or filed on the same business day; any filings submitted after midnight will be deemed received or filed the next business day.*

**16. Are documents available to the public upon submission, or upon processing?**

*A filing party may view documents submitted immediately through their electronic filing service provider's (EFSP) portal. All other parties will be able to view a document upon acceptance on public terminals located at any Los Angeles County courthouse. A document is not considered filed until it is accepted by the court.*

**17. What date will my document be "Filed" if I efile after 5:00 p.m.?**

*The court will honor the filing date through 11:59 p.m. the day a document is electronically submitted, except if a document is rejected.*

**18. Does the court have a policy regarding documents filed on the last day?**

*No, statutory requirements apply for preservation of any statute of limitation on filings, including those submitted electronically. The court does not have a policy on the last day to file a document. Efilings does not change the last day to file requirements, other than to extend filing hours to 11:59 p.m.*

**19. What is a transaction?**

*A transaction is the filing of a document, or group of documents, in one single submission through the electronic filing system.*

**20. What is an “envelope”?**

*An envelope contains a document or group of documents for a single case number that are submitted in one transaction.*

**21. What is “bookmarking” of exhibits?**

*Bookmarking of exhibits indicates the process in which the navigational tool in a PDF document tags a designated point of interest within the document, allowing the reader to easily locate and navigate to that specific point of interest. An example includes “bookmarking” attachments to a document.*

**22. How will I know what Judicial Officer my Petition is assigned to?**

*A new filing receives the assigned case number and judicial assignment upon acceptance of the filing. This information will be stamped on the top of the first page of the document.*

**23. What happens if I select the wrong court location?**

*Your electronically filed document may be rejected and returned to you through the Efilings system for correction and resubmission to the Norwalk courthouse.*

**24. What are typical return reasons?**

*Typical reasons that your filing would be rejected by the court are as follows:*

- *Multiple filing documents are submitted as a single filing code (for example, the cover sheet should be a separate pdf)*
- *Incorrect document description selected*
- *Incorrect court location selected*
- *Incorrect case type selected; select CARE Act*
- *Party’s name does not match the party’s name listed on the document for initial documents*
- *Party’s address does not match the party’s address listed on the document for initial documents*
- *Missing or incomplete required documents*

**25. Will a Notice of Case Assignment be generated when I efile a new petition?**

*No, a Notice of Case Assignment will not be needed; the new case number and Judicial Officer assignment information will be provided on the face page of the filed Petition.*

**26. Do I need to submit a courtesy copy?**

*No, courtesy copies of efiled documents are not required.*

**27. How will I be notified when my proposed order is signed?**

*Once a proposed order is reviewed and signed by a judicial officer, the filed order will be returned to the submitting party as a link within an email from the court. The link to the order or rejection expires within 14 days.*

**28. Can I ask to send a confirmation email to another party / person?**

*Yes, the system will allow the option to send a confirmation email to another email address other than what is indicated in your registered account. The confirmation email is not considered electronic service of the document. This feature is not available for proposed orders that are only returned to the submitting party.*

**29. Can the court electronically serve (eserve) other parties for me?**

*No, at this time the court will not electronically serve other parties on behalf of another party. Contact your EFSP for options.*

**30. Can I use an electronic filing service provider to electronically serve other parties?**

*Yes, electronic filing service providers (EFSP’s) offer this service for a fee. Refer to the specific electronic filing service provider’s website to determine which service best fits your business needs.*

**31. What are rules or guidelines for electronic service?**

*Refer to California Rules of Court, Rule 2.251 and Civil Code of Procedure section 1010.6*

**32. If I file electronically, have I consented to electronic service on this case?**

*Yes, refer to California Rules of Court, Rule 2.251(b)(1)(B). By efilng the document, you agree to accept electronic service at the electronic service address you provided. Self-represented parties must affirmatively consent to acceptance of electronic service.*

**33. Where can I find more information about the services offered by the EFSPs?**

*Information about services offered by individual EFSPs can be found on their direct website. A list of EFSPs can be found on the court's website or on the Odyssey efileCA website.*

**34. Does it matter what DPI (dots per inch) is used when scanning a document?**

*Yes, the Trial Court Records Manual recommends 300 DPI resolution. DPI refers to the output resolution of the scanner when a document is scanned. The DPI only factors in if you are scanning and attaching a document. If you start your document in a word processing application and convert it to pdf, text searchable format will be preserved.*

**35. Do I need to scan a document that includes an original signature?**

*Retention of original signed documents shall be pursuant to California Rules of Court, Rule 2.257 and Code of Civil Procedure, section 1010.6. For documents efiled with court, the filing party may use /s/ followed by the name of the individual on the signature line of a document.*

**36. Should a document be password protected?**

*No, documents should not be password protected and will be rejected if the content cannot be viewed.*

**37. Can Judicial Council forms be efiled?**

*Yes, Judicial Council forms are fillable and can be uploaded for efilng. The fillable document must be saved as a pdf file prior to submission.*

**38. Will the court accept a scanned pdf when third party legal software is used to complete forms? Yes, forms completed using third party software can be efiled as an uploaded pdf. When it is reasonable to submit a document that is text searchable, you should.****39. Can I electronically file a Confidential Document?**

*The filer may not establish a document's security level. The document security level is automatically established by the court.*

**40. In what format should I submit my proposed order?**

*Submit your proposed order in PDF version. Only orders after hearing may be submitted, except for ex parte proposed orders.*

**41. How will I receive a copy of my proposed order?**

*Upon review and acceptance by the clerk, you will receive a "received" stamped proposed order. Once a proposed order is processed, the Court sends an email that contains a link to the signed order or to the rejection notice for the proposed order. The link to the order or rejection expires within 14 days.*

**42. Can I scan documents that accompany a proposed order?**

*Yes, attachments to a proposed order may be scanned for concurrent review with a proposed order. Each document to be "Filed" as part of the court record shall be efiled as a separate document within the same envelope.*