

SUPERIOR COURT OF CALIFORNIA COUNTY OF RIVERSIDE



Civil eFiling Frequently Asked Questions

1. Is eFiling mandatory?

eFiling is mandatory for parties represented by counsel, unless counsel has obtained a court order for exemption.

2. If I am an attorney, how do I request an exemption from electronic filing?

If you are an attorney who cannot use the eFiling system, you may request an exemption from mandatory electronic filing using Judicial Council forms [EFS-007](#) and [EFS-008](#) and submit those forms to the court for review.

3. If I am representing myself (pro per), is eFiling mandatory?

No, if you are a self-represented litigant (pro per), eFiling is optional.

4. If I am a self-represented litigant (pro per), and choose not to use eFiling, what are my other filing options?

If you are self-represented and choose not to use eFiling, the other filing options available are by visiting a clerk's office at the courthouse, by U.S. mail, or by placement in a drop box at the courthouse.

5. Is eSubmit still available?

eSubmit is no longer be available for unlimited civil, including complex, limited civil, unlawful detainers and small claims cases.

eSubmit will still be available for Family Law, Probate, Juvenile, Criminal and Traffic cases.

6. What are the filing hours for eFiling?

You may submit your filings electronically 24 hours a day. Any eFiling received by the court before midnight will be deemed received or filed on the same business day if accepted. Any eFiling submitted after midnight or on weekends/holidays will be deemed received or filed as of the next business day if accepted.

7. How does eFiling work?

Electronic filing of court documents occurs through an electronic filing service provider (EFSP). The user creates an account through their selected EFSP and the eFiling system manages the flow of the documents and fees to and from the court. The filer will submit the documents to the EFSP for submission to the court. The court will accept or reject the documents. The documents are returned to the EFSP for return to the filer through the EFSP's electronic filing portal.

8. Do I have to use an EFSP?

Yes, the Judicial Council has mandated that all courts accepting electronically filed documents use independent EFSPs. Pursuant to [Code of Civil Procedure Section 1010.6\(e\)](#) the court may not accept electronic filings directly. You can choose any approved EFSP listed on the court's website.

9. Can I change my EFSP after I have chosen and registered with one?

Yes, you may choose any EFSP. You may change to a different service provider at any time. Selecting and using an EFSP is similar to using an 'attorney service' for filings, except the types of filings processed are electronic.

10. Who can I speak with if I have a question about an electronic filing?

The first point of contact for any question should be your EFSP. If the question cannot be resolved with the EFSP, you may contact the clerk's office at 951-777-3147.

11. What are the technical requirements for documents being eFiled?

Every document that is eFiled must be in PDF format and documents must be text searchable. Judicial Council Forms saved to your computer and Word documents saved as PDF will remain text searchable.

12. What are the file size limitations for eFiling?

The court technically has no limit. However, the EFSPs may have restrictions. Refer to your EFSP's technical requirements for guidance. As a general rule of thumb, 25 megabytes per document and 60 megabytes per eFiling transaction is a good guideline. The majority of filings can be submitted with ease through the EFSP.

13. Can Judicial Council forms be eFiled?

Yes, Judicial Council forms are fillable and can be uploaded for eFiling.

14. 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. Documents submitted via eFiling must be text searchable.

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

No. Retention of original signed documents is governed by [California Rules of Court, rule 2.257](#) and [Code of Civil Procedure Section 1010.6](#).

16. 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. This only applies if you're scanning and attaching any document(s).

17. Should a document be password protected?

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

18. What is a “filing document name”?

A Filing Document Name refers to the type of filing (e.g. answer, demurrer, motion, etc.) and is used by the EFSP to properly designate the document(s) upon submission. Using the correct Filing Document Name is extremely important as it determines the appropriate fee and court workflow.

19. What if I cannot find the document name for the document I am filing?

If you are unable to identify the document you are filing in the list of document names, you may use the [‘eFiling Document Finder’](#) on the court’s website.

If you still cannot find the document, choose the document name that most closely describes your filing. If you are unsure about the document name(s), it is recommended to check that 1) the document is not exempt from eFiling and 2) the filing fee(s) are correct before submitting your document(s). There is a “comments” field if you need to include any additional explanation for the filing staff.

20. What is a ‘lead document’?

The term ‘lead document’ is any document in which a first paper fee is due. If multiple documents are filed in one submission, the lead document is the one that is most important. For example, if you are filing a notice of motion with a supporting declaration and a proof of service, the notice of motion would be the lead document.

It is important to properly identify the lead document as this will affect the priority and timing for processing by the court and ensures that the document is directed to the appropriate location or court personnel.

In addition, there can only be one ‘lead document’ per transmission. The court’s [‘eFiling Document Finder’](#) can assist in identifying lead documents.

21. Can I cancel a submission?

Submissions cannot be cancelled after they have been completed in the EFSP. Please double check your documents and any data entry prior to completing your submission.

22. How do I correct an error in my submission?

Contact the clerk's office at 951-777-3147 as soon as possible.

23. Are any documents exempt from eFiling?

Yes, documents exempt from electronic filing are listed in the court's General Order No. 2022-1. The exempt document list can also be found on the court's [website](#).

24. Can I use my personal computer to eFile?

Yes, you can use your personal computer to submit filings through an EFSP. You will use 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.

25. Is there a cost to eFile?

Yes, unless you have an approved fee waiver or valid government exemption (see [Government Code Section 6103](#)). The EFSP will charge the filing fee(s) for your documents and any applicable service or convenience fees. All fees are collected by the EFSP when the filing is submitted, but only the filing fees will be transmitted to the court.

26. Is the court charging a transaction fee?

The court is charging a \$1.85 transaction fee per electronic envelope.

27. What type of payments do you accept?

Please check with the EFSP of your choosing for specific information regarding payment types.

28. Can I eFile a complaint or petition with a fee waiver application?

Yes, the initiating document and fee waiver will be processed at the same time. A Request to Waive Court Fees [FW-001](#) must be included in your submission. The Order on Court Fee Waiver (FW-003) will be generated by the court.

29. How can I get a copy of my receipt?

A copy of your receipt should be available through your EFSP. If you are unable to locate your receipt, please contact your EFSP.

30. How can I request a refund?

Contact your EFSP. Fees for eFiled documents will be refunded to the EFSP pursuant to [Code of Civil Procedure Section 411.20](#) and [Government Code Section 6159](#).

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

The act of eFiling alone does not constitute consent to electronic service. Parties must provide either express or affirmative consent to electronic service. See [California Rules of Court, Rule 2.251](#) for more information.

32. Are my eFiled 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. The electronic record is the official court record pursuant to [Government Code Section 68150\(a\)](#).

33. Are documents available to the public upon submission or upon processing?

Filing parties may view submitted documents immediately through their EFSP's portal. Unlimited civil complaints will be available upon submission, prior to review or acceptance by the court. All other documents will be able to view after filing by the court. A document is not considered filed until it is accepted by the court.

34. Once I eFile a document, what is the time for processing?

Turnaround time will depend on the type of document filed. You should receive an immediate confirmation from your EFSP provider if the submission was successful and you will receive additional correspondence upon the filing or rejection of your document(s).

35. What do I do if my document is rejected?

Any Notice of Rejection sent by the court will include the reason for the return of the document. If your document is rejected, correct the deficiency and resubmit the document.

36. What is a transaction number and why is it important?

The transaction number is provided as your confirmation of filing. The transaction number may be called something different by your EFSP. You can use this number to locate your submission in your EFSP and court staff can use this number to locate your submission in its eFiling processing system.

37. What are common reasons for rejection?

In addition to failing to follow [California Rules of Court rules 2.100 et seq.](#), some common reasons a filing may be rejected by the Court include, but are not limited to:

- Documents are incorrectly submitted as a single or separate PDF, e.g. multiple documents are submitted as a single PDF document when they should be submitted as separate document entries.
- Information entered in data fields is incorrect or does not match the document (image) submitted, e.g. the incorrect Filing Document Name is selected, case number does not match, and the party's name and/or address does not match.
- Incorrect payment type is selected, e.g. fee waiver or government exemption.

- Incorrect case type, case category, or party type is selected.
- Incorrect court location is selected.
- Duplicate submission.
- Untimely submission, e.g. ex parte application submitted after filing deadline.
- Document(s) do not meet the California Rules of Court or Local Rule guidelines.

38. Does the court use an online motion hearing reservation system?

Yes, the court utilizes a Court Reservation System (CRS) for civil law and motion. A list of motions accepted on the Court Reservation System is available [here](#).

39. How should I submit my motion and supporting documents?

When submitting motions with supporting documents, each document may be included in the same submission. However, any document with a caption is a separate document, including any proposed order, must be submitted as separate PDF document entries.

Motion hearings that were reserved through the Court Reservation System (CRS) need to have the CRS Reservation ID on the motion/document face page.

40. Can proposed order be submitted via eFiling?

Yes, proposed orders may be submitted electronically. However, the proof of service of the proposed order should not be attached to the proposed order. Instead, the proof of service shall be submitted electronically as a separate document.

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

Once a proposed order is reviewed and signed by a judicial officer, the court will transmit the signed order back to the filer.

42. Will the court electronically serve other parties for me?

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

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

The EFSP may provide 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.

44. Do I need to submit a printed courtesy copy?

Pursuant to General Order 2022-1, when any statute, rule of court, or court order permits documents to be filed two or fewer days before the hearing, and the document is filed electronically on the last

permissible day, a courtesy copy of the document shall be sent to the departmental email address for the department in which the matter is set to be heard by 4:00 P.M. the same court day the document is filed. If the document is filed electronically after 4:00 P.M., the copy should be sent to the departmental email address or delivered to the courtroom by 8:30 A.M. the next court day.

45. Must I file a proof of service if I electronically serve?

Yes, a Proof of Service must be filed pursuant to [California Rules of Court, rule 2.251\(j\)\(1\) - \(3\)](#).

46. Can I file lodged documents?

The actual Notice of Lodgment shall be electronically filed, however the documents attached to the Notice of Lodgment must be provided to the clerk's office.

47. Can I eFile a confidential document?

The filer may not establish a document's security level. In other words, a document submitted as "confidential" by the filer will only become confidential pursuant to legal authority or if that determination is made by the court. For example, a limited civil unlawful detainer complaint would automatically be filed as a confidential document pursuant to [Code of Civil Procedure Section 1161.2](#).

48. Can I eFile a document under seal?

The actual motion or application to file the document under seal shall be electronically filed, however the documents conditionally under seal must be provided to the clerk's office.