

JENNIFER JOHNSON

GUERNSEY COUNTY CLERK OF COURTS

eFILING - FREQUENTLY ASKED QUESTIONS

1. **My account is deactivated.**

This occurs automatically after not logging in for a year. Contact our office by email at kswank@guernseycounty.org or by phone at (740) 432-9233 to have your account reactivated.

2. **I am locked out of my account.**

If it doesn't unlock after 15 minutes, contact our office by email at kswank@guernseycounty.org or by phone at (740) 432-9233 to have your account unlocked.

3. **I am waiting for access to be granted so I can e-File.**

- Access is granted by clicking the confirmation link sent to your email. If it has been more than 24 hours since you registered, contact our office by email at kswank@guernseycounty.org or by phone at (740) 432-9233 to have the link resent.
- Check junk or spam folder as email could be getting blocked.

4. **My bar number shows invalid when registering for an account.**

Your attorney information needs to be added to our database. Contact our office by email at kswank@guernseycounty.org or by phone at (740) 432-9233 to have your information added to our database.

5. **What cases are mandatory e-Filed? Will you accept a paper filing if I come to your office?**

Currently e-filing is not mandatory. Paper filings are accepted by mail or in person, fax filings are **NOT** accepted.

EXCEPTION: Fax Filings are accepted for 5th District Court of Appeals and Domestic Violence Cases.

6. **I can't view a document on your web site.**

Most commonly, it is a document that is blocked online due to sensitive information it may contain. In this case it must be requested by calling (740) 432-9230. In other rare cases it can be due to the browser, the network connection, or pop-ups are blocked.