

Superior Court of California, County of Santa Clara

Electronic Filing User Guide

Note: Electronic filing is available in the Civil Complex Litigation Departments (8 and 17C) only.

1. Overview

The E-filing system uses the convenience of the internet to allow you to file and serve pleading documents with the court and/or to lodge and serve discovery documents with other parties in your case.

[Registration](#)

To file a document in a new case or an existing case, you need to obtain a login and password from Glotrans, the court's service provider. This is done on-line at www.scefiling.org. It is immediate and free. Registration should be done in the name of the attorney, or the pro-per if there is no attorney. Legal assistants can indicate their email address in the "cc" part of the registration form in order to get a copy of all email communications from the court.

[Making a Submittal](#)

When you submit documents, you enter plaintiff or defendant information and upload the document(s) from your PC to the website. You can include multiple documents in one submittal. You also enter your credit card information.

The applicable fees are charged to your credit card after acceptance by the clerk. A service fee is added to the court filing fees (if any) and the total is charged to your credit card. At this time, payments can only be made by credit card.

You can submit documents at any time of the day or night, but the filing deadline remains 5 p.m. If, for example, you submit a document at 7p.m., the filing date will be the next business day.

After a submittal, one of two things can happen:

1. Filing (pleadings)

if this is a regular filing, your documents are sent electronically to the clerk at the court who will review them. Your credit card is charged only for documents that are accepted by the clerk. There is no processing fee for rejected documents. You will receive an email receipt detailing the credit card charges.

Once you receive the email receipt, click on the link to review the results of your filing. If a document is rejected, the reason for rejection will appear in red. You must print the accepted documents along with the cover sheet and send two copies to the clerk within three days.

After you make a submittal, a link to the documents is emailed electronically to the parties on the e-service list (even before they are reviewed by the clerk). An electronic proof of service is generated with your submittal and filed with the court as well.

2. Serve-only (discovery)

If the documents in your submittal are discovery documents (or other documents that you want to serve but not to file), they are not sent to the court for review. Rather, they are automatically accepted, e-served to the parties on the service list. A service fee applies to these documents but there are no court fees. You will receive an email receipt detailing the

credit card charges. An electronic proof of service is generated for these documents but it is not filed with the court.

[Document Repository](#)

All documents filed electronically and accepted by the court become part of the online document repository. Any user (even without a login) can access the repository and view documents.

Discovery documents that are submitted also become part of the repository. However, only parties in a case can view that case's discovery documents.

[Filing Home Page](#)

Filers with a login are provided a "home page" in the E-filing system. The home page (also called "My Home") is used to track the status of filings in progress and filings processed by the court. From the home page, you can access and modify your user profile.

2. What You Need to Get Started

To use the E-filing system, you need a personal computer (either Windows or Mac) with an internet connection and a browser. Currently, only Internet Explorer (Version 6 or greater) is supported. The address of the E-filing website is: www.scefiling.org.

To view case documents, you need to download and install Adobe Reader. This free reader can be downloaded from Adobe's website at:

<http://www.adobe.com/products/acrobat/readermain.html>

To post documents to the website, you need to convert them to PDF format. You may generate documents in a variety of ways (MS-Word, WordPerfect, Scanner), but you will need to convert them to PDF format in order to post. The conversion program is called Acrobat Standard and can be purchased from Adobe's website at:

<http://www.adobe.com/products/acrobatstd/main.html>

Alternatively you can purchase Acrobat Professional, but it is more expensive and not necessary to simply convert to PDF. You can also purchase a much cheaper PDF converter by going to: www.software995 and downloading pdf995.

If you need to file paper documents, you will need a scanner to convert them to electronic format. Any flatbed scanner that can accommodate a legal size page should suffice. Some copy machines also have scanning capability.

3. How to Obtain a Login and Password

You do not need a login and password to view documents, but you will need them to file documents.

You can obtain a login and password on-line by going to the E-filing website at www.scefiling.org. Follow these steps:

- Browse to the e-filing website: www.scefiling.org
- Click on "Register to e-file"
- Fill out the registration form and click on "Submit Registration." You must register in the name of the attorney of record. Do not register in the name of the legal assistant. If you are a pro-per, register in your name.

- Make sure your email address is accurate. This address is used to send your email notifications from the court when you submit a document. This address is also used for electronic service. The bottom of the form has a “cc” section; use this area to enter the email address of legal assistants and others who want to receive a copy of all email communications.
- After your registration is confirmed by email, you can login to “My Home” and personalize your user profile. If you change email address at any time, you must go to “My Home” and change the address in your profile.

Please Note:

Having registered does not make you part of a case or puts you on a service list. Only when you e-file a document in a case do you become a party in this case (from the system’s standpoint) and start receiving e-service notices and gaining access to restricted discovery documents.

If you are part of a case but do not plan to e-file documents immediately and would like to be added to the e-service list, please contact Glotrans at 510-208-4775 or contact Department 8 or 17C.

4. How to File a New Complaint

Note: All new complaints are currently entered in the system by Ms. Rowena Walker at 408-882-2286 if you want to file a complaint electronically in Department 8 or 17C.

5. How to File Documents in an Existing Case

If you wish to file a document in an existing case, you must first login by clicking on “My Home.”

After you login, your home page is displayed. Your home page provides a summary of all your firm’s filings, in progress or completed. It also shows your list of cases. This is the list of cases for which you have filed before.

If you have filed before in the case, click on “My list of cases.” Then, click on “File a document” next to the case you are filing for. Some instructions are now displayed. Read them carefully and then press “Start.”

If you have not filed before in the case, click on “case home page.” Then, search for the case, either by case number or case name. Once the case home page is displayed, click on “File a document in this case.” Some instructions are now displayed. Read them carefully and then press “Start.”

[Step 1: Document Filing Home](#)

Your filing home page is now displayed. It is a summary of all the information you have entered about the filing. Initially, it will have no information, except for the case name and number and the filer’s name. A box in the upper right area titled “document filing steps” shows you the steps to follow.

Check the submission type. The default is “regular filing, reviewed by clerk.” This is for pleading documents that you want filed at the court. However, you may want to submit documents such as discovery data to be e-served onto parties in your case but not filed with the court. In this case, select “Electronic service only.”

[Step 2: Identify filing parties](#)

Click on Step 2 “Identify filing parties.” This page allows you to select the parties on behalf of whom you are filing. Only your parties are listed. If the list is empty or incomplete, click on the link to view an expanded list of parties. If you still do not see your party, click on the link to add a new party. Only add the parties you represent.

Once all your parties are in the list, select the parties for this filing. When you are finished, click on “submit.”

[Step 3: Upload Documents](#)

Click on Step 3 “Upload Documents” to access the Document Upload page. Documents are uploaded one at a time. When you are done click on “No more documents.” You may include several documents in a filing.

Click on “Add a document” to upload your first pleading. A new page is displayed. First, choose a document type by clicking on “click here to view list of valid types.” A pop-up window with all valid types is displayed. You can narrow your search by entering a partial name and clicking on “Search.” For example, if you type “civil,” all document types including the word “civil” will be displayed. Once you click on a document type in the list, the pop-up window closes and the selected type appears in the Document upload page.

The author’s name defaults to your name, but you can overwrite it. You may also enter a title for the document. This is not mandatory but can help the court clerk in the review process.

Finally click on “Browse” to select the file to upload. The Browse window displays the folders on your computer. Click on the appropriate folders until the file name appears, and then highlight the file and click on “Open.” The Browse window closes and file name appears in the Document upload page.

You have now gathered all the information necessary to upload your document. Click on “Upload this document.” A message in red will notify you that the document has been successfully uploaded. You may now enter exhibits to the document by clicking on “Add exhibit” and following the same process. The list of exhibits appears at the bottom of the Document upload page.

Repeat this process if you are uploading multiple documents. Then click on “Done” on the Document upload page.

[Step 4: Review Filing Fees](#)

Click on Step 4 “Review filing fee” to access the Filing Fee page. The corresponding fees appear below.

If you have a fee waiver, enter this information in the table on the right by checking “Waiver of fees granted by court.” You must also enter the date the waiver was granted. When you are done, click on “Record the exemption.” Notice that the fees in the fee table are cancelled. You will not be charged for either court fees or processing fees.

If you represent a government or public entity, enter this information in the table on the right by checking “Government/Public Entity.” When you are done, click on “Record the exemption.” You will not be charged for court fees but you will be charged for the processing fees.

If you wish to pay an initial filing fee or appearance fee at this time, click on “Initial Filing Fee”. This takes you to a screen that allows you to select the fees you need to pay. When you are done, notice how the initial filing fees are added to the fee table.

Click on the \$100 contingency box to allow the clerk to charge up to \$100 in additional court fees. This is useful if you selected a document type that is incorrect. By selecting this box you allow the clerk to change the type you designated for another with up to \$100 in additional

court fee. This will result in your filing being approved. If you do not check this box the clerk will reject your filing and ask you to resubmit with a different document type designation.

Note:

If this submission is for e-service only, court fees do not apply but the processing fees still apply.

Final Step: Submitting Your Filing

When you are done, click on Step 1 “Document Filing Home.” This gives you a chance to review the information about your filing. If you want to make a change, you can click on the corresponding step in the menu box. For example, if you want to add a party to this filing, you will need to click on Step 2 again. When you are done with changes, always return to the “Document Filing Home.”

To submit your filing, click on “Submit Filing Now” in the Document Filing Home. After your filing is submitted, the next step is to pay the fees using your credit card (Visa, Mastercard or American Express only).

First you review the fees, as in a check-out step in an internet purchase; next, you are requested to enter your credit card information. If you filed previously, this information is stored by the system and you can reuse it as is or make changes.

If the credit card transaction is successful, your submittal is accepted. If the transaction amount is greater than \$2,500 or if there is an error processing your card, please contact Glotrans at 510-208-4775

If your submittal is a regular filing, you will immediately receive an acknowledgement email. The filing is sent to the court in Santa Clara County where it is reviewed by a clerk. You will then receive an email receipt to notify you of the disposition of your filing. The receipt email indicates the amount charged to your credit card (you are charged only for accepted documents).

If your submittal is for serve-only documents, these will not be sent to the clerk. You will receive only an email receipt that indicates the amount charged to your credit card. There are no court fees; you will only pay the processing fee.

If you do not wish to proceed with your filing, click on “Cancel this Filing.” This erases all data about your filing.

After you submit a new filing, an “Electronic Filing Status” page is displayed. It provides a link to “My Home.” If you cannot complete a filing and navigate away, the information you have entered is saved. Later on, you can resume this filing by going to your home page and selecting the filing from the list of unsubmitted filing.

6. What to Do When you Receive the Email Receipt

After you submit a filing to the court, it is reviewed by the clerk. The clerk can accept or reject any of the documents in the filing. The clerk typically takes between 20 minutes and two hours to review your filing, depending on workload. If your filing is submitted after 4:30p.m., the clerk often processes it the next day but the documents will be considered filed on the day of submittal, as long as they are submitted before 5p.m.

Once a disposition has been made, you receive an email receipt. This email message provides some instructions and also a link to the “Electronic filing results” page. Click on the link to access the Results page. It shows the disposition of each document in your filing.

Accepted Documents

If a document is accepted, it is usually endorsed by the court (there are a few exceptions). Click on the document to view the electronic endorsement.

A proof of service for all documents served electronically is generated by the E-filing system and filed with the court. You can click on the proof of service to view it. The proof of service is included as an attachment to each document served electronically.

If the notification is received after filing a new complaint, the assigned case number is displayed at the top of the page. If the clerk generated a Civil Lawsuit Notice, it also appears on this page. You can click on the notice to display it and obtain the date of your case management conference.

You must now print two hard copies of the accepted documents together with the proof of service and mail it to the court. A coversheet for the mailing is provided on the results page. Click on “Hard Copy Cover Sheet” to view and print the cover sheet.

Discovery serve-only documents are always accepted since they are not reviewed by the clerk.

For serve-only documents, an electronic proof of service is generated and served, but it is not filed with the court. If you want to file this proof of service, you must include it in a separate filing.

Rejected Documents

If a document is rejected, the rejection reason appears in red. Here are some of the most common reasons for rejection of a filing:

- The wrong document type was selected: in this case, the clerk indicates the code for the correct document type. When you resubmit, make sure you select a document type that has the matching code. Selecting another document type may result in a different filing fee.
- An appearance fee needs to be paid: you must pay the appearance fee when you resubmit. If you think the fee is already paid, call the clerk’s office.
- The case number is incorrect: you must resubmit the document with the correct case number.

If documents are rejected, you are not charged any court or processing fees. If you do not understand the reason for rejection, call the clerk’s office.

If you want to resubmit your filing with some modifications, you may do so by starting a brand new filing or by selecting the “Duplicate this filing” option on the Results page. After you click on “Duplicate this filing,” you must edit your filing before you resubmit (or it will be rejected again!). You can change the document type, or upload a different document file.

7. Special Cases To Consider

File vs. Serve-only Submittals

Both filings and serve-only documents can be submitted to the website. Filings are reviewed by the clerk, filed with the court and served electronically. Serve-only documents are not reviewed by the clerk. They are simply served electronically. Both types of documents become part of the on-line document repository for the case.

Discovery documents are password-protected and can only be accessed by parties with a valid login in the case. In the website, the word “filing” is often used in a general way, referring to either type of submittal.

Proof of Service

When a pleading document is accepted by the clerk, it is served electronically. The E-filing system then generates an electronic proof of service document that is filed with the court. The proof of service stipulates that all parties registered with the website were served via email. Parties who are not registered with the website must be served via U.S. mail. You must then submit to the website a separate proof of service for these parties.

You can see the current e-service list for a case by following these steps: first, login; then navigate to the case home page; then click on “View e-service list.”

Summons

If you are filing a new complaint, you must file the summons as part of the new complaint. The clerk reviewing the filing will electronically apply the court’s seal to the summons. Once you are notified of the acceptance of your filing, you can print the summons and personally serve it onto the defendants.

Once you have served, file the summons once again together with the proof of service. The clerk will review these documents and electronically endorse them. You can then print them for your records.

Documents under Seal

Documents under seal must be filed as paper documents with the court. You must also e-file a motion to file a document under seal. This document is then e-served to the parties. See Rule of court 243.2(d)

Provisional Documents

If you are filing a provisional order, you must e-file the document and pay the filing fee. The clerk will route the document to the Judge who will modify it if required and sign the order. The clerk will then scan and e-file the modified order which will be served onto the parties.

Signature Required

If a document requires a signature under penalty of perjury: The document is deemed signed by the declarant if, before filing, the declarant has signed a printed copy form of the document. The signed document must be available for inspection and copying at the request of the court or any other party. See Rule of court 2.257. You do not need to upload the signed copy; you can upload a file with a blank signature line as long as you keep the signed copy in your file. You do not need to scan the signed copy. You can directly upload the file converted to PDF format from your word processing program. You do not need to use the “/s/” signature tag (though it won’t hurt).

If a document does not require a signature under penalty of perjury, the document is deemed signed by the party if the document is filed electronically.

If a document requires signatures of opposing parties: The party filing the document must obtain the signature of all parties on a printed form of the document. The party filing the document must maintain the original, signed document and must make it available for inspection and copying at the request of the court or any other party.

Large Exhibits

If the electronic file of an exhibit is not available, it should be scanned to PDF format and e-filed. If the file size is very large [above 10 Megabytes], you can make arrangements with Glotrans (510-208-4775) to have it uploaded. Try scanning at a lower resolution (no more than 100dpi) in order to create a smaller file.

8. How to View Documents on the Website

To view a document on the E-filing website, go to the site's home page and click on "Cases: View case information...." The Find a Case page is displayed. You must enter one of the following to search for a case:

- The case number
- Any part of the case title
- The last name of a party in a case

You can further refine your search by entering a case type, the date filed or the date disposed. When you are done, click on "Search."

The list of cases matching your search criteria is displayed. If there is only one match, the Case Home page is displayed. From the Case Home page, click on "Find documents" to view documents. The Find Document page is displayed.

You may enter either one or several of the following fields to search for documents in the case:

- The document type (select from drop-down list)
- Any part of the document title
- The last name or organization of a party on behalf of whom a document is filed.
- The author's last name or the name of the law firm
- A filing date range
- The Hearing date.

Click on "Search" after you enter your criteria. A list of matching documents is displayed. Click on any document to access the Case Document Information page. Then click on the type of the document to display it in a separate window.

From the Case Home page, you may also click on "List all e-filed case documents." This will display a page with all the parties and their attorneys, as well as chronological list of documents.

9. Understanding Your Home Page

If you have been provided with a login and password, then you automatically have a Home page on the E-filing system. You can always get to your Home page by clicking on "My Home" in the upper right menu that appears on every page. Your Home page gives you access to the following:

- List of cases: these are the cases for which you have filed documents, or that you have expressly added. This list gives you fast access to cases of interest.
- Filings reviewed by the court: this is a list of the filings recently reviewed by the court. This is where you go to see the disposition of filings and print endorsed documents. All filings remain on this list until you specifically send them to the Archive.
- Unsubmitted filings in progress: this is a list of the filings that you started but did not complete and submit to the court. You can resume working on any of these filings by clicking on the corresponding item. Once a filing is submitted, it no longer appears on this list. If you want to delete a filing from your list without submitting it, click on the filing and then select "Cancel this filing" in the filing's Home page.

- Submitted filings not yet returned by the court: this is a list of filings that were submitted to the court but have not yet been reviewed by the clerk. Once a filing is submitted, it cannot be modified any more.
- File a new civil complaint: this is a short cut to start a filing in the case of a new complaint (not available at this time).
- View list of valid document types: this provides a list of the document types in the system, along with the applicable court fee and the code used by the clerks.
- Change my profile: this provides a page where you can change your address, phone number and email address. Make sure you keep your email address up-to-date. The credit card information is not accessible from your profile. It can be changed when you file a document.

10. Understanding E-filing Fees

The fees for electronic filing and service are as follows:

- The standard court filing fees (this does not apply to serve-only documents)
- A \$15 per document processing fee. This does not apply to electronically-generated proof of service documents which have no processing fee. The processing fee covers the electronic proof of service, e-service, storage in the document repository, and customer service.

If you have a fee waiver, all fees are waived.

If you represent a government or public entity, all court-mandated filing fees are waived. However, the processing fees still apply.

If your document is rejected by the clerk, the court filing fees and processing fees are not charged.

[Payment by Credit Card](#)

To file electronically, we request that you make your payment by credit card at the time of filing. At this time, the only payment modality is by credit card for amounts under \$2,500.

We accept Visa, Mastercard and American Express only.

It is important to enter the correct address that is the billing address for your credit card. If the address you enter does not match, the credit card companies may reject the transaction.

The credit card transaction is conducted in two steps: first, when you file, the fee amount is authorized by the bank. After the clerk's approval, the card is actually charged for an amount corresponding to the accepted documents. If no documents are accepted, the authorization is voided and no charge is incurred.

[Fees Exceeding \\$2,500](#)

If the total fee for a filing exceeds \$2,500, you cannot pay by credit card; please call glotrans at 510-208-4775 to make alternative payment arrangements.

11. What You Need to Know about Electronic Service

When you submit documents, the system serves the attorneys and pro-pers in the case via email.

Service e-mails are sent immediately after you make a submittal. For filings, this means that documents are served before they are reviewed by the clerk.

In order to ensure that service e-mails are received by the intended recipients, we are requesting that all parties and attorneys keep their email address current. We do not track bounced emails.

[A Few Tips Regarding Email](#)

To ensure proper receipt of email, make sure you read and delete your messages on a regular basis. If you exceed the quota for the mailbox allocated by your service provider, emails sent to you will bounce.

Also make sure that email coming from the court is not blocked by your spam filter. Adding the court's e-filing email address to your address book will help; also, you can add the system's domain (glotrans.com) to your list of authorized senders. If you are not sure how to proceed, please contact your firm's system administrator.

12. Some Tips about Uploading Document Files

To upload a document to the E-filing website, you will be asked to find the folder where the file resides and then select the file name of the document.

The file must be in PDF format. If you are using a word processing program, you must first create a file in PDF format before trying to upload it. This is done as follows:

Open the file using your word processing program.

In the "File" menu, select "Print." A print window opens. Select the printer name "Acrobat," then press "OK." A file in PDF format has now been created in the same folder as your original document file. It has the same name as your document file with a suffix of .PDF. For example, if your document is MyDoc.doc, then the PDF version will be MyDoc.pdf. If the printer name "Acrobat" does not appear, this means you need to install Acrobat on your PC.

[Uploading Local Files](#)

If your document is stored on your PC's hard disk, it is referred to as a local file. To point to the file in the Browse window, you must know the file name and the folder that the file is stored in. When you open the file to edit it, the file name appears on the title bar of the window of your word processing program. To find out the directory, go to "Properties" in the "File" menu of the word processing program. Look at the information for "Location." That is the location of the folder.

For example, if the location is C:\MyCases, that means that the folder is on hard drive C and the folder name is MyCases. If the location is C:\MyCases\Groundwater, that means that the folder name is Groundwater and is contained within a folder called MyCases on hard drive C.

[Uploading Files from a Central Server](#)

If your document is not stored on your PC but on a central server, it may be difficult to identify the folder location and the file name. The easiest solution is to make a local copy of the file using the "Save as" option of the "File" menu. This creates a copy of the file on your hard disk. Then you must create a PDF version. Refer to the above section to upload the file. You may want to contact your system administrator for help with this process.

Scanning Documents

If your document is not in electronic format, you need to scan it before it can be uploaded. After you scan the file, the scanning software lets you select the format for saving the file. Select PDF. When you scan a document, select a low resolution of no more than 100dpi.

13. Selecting the Correct Document Type when you File

When you file a document, you are asked to select its document type. The court has hundreds of types and selecting the correct one can be difficult.

You can see the entire list of document types by going to the website's home page and selecting "List of document types and fees." This list shows the types, the associated court fee (if any) and the code used by the court to uniquely identify a document type.

You can search the list by entering a key word; for example, if you are filing an application, search on "application" and all the types of applications will be displayed.

Once you have narrowed your search, you may still not be sure of the exact type to select. Here is an important tip so your filing will not be rejected by the clerk:

Notice how some types carry fees and others do not. Select a type with the higher fee. During review, the clerk can change the type you selected and select another (the correct one!) if it has an equal or lower fee.

However, the clerk cannot select a higher fee amount unless you check the \$100 contingency box in the Fee Review page (recommended).

It is therefore more expedient to select the type with the higher fee and allow the clerk to make the necessary changes. You can also call the clerk's office before you file and ask what type to select.

14. How to Get Help

Customer Service Contact Information

If you are having technical difficulties with the site, such as uploading or viewing documents, or if your credit card transactions fail, you can get help by calling Glotrans, the e-filing provider for the court in Santa Clara County. We can be reached Monday through Friday from 9 a.m. until 5 p.m. PST at:

Glotrans
2915 McClure Street
Oakland, CA 94609
Ph: (510) 208-4775.
Fax: (510) 465-7348
email: support@glotrans.com

If you have non-technical questions about your filing, call the clerk's office at the Superior court of Santa Clara County, Civil division, at (408) 882-2100.

In addition to Customer Service, Glotrans offers the following services to assist with e-filing:

Fax Service

If you are not able to upload your document to the e-filing website, you can fax it to Glotrans and we will upload it on your behalf. There is a \$10 + 50 cents per page fee for this service in addition to regular court and document processing fees.

If you chose to fax us a document, you must provide a coversheet with the following information:

- Case number and title
- Name of attorney and firm
- Person to contact and phone number
- Document type
- Document title
- Document Author(s)
- Parties on behalf of whom this is being filed
- Credit card information if we do not have it on record

Please note that we do not accept documents by fax that exceed 20 pages. If you have a larger document, you must mail us the hard copy and we will scan it.

[Scanning Service](#)

If you are not able to upload your document or fax it , you can mail it and we will scan it and upload it on your behalf. There is a \$10 plus 50 cents/page fee for this service in addition to regular court and document processing fees.

If you chose to mail us a document, you must provide a coversheet with the following information:

- Case number and title
- Name of attorney and firm
- Person to contact and phone number
- Document type
- Document title
- Document Author(s)
- Parties on behalf of whom this is being filed

Credit card information if we do not have it on record

[Document Conversion Service](#)

If you have already filed paper documents and would like to convert your case to e-filing, the service provider can assist with the scanning and posting of documents. Please contact Glotrans at 510-208-4775 for an estimate of conversion costs.