



Frequently Asked Questions (FAQs)

BASICS

How do I access TrueFiling?

Go to the following website: <https://www.truefiling.com> and follow the prompts on the screen to either signup or logon to TrueFiling.

Is TrueFiling a mandatory or voluntary system?

TrueFiling is a voluntary system at this time. The Courts expect that it will be mandatory in the future, at least as to some filers and case types.

Can the TrueFiling system be used to initiate cases and to file into existing cases?

Yes, TrueFiling can be used to initiate cases or file into existing cases.

May I use TrueFiling to e-file in cases that were initiated through the prior e-filing system at the Court of Appeals or by paper filing?

Yes, you may submit filings through TrueFiling for all open cases in the Court of Appeals regardless of how they were initiated.

Can TrueFiling be used to file emergencies?

Yes, TrueFiling can be used to file emergencies. Filers are encouraged to call the Clerk's Office during business hours **before** submitting an emergency e-filing. Clerk's Office staff will not be available after 5:00 p.m. or on weekends to process emergencies. **A printed copy of the filing(s) must be served by traditional means (personal or mail) unless opposing counsel has registered with TrueFiling.**

By what time does a document need to be e-filed to be considered filed that day?

A filing received by 11:59 pm on a business day is considered filed that business day under MCR 7.202(2). A filing received on a weekend or holiday is considered received on the next business day.

Is technical support available?

For any technical support issues, you should contact TrueFiling Support at 855-959-8868 or by emailing support@truefiling.com. Technical Support is available Monday through Friday, from 8:00 am to 9:00 pm ET except on US holidays.

E-FILING DOCUMENTS AND E-SERVICE

Does TrueFiling accept only PDF documents?

In addition to accepting PDF documents, TrueFiling also accepts primary and connected documents (attachments) in these file formats:

- Microsoft Word (DOC and DOCX)
- Adobe PDF (PDF)
- Plain Text (TXT)
- Scanned Images (TIFF, JPG, and PNG)

However, the Courts prefer that documents be submitted in searchable PDF.

What is the maximum file size that can be electronically submitted?

10 MB is the maximum file size for each document (primary or connected) within a bundle. There is no maximum size limitation for a bundle.

Are hyperlinks permissible in PDF documents?

Internal links, which point to other places within the same document, are permissible. External links, which point to other documents, websites or legal sources, are discouraged as they may break over time.

Can I file multiple pleadings – such as a brief and motion – in one transaction?

Yes, provided the filings are all for the same case. TrueFiling looks at a transaction as a “bundle.” A “bundle” can hold multiple primary documents and each primary document can have multiple attachments referred to as connected documents.

What distinguishes a primary document from a connected document?

There are different “Filing Types” for primary and connected documents. The “Filing Types” for primary documents include applications, claims of appeal, briefs, motions, answers, stipulations, etc. The “Filing Types” for connected documents are more limited and include attachments and exhibits. Any filing that requires payment of a statutory fee must be filed as a primary document. A presentence investigation report may be submitted as either a primary or a connected document; however, it should always be submitted as a separate document because it contains confidential information.

If I have several documents to submit, should I create a single file that combines these documents, or would the Court prefer that I put each document in a separate file?

Each primary document such a brief, motion, or answer, should be a separate file. To facilitate internal handling of appendices and exhibits, the Court prefers that they be combined into a single, separate file (provided the file size doesn't exceed 10 MB) and submitted as a connected document to the primary document. However, a confidential document such as a presentence investigation report should be submitted as a separate primary or connected document, i.e., not combined with other appendices or exhibits.

When I file a pleading, I typically include a cover letter and proof of service. Should I continue to do that in this system?

No, those documents are not necessary. TrueFiling creates a cover sheet for the Court that identifies the case name, docket number, filer information and the titles of the filings included in the bundle. An electronic proof of service is automatically generated by the system and is served on all e-service recipients. There is no need to include additional paperwork. You may print the electronic proof of service for delivery to any recipients that you do not electronically serve via TrueFiling so that the parties and the Court are in possession of the same documentation. As to a cover letter, if you believe that such a letter has a purpose in a specific case, please submit it as a separate filing within the bundle so that the Court's electronic copy of the primary document does not have a cover letter as page one.

Is it necessary to add a service recipient who is being served by mail, to the TrueFiling bundle, if that information is contained in a separate proof of service?

No. If a separate proof of service is drafted and e-filed along with the primary document, the filer does not need to add the person being served by first class mail as an additional service recipient in TrueFiling.

How do I e-file a proof of service that I drafted and mailed to opposing counsel with my primary filing?

The proof of service may be submitted in TrueFiling as the last page of the primary document, as a connected document, or as a separate primary document.

What if I need to withdraw an e-filing in TrueFiling?

If a bundle is in progress and has not yet been submitted in TrueFiling, it can be deleted by clicking on Delete Bundle on the Bundle Details page. Once a filing has been submitted, it cannot be withdrawn through TrueFiling.

Will I have access to the documents that I file in the system?

Yes, you may access your previously filed documents in an individual case from the Case Details page. Alternatively, your filings for all cases may be accessed by clicking on "History" in the main menu.

Note: You cannot view e-filings submitted by other parties on the case. However, parties who are electronically served through TrueFiling will receive an email notice that includes a link to the electronic document. You may wish to open and save the served document so that you continue to have access to it.

Can I access a time-stamped copy of an e-filing through TrueFiling?

Yes. The time-stamped copy is available only to the filer after the document is accepted by the Clerk. The time-stamped copy may be accessed through either the Case Details page or the filing History link. Click on the Filing Name and then click on the paperclip icon at the beginning of the line where the Status is Filed.

When is a filing considered “Filed” with the Court?

A filing is considered “Filed” once it has been accepted by the Court. Following acceptance, you will receive an email notification if you enable that notification type in TrueFiling.

How do I know if an attorney is registered with TrueFiling?

From the Case Details page, click on the Add Opposing Counsel link. In the *Search Attorney Name, Attorney Number, Email Address, or Firm Name* field, enter opposing counsel's 5-digit numeric bar number, and click the Search button. If opposing counsel is registered, their name and email address for e-service will be displayed in the Search Results. Opposing counsel can be linked to the case by clicking on the Add Selected button at the bottom of the page.

If opposing counsel's name does not appear in the Search Results, they are not registered with TrueFiling and have not agreed to e-service through TrueFiling. Attorneys who are not registered with TrueFiling should be served through traditional means (by mail or in person).

Filers should not rely on the list of approved e-service addresses previously published on the Court of Appeals website. This list applied to filers registered with the Tyler Odyssey File & Serve system and does not apply to the TrueFiling system.

If an attorney is not registered with TrueFiling, but has previously consented to e-service, is it acceptable to add them as an additional service recipient on a bundle, include a statement that they have agreed to e-service, and e-serve them through TrueFiling?

A statement that opposing counsel has previously agreed to e-service is insufficient. Agreement to e-service is part of the registration process with TrueFiling. A filer should not attempt to e-serve an unregistered attorney. Instead, they should either (1) serve opposing counsel through traditional means (i.e., by mail or in person), or (2) encourage opposing counsel to register with TrueFiling and then wait to e-serve counsel until he or she has completed the registration process.

Is it possible for multiple people from the same firm (attorneys and staff) to receive e-service and notification on filings in an individual case?

Yes, it is possible to add multiple attorneys and staff members from the same firm to a case. To do so, go to the Case Detail screen, scroll down to Firm Contacts and click on Add Attorney and/or Add Contact to add additional staff from your firm to the case.

How do I serve a copy of an appellate filing on a trial court that requires e-service?

The filer should submit a copy of the appellate filing to the trial court through the trial court's e-filing system and draft a separate proof of service for filing with the appellate court that reflects the manner of service on the trial court.

FEES

How do I request a fee waiver or submit a filing with an associated statutory fee when fees have been waived?

The Supreme Court and Court of Appeals handle fee waivers differently. Filers should review the options available for each Court by clicking on the Request Fee Waiver button on the Bundle Details page. Note, if you are filing a motion to waive fees in the Court of Appeals, it should be uploaded from the Request Fee Waiver screen.

If I am court-appointed counsel, do I need a credit card on file to submit filings?

No, you do not need to have a credit card on file when making filings as appointed counsel. But you will need to select the appropriate fee waiver option when you submit the bundle for filing.

Are there transaction, service, or convenience fees for submitting a filing?

At this time, there are no service or processing fees of any type when using TrueFiling to submit e-filings to the Supreme Court or Court of Appeals.

How do I access my payment activity in TrueFiling?

From the main menu, click Payment Accounts, then click the View Payment Information link and follow the onscreen directions.

How do I view payment receipt for an individual filing?

The payment receipt for an individual filing may be accessed through either the Case Details page or the filing History link. Click on the Filing Name and then click on the paperclip icon at the beginning of the line where the Status is Paid.

ADMINISTRATOR

What is the role of the Firm Administrator?

Every firm needs to designate a person to administrate the TrueFiling system. Even if there is only one user, there must be a designated Firm Administrator. The Administrator will initially register the firm with the system and will have administrative rights to set up and maintain all user and credit card data.

Do the passwords expire? What if I forget my password?

Passwords do not expire so you will not be required to periodically change your password. You may, however, change your password at any time through the My Settings link in the main menu. If you cannot remember your password, you should click the reset password link on the TrueFiling logon page.