

EFILING - FREQUENTLY ASKED QUESTIONS

e-Filing/ e-Access

- **My account is deactivated.**
 - This occurs automatically after not logging in for a year. Contact our office by email at carclerk@carrollcountyohio.us or by phone at (330)627-4886 to have your account reactivated.
- **I am locked out of my account.**
 - If it doesn't unlock after 15 minutes, contact our office by email at carclerk@carrollcountyohio.us or by phone at (330)627-4886 to have your account unlocked.
- **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 carclerk@carrollcountyohio.us or by phone at (330)627-4886 to have the link resent.
 - Check junk or spam folder as email could be getting blocked
- **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 carclerk@carrollcountyohio.us or by phone at (330)627-4886 to have your information added to our database.
- **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 excepted by mail or in person. **Effective June 15, 2022 e-mail or fax filings will NOT BE ACCEPTED.**
- **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 330-627-4886 or by email at carclerk@carrollcountyohio.us. In other rare cases it can be due to the browser, the network connection, or pop-ups are blocked.

- **What browser is best for accessing your web site?**
 - Google Chrome, Firefox or Microsoft Edge work best. Safari and Internet Explorer are not optimal for filing or viewing images.