VERMONT JUDICIARY

VERMONT SUPREME COURT EFILER GUIDE

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PLEASE NOTE: IT IS RECOMMENDED THAT YOU DO NOT PRINT OUT HARD COPIES OF THIS GUIDE OR SAVE LOCAL VERSIONS, AS THE GUIDE IS FREQUENTLY UPDATED. PLEASE CONTINUE TO REFER TO THE VERSION POSTED ON THE JUDICIARY WEBSITE WHICH WILL REFLECT CURRENT AND ACCURATE INFORMATION.

ABOUT THIS GUIDE

This guide contains general information on filing procedures for using the electronic filing system for filing into Supreme Court cases.

Policies are governed by the Vermont Rules for Electronic Filing, available at PROMULGATED 1-8-24 VREF 2020 with amendments through 1-8-24 with TOC.pdf

The rules are found at the bottom of the eFiling website at:

https://www.vermontjudiciary.org/about-vermont-judiciary/electronic-access/electronic-filing

Other rules, including the Vermont Rules for Public Access to Court Records, are available at Vermont Statutes, Court Rules and Administrative Code Public Access | Court Rules Main Page

This guide does not provide full detailed instructions for eFiling in all units and divisions of the Vermont Judiciary. Additional information is contained in division-specific Vermont filer guides available at Electronic Filing | Vermont Judiciary and in system user guides and other training resources from Tyler Technologies available in the "Self Help" section on eFile.

eFIING SYSTEM

Enterprise Justice eFileVT (EFS) is a web-based platform for electronically filing documents in all units and divisions of Vermont Superior Court as well as the Supreme Court and the Judicial Bureau. Electronic filing is accessible to all court users, including self-represented litigants.

EFS may be accessed from the "eFiling" link on the Court's website or may be directly accessed here Enterprise Justice File & Serve. The system is accessible from most modern web browsers and from smartphones and mobile devices.

EFS is hosted by Tyler Technologies, which provides ongoing support and service for the system. More information about Tyler is available at https://www.tylertech.com/.

WHO MUST eFILE

All attorneys and public agency personnel are required to file documents electronically through EFS. V.R.E.F. 3(a). Self-represented litigants and court-appointed non-attorney personnel can

choose to file electronically, by email, or on paper. Once a filer has filed a document through EFS, the filer must notify the Court and parties if the filer intends to no longer efile. V.R.E.F. 3(d).

DOCUMENTS THAT CANNOT BE eFILED

A few types of documents cannot be filed through EFS. The Rules for Electronic Filing allow filing by alternative means (hard copy or by email with the court's permission):

- To protect confidentiality or for good cause;
- When exceptional circumstances make electronic filing not feasible;
- When the item cannot reasonably be scanned and eFiled because of its size, shape, or condition.
- When the electronic filing system is unavailable.

FILING FEES

The Vermont Judiciary has a per case per party eFiling fee structure effective **April 1, 2021**. The per case fee is $14 per filer or firm, payable upon a party's first filing. When a notice of appeal is filed, the Supreme Court opens a new case and the eFiling fee is assessed.

Convenience fees remain in place with a 2.89% processing fee for credit card payments and $1.00 per case for eCheck payments.

There are exceptions. All criminal filings are automatically exempt from the case fee and for any case type where there is no court fee, the party filing will not incur the eFiling fee.

PLEASE NOTE:

The per case fee is $14 per party, per filer within a firm, charged once upon first filing. If a party's representation changes from one firm to another, the fee will be charged again upon the new firm's first filing into the case. A self-represented litigant who chooses to use the eFiling system is also required to pay the fee. If a self-represented litigant later seeks representation, the fee is charged again upon the firm's first filing against the firm's payment account.

For the following exemptions, parties must choose a waiver account:

STATUTORY OR RULE EXEMPTIONS

Government and appointed filers, including mediators, pursuant to 32 V.S.A. § 1433 and Rule 10(d)(1) of the 2020 Rules for Electronic Filing

AS APPLIED ECONOMIC HARDSHIP EXEMPTIONS

Fee waiver determination, pursuant to 32 V.S.A. § 1431(h)
Fee waiver determination, pursuant to V.R.C.P. 3.1, V.R.P.P. 3.1, and V.R.A.P. 24

Government agency filers and others who are statutorily exempt from paying filing fees may file via a "waiver" account that can be set up for each registered user. There is a guide to creating a waiver account posted at Electronic Filing | Vermont Judiciary

Filers submitting an Application to Waive Filing and Service Fees (*formerly IFP/In Forma Pauperis)* must also choose a waiver account. Filers upload the completed application in PDF format along with their other filing(s) and are notified after court review whether the application has been granted. If the request is denied, the filing will still be accepted but the filer will be sent a notice of a deadline for making payment of the appropriate fee.

Case filing fees paid to the Court are established by statute. Current fees and authorizing statutes are available at https://www.vermontjudiciary.org/fees. The latest updates and answers to frequently asked questions regarding electronic filing are available on the Judiciary website at Electronic Filing | Vermont Judiciary

SERVING DOCUMENTS ON OTHER eFILERS

The eFiling system's "Serve" function is used to serve documents electronically on other registered EFS users with service contacts. This function can be used on its own or concurrent with submission of documents to the court ("eFile and Serve"). There is no additional fee for using the serve function when eFiling. Service is sent to recipients as soon as a judicial assistant has accepted the filing into the case management system.
Returned/rejected filings are not served.

Note: to serve documents through the eFiling system, the filing type of "eFile and Serve" or "Serve" must be selected. Selecting "eFile" alone will not result in service.

SERVICE OBLIGATIONS UNDER THE VERMONT RULES FOR ELECTRONIC FILING

At the time of registering and beginning to use EFS, all eFilers must create a Service Contact with one or more designated email addresses for receiving service of documents on cases and must make their service contact available on the Public List for opposing filers to select. V.R.E.F. 4(b)(3).

All eFilers are required to serve documents on opposing parties with service contacts through the eService feature of EFS, unless a statute or rule requires a different form of service for a particular case type, or unless the parties have agreed in writing upon an alternate form of service for the case and eFiled that agreement with the court. V.R.E.F. 11(d).

More information and detailed steps for eService are in the Vermont eService Guide available at

Electronic Filing | Vermont Judiciary

SERVING DOCUMENTS ON NON-eFILERS

When the other party to the filing is not a registered EFS user, service must be completed via the applicable rules of procedure for the case type. EFS may not be used for service where a rule or statute requires personal service of documents.

CERTIFYING COMPLIANCE WITH SERVICE OBLIGATIONS

All eFilers must certify compliance with service requirements by completing a submission agreement checkbox as part of the filing submission process. By completing the checkbox, eFilers attests that they have either (1) made service using the EFS Serve feature or (2) filed a certificate of service for any parties served through other means.

An eFiler must file a Certificate of Service any time service of a filing is made by means other than through EFS upon a non-eFiler, an eFiler who has not provided a Service Contact, or a party with whom the filer has an agreement for an alternative method of service. V.R.E.F. 11(g).

RECEIVING DOCUMENTS SERVED THROUGH EFS

When a document is served through EFS, the recipient will receive an email containing a link to the document. The document will be available for download from the link for 30 days after the date of service. Beyond that time, the document will be available through the Public Portal. Vermont Judiciary Public Portal

USER REGISTRATION

Every EFS user (including both attorneys and non-attorney public agency personnel who are required to eFile) self-registers with an individual username and password, but users within a firm, agency, or organization must register under a firm account managed by one or more firm administrators. They may then share payment accounts, service contacts, and other features, although every user within the firm maintains individual login credentials. Any organization, not only law firms, can and should register as a firm; one designated firm administrator must initially create the firm in the system. The firm admin will then be able to invite other attorney and non-attorney users to register directly into that firm account. Paralegals, administrative, and other support staff members may register as filers and may file documents on behalf of attorneys in their firm (the actual filed documents must be signed by the attorney). Once a firm is registered, it does not need to register again for eFiling into the Supreme Court.

Self-represented litigants and other filers not associated with a firm or organization may register

for individual EFS accounts.

See user guides and resources on EFS website for registration instructions for all user types.

ATTORNEY REGISTRATION IN EFS

Attorneys must be registered as attorneys in their firm's account in Enterprise Justice File and Serve and must be entered with their correct Bar Number (the 4-digit number assigned by the Attorney Licensing office, **not** the ERN number assigned by eCabinet). The Bar Number is labeled Attorney Number in the EFS Registration process.

A firm administrator can add and edit firm attorneys from the "Firm Attorneys" section in the Actions dropdown menu. Note that adding an attorney to the "Firm Attorneys" list does not negate the need for that attorney to also register into the firm as a user.

EFS requires at least one attorney entity be registered in each firm. For organizations without attorneys, there are instructions on the Judiciary website eFiling page at Electronic Filing | Vermont Judiciary for setting up a workaround to this requirement.

AVAILABLITY OF EFS

EFS is available for filing and service 24 hours a day, seven days a week, except for times of regular and as-needed maintenance. Notice of such downtimes will be posted on the EFS homepage and on the Judiciary website.

Documents may be filed through EFS at any time. A document will be deemed filed as of a particular day if it has been successfully submitted by 11:59 p.m., unless it is subsequently rejected and returned by the court reviewer. V.R.E.F. 5(c).

ELECTRONIC SIGNATURES

The rules allow a variety of types of signatures on eFiled documents. V.R.E.F. 9.

- A scanned image of a document with an original signature affixed by hand
- A facsimile signature image electronically applied to a document
- A typographical signature containing the filer's typed-in name preceded by "/s/

A filing of any stipulation or agreement signed by multiple parties constitutes a representation by the filer that all signatures are valid and that all parties consented to the filing of the document.

NOTARIZED DOCUMENTS

A document that would otherwise require notarization may be filed electronically by inserting the following language above the signature and date:

"I declare that the above statement is true and accurate to the best of my knowledge and belief. I understand that if the above statement is false, I will be subject to the penalty of perjury or to other sanctions in the discretion of the court."

Alternatively, an electronic scanned copy of an original notarized document will also be accepted.

PUBLIC AND CONFIDENTIAL INFORMATION—FILER RESPONSIBILITIES

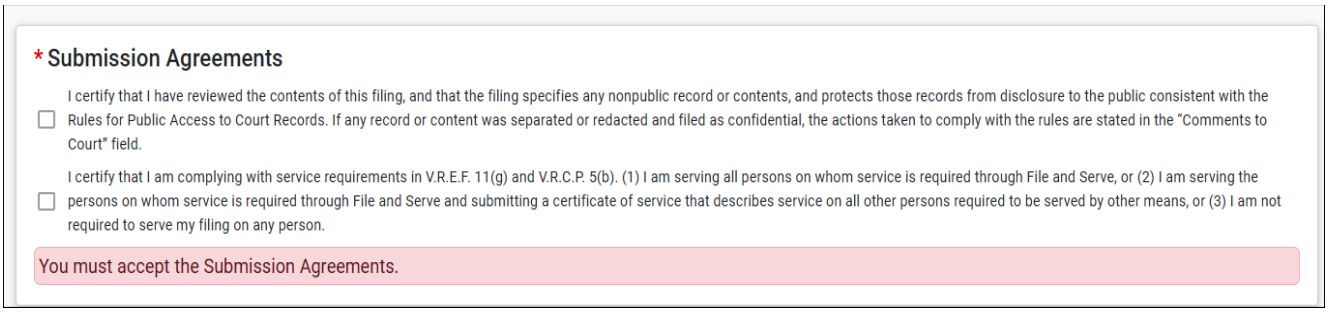
Filers are responsible for appropriately designating each individual document filed as either public or confidential. This is done as a mandatory step in the filing process. Filers should be familiar with the Vermont Rules for Public Access to Court Records, as well as the rules for the applicable case type, to determine whether a filing is publicly accessible or confidential. There are many categories of information that are considered confidential. Filers must review Vermont Rule for Public Access 6(b) and the Appendix to that rule in certifying their compliance with the VREF and Public Access rules.

A document may be confidential in its entirety, such as a medical or financial record. This should be identified as a confidential document. Alternatively, a particular document may include certain information, such as a social security number, that is confidential. In such situations, it is the filer's responsibility to redact or omit confidential information on public documents, and to separately file the complete or unredacted document as a confidential document V.R.E.F. 5(b). When filing original and redacted versions of a document, filers are instructed to note the redaction actions taken in the Comments to the Court field.

EFS requires files to accept two submission agreements by checking the box for each.

EFS requires filers to check a box certifying that the filer reviewed this filing and that it complies with all applicable rules.

EFS requires filers to check a box certifying that their filings comply with all applicable rules. It should be noted that EFS requires users to check this box for documents that are served, but not filed, though the certification applies only to documents filed with the court.



**** NOTE: Checking these boxes meets the requirements for a certificate of compliance under Vermont Rules of Public Access to Court Records Rule 7(a)(1) and Vermont Rules of Electronic Filing Rule 7(a)(5). Checking the box once will apply to all documents within an envelope. No separate certificate of compliance needs to be filed.*

CONFIDENTIAL CASE MASKING

Confidential case types are available for parties to file into through EFS but are identified only by the case number—party names for these cases are not displayed. All parties filing into confidential case types will need to know the case number.

DOCUMENT FORMATTING REQUIREMENTS

All electronically filed documents must be submitted in PDF format. If a filer is required to submit a document in Word or other format, the Court may direct the filer to submit it through alternative means.

Filers must ensure that scanned PDF documents are viewable and legible and are in a "flat" format. See directions below for flattening fillable forms.

Multi-page documents should be submitted as one PDF. Attachments to a motion may be compiled into one document with a table of contents.

EFS allows filers to submit multiple documents within the same "envelope." Documents that are related to each other should be filed as part of the same envelope.

FORM-FILLABLE PDFs

When eFiling a form-fillable PDF (which includes all of the posted court forms on the Judiciary website), you must first save it as a flat file. Otherwise, the filing will fail, and you will need to refile.

Follow the steps below to "flatten" a completed PDF fillable form:

1. Open fillable form.
2. Add appropriate data.
3. Right click on document and select Print. NOTE: if document opens in Adobe, Select File and select Print.
4. Select the PDF printer. (The Adobe PDF printer is installed automatically with Adobe Acrobat. Other users may have "Microsoft Print to PDF"). Numerous free PDF printer drivers are available for download from the Internet.) Select OK.
5. Specify location to save the printed, "flattened" version of the form.
6. Select Save.

SUPREME COURT FILING PROCEDURES

FILING NEW CASES

Most Supreme Court cases originate with an appeal from a trial court decision. Only a few limited types of Supreme Court cases can be initiated through EFS.

- When logged into EFS, select "Start Filing" from the dashboard
- At File New Case, select "Start New Case"

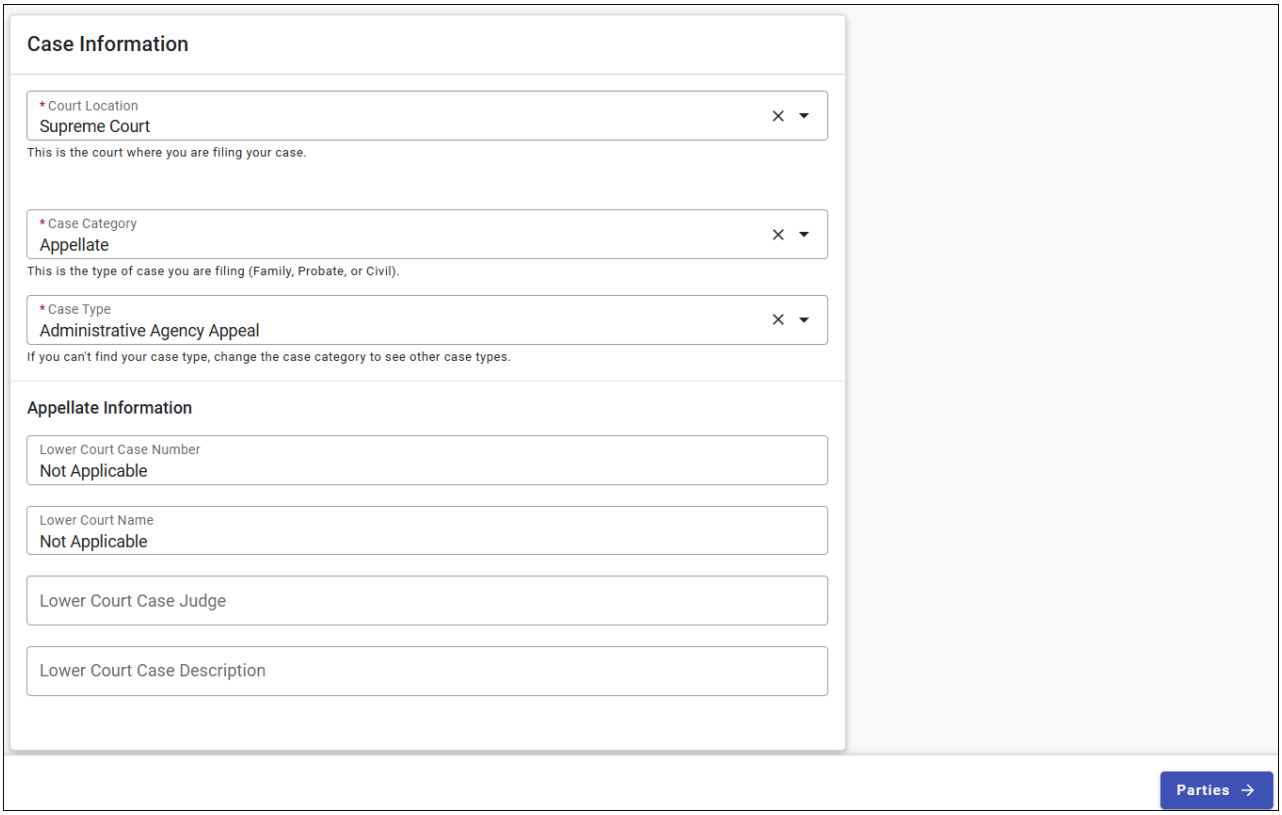
A new case template will open. *Please note: the filer must complete each section in order and cannot move on to the next section until the previous one is complete and changes are saved.*

CASE INFORMATION SECTION

- For Court Location select "Supreme Court."
- Category defaults to "Appellate."
- Case Type: Select the appropriate Case Type. The following case types are available for initial case filings in EFS:

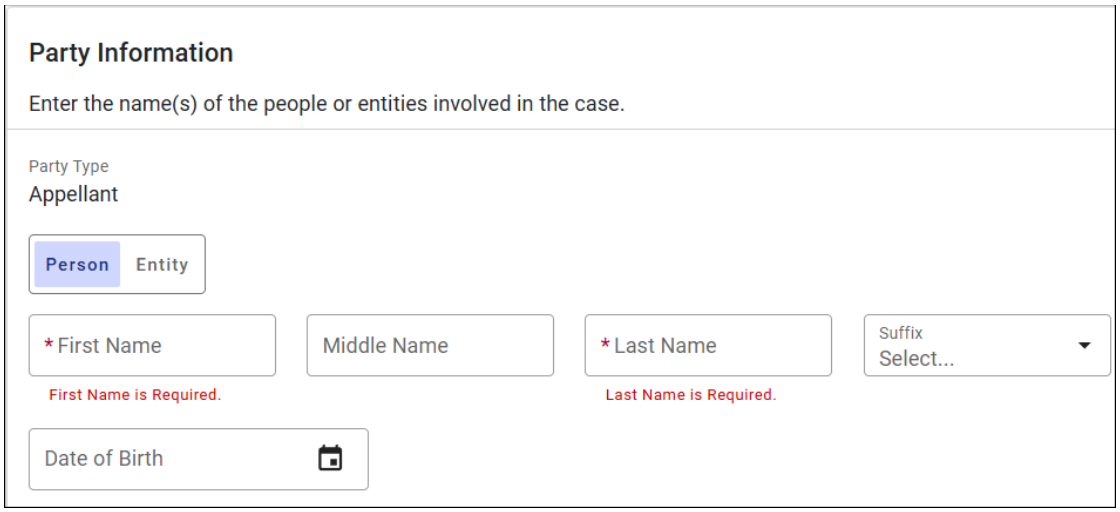
  - Administrative Agency Appeal
  - BBE Direct Appeal
  - Denial of Counsel Appeal
  - Extraordinary Relief
  - Foreclosure
  - Habeas Corpus Writ
  - ILOC Civil Other Appeal
  - ILOC Criminal Other Appeal
  - ILOC Environmental Appeal
  - ILOC Family Appeal
  - ILOC Felony Appeal
  - ILOC Habeas Corpus Appeal
  - ILOC Juvenile Appeal
  - ILOC Juvenile Delinquency Appeal
  - ILOC Juvenile Termination of Parental Rights Appeal
  - ILOC Mental Health Appeal
  - ILOC Misdemeanor Appeal
  - ILOC Other Appeal
  - ILOC Post Conviction Relief Appeal
  - ILOC Probate Appeal
  - ILOC Relief From Abuse Appeal
  - ILOC Revenue (Tax)
  - ILOC Stalking Appeal
  - Other Original Jurisdiction
  - PRB Petition

- Enter Lower Court Case Number and Lower Court Name if there is an associated lower court case, or type “Not Applicable” in both fields if there is no associated lower court case.
- Click “Parties” at the bottom of the Case Information section.

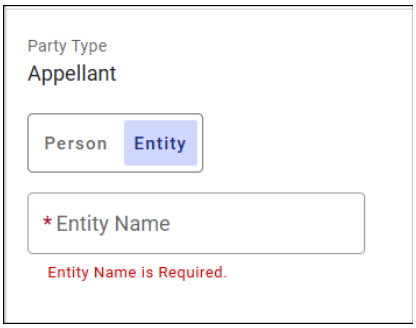


PARTIES SECTION

- Each case type has one or more required party types that must be added in order to create the case. These will be listed in the “Parties” section.
- Select “+ Add Party Details” for the first required party.



- To enter a business or other entity instead of an individual, select "Entity."



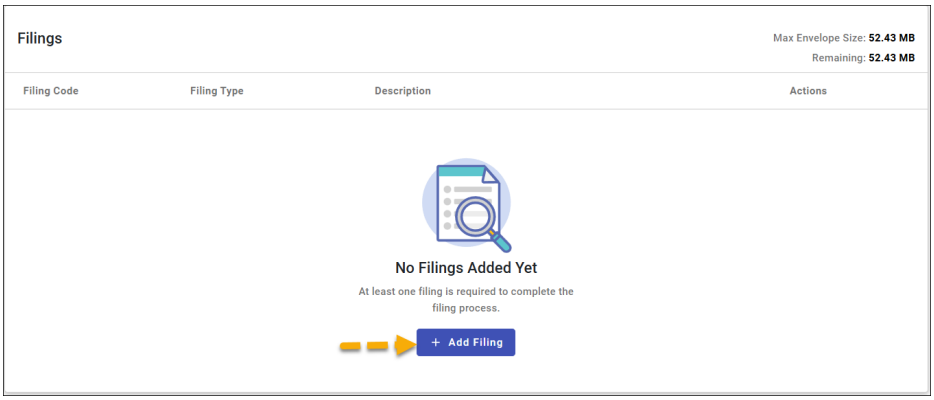
- First and last name are required fields for individuals and Business name is required for businesses. Other fields are not required by the system in order to proceed, but filers are expected to enter all party information that is available to them in these fields. If information is unavailable, the fields may be left blank.

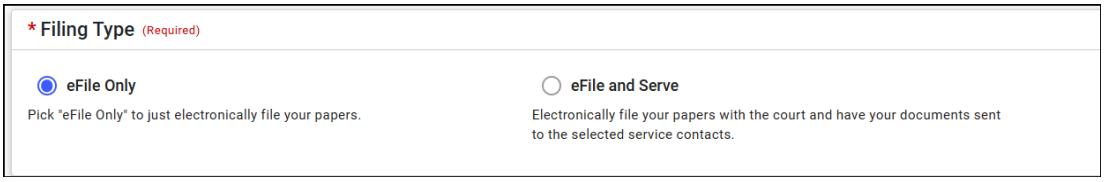
The "lead attorney" field only lists attorneys within the filer's EFS firm. Do not use this field for when entering opposing parties on a new case. (*NOTE: You will still be able to electronically serve opposing counsel with the filing if desired).*

- After entering all available information for one party, click "Save" on the lower right, and then select the next party to enter.
- Additional parties of any type, beyond those listed as default required parties, may also be added to the case by clicking the "Add More" button and save change after each addition.
- When all parties are entered, click "Filings" in the lower right corner to move on to the next section.

FILINGS

- Select "+ Add Filing."
- The filing type will default to "EFile" on a new case. If the filer intends to electronically serve other parties through EFS, manually select "eFile and Serve."





- Select the appropriate filing code from the Filing Code dropdown menu. Filing codes commonly used for new case initiations are:

Case Type	**Filing Code**
Administrative Agency Appeal	Board – Agency Appeal
BBE Direct Appeal	Notice of Appeal Filed – BBE
Denial of Counsel Appeal	Motion to Appeal from Denial of Counsel
Extraordinary Relief	Motion to Petition for Extraordinary Relief
Foreclosure	Motion for Permission to Appeal Foreclosure
Habeas Corpus Writ	Original Jurisdiction Petition
Interlocutory case types	Motion for Permission for ILOC - Trial Court Denied or Motion for Permission for V.R.A.P. 5.1 Appeal TC Denied
Other Original Jurisdiction	Original Jurisdiction Petition
PRB Petition	Motion for Disciplinary Petition

- Filing Description field: Use this field to communicate any special information about the filing. For example, if the filing is time sensitive. There is a character limit on this field.
- Client Reference Number: This is for internal use by the eFiler.
- Comments to Court: There is a character limit on this field.

DOCUMENTS

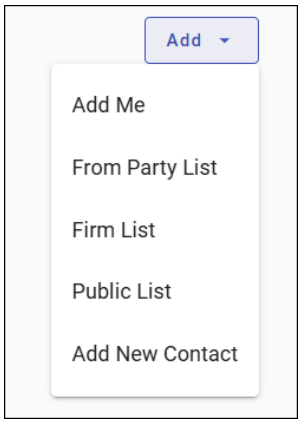
Lead Documents vs attachments- The main request for relief should be the lead document and any documents filed in support can be submitted as attachments. The eFiling Rules require that motions requesting independent forms of relief by filed as separate documents. V.R.E.F. 5(g)(1). Each motion should be filed as a separate lead document.

Document Security: eFilers are required to review filings for compliance with the Vermont Rules for Public Access to Court Records.

- Adding additional filings: An envelope in EFS may have multiple filings (multiple lead documents using different filing codes). To add additional filings, click the "+ Add More" button and repeat the steps above. **Remember to also select "EFile and Serve" on each filing for the envelope in order to serve all documents.*
- Communications (Courtesy Copies): This feature can be used to send a copy of the filing to co-counsel or other individuals but cannot be used for service on parties.

SERVICE CONTACTS

- If the filer selected "Efile," the "Service" section may still be accessed by clicking on "Service."
- If the filer selected "Efile and Serve", select "Service →"
- Select the dropdown next to "Add" and select
  - Themselves or another appropriate contact from their own firm or organization from the Firm Service Contacts list
  - A service contact for an opposing party or counsel, if known, from the Public List



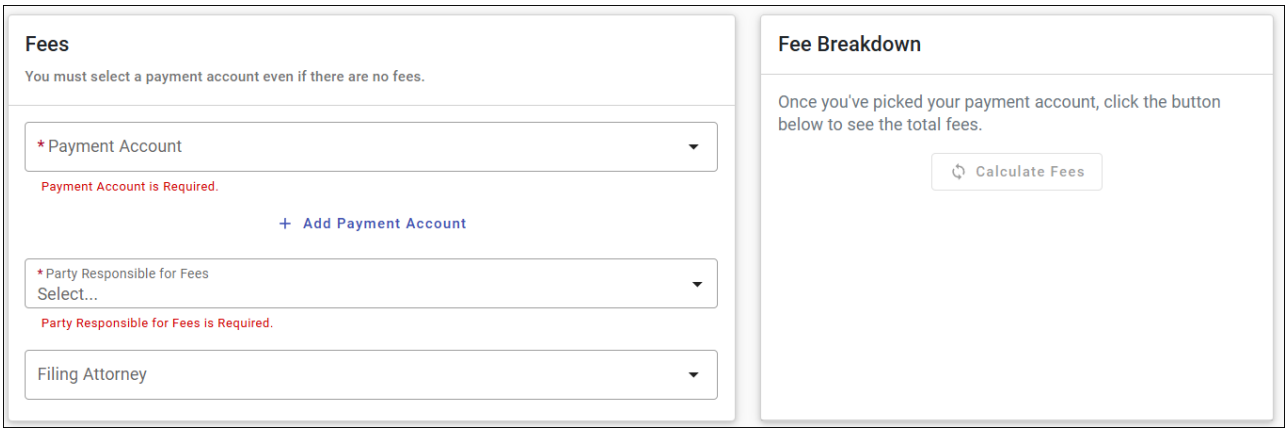
More information about creating individual and firm service contacts, using the Public List and other detailed steps for eService are in the Vermont eService Guide available at Electronic Filing | Vermont Judiciary

FEES

If an entry fee or other court filing fee is required for the case type or requested relief type it will be listed in the Fees section. In addition to these fees, the eFiling system will also charge a one-time per filer per case use fee of $14, and credit card convenience fees may apply. See fees

section earlier in this guide for more detailed information.

- The filer must select a payment account. Payment accounts can be set up by firm administrators for credit cards, eChecks and waiver accounts. For more details about these functions see Tyler individual and firm administrator guides at eFile as well as resources at Electronic Filing | Vermont Judiciary about creating a Waiver account.



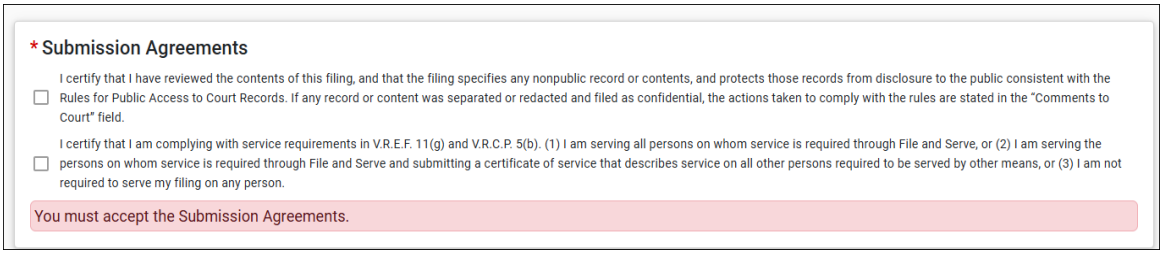
- Party Responsible: Select the party on whose behalf the filing is being made. The actual fees are paid through the filer's EFS payment account regardless of which party is selected in this field.

- Filing Attorney: If the filing is not being submitted by or on behalf of an attorney this field may be skipped.

- To see a summary of the fees, at "Fee Breakdown," select "Calculate Fees."

SUBMISSION AGREEMENTS

Filers are required to check off two submission agreement checkboxes before they can submit a filing. The first relates to identification and redaction of nonpublic information (see earlier section in this guide on Public vs Nonpublic information for more details), and the second relates to service-related obligations (see earlier section on Service for details).



SUBMIT

After completing the checkboxes, all the details of the envelope will be displayed for a final review. If edits are needed, click the "Edit" button for the appropriate section (NOT the back arrow on your browser).

Otherwise click "Submit" to submit the envelope.

The filer will receive a confirmation email when the filing has been successfully submitted. It will contain the envelope number, which can be used to reference the filing until a case number is assigned after acceptance.

A "Submission Failure" email notification indicates an automatic system rejection, usually because of a document formatting problem (see earlier sections in this guide about proper document formatting).

REVIEW AND ACCEPTANCE

Electronic filings do not go directly into the Court's case management system. They first go into a Reviewer Queue where Supreme Court staff review them for compliance with rule and statutory requirements.

When a Staff Reviewer accepts a filing, several things happen:

- For a new case, a case number is assigned, and a case is created in the case-management system. Case events are placed automatically on the case corresponding to the filing code(s) selected in the filing.
- The filer's payment account is charged for any fees due.
- The filer receives a confirmation email notifying them of the acceptance and the case number.
- Any Service Contacts selected on the filing receive "Notification of Service" emails with links to the document(s) filed.
- Any email addresses entered as "courtesy copies" will receive "Notice of Courtesy Copy" emails with links to the document(s) filed.
- The document appears on the public portal for those with appropriate access.

SUBMISSION FAILURE AND REJECTIONS

SUBMISSION FAILURE

When an eFiling does not comply with the system requirements, it may fail to be submitted and the eFiler will get a notice that the submission failed. The most common reason is that there is a document size or formatting error.

REJECTIONS

In addition, there are some circumstances in which the court staff may reject a filing and return it to the filer for corrective action. In this case, the eFiler will receive a notice of returned filing. Court staff may reject an eFiling for the following reasons:

- Noncompliance with Rule 7(a)(1) of the Vermont Rules for Public Access to Court Records
- Noncompliance with the word limits in Vermont Rule of Appellate Procedure 32(a)(4)
- Failure to include a word limit count
- Failure to sign a document

FILE DATE

The date of filing recorded on the case record is the date of submission, not the date of acceptance.

FILING DATE FOR REJECTED AND RESUBMITTED ENVELOPES

If a filer's envelope is rejected, the eFiler is given the option to copy the envelope, take the needed corrective action and resubmit the filing within 7 days to still receive the original filing date. This can only be done when the envelope is copied, not when a new envelope is created

CONFIRMATION EMAILS

The filer will receive confirmation emails when the filing is submitted and when it is accepted by the court.

A "Notice of Rejected Filing" email indicates that the filing did not comply with requirements or was unable to be accepted by staff for some other reason. The reviewing clerk will include a message explaining the problem and any corrective actions needed.

FILING INTO EXISTING CASES

- To file into an existing Supreme Court case, select "Start Filing" from the EFS Dashboard then select "File Into Existing Case."
- To locate the case, select "Supreme Court" as the location. Select "Search for Case by" either Case Number. Type in the appellate docket/case number (NOT the case number of the lower court case being appealed). Party name searches are also allowed, but certain cases and case types are confidential with some, or all party names masked (not visible) in the eFiling system. If you are unable to locate an existing case by case number or party name, please contact the support resources listed in the Support section of this guide.
- When the case is located in the search results, click the small "Actions" dropdown next to the case and select "File Into Case."
- The Case Information section will open, which cannot be edited. Select the next section in the bottom right to move to the next section.
    - The Case Information cannot be edited.
    - The Parties section does not need to be touched unless a new party is being added to a case.
        - Please note that certain parties in certain case types are "masked" (not viewable to filers), so if a party's name does not display it does NOT necessarily mean that they need to be re-added to the case.

- Complete the filings, service contacts and fees section in the same manner as for new cases.
  - Note that on filings into existing cases, the filing type will default to "EFile and Serve" so the filer will need to manually change it to "EFile" if not intending to serve other parties through EFS.

VIEWING CASE DOCUMENTS

Case records may be viewed on the Vermont Judiciary Public Portal at Vermont Judiciary Public Portal The Public Portal User Guide posted on the homepage explains how to register and request elevated access to cases.

REQUESTING COPIES

Note: Many documents in newer and active cases are available to be printed and downloaded for free from the Public Portal for users with a right of access. Most older cases that have not had recent activity continue to be held in paper files from which copies must be requested.

Regular photocopies, certified copies and exemplified copies of court documents may be requested through the eFiling system by filing a request into the case from which you are requesting document copies. Requests may be submitted on their own or in conjunction with other filings.

- Using the filing code "Copy Request," submit a letter or document clearly stating the request including the specific documents for which you want printed copies, and whether you need a regular, certified or exemplified copy and how you would like the document(s) sent to you (mail or email). Please note that certified copies produced and delivered electronically will have a certification stamp image and signatures electronically applied. For some purposes and in some other jurisdictions a raised seal and original signature is required, so requests should state clearly with method is needed.
- To submit payment for the copies, in addition to selecting the filing code and attaching a written request, the filer must select the appropriate copy type and fee from the "Optional Services" section. There are different fees for each type of copy so be sure to select the correct option.
  - Regular printed copies of court documents cost 25 cents/page, with a $1.00 minimum for any copies, so if the document is 1 – 4 pages long the cost will be $1.00 (select the option for "photocopies 1-4").
  - Printed copies of documents longer than 4 pages will be [# of pages x 25 cents] (select the option for "photocopies 5+" and enter the total # of pages of the document(s)).
  - Certified copies have a fee of $5.00 per document.
  - Exemplified copies have a fee of $10.00 per document.

SUPPORT

EFS is hosted by Tyler Technologies, which provides primary customer support to users about the system itself. eFiling questions related to Vermont-specific procedures and policies should be directed to the Vermont eFiling Help Desk at EFileSupport@vtcourts.gov .

For general support using the eFiling system, Tyler Technologies provides the following support guidance (information also available on EFS website):

Listed below are some examples of when it would be appropriate to contact technical support and when it would be best to contact the courts.

Technical Support	**Courts**
Site access	To suggest additions or modifications to data selection values available on the site
One-on-one training over the phone	Court specific procedures
Webinars	Questions related to filing codes

Desktop/Browser support	Court dates
Filing status	Changes to party information
Issues viewing stamped documents	Information about rejected filings beyond the rejection comments in the system
Financial reconciliation	Court portal/ Docket viewing
Internal errors	Court specific procedures for cancellations and refunds of accepted filings

Email Us: Efiling.Support@Tylertech.com Emails received during normal business hours are normally responded to within 24 hours, Monday - Friday between 7 am and 9 pm Central Time. Emails received after 9 pm Central Time or on a holiday will be responded to on the following business day.

Click Here to Chat With Us : Start a chat for immediate assistance, and one of our trained specialists will assist. Normal business hours are Monday - Friday, 8 am - 7 pm Central Time. (Holiday hours may vary)

Call Us: We are available Monday - Friday, 7 am - 9 pm Central Time. (Holiday hours may vary)

1.800.297.5377

Users are also encouraged to consult all the resources available on the EFS website's "Self Help" section, which contains user manuals, training materials and a knowledge base of troubleshooting questions and answers and other information. Additionally, there are many guides and resources available on the Judiciary's eFiling page at Electronic Filing | Vermont Judiciary This page includes division-specific guides for filing new and subsequent case filings in all different dockets.