



CARLOS B. LOPEZ

TRAVIS COUNTY CONSTABLE, PRECINCT FIVE

Travis County Constable Precinct 5 eFiling FAQs

Updated May 18, 2016

Who is providing the new District and County Courts eFiling system?

The Texas Office of Court Administration (OCA) is working with Tyler Technologies who was selected to be the unified E-Filing Service Provider (EFSP) for Texas appellate, district, county, municipal, probate and justice courts

Why did Travis County courts switch to eFiling in January 2014?

According to the order issued by the Texas Supreme Court (No. 12-9208), counties with a population of 500,000 or more are required to switch to eFiling by January 1, 2014. Smaller counties will follow on a staggered date schedule.

The District Clerk adopted the new web portal interface on November 19, 2013. The County Clerk's office switched over January 1, 2014.

What types of cases are required to be eFiled?

Civil/probate cases as well as Family Law cases are to be eFiled. Criminal Appeals was recently added.

Where can I go to eFile my case at no charge?

<https://eFile.TXCourts.gov>

What type of software is required?

The eFileTexas EFSP has a secure web-based interface. It is accessed through Internet Explorer (IE) 7 and above. Microsoft Silverlight must also be installed on your PC for the web portal to work correctly. You can get the software here if you are prompted: <http://www.microsoft.com/silverlight/>

The software interface has been rewritten in HTML5 to accommodate tablets and smartphone browsers. In addition, the Silverlight platform is being phased out. Google Chrome dropped support for it as of 9/1/2015, Mozilla Firefox is dropping support as of May 31, 2016 and Microsoft is dropping support with the transition to the new Edge browser in Windows 10.



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IE 11 and older IE browsers will still function with the Silverlight platform. The interface can be also be used with Safari for Mac. Check [here](#) for other browser versions compatibility.

For now, users will be directed to new URL and both platforms will run concurrently until statistics show that most users have migrated to the new interface, (<https://efile.txcourts.gov/ofswab>).

Do I have to use eFileTexas.gov EFSP?

If you are already using a different EFSP, you can continue to use them provided they are on the certified list found at eFileTexas.gov.

What if I don't have a computer?

The Travis County District Clerk has a computer kiosk available to allow you to eFile your case using the new web portal.

Is there help available to learn how to use the new system?

Constable 5 has staff available to help our customers navigate the new system. Tyler Technologies has training videos and "How To" documents available on line in PDF format.

How do I set up an account on the state website portal?

You can register as an individual or if several staff members will be using the account you can appoint an administrator and register your firm. You can add a list of authorized users or allow the users to self-register under one account. Each person will receive a confirming email that will allow them to complete the registration process. Be sure to whitelist *no-reply@efiletexas.gov* to receive the e-mails.

How much does it cost to eFile?

It is free to e-file, but standard court fees apply and you must create an account with a payment method in order to use the software - even if it is "waiver," an account which is not billed. Pro se cases are exempt from filing/court charges per the OCA contract and are considered waiver.

When am I actually charged for the eFiling?

Transaction charges are posted to your credit card when the documents are actually accepted by the court. However, credit cards are authorized when you initially submit the electronic filing.

Are there other costs?

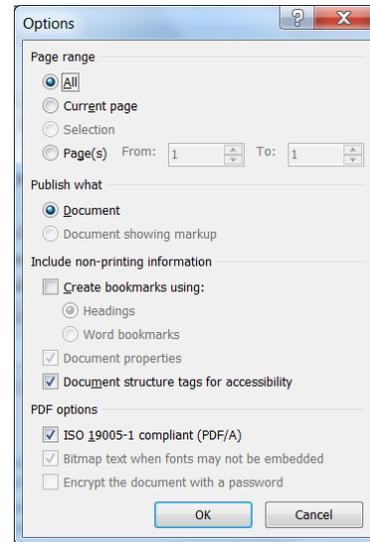
A credit card convenience fee is charged only if there are court costs, then there is a 3% fee. After January 2014, some courts implemented a \$2.00 integration cost recovery fee per transaction.



Do the documents I upload need to be in a certain format?

All documents should be converted to 300 dpi text-searchable Adobe .PDF or preferably PDF 1.4 (PDF/A) files before uploading. (PDF/A documents are an ISO recognized standard for saving/archiving court records so as to preserve the formatting of the document). Newer versions of Microsoft Office can save documents directly to the .PDF format under "Save as type: PDF (*.pdf)". You will still need to click on the Options button and select *ISO 19005-1 compliant PDF/A* from the PDF options choices before saving the document.

You can set up a template on many office copiers to scan directly to the searchable PDF/A format. There is also free software available on the web that allows you to convert your documents.



Is there a limit on the size of any single file that I can upload?

They should be no more than 25MB.

Are there certain requirements for naming the .PDF files that I upload?

Electronic document names cannot contain special characters and length is a max of 50 characters.

How do I represent a digital signature if I don't have a scanned signature file in the document?

Electronic signatures must contain "/s/" plus the typed name to make it a valid digital signature – i.e. "/s/John Q. Public" (without the quote marks).

The new system uses Envelopes as part of the process, what does that mean?

Think of this as a digital envelope which holds a maximum of 35 MB of case information. It is how the software collects each submission and multiple documents can be included in it. You can add and delete uploaded files until it is ready to be submitted to the Clerk's office. Submitted envelopes are assigned a number which is separate from the actual case/cause number. Previously this may have been called a Tracing Number. Other EFSPs might refer to an Envelope Number as the Booking Number.

It is also important to enter your office file reference number on the Reference Number line where you are uploading your documents to be able to later identify the files more easily.

What is a courtesy copy?

You can add email addresses for someone to receive an electronic copy of paperwork that carries the Clerk's official seal/stamp but is not counted as service. (Use a comma to separate multiple addresses.)



What is a preliminary copy?

You can add email addresses for someone to receive an electronic copy of paperwork as submitted to the Clerk's office *before* it has been stamped. (Use a comma to separate multiple addresses.)

What is a Case Information Sheet?

The Service Request Form is a cover sheet which summarizes your case information. It is now required by the District Clerk's office to help ensure that eFile details match the computer files. You can find a [Constable 5 customer-ready .pdf form](#) on our web site. It should be filled out and uploaded as an attachment rather than in front of the lead document. This will allow the filed paper to receive the official date stamp rather than the summary information form.

What issues might cause my eFile to be returned for correction by the District Clerk?

Common issues seen in the District Clerk's office are not selecting the Issuance Fees that accompany a paper, not providing a Case Information Sheet, not selecting the correct multiplier for the number of persons being served. A staff member may call you to go over missing information and confirm corrections.

If my case is returned does that mean that the file date stamp will be a later date?

No, the issue date is the original date the paper was received and that is what will be date stamped. In the case of papers eFiled on Saturday, Sunday or holidays - they will be date stamped the following business day, usually Monday.

How do I make sure that Constable 5 will serve my paper?

To request Constable 5, you must select "Service - Constable \$75" under the Filings page: Enter Filing Details > Optional Services dropdown display. Remember to add "Please use Constable Precinct 5" in the Filing Comments line. You do *not* check the Service checkbox beside the eFile checkbox if you want our deputy to serve your paper. Fill out the request as shown.



Highlight "Service – Constable \$75" under Optional Services (scroll down to locate)

Travis County - District Clerk - Account & Sworn Account

1 Case Information 2 Parties 3 Filings 4 Summary

Enter Filing Details

[Add Another Filing](#)

Select Filing Code*
Original Petition/Application (\$272.00) EFile

Filing Description

Reference Number

Firm client re-bill or case tracking #

Optional Services

- Issuance: Secretary Of State Citation (\$12.00)
- Issuance: Subpoena (\$8.00)
- Jury Demand (\$30.00)
- Service – Constable (\$75)**
- Service - District Clerk Certified Mail (\$70.00)
- Service Copies/Per Page *If printing is needed (\$0.10)

Selected Optional Services

- Service – Constable (\$75)

Documents

Lead Document*

Attachments

Case Information Sheet

Filing Comments

Courtesy Copies

Choose the fee multiplier number for how many defendants need to be served on this particular case and click OK.

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Case Information Sheet

Filing Comments

Courtesy Copies

Fee Multipliers

Service - Constable - Enter a Quantity



Add "Please use Constable Precinct 5 for Service" under Filing Comments.

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[Add Another Filing](#)

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Issuance: Subpoena (\$8.00)		
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Documents

Lead Document*

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Case Information Sheet

Filing Comments
Please use Constable Precinct 5 for Service

Courtesy Copies

This format pertains to the eFileTexas.gov EFSP. We can provide guide sheets that give an overview of how to enter a case and select Constable 5 as your service provider using other commercial vendor's software. Request a .PDF copy at efile-help@constable5.com.

If you need assistance, please call the Travis County Constable Precinct 5 office at 512-854-9100.

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