

## TOP TEN HELP DESK PROBLEMS

10. **SELECTING WRONG OR ALL PARTIES** – Select appropriate parties (i.e. filing Complaint against the Plaintiffs), holding Control key to select multiple roles ; avoid using “All Plaintiffs” or “All Defendants” unless filing for a group over 50 parties. If party listed more than once, select original role. In multi-defendant cases, select only your party.
9. **DESCRIBE EXHIBITS** – When attaching exhibits add specific descriptions (see [Administrative Procedures](#) for guidelines).

Category	Description	Description
Exhibit	A	A - Evidentiary hearing tra
Exhibit	B	B - Affidavit of Jed Johnson
Exhibit	C	C - Expert Report of Dr. Sr

The image shows two side-by-side tables illustrating exhibit descriptions. The left table, labeled 'Acceptable', shows generic descriptions 'A', 'B', and 'C'. The right table, labeled 'Better description', shows specific descriptions: 'A - Evidentiary hearing tra', 'B - Affidavit of Jed Johnson', and 'C - Expert Report of Dr. Sr'. Red arrows point from the labels to the respective tables.

8. **WRONG EVENT** – Choose most specific type of filing event. (Motion for Extension of Time v. Motion for Extension of Time to Answer)
7. **MOTIONS**
- Any request/petition seeking action by the court should be filed as a Motion.
  - Stipulations should be filed as Motions and “Stipulated” entered in text.
  - If requesting multiple or alternative reliefs, select all applicable motion types.
6. **FOLLOW INSTRUCTIONS** – Read each screen carefully, follow blue prompts.
5. **REVIEW INFORMTION BEFORE SUBMITTING** – Don’t submit filing until certain correct event selected, correct documents attached, and correct parties selected.
4. **APPEARANCES** – Must enter individual appearance at beginning of case. Must file Notice of Withdrawal or Request to be Removed from Service List if no longer on the case or no longer wish to receive notices.
3. **DOUBLE PAYMENT** – If prepay in the clerk’s office or completed the Pay.gov process during e-filing, do not complete Pay.gov process again, only enter receipt number.
2. **SEALED/REDACTED FILINGS** Sealed documents are filed with the Clerk’s Office (see [Local Rule 5-2](#)). Redacted versions should be filed *after* the Sealed version appears on the docket using the “Redacted Document” event. Link the redacted version to the sealed one.
1. **USE SEARCH OR CALL HELP DESK** – If unsure where to find the proper event, use the Search tab on the blue CM/ECF toolbar .Or else call the Clerk’s Office (801-524-6100) or Help Desk (801)524-6851 for guidance.

