

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).

The image shows two side-by-side screenshots of a web form. The left screenshot is labeled 'Acceptable' and shows a table with three rows. Each row has a dropdown menu set to 'Exhibit' and a text box containing a single letter (A, B, and C). The right screenshot is labeled 'Better description' and shows the same table structure, but the text boxes contain more detailed 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 screenshots.

| Category | Description |
|----------|-------------|
| Exhibit | A |
| Exhibit | B |
| Exhibit | C |

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

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. One attorney cannot enter an appearance for another. Must file Motion to Withdraw, 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 may be e-filed in civil cases per local rule DUCivR 5-3. A redacted version of the document must be filed first followed by the motion to for leave to file under seal and then the sealed filing using the event Sealed Document.
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) for guidance.

