



### **Technical Assistance & Sign-up**

Nebraska.gov Support

402-471-7810 OR 1-800-747-8177

[support@nebraska.gov](mailto:support@nebraska.gov)

### FAQ's

**Q: How do I sign up for eFiling?**

A: Go to <http://www.nebraska.gov/subscriber/> to locate the appropriate forms. If you are already a Nebraska.gov subscriber, click on Forms, and then click on Court E-Filing Request. Fax this form to Nebraska.gov. If you need to set up a subscription account download only the form next to the question "Not a Subscriber Yet?" and submit to Nebraska.gov.

**Q: When I provide Nebraska.gov with my ACH information, how will this affect billing for other services that I use, such as JUSTICE case searches?**

A: When you become an eFiler, your account is set up for direct debit in order to provide filing fees to the courts in a timely manner. Your Nebraska.gov billing will also become direct debit, however, you will continue to be charged for your other services on a monthly basis.

**Q: Is my bank account information safe?**

A: Yes, Nebraska Interactive, DBA Nebraska.gov is fully PCI/DSS compliant. All account information managed in our customer database is encrypted, and held on our secure servers.

**Q: Will I receive an invoice showing all filing fees paid monthly?**

A: No. Although your Nebraska.gov account is used, filing fees are transferred directly to the court, and as you are not charged for the service, these transactions do not appear on your invoice.

**Q: How can I track filing fees debited from my account and transferred to the court?**

A: Any user on your account can log in to view eFiling transaction history and search by date to get reports on what actions have been filed, and what fees have been paid.

**Q: Can we have one user name and password issued and shared by all members of a firm?**

A: No. User names and passwords are correlated with individual attorney names and bar numbers. The login ID used in eFiling a *new case* will become the attorney of record for the case in JUSTICE. (Subsequent filing logins have no affect on the attorney of record for the case.)

**Q: What if I currently do not have the ability to convert a Word document to PDF?**

A: There are many free software applications available for download on the Internet. Installing and using a PDF converter takes only minutes.

**Q: Can I eFile actions on cases that were not originally filed electronically?**

A: Yes.

**Q: When is my filing available through the JUSTICE case search?**

A: Once filings are accepted by the clerk, the images are available the same business day.