

Hamilton County Office of the Juvenile Court Clerk

Hamilton County Juvenile Court/ Main Division & Child Support Division

Pro-Se e-Filing Instructions for the e-File It Portal Website

This is for use by Pro-Se Litigants representing themselves and for clients who may have an attorney but want to file documents themselves

A Pro-Se Litigant is a party to a case representing themselves in court without the assistance of an attorney. **A Pro-Se Litigant is required by the Hamilton County Local Rules for e-Filing (Part 11) to physically come to the Hamilton County Office of the Juvenile Court Clerk and complete the Notice of Association Form and show a valid ID to identify and confirm your identity for the case you wish to e-File in the appropriate court. Once this is completed, you will be able to e-File documents on the website for your case.**

For matters at the Hamilton County Juvenile Court:

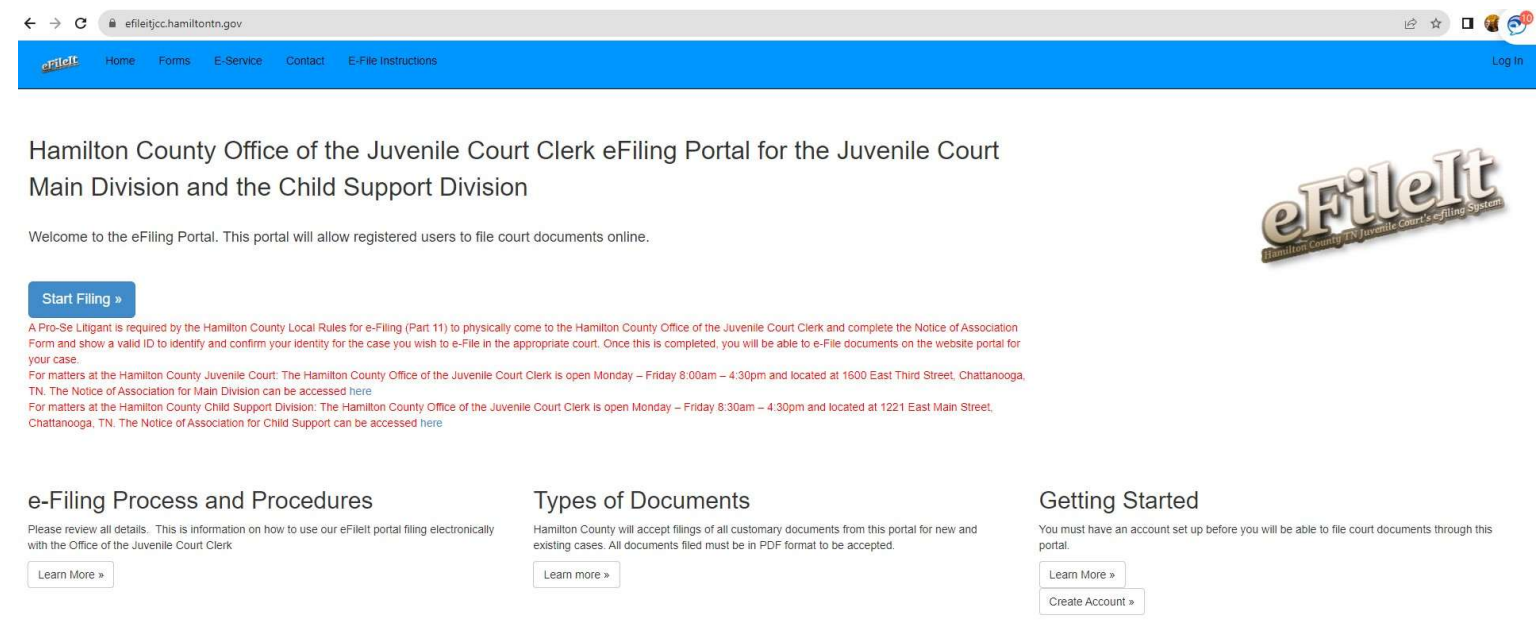
The Hamilton County Office of the Juvenile Court Clerk is open Monday – Friday 8:00am – 4:30pm and located at 1600 East Third Street, Chattanooga, TN.

For matters at the Hamilton County Child Support Division:

The Hamilton County Office of the Juvenile Court Clerk is open Monday – Friday 8:30am – 4:30pm and located at 1221 East Main Street, Chattanooga, TN.

Create an account to become a Registered User as a Pro-Se Litigant:

Go to the website: efileitjcc.hamiltontn.gov



The screenshot shows the homepage of the eFileIt portal. At the top, there is a navigation bar with the eFileIt logo and links for Home, Forms, E-Service, Contact, and E-File Instructions. A 'Log In' link is also present. The main content area features a heading: 'Hamilton County Office of the Juvenile Court Clerk eFiling Portal for the Juvenile Court Main Division and the Child Support Division'. Below this is a welcome message: 'Welcome to the eFiling Portal. This portal will allow registered users to file court documents online.' A prominent blue button labeled 'Start Filing »' is displayed. A paragraph of text explains that a Pro-Se Litigant must physically appear at the court to complete a Notice of Association Form and show a valid ID. It also provides specific instructions for the Juvenile Court (1600 East Third Street) and Child Support Division (1221 East Main Street). The page is organized into three columns: 'e-Filing Process and Procedures', 'Types of Documents', and 'Getting Started'. Each column contains a brief description and a 'Learn More »' button. The 'Getting Started' column also includes a 'Create Account »' button. The footer contains the copyright notice: '© 2023 - Hamilton County Office of the Juvenile Court Clerk'.

- You can create your account by either clicking on the “Create Account” button under the Getting Started column, or you can simply click on the blue “Start Filing” button and then click on the “Create Account” button
- This will bring you to the Register screen

The screenshot shows a web browser window with the URL efileitcc.hamiltontn.gov/OnlineRegistration.aspx. The page title is "Register for eFiling with eFileIt". Below the title, there is a navigation menu with links for Home, Forms, E-Service, Contact, and E-File Instructions. The main content area is titled "Register for eFiling with eFileIt" and includes a sub-header "Please Select Account Type" with two buttons: "Attorney" and "Pro-Se Litigants (Clients filing documents or representing themselves)". The "Pro-Se Litigants" button is selected. Below this, there are several input fields: "Name", "Law Office", "Email" (with the value "Rvwheeler@hamiltontn.gov"), "Confirm Email", "Password" (with masked characters), and "Confirm password". There is also a checkbox for "I'm not a robot" with a CAPTCHA image. A red error message states "An account type must be selected before registering." and a "Register" button is at the bottom.

- Please click on the Account Type button “ Pro-Se Litigants(Clients filing documents or representing themselves)
- Enter your name, email address, confirm your email address, create a password (must be a minimum of 4 characters long), and confirm your password
- Click on the “I’m not a robot box”
- Click on “Register” button
- You will see this screen showing your registration is complete



kelseyp97@att.net
 Your account has been created. Click [here](#) to login

- You will also receive an email showing that you have registered your user account. Both will have the “Click here” to login. Click on “here” and this will bring you to your login screen.
- The Log in screen looks like this

Please log in with credentials supplied by Hamilton County Juvenile Court.

UserName

Password

[Forgot Username or Password?](#)

If you do not have an account, create an account now to start eFiling with eFileIt.

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**** Remember that you must physically come into the Clerk’s office and complete the Notice of Association form. Your user account will not allow you to submit an e-Filing until you have physically come into the Clerk’s office to confirm your identity and your user account is tied to your case.**

Costs to e-File with our e-File It Website: Annual Subscription or per e-filing

- You may elect to pay the \$5.00 fee per electronic filing. One electronic filing can be uploading and submitting 1 or more documents as long as they are all pertaining to the same one case.
- The maximum amount charged total on e-Filing fees is \$50.00 per case. A case is per docket / petition number. **This does not cover or include any fees associated with the documents you are electronically filing.**
- Annual subscription can be purchased and cost is \$300.00. This allows you to file unlimited e-Filings at both courts – Juvenile Court and Child Support Division. Your annual subscription timeframe runs for 12 consecutive months from the date you pay. You will receive a reminder notification 30 days prior to remind you to renew or it will expire.

Filing documents through the e-File It Portal:

Helpful Reminders:

- Before filing electronic documents, make sure you have all pertinent case information for the juvenile to file the document on a new case. If you are filing documents for an existing case, you must know the petition and/or the docket number for that case.
- All documents filed electronically must be filed and accepted **1 full business day** prior to the hearing date for that case; this does not include weekend days or holidays. Please see the listing for all holidays taken under Hamilton County in the “contact tab” for reference.
- All filings the day of a hearing date, or filings containing color photographs and/or color documents must be filed in person in the Clerk’s office.
- All motion documents filed electronically must have the motion hearing date filled in on the document. Please be sure to include the correct petition/docket number(s)

Motions to be heard at Juvenile Court – Main Division

All motions are heard on Wednesday mornings at 8:30am.

Before e-Filing your Motion document, you will need to call the Clerk’s office to request the correct date you should enter on the Motion document.

Motions to be heard at Child Support Division

Motions will be heard every Tuesday at 8:30 a.m. Motions filed by 4:30 p.m. on Monday will be called the following Tuesday.

Before e-Filing your Motion document, you will need to call the Clerk’s office to request the correct date you should enter on the Motion document.

Subpoenas

Subpoenas - When e-Filing multiple Subpoenas, you must upload each Subpoena as a separate individual “.pdf” document as each one incurs a \$6.00 charge.

Types of Documents that can be filed:

- Hamilton County will accept most all customary documents filed at the Juvenile Court and Child Support Division
- ALL electronic documents must be in the “.pdf” format
- ALL electronic documents filed must be in black and white. No color documents will be allowed.
- Color photographs will not be accepted through e-Filing and must be submitted in court at the hearing or filed in person with the Clerk’s office.
- When filing an electronic document, you will have a listing of types of documents to select from in the drop down menu to identify the document you are filing electronically. You will also be able to see any associated fee with this document.
- If you submit your own styled petition for a custody matter, you must also print off the “Custody Petition Information Sheet” which can be found in the Forms tab on the e-File It website. This must be completed to the fullest extent possible, and make this the LAST PAGE of your petition .pdf document.
- There is an option for “Other” to select. This will have a free form text for you to name the document you are filing. This option is only for those documents that you customarily file and have no associated fee.
- ALL documents electronically filed must be from the original paper document converted as a “.pdf” version for electronic submission. This is not to be taken from a captured picture of the paper document and then converted to the “.pdf” format.

Instructions to e-File a document(s):

- On the home screen, click on the blue button “Start Filing”
- Enter your Username and password, and click “Log in”
- This screen will appear

1. Provide Document Information

Select New or Existing Case:

New Existing

Enter Docket or Petition Numbers: (Enter ALL Docket/Petition Numbers listed on your paperwork.)

Please select court where matter is heard:

Select Court

Child's Name: (Oldest child if filing on multiple children)

Please select a document type:

Select Document Type

Other Document Type:

2. Drop or Select PDF Document

Only "Text-Searchable" pdf documents will be accepted.

Select or Drop Documents to be Uploaded:

Choose A File

or drop file(s) here

Enter Re-Submission Code if this is a resubmitted document:

You must click the green 'Add Documents to List' Button before clicking the 'Submit Documents' button

Add Document To List

Document List:

--

of Documents To Upload

3. Submit Documents

You will receive a confirmation number and email once your document has been received. You will also receive an email when your document has been accepted.

Total Charges:

Type of Charge	Amount
Filing Fee	0.00
eFiling Fee	0.00
Total Charge	0.00

Submit Documents

- Select if this is a "New" or "Existing" case
 - ** For an existing case, make sure you know all docket/petition numbers associated for the eFiling. Enter the number(s) in the box below and separate multiple numbers with a coma (,).
- In the drop down box , Select the correct court where this matter is being heard: Juvenile Court or Child Support Court
- Enter Childs full name (**remember for Main division e-filings that are on multiple children/siblings, enter the oldest child's name**)
- Select the document type
 - ** You will notice there is a difference in the selection of document types to pick from depending on which court you select in the drop down

Document types for Pro-Se Litigants filing at Juvenile Court:

Hamilton County e-Filing Portal x +

efilejcc.hamiltontn.gov/eFileDocument.aspx

Home File Documents Case History Account History Forms E-Service Contact E-File Instructions Subscriptions Welcome ProSe Rhonda - Log Out

1. Provide Document Information

Enter Docket or Petition Numbers: (Enter ALL Docket /Petition Numbers listed on your paperwork)

Please select court where matter is heard:

Juvenile Court

Child's Name: (Oldest child if filing on multiple children)

Please select a document type:

Select Document Type

- Select Document Type
- Appeal
- Petition/Counter Petition
- Subpoena/Subpoena duces tecum
- Request for Judicial Review
- Other
- Service Return
- Request for Copy of Hearing on CD
- Answer With Counter Petition**
- Answer/Response
- Amended Petition
- Motion
- Summons

2. Drop or Select PDF Document

Only "Text-Searchable" pdf documents will be accepted.

Select or Drop Documents to be Uploaded:

Choose A File

or drop file(s) here

Enter Re-Submission Code if this is a resubmitted document:

You must click the green 'Add Documents to List' Button before clicking the 'Submit Documents' button

Add Document To List

Document List:

of Documents To Upload

3. Submit Documents

You will receive a confirmation number and email once your document has been received.
You will also receive an email when your document has been accepted.

Total Charges:

Type of Charge	Amount
Filing Fee	0.00
eFiling Fee	0.00
Total Charge	0.00

Submit Documents

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**** Remember, If you submit your own styled petition for a custody matter, you must also print off the “Custody Petition Information Sheet” found in the Forms tab for Main Division Forms. Complete it to the fullest extent possible, and make this the LAST PAGE of your petition .pdf document.****

Document types for Pro-Se Litigants filing at Child Support Court:

Hamilton County e-Filing Portal

eFileItcc.hamiltontn.gov/eFileDocument.aspx

Home File Documents Case History Account History Forms E-Service Contact E-File Instructions Subscriptions

Welcome ProSe Rhonda - Log Out

1. Provide Document Information

Enter Docket or Petition Numbers: (Enter ALL Docket /Petition Numbers listed on your paperwork.)

Please select court where matter is heard:
Child Support Court

Petitioner vs. Respondent

Please select a document type:
Select Document Type

- Amended Petition
- Answer
- Motion
- Motion to Continue
- Order
- Other
- Petition for Contempt
- Petition for Modification of Child Support Order
- Petition to Enforce a Foreign Judgement
- Petition to Establish Parentage
- Petition to Set Support
- Post-judgment Orders
- Post-judgment Request - Motion for Purge Reduction/Suspended Sentence/ Early Release
- Post-judgment Request - Pleas/Motions
- Post-judgment Request- Garnishment
- Request for Copy of Hearing on CD
- Request for Judicial Review
- Service Return
- Subpoena/Subpoena duces tecum
- Summons

2. Drop or Select PDF Document

Only "Text-Searchable" pdf documents will be accepted.

Select or Drop Documents to be Uploaded:

Choose A File

or drop file(s) here

Enter Re-Submission Code if this is a resubmitted document:

You must click the green 'Add Documents to List' Button before clicking the 'Submit Documents' button

Add Document To List

Document List:

of Documents To Upload

3. Submit Documents

You will receive a confirmation number and email once your document has been received. You will also receive an email when your document has been accepted.

Total Charges:

Type of Charge	Amount
Filing Fee	0.00
eFiling Fee	0.00
Total Charge	0.00

Submit Documents

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- If these document type selections in the drop down listing do not apply to the document you are e-Filing, please select the document type “Other”
- Enter the full name of the document in the free form text below

**** Remember, If you submit your own styled petition for a custody matter, you must also print off the “NON IV-D Info Sheet” found in the Forms tab for Child Support Forms. Complete it to the fullest extent possible, and make this the LAST PAGE of your petition .pdf document. ****

- Click on the red button “choose a file”. This will take you to your computer’s file directory so you can select your document. **Please remember this must be a “.pdf” document that is in black and white (no color documents, photos of documents, or photos).**
- Once you have clicked on “open” in your file directory (or you can drag and drop a document to the grid box) the document will show in the list.

1. Provide Document Information

Select New or Existing Case:

Enter Docket or Petition Numbers: (Enter ALL Docket /Petition Numbers listed on your paperwork.)

Please select court where matter is heard:

Petitioner vs. Respondent

Please select a document type:

2. Drop or Select PDF Document

Only "Text-Searchable" pdf documents will be accepted.
 Select or Drop Documents to be Uploaded:

or drop file(s) here

Enter Re-Submission Code if this is a resubmitted document:

You must click the green 'Add Documents to List' Button before clicking the 'Submit Documents' button

Document List:

of Documents To Upload

3. Submit Documents

You will receive a confirmation number and email once your document has been received. You will also receive an email when your document has been accepted.

Total Charges:	
Type of Charge	Amount
Filing Fee	0.00
eFiling Fee	0.00
Total Charge	0.00

**** At this point, if you have additional documents for your case to upload, you will simply go back to step 1 and only change the “document type” information. Then you can click on the red button again “Choose a File” and upload the additional document(s).**

- Once you have your document(s) in the listing, you will click on the green button “Add Document to List”

← → C efileitjcc.hamiltontn.gov/eFileDocument.aspx

Home File Documents Case History Account History Forms E-Service Contact E-File Instructions Subscriptions Welcome ProSe Rhonda

1. Provide Document Information

Select New or Existing Case:

Enter Docket or Petition Numbers: (Enter ALL Docket /Petition Numbers listed on your paperwork)

Please select court where matter is heard:

Child's Name: (Oldest child if filing on multiple children)

Please select a document type:

Other Document Type:

2. Drop or Select PDF Document

Only "Text-Searchable" pdf documents will be accepted.

Select or Drop Documents to be Uploaded:

or drop file(s) here

Enter Re-Submission Code if this is a resubmitted document:

You must click the green 'Add Documents to List' Button before clicking the 'Submit Documents' button

Document List:

	New/Existing Case	Court	Document Type	Name	Docket Charge	OrigFile Name	Attorney/Res. Type	Res. Code
Remove	New	Juvenile Court	Petition/Counter Petition	Jane Doe	99100 104.00	Test petition.pdf	ProSe	

of Documents To Upload

3. Submit Documents



You will receive a confirmation number and email once your document has been received. You will also receive an email when your document has been accepted.

Total Charges:

Type of Charge	Amount
Filing Fee	104.00
eFiling Fee	5.00
Total Charge	109.00

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- You will now see your screen complete with all the information you have given, the documents added to the list grid on the right of the screen, and all charges for this eFiling
- Remember to review everything before you click “Submit Documents”. You will notice if you need to remove a document from the list, you have the ability to do so. Once you are certain everything is correct, click on “Submit Documents”.
- You will now see the Lexis Nexis secure screen to enter your payment information

Agency Amount		\$109.00
Billing Address		
Address Type		
<input checked="" type="radio"/> Domestic (US and Puerto Rico) <input type="radio"/> Military (APO/FPO) <input type="radio"/> International (including Canada, Mexico)		
Billing First Name*	<input type="text"/>	
Billing Last Name*	<input type="text"/>	
Billing Zip Code*	<input type="text"/>	
Billing Address Line1*	<input type="text"/>	
Billing Address Line2	<input type="text"/>	
Billing City*	<input type="text"/>	
Billing State*	AL <input type="button" value="v"/>	
E-mail*	<input type="text"/>	
Confirm E-mail*	<input type="text"/>	
Phone Number*	<input type="text" value="(999) 999-9999"/>	
<input type="button" value="Previous Page"/>		
Payment Information		
Payment Type		
<input checked="" type="radio"/> Card <input type="radio"/> Personal Check <input type="radio"/> Business Check		
Card Number*	<input type="text"/>	
Expiration Month*	<input type="text" value="v"/>	
Expiration Year*	<input type="text" value="v"/>	
Security Code*	<input type="text"/>	
We've provided this sample credit card to assist you in finding the security code.		
		
<input type="checkbox"/> I'm not a robot 		
<input type="button" value="Continue"/>		

- Enter all pertinent information and click on “Continue”
**Please note you have the options to pay by Credit Card, Personal Check, and Business Check.
- You will see the final payment screen

Agency Amount	\$109.00
LexisNexis Service Fee	\$2.61
Total Amount	\$111.61

Billing Address	
Billing First Name	Kristie
Billing Last Name	McGowan
Billing Zip Code	[REDACTED]
Billing Address Line1	[REDACTED]
Billing Address Line2	[REDACTED]
Billing City	[REDACTED]
Billing State	[REDACTED]
Billing Country	United States of America
E-mail	kristiem@hamiltontn.gov
Phone Number	[REDACTED]

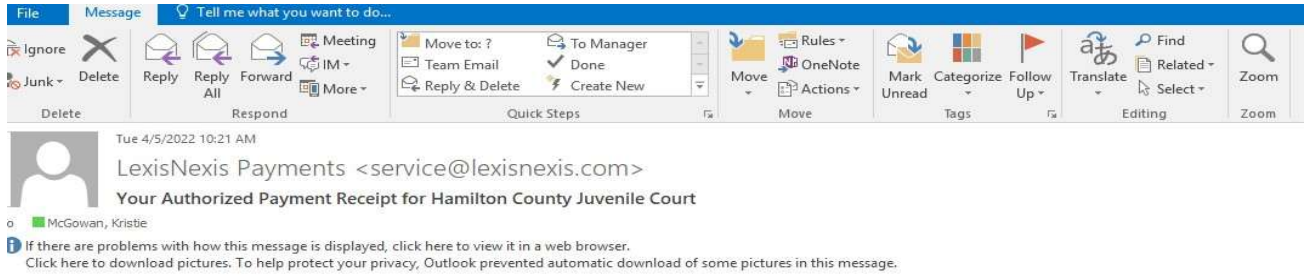
Payment Information	
Credit Card	
Card Number	***** (MASTERCARD)
Expiration Date	05/2025
Payment Authorization	
Total Amount	\$111.61
Acknowledgment	
<input type="checkbox"/> By checking this box, I am authorizing the payment of the bill amount plus the LexisNexis Service Fee.	

- Once you have reviewed the information, click the “check box” for the Acknowledgment and click on “Pay Now”
- You will now see the final screen with this wording in “red” on the right

eFileIt
Welcome Kristie McGowan - Log Out

<p>Child's Name: <input type="text"/></p> <p>Select New or Existing Case: <input type="button" value="New"/> <input type="button" value="Existing"/></p> <p>Enter Docket or Petition Numbers separated by commas: <input type="text"/></p> <p>Please select court where matter is heard: <input type="text" value="Select Court"/></p> <p>Please select a document type: <input type="text"/></p> <p>Other Document Type: <input type="text"/></p>	<div style="border: 1px dashed gray; padding: 10px; margin-bottom: 10px;"> Choose A File or drop file(s) here </div> <input type="button" value="Add Document To List"/>	<p>Document List: <div style="border: 1px solid gray; height: 40px; width: 100%;"></div></p> <p># of Documents To Upload <input type="text"/></p> <div style="background-color: yellow; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">Total Charges:</th> </tr> <tr> <th>Type of Charge</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Filing Fee</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>eFiling Fee</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Total Charge</td> <td style="text-align: right;">0.00</td> </tr> </tbody> </table> </div> <p>Enter Re-Submission Code if this is a resubmitted document. <input type="text"/></p> <p style="text-align: center; color: blue; font-size: small;">Eliminate eFiling Fees. Buy Yearly Subscription</p> <p style="text-align: center; color: red; font-weight: bold;">Documents submitted successfully.</p> <p style="text-align: center; color: red; font-weight: bold;">Total amount charged: 111.61</p> <p style="text-align: center; color: red; font-weight: bold;">LexisNexis Confirmation ID: 200065880</p> <p style="text-align: center;"> <input type="button" value="View Order Summary"/> <input type="button" value="File Another Document"/> </p>	Total Charges:		Type of Charge	Amount	Filing Fee	0.00	eFiling Fee	0.00	Total Charge	0.00
Total Charges:												
Type of Charge	Amount											
Filing Fee	0.00											
eFiling Fee	0.00											
Total Charge	0.00											

- You will receive your receipt via email from Lexis Nexis showing your payment for the charges



**Hamilton County Juvenile Court
Receipt**

Payment Date: 04/05/2022 10:20 AM EST **Payment Status:** AUTHORIZED
Confirmation Number: 200065880
Payment Method: Credit Card (MASTERCARD) *****0248

Bill To
 Kristie McGowan
 [Redacted Address]

Payment Towards:	Juvenile eFile	Amount:	\$104.00
FilingDesc:	Jocelyn Steen 300417		

Payment Towards:	Filing Fee Add-On Amount:	\$5.00
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Agency Amount:	\$109.00
LexisNexis Service Fee:	\$2.61
Total Amount:	\$111.61

Your payment was made through paymentsolutions.lexisnexis.com, one of the LexisNexis VitalChek Network Inc. portals.

For AGENCY NAME support, please send an email to: @hamiltonn.go

- You will receive a confirmation email from the e-File It portal stating that your documents are received and will be processed
- Once your e-Filing is processed, you will receive another confirmation email stating the e-Filing is approved and will provide a link for you to click on to see the processed document(s).

- If the e-Filing is rejected, you will receive an email explaining the reason for the rejection and instructions to resubmit the documents within 48 hours. If monies were paid, you will receive a Resubmission code to enter on the filing screen so monies will not be charged again.

efileitjcc.hamiltontn.gov/eFileDocument.aspx

Home File Documents Case History Account History Forms E-Service Contact E-File Instructions Subscriptions Welcome ProSe Rhonda

1. Provide Document Information

Select New or Existing Case:

Enter Docket or Petition Numbers: (Enter ALL Docket/Petition Numbers listed on your paperwork.)

Please select court where matter is heard:

Child's Name: (Oldest child if filing on multiple children)

Please select a document type:

Other Document Type:

2. Drop or Select PDF Document

Only "Text-Searchable" pdf documents will be accepted.
 Select or Drop Documents to be Uploaded:

or drop file(s) here

Enter Re-Submission Code if this is a resubmitted document:

You must click the green 'Add Documents to List' Button before clicking the 'Submit Documents' button

3. Submit Documents

You will receive a confirmation number and email once your document has been received. You will also receive an email when your document has been accepted.

Total Charges:

Type of Charge	Amount
Filing Fee	104.00
eFiling Fee	5.00
Total Charge	109.00

Document List:

	New/Existing Case	Court	Document Type	Name	Docket	Charge	OrigFileName	Attorney Type	Res. Code
Remove	New	Juvenile Court	Petition/Counter Petition	Jane Doe	99100	104.00	Test petition.pdf	ProSe	

of Documents To Upload

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Troubleshooting:

- If you have any general questions/ concerns, please email those to efileit@hamiltontn.gov
- If you need help on using the e-File It Portal, please call Kristie McGowan or Kameron Vaughan during normal business hours at (423) 209-5250.