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CHAPTER 1: COMMON BUSINESS RULES AND PROCESSES

1.1 METHOD OF E-FILING

There are three processes by which an e-filer can e-file.

1. E-File on an existing case that they can see by searching the database for the case
2. E-File on an existing case that they cannot see because of security restrictions
3. E-File an initiating document on a case that does not yet exist.

Normally, the e-filer will file a document, but they may also make payments accompanying the document, or just make a payment that is associated with a docket entry.

1.2 TYPES OF E-FILERS

The following parties/attorneys may e-file, however, these roles and their permissions are configurable and can be changed.

- VI Bar Members
- Pro Hac Vice Attorneys
- Pro Se Parties
- Case Participants
- Committee of Bar Examiners
- Court Reporter/Transcriber
- Superior Court Clerks
- Bar Applicants

1.2.1 VI Bar Members

All VI Bar Members are required to e-file on all cases (and all case types) unless the court orders otherwise. Each attorney must request to become an e-filer and take the test, whereupon the clerk will either accept or deny their request.

1.2.2 Pro Hac Vice Attorneys

Pro hac vice attorneys are allowed to e-file only on cases on which they are an attorney of record. If the *pro hac vice* attorney is not currently an e-filer, that person must aply to be an e-filer and specifically list the case (and C-Track needs to make sure that it is a valid case), then take the test.

1.2.3 Pro Se Parties

Pro se parties may e-file only on cases where they are listed as a *pro se* party. If the *pro se* party is not currently an e-filer, that person must apply to be an e-filer and specifically list the case (and C-Track needs to check to make sure it's a valid case), then take the test. If it's a new appeal, they must list the Superior Court case or state that it's an original proceeding. *Pro se* parties are only allowed to file on cases on which they are a *pro se* party, or an Initiating Document.

Represented Parties cannot file on a case.

1.2.4 Case Participants

Case participants may register as an e-filer and may e-file on a case if they are designated as a participant on that case. The only exception is if they are a Participant type of "Other". Law Firms, a valid Participant Type, are not allowed to be e-filers. Valid Participant Types (at this time) are:

- Amicus Curiae

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- Guardian Ad Litem
- Mediator
- Associated Attorney
- Committee Chairperson
- Executive Director of VI Bar Association
- President of the VI Bar Association

1.2.5 Committee of Bar Examiners

This consists of two persons who officiate on the Committee of Bar Examiners and file documents on bar cases. They are allowed to e-file on all cases

1.2.6 Court Reporters/Transcribers

Court Reporters and Transcribers may file specific documents on cases as long as they are designated as a participant on the case with a role of either “Official Court Reporter” or “Transcriber”.

1.2.7 Superior Court Clerks

Superior Court Clerks may e-file either new cases or on existing cases. Supreme Court Clerks will add Superior Court Clerks as e-filers. They don’t need to take the test. Superior Court Clerks may file specific documents on cases even if they are not designated as a participant on the case.

1.2.8 Bar Applicants

Bar Applicants will be on the case with a Party Role of “Applicant”.

1.3 CONFIDENTIAL CASES, SEALED, AND CLOSED CASES

No person can e-file on a case that is closed.

If documents are marked as “not public” by the clerk, these documents will not be visible to the public, nor to any e-filers on the case.

If a case is confidential (**Confidential** flag is checked), the case and its documents will be visible to any e-filers who are a party/participant/attorney on that case (see chart below).

If a case is sealed, (Sealed Flag is checked - new case header details field), the case is not visible to any e-filer, although the e-filer can file an approved document on that case. Court rules state that service must be made through traditional means. E-service will consist of an email with no link to the document and that the email does not constitute service. The sealed status on a case does not affect the clerks’ ability to see and edit the case. When an e-filing is on a sealed case, all of the documents will NOT be publicly viewable. If the filing is a case that is not sealed, then all the documents WILL be publicly viewable.

Below is a summary of the e-filer role and case type security. The security roles and components will be configurable; similar to regular C-Track user configuration. The table below provides the basic security requirements for when the system goes into production.

No rules are changed for the public access - this table is for e-filers only.

Bar Matters cases fall under the category of Confidential Cases which is determined by whether the **Confidential** flag is checked on the case.

E-Filer Type		Public Cases	Confidential Cases	Sealed Cases
VI Bar Member	View	All cases	Must be an attorney of record	Cannot see the case
	E-File	All cases	All cases	All cases
Pro Hac Vice Attorney	View	All cases	Must be an attorney of record	Cannot see the case
	E-File	Must be an attorney of record	Must be an attorney of record	Must be an attorney of record
Pro Se Party	View	All cases	Must be a *pro se* party on the case	Cannot see the case
	E-File	Must be a *pro se* party on the case	Must be a *pro se* party on the case	Must be a *pro se* party on the case
Superior Court Clerk	View	All cases	All cases	Cannot see the case
	E-File	All cases	All cases	All cases
Case Participants	View	All cases	Must be a participant on the case	Cannot see the case
	E-File	Must be a participant on the case	Must be a participant on the case	Must be a participant on the case
Committee of Bar Examiners	View	All cases	All cases	Cannot see the case
	E-File	All cases	All cases	All cases
Court Reporter/ Transcriber	View	All cases	Must be a participant on the case	Cannot see the case
	E-File	Must be a participant on the case	Must be a participant on the case	Must be a participant on the case
Bar Applicant	View	All cases	Must be a party on the case	Cannot see the case
	E-File	Must be a party on the case	Must be a party on the case	Must be a party on the case

The docket entries that can be filed by each e-filer type whether they are on or not on the case is configurable. An e-filer can file a document on a case that s/he does not have permission to see.

1.4 E-FILING ON NEW CASES

Appeals of Superior Court cases are filed in the Supreme Court. Should the case be inadvertently filed in the Superior Court, the Superior Court Clerk will then e-file the initiating documents with the Supreme Court. The Supreme Court Clerk will check to assure that the initiating documents have not already been e-filed and the case created.

There are special screens to allow the user to e-file a document that is the initiating document on a new case. See Section 5.6 E-Filing a Document for a New Case. The e-filer submits the document and the clerk will either accept or reject the document. If the document is accepted, the clerk will create the case and associate the case to the e-filing.

1.5 ATTORNEY ANNUAL REGISTRATION

All members of the Virgin Islands Bar Association, with the exception of pro hac vice admitted attorneys are required to register as an e-filer with the Virgin Islands Supreme Court electronic Filing System ("VISCEFS"), even if they do not have a case pending before the Supreme Court. Therefore, consistent with VISCR 40, all ARS must be filed electronically through the Virgin Islands VISCEFS, unless the user has been granted an exemption from electronic filing or is a pro hac vice admitted attorney.

1.6 UPLOADING DOCUMENTS

Multiple documents may be uploaded with one e-filing. C-Track will accept MS Word, WordPerfect, JPG, and TIFF files in addition to PDF, but no other file types, and C-Track will convert all non-PDF files to PDF format.

The maximum file size is 25Mb for each document in the submittal.

All documents will be file-stamped with a watermark with the date and time the e-filing was submitted to the court.

1.7 FEE TYPES

Docket entries are either associated with fees or not. If they are associated with fees, all the Fee Types and their amounts will show in a dropdown value, but allow the user to change the amount if needed and also to select multiple fees for a single docket entry. Below are the current Fee Types, but these are configurable.

E-Filing Fee Type	Fee Amount
Docketing Fee	$105.00
Filing of an Application for Pro Hac Vice Admission to the Virgin Islands Bar	$100.00
Filing of an Application for Regular Admission to the Virgin Islands Bar	$75.00
Petition for Reinstatement	$200.00
Certificate of Good Standing	$25.00
Other Fee	
Attorney Registration Annual Assessment (January 1 to February 1 of the filing year)	$50.00
Attorney Registration Annual Assessment Late Fee (February 2 to March 1 of the filing year)	$150.00

The “Other Fee” category allows the user to designate the amount of the fee.

1.8 E-PAYMENT

Payments of filing fees may be on specified case filings. C-Track will use a credit card processor online payment gateway. Once the e-filer submits the documents, if the filer wants to pay a filing fee , C-Track sends the payment information to credit card processor and when the payment is successful, returns a Transaction ID to C-Track, otherwise returns an error message.

1.9 RECORDING E-PAYMENTS IN C-TRACK AS CASE FEES

For each E-Filing, a corresponding docket entry will be created that contains the specific e-filing Fee Type(s) and an invoice and receipt will be added using the Case Fees function in C-Track with a generic Case Fee Type for that group of fees. This information is configurable and can be changed as necessary.

Docket Entry Type	Docket Entry Subtype	Case Fee Type
Initiating Document	Application for Regular Admissions	Application for Regular Admissions
Initiating Document	Application for Pro Hac Vice Admissions	Application for Pro Hac Vice Admission
Petition	Petition for Member Reinstatement from Suspension	Attorney Admissions Fee- Reinstatement
Bar Response	Attorney Request for Certificate of Good Standing	Attorney Admissions Fee – Certificate of Good Standing

Docket Entry Type	Docket Entry Subtype	Case Fee Type
Initiating Document	Notice of Appeal	Appeal Docketing Fee
Initiating Document	Writ of Habeas Corpus	Appeal Docketing Fee
Initiating Document	Writ of Mandamus	Appeal Docketing Fee
Initiating Document	Extraordinary Writ	Appeal Docketing Fee
Bar Initiating Document	Annual Registration Statement	Attorney Registration Annual Assessment

The fees equate this way:

E-Filing Fee Type	Fee Amount	Case Fee Type
Docketing Fee	$105.00	Application for Regular Admissions
Filing of an Application for Pro Hac Vice Admission to the Virgin Islands Bar	$100.00	Application for Pro Hac Vice Admission
Filing of an Application for Regular Admission to the Virgin Islands Bar	$75.00	Attorney Admissions Fee- Reinstatement
Petition for Reinstatement	$200.00	Attorney Admissions Fee - Certificate of Good Standing
Certificate of Good Standing	$25.00	Appeal Docketing Fee
Other Fee	N/A	Other Fee
Attorney Registration Annual Assessment	$50.00	Attorney Registration Annual Assessment
Attorney Registration Annual Assessment Late Fee	$150.00	Attorney Registration Annual Assessment

1.10 STATUSES AND STATE CHANGES

E-Filings, E-Filed Documents, Emails, and E-Filers all have statuses.

1.10.1 E-Filing Statuses

E-Filings change status as they go through the submission process. Below are the statuses.

	Status
1	Draft
2	Submitted
3	Approved
4	Rejected
5	Error

1.10.2 E-Filing Document Statuses

Document statuses change during the submission, conversion, and watermarking process.

	Status
1	Pending Submission
2	Pending Conversion
3	Pending Approval

	Status
4	Error
5	Active

1.10.3 E-Filer User Statuses

A person applying to be an E-Filer goes through the status changes below.

	Status
1	Before Test
2	Pending
3	Approved
4	Rejected

If the person re-applies after being rejected, a new record is created for them.

1.10.4 E-Filing Mail Statuses

Typically C-Track automatically sends out email notifications, however the clerk may want to resend and email to an e-filer. If the system can't connect to the email server, the status will be set to "Error". When a clerk resends an email, the status is set to "Pending".

	Status
1	Error
2	Pending
3	Sent

1.10.5 E-Filing Processes, Status Changes and Notifications

	Status	User Status	E-Filing Status	Document Status	Email Sent (Subject Line)
1	Person fills out personal contact information and saves	Before Test			
2	User passes the test	Pending			
3	Clerk approves e-filer request	Approved			Access Request Approved
4	Clerk rejects e-filer request	Rejected			Access Request Rejected
5	User forgot password and requests new				Password Reset
6	E-Filer creates and save e-filing information		Draft		
7	E-Filer uploads document to draft e-filing		Draft	Pending Submission	
8	E-Filer submits e-filing		Submitted	Pending Conversion	Filing Notice

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	Status	User Status	E-Filing Status	Document Status	Email Sent (Subject Line)
9	System converts document to PDF format		Submitted	Pending Approval	
10	IF conversion error		Error	Error	
11	Clerk approves e-filing		Approved	Active	Filing Approval Notice - <Case Number>
12	System watermarks (file stamps) the document		Approved	Active	
13	Clerk rejects e-filing		Rejected	Pending Submission	Filing Rejection Notice - <Case Number>

1.11 EMAILS

1.11.1 Email Hyperlinks

If an email sent by C-Track contains a hyperlink to a document, the hyperlink will go directly to the document itself. If the e-filing user is not currently logged into the e-filing system, the user will be taken to the login screen, and upon logging in, C-Track will go to the document.

1.11.2 Notification of Submission

When an e-filing is submitted to the court, an email is sent to one of the two email addresses to notify the clerk that an e-filing has been submitted.

1.12 E-FILING APPLICATION SECURITY

There are three different types of security for e-filing. Because the access to each group of screens does not vary, the security is described here and applies to all screens.

1.12.1 User Types

1.12.1.1 The Public

Any person known or unknown to the system has access to the screens to login or request access.

1.12.1.2 The E-Filer

A person who has been approved by the court to e-file a document (e-filer) has full authority to all the e-filign screens. There are a class of e-filers that determine what cases they can see, but if they have access to that case, they have full authorith and access to the e-filer screens for that case.

1.12.1.3 The Clerk

A C-Track user with authority to approve e-filngs has full access to all of the screens.

1.13 PASSWORDS

Passwords are required to be a minimum of seven characters and a combination of letters and numbers.

1.14 DATE DEFINITIONS

The date and time a user clicks the Submit button on the Edit/Submit E-Filing screen is considered the Filed Date of that filing, even though it may not be accepted until later. The e-service will occur at the time of submission of the e-filing to the court.

1.15 CASES THAT CAN BE E-FILED

All case classifications, except Non-Cases and Cases with a Case Group of 'Administrative Files' or 'Promulgation Orders', can be e-filed.

CHAPTER 2: COMMON SCREEN ELEMENTS

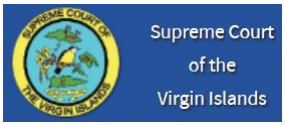
2.1 C-TRACK HEADER

The C-Track header is at the top of every C-Track screen and contains the following elements that are described in more detail below:
State/Court Logo

- Title
- User Name
- Return
- Help Document
- Expand/contract window icon
- Logout icon
- Find Case
- Function tabs

2.2 STATE/COURT LOGO

The state or court's logo is shown on the left side. This is entirely configurable by the state/court.



2.3 TITLE

Only the font is configurable in the title (Appellate Case Management System - C-Track, the browser-based CMS for Appellate Courts).

2.4 USER NAME

In the upper-right-hand corner is the first and last name of the user who is logged in, in the format Firstname Middlename Lastname.

2.5 RETURN

In the upper-right-hand corner is an icon that when clicked will return the user to the Virgin Islands Supreme Court website.

2.6 HELP DOCUMENT

In the upper-right-hand corner is an icon that when clicked will open the Virgin Islands e-Filing user manual.

2.7 EXPAND/CONTRACT WINDOW ICON

Below the user's name are 3 icons, the left-most icon allows the user to expand the main window, hiding the left-hand navigation menu in order to see more information and have less word wrapping. Clicking the icon again, returns the left-hand navigation menu.

2.8 LOGOUT ICON

The right-hand icon will log the user out (or for the E-Filing application, log in from the public view).

2.9 FIND CASE

Every screen in C-Track allows the user to go directly to a specific case. The field is at the top of the right-hand navigational menu.

The system uses any part of the case number entered to search for the case. If the system cannot find the case number, or more than one case is found, it will take the user to the **Case Search** screen. If it finds the case, it will go to the **Case View** screen for that case. If the user does not have permission to see the case number that meets the criteria, the system will display an error message. The error message displayed is 'Sorry, but you do not have permission to see this case.' If the search criteria returns multiple possible search results, the results will be displayed in a search results table on the **Case Search** screen.

2.10 LISTS

On each screen on which there are lists, sort arrows will be provided on the column headings where possible.

When a list is displayed on the screen, a default number of 50 records will be displayed, along with a sentence that says 'X to Y of Z records are displayed'. Where

- X= the record number of the first record in the list
- Y=the record number of the last record in the list
- Z=the total number of records that qualified under the search criteria

If there are more than 50 records, the screen will have a Next or Previous hyperlink to show the next or previous 50 records. All lists will display in this manner unless otherwise noted.

On each screen on which there are lists, sort arrows will be provided on the column headings where possible.

The up arrow (▲) will sort the results in ascending order.
The down arrow (▼) will sort the results in descending order.

2.11 DATE FIELDS

Except as otherwise noted, all date fields on screens will have the calendar icon to allow the user to select a date from a calendar view.
Dates can be typed in the field manually (using MM/DD/YYYY format) OR they can be selected from the calendar function. By clicking on the icon, you will bring up a calendar, defaulting to the current month.

Dates can be selected by clicking on the highlighted day. By clicking on the **<** and the **>** on either side of the month, you will move consecutively through the year by month. Once the correct month is displayed, click on the date desired. By doing so, the date selected will be filled in the date field.

2.12 ABBREVIATED CASE HEADER

The abbreviated case header shows up on all case-related screens other than case view.

Case Information: S. Ct. Civ. No. 2013-0029			
Short Title:	John Q. Smith, Petitioner v Widget Corporation, Respondent	**Classification:**	Appeal By Right - Civil - Other Civil
Orig. Court:		**Status:**	Docketing Order Outstanding

2.13 CONSOLIDATED CASES

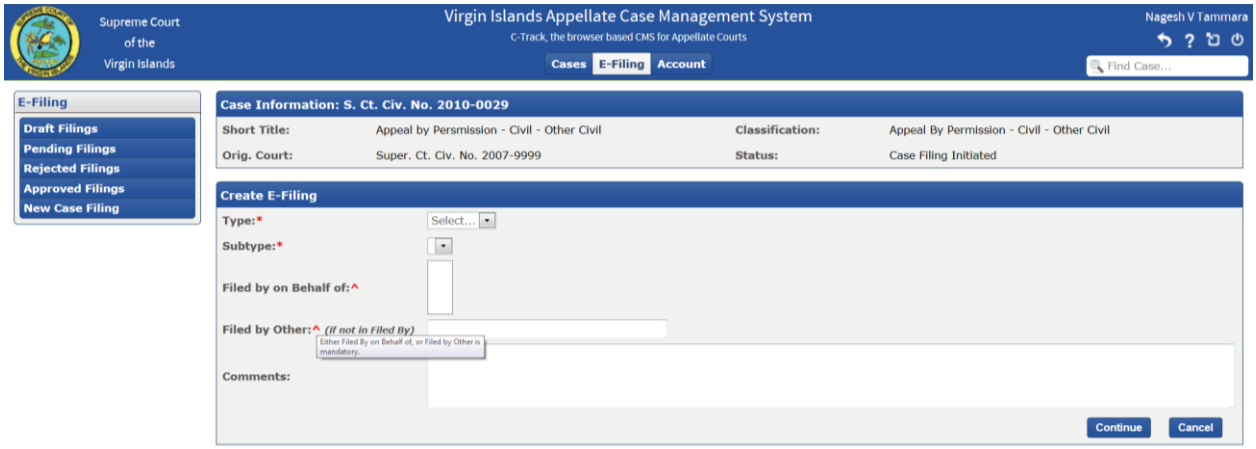
The Control/Master case is called a “Lead Case”. Consolidated Cases share all docket entries created and edited during the consolidation, but if they are removed from the consolidation or all the cases are deconsolidated, the docket entries from then on are added independently.
On search results, consolidated cases will be indicated with a “(con)” next to the case number “S. Ct. Civ. No. 2008-030 (con)” and when hovering over the case number, C-Track shows the additional case numbers in the consolidation.

The **Full Title** includes all Full Titles for the consolidated cases and will be created by the user.

For consolidated cases, docket entries added in C-Track on any case in the consolidation will show on all the cases in that consolidation. If an e-filer files on either lead or non-lead cases, the clerk will add a docket entry for that case. If the case is consolidated, it will show on all of the cases in that consolidation.

2.14 REQUIRED FIELDS

A red asterisk (*) generally indicates a required field, and a red caret (^) generally indicates complex validation rules. If you hover over a red caret, a popup will explain more detail.



CHAPTER 3: PUBLIC ACCESS FUNCTIONS

3.1 GENERAL NAVIGATION

The menu along the top of the screen is called the Main Navigation Menu. You can access the Main Navigation Menu from anywhere in the system.

Each of the Main Menu selections at the top of the screen is a clickable hyperlink. Clicking on a Main Menu selection will change the submenu on the left side of your screen. Each Main Menu selection has its own submenu. The submenus on the left hand side are for Navigation within each Main Menu selection. The selected submenu will be highlighted. Hovering over any other submenus will highlight them.

Hyperlinks:
As you navigate through the system, you will see blue text on the individual screens. This text is always a ***clickable*** hyperlink. Clicking on a clickable hyperlink takes you to a new screen or displays new data.

3.2 CASE SEARCH

The case search function allows you to quickly search for cases using various criteria. To perform a case search, select or enter values in of the following applicable fields:

Case No.
Case Title Contains
Class
Status
Type
Filed Date From
Filed Date To

Subtype
Exclude Closed

Once you have completed the applicable fields, click the Search button to perform the case search.

3.2.1 Wild Card Search

If you are unsure of the exact criteria for which you wish to search, you may use the Wild Card search to provide you with a wider range of search results. To perform a wild card search, you must use the "%" (percent) sign to indicate that you would like to see all records containing the specified information.

To perform a search for items with a specific ending, you would enter a "%" followed by the desired information (i.e. %info). To perform a search for items containing a specific set of information, you must enter the "%" symbol, followed by the desired information, followed by the "%"sign (i.e. %info%). To perform a search for items that begin with a specific set of information, you must enter the desired information, followed by the "%" sign (i.e. info%).

***NOTE**: By selecting the **Exclude Closed** check box, all closed cases which meet the criteria for the search will be excluded. If you would like to include closed cases in your search as well, uncheck the **Exclude Closed** box.

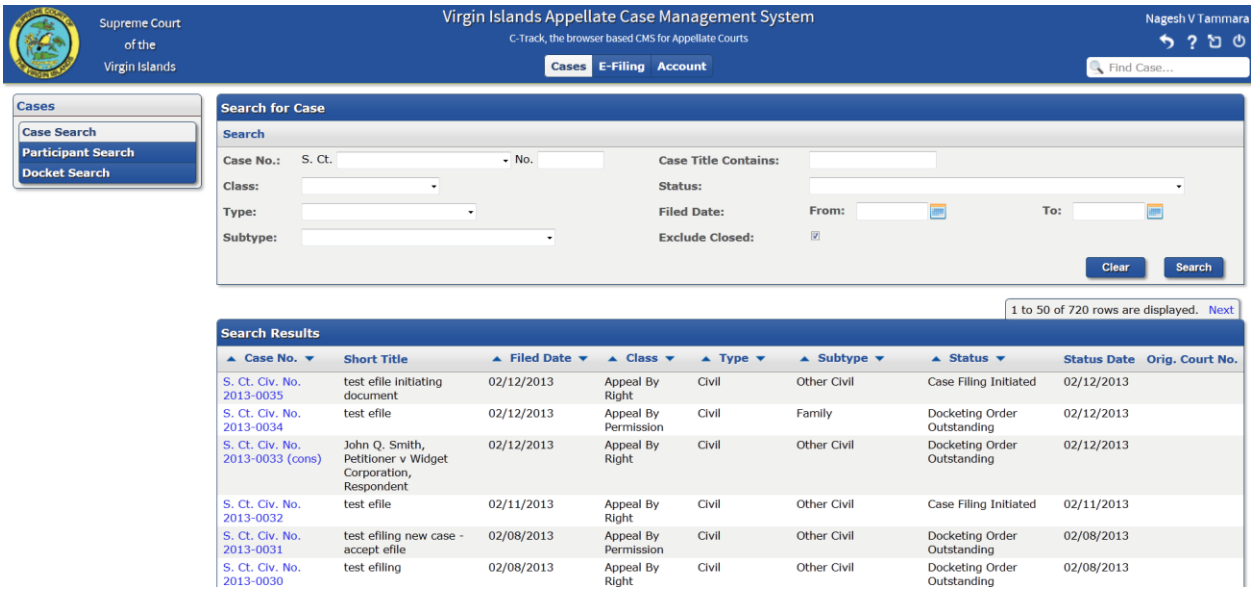
The **Case Search** screen will display the following information for each case that fits the search criteria entered:

Case No.
Short Title
Filed Date
Class
Type
Subtype
Status
Status Date
Orig. Court No.

You may sort the results by the following criteria:

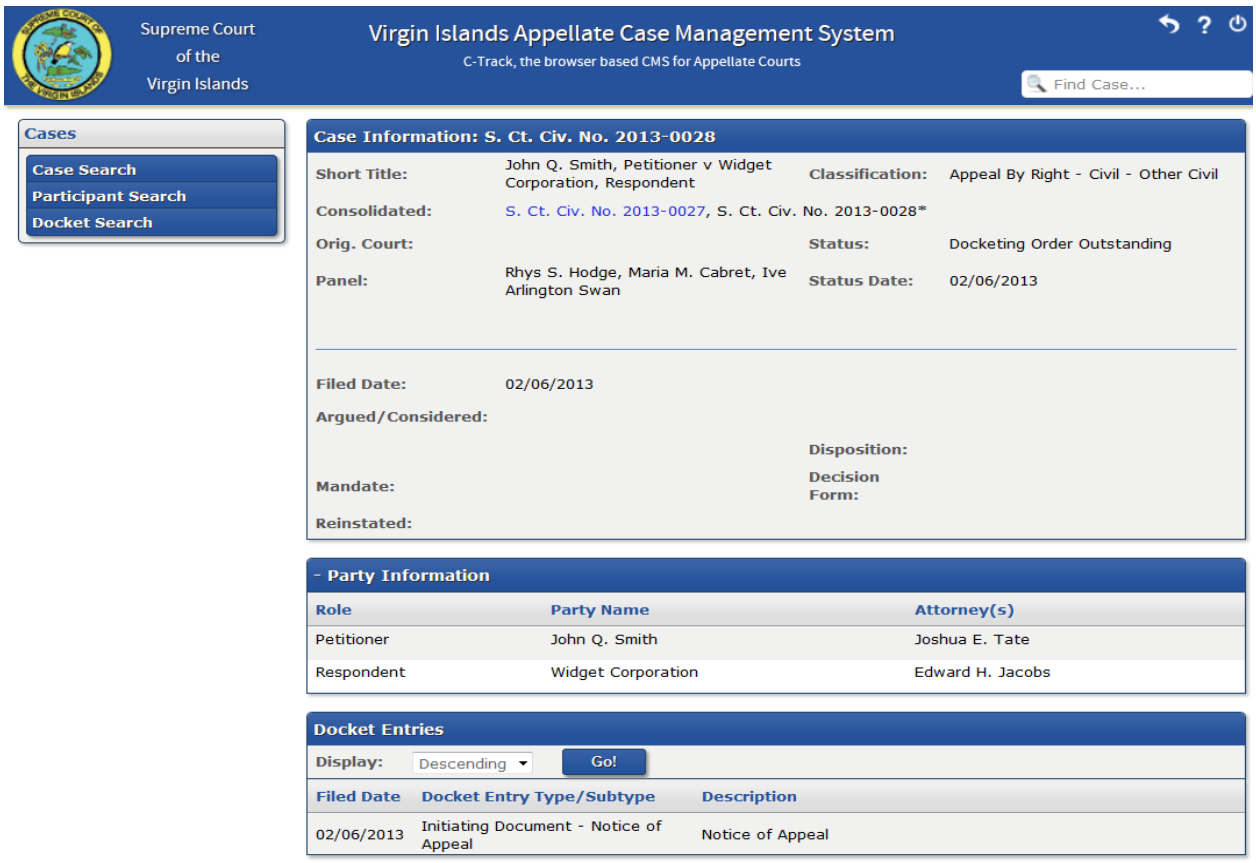
Case No.
Filed Date
Class
Type
Subtype
Status

All records that match the search term will show on the bottom half of the screen. Clicking on the highlighted portion of the record (Case Number) will select that record. This will bring up the general **Case View** for the selected case. A 'Case Navigation Menu' will now appear on the left hand margin of the screen. If the user has not logged in confidential cases will not be displayed, and when a user is logged in only confidential cases the user is a participant in will be displayed. Search results will be sorted by descending Case Number.



3.3 PUBLIC ACCESS CASE VIEW

The main **Case View** will give you an overview of the case, Case Heading Details, Party Information, Tickler Information, and Docket Information displays on this screen.



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The Case Heading section displays the following information:

Case Number
Short Title
Classification
Orig. Court
Status
Panel
Status Date
Filed Date
Argued/Considered
Decided
Disposition
Mandate
Decision Form
Reinstated

The Party Information section displays the following information:

Role
Party Name
Attorney(s)

The Docket Information section displays the following information:

Filed Date
Docket Entry Type/Subtype
Description

The user can view the Docketing Information in either chronological or threaded view. The user can select which filter display they prefer from the drop down menu in the Docketing Filter View section and click Go! *__NOTE:__ If a particular set of information is not available for the case you have selected, it will not be displayed in the case information page.

3.4 PARTICIPANT SEARCH

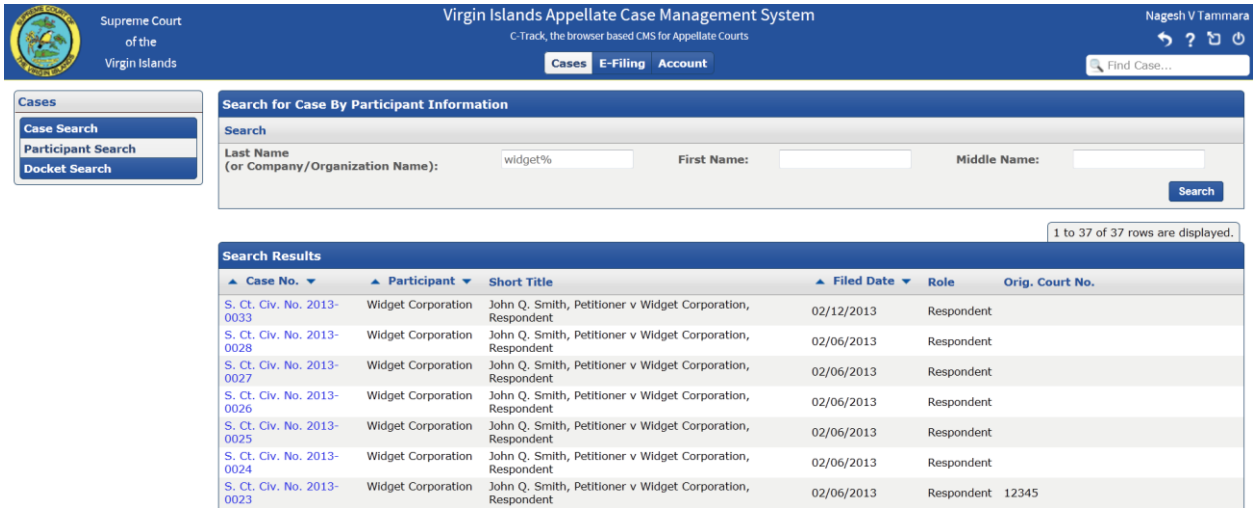
Locating specific participants in any case stored as a public record in the state's system can be located using the Participant Search link on the left menu bar. Participant searches use any of the following criteria:

Last Name (or Company/Organization Name)
First Name
Middle Name

Once you have filled in the applicable criteria for your search, click the Search button. The Participant Search will return confidential cases only if the logged in user has access to view confidential cases.

The Participant Search will return the following information

Case No.
Participant
Short Title
Filed Date
Role
Orig. Court No.



The user can sort the search results by the following criteria:

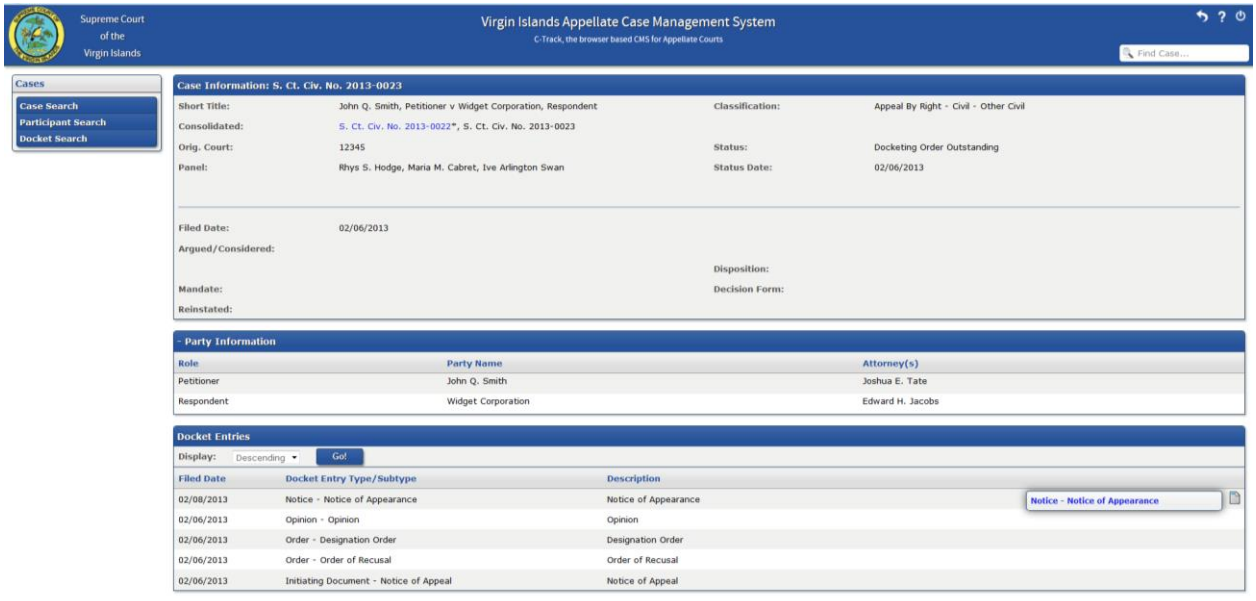
Case No.
Participant
Filed Date

You may access a particular case by clicking on the Case Number hyperlink (highlighted in blue).

3.5 VIEWING AN E-FILED DOCUMENT

To view an E-Filed document in the public E-Filing site, select the case, which contains the desired document. Once the **Case View** screen has loaded, the user can scroll to the **Docket Information** section of the screen. Any Docket Entry, which contains a document, will display an icon next to the Docket Entry Status.

By hovering the mouse pointer over the icon, a pop up box will appear displaying the document description. Clicking the desired document title in the pop up will open the document in .pdf format.



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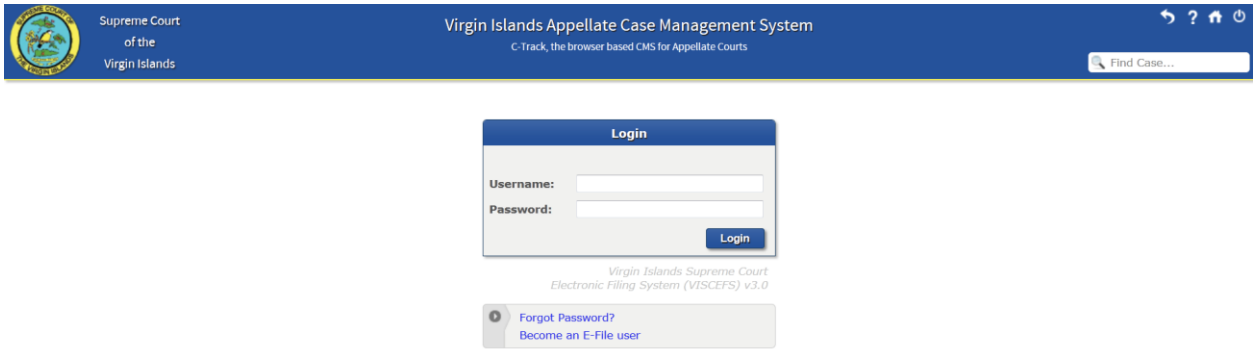
CHAPTER 4: SECURE E-FILE FUNCTIONALITIES

4.1 REQUEST ACCESS

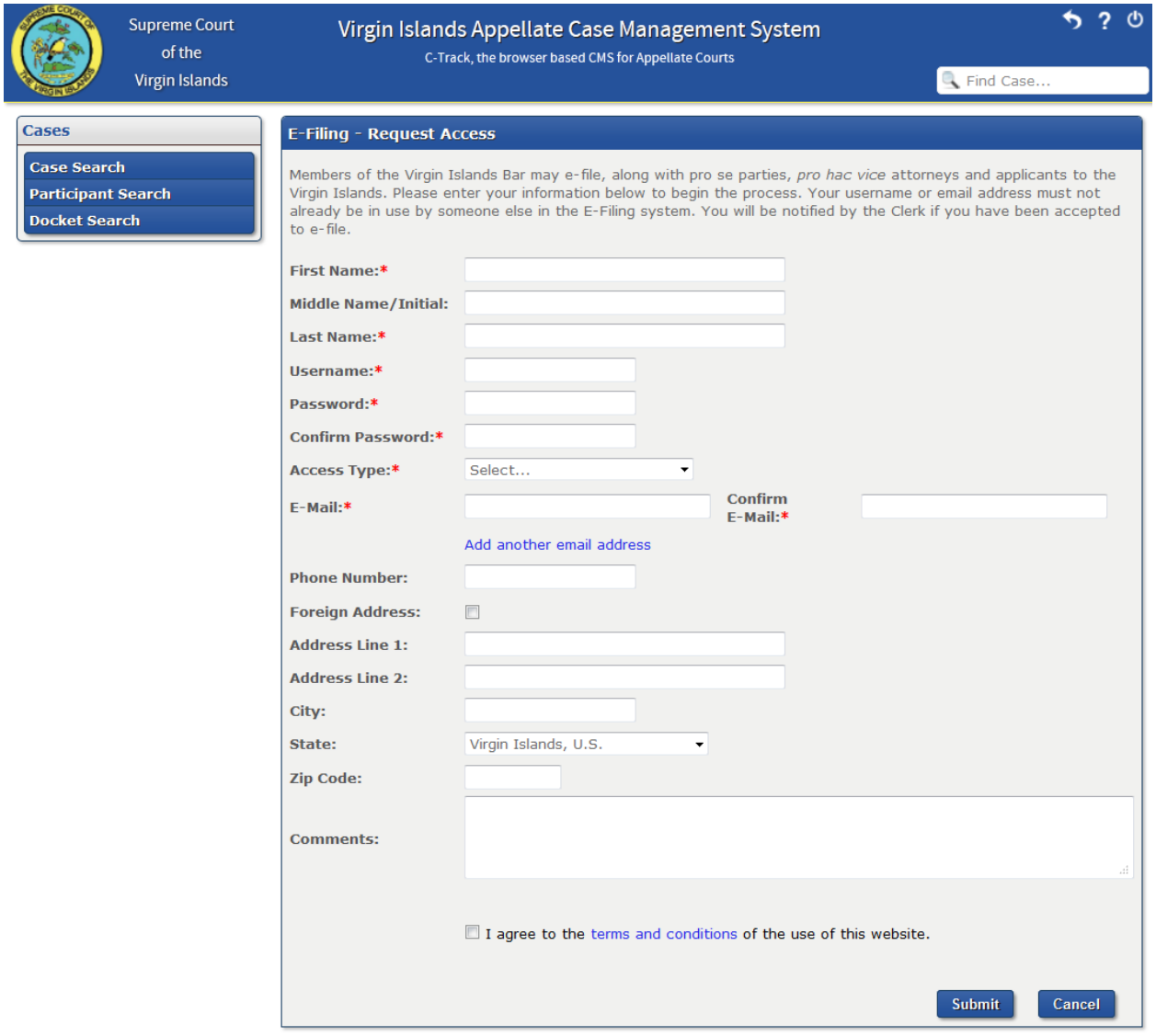
To gain access to the E-Filing system, the user needs to fill out a request form and submit it to the court clerk for approval. Pro se parties and *pro hac vice* attorneys have a choice of indicating either a Supreme Court case on which they are a party or *pro hac vice* attorney, a Superior Court case on which they want to file an appeal, or indicate that they plan to file an original proceeding. To access the secured E-File functions of C-Track, you will be required to have a username and password. To obtain a username and password, click the **[login]** link in the upper right hand corner of the screen, and click the Become an E-File user link.



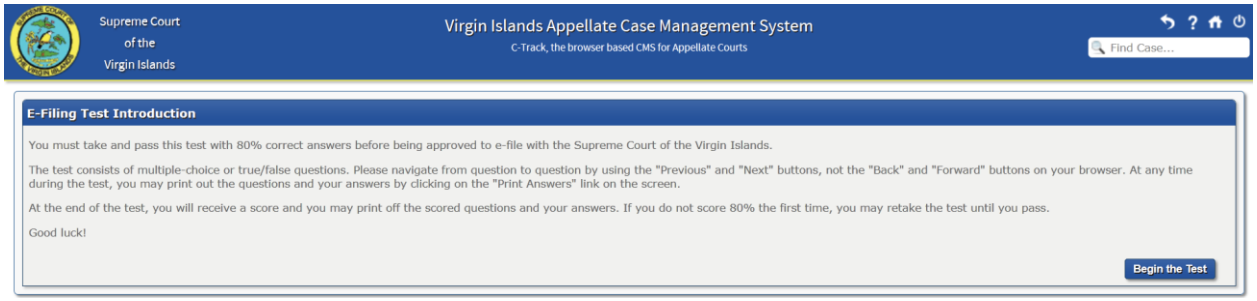
4.1.1 VI Bar Member

Fill in all applicable fields and select the I agree to the terms and conditions of the use of this website check box, then click Submit and Begin Test.

The user then must answer several multiple choice and true and false questions regarding the E-Filing process. The user must earn a score of 80% to gain access to the site. The user can take the test as many times as needed in order to score 80%.



Clicking on the terms and conditions hyperlink will open a pop-up displaying the terms.



Once the user clicks the **Begin the Test** button, they will be presented with a series of Multiple Choice and True/False questions.

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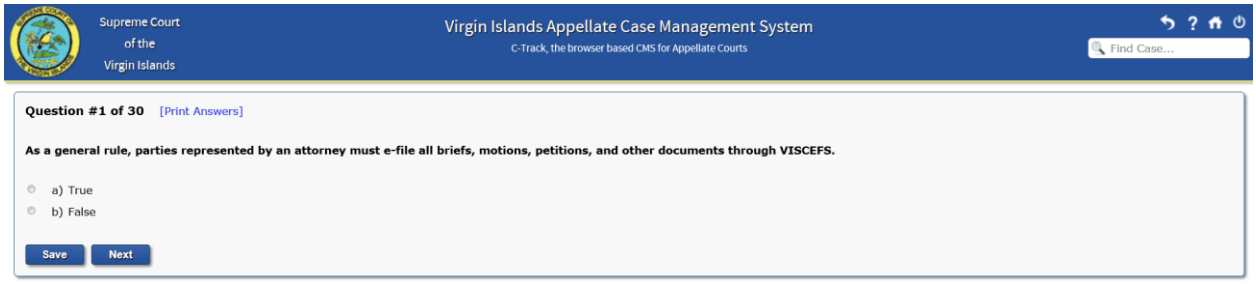
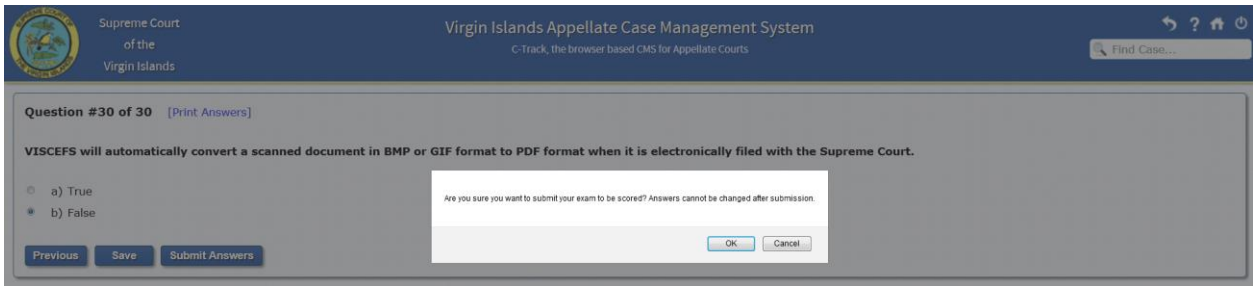
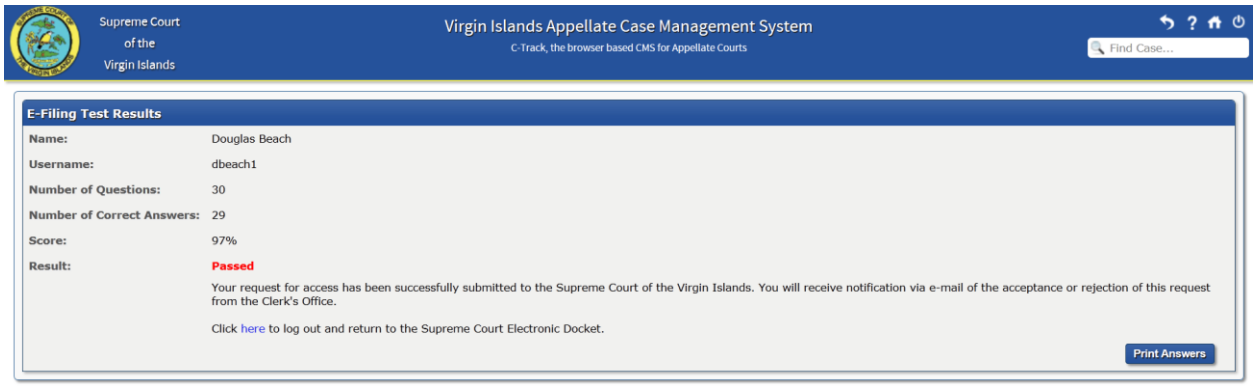


The Save button will save the user's answer, but will stay on the current question. The Next button will save the user's answer and take the user to the next question. The Previous button go back to the previous question. When the user reaches the final question, they must click the Submit Answers button for their test to be scored. They will then receive a confirmation pop-up before proceeding.



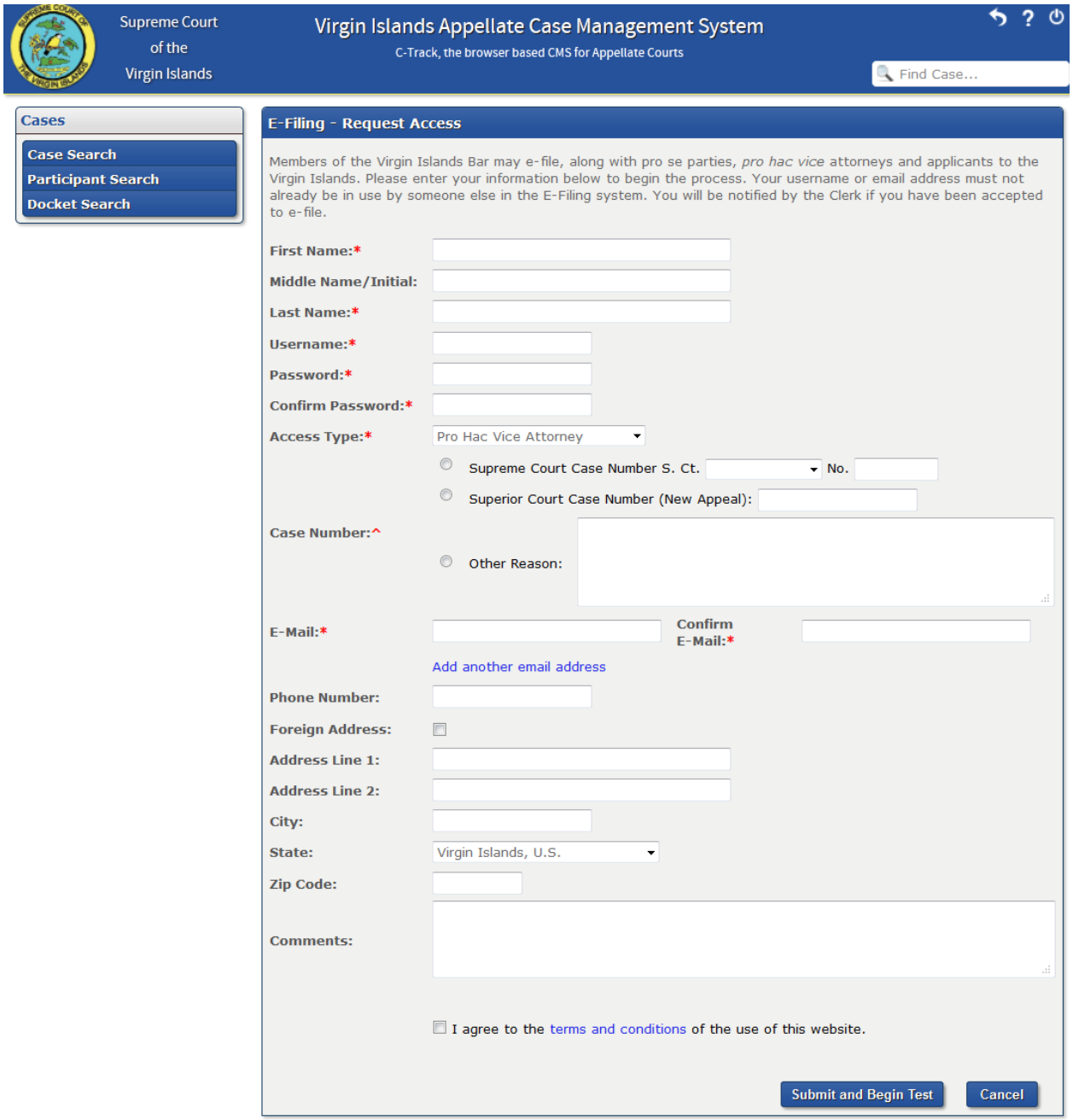
After submitting, they are presented with their score.



VI Bar members can file on cases where they are an active Case Participant or marked as Pro Se and have an entity type of Attorney.

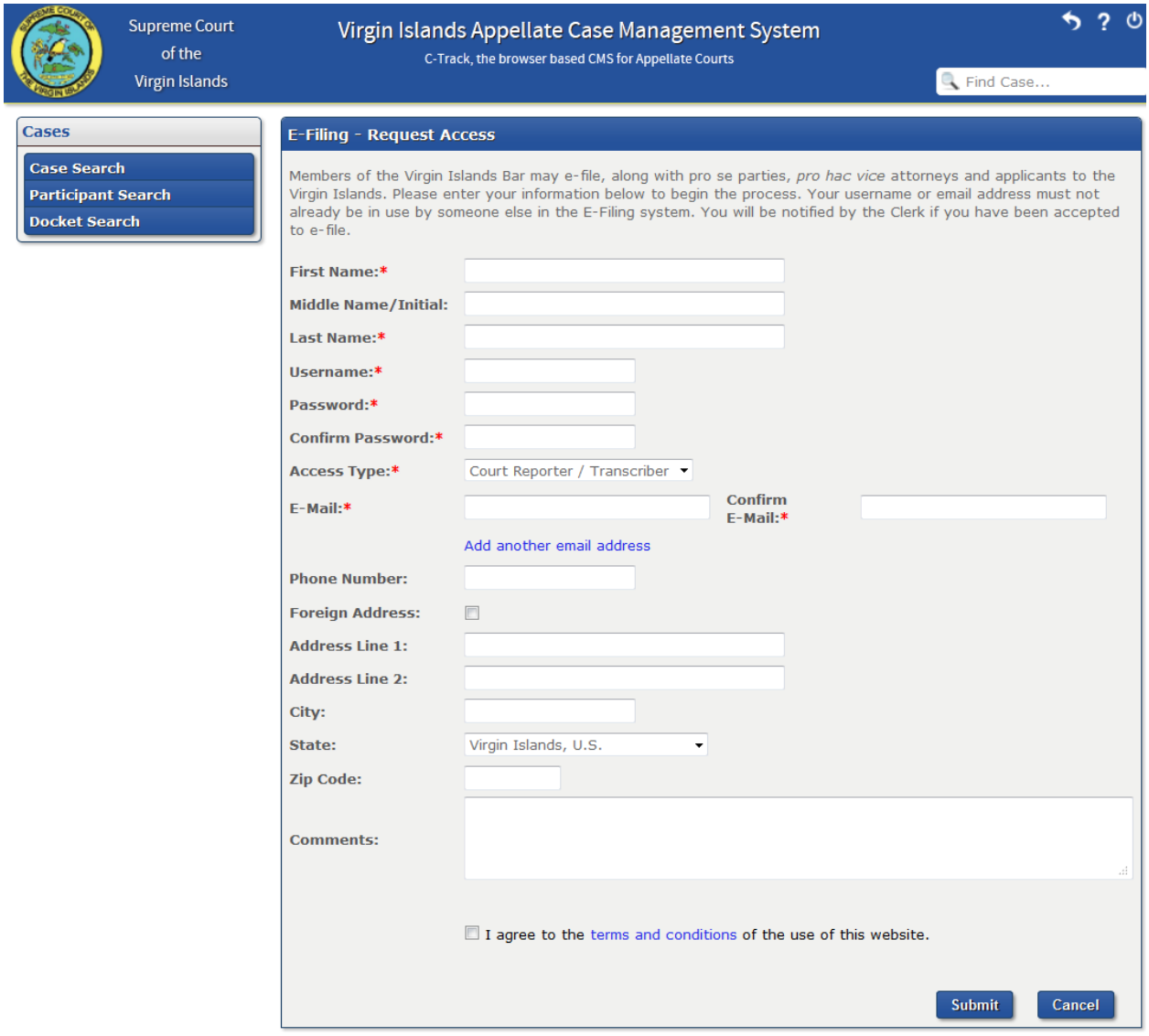
4.1.2 Pro Hac Vice Attorney / Pro Se Party / Case Participant

For *pro hac vice attorneys*, pro se parties, case participants, when requesting access to the e-filing sytem, they must provide either a specific case number or provide an Other Reason.



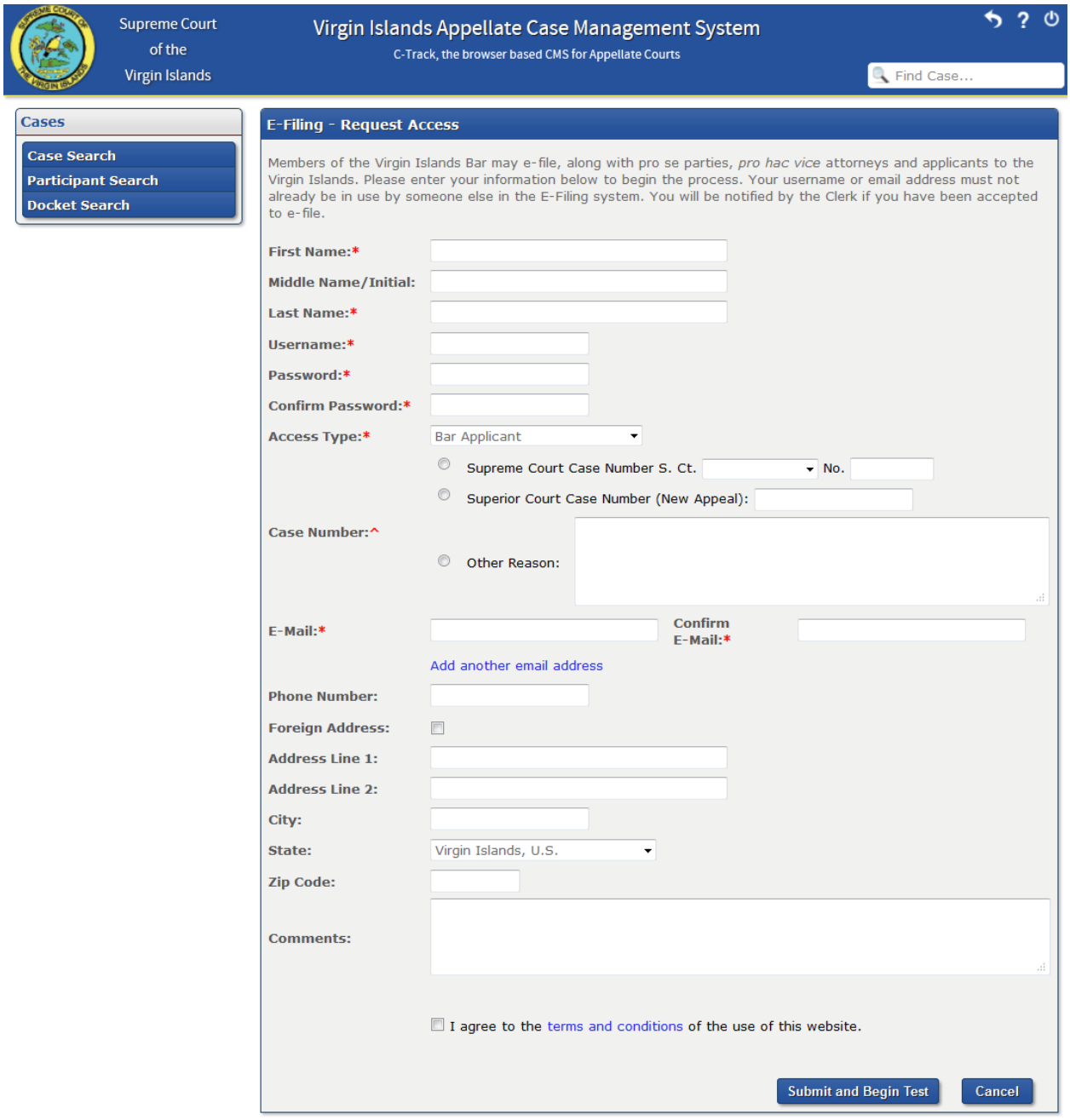
4.1.3 Superior Court Clerk / Committee of Bar Examiners/ Court Reporters and Transcribers

Superior Court Clerks and members of the Committee of Bar Examiners as well as , court reporters and transcribers are not subject to passing a test to be granted access.

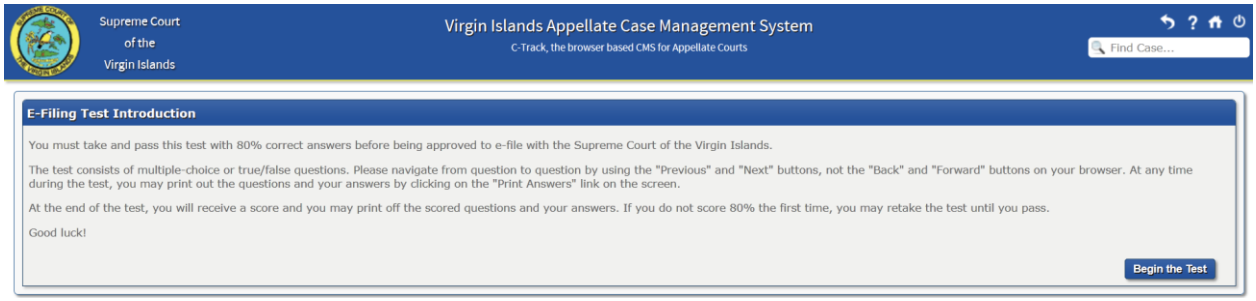


4.1.4 Bar Applicant

Bar Applicants requesting access are subject to passing the test to be granted access.

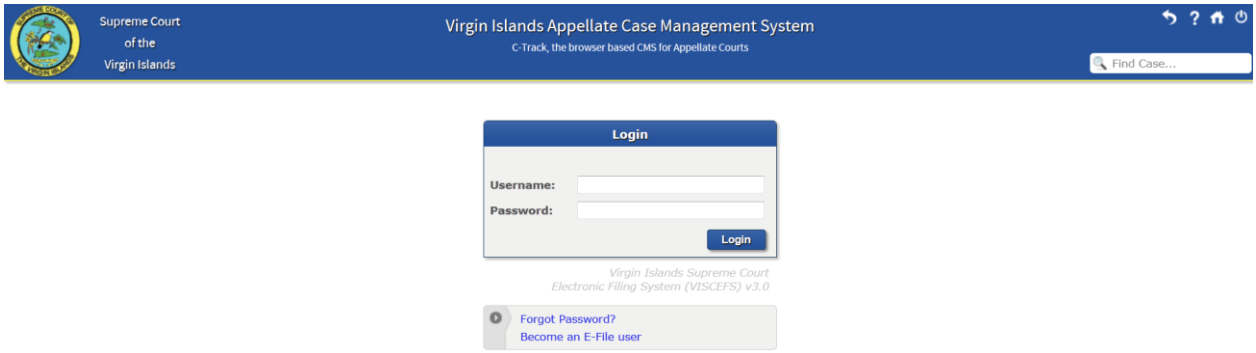


After clicking to Submit, the user will be navigated to a Request Confirmation screen that will show a confirmation that the request to become an e-filer was successfully submitted to court.



4.2 E-FILING LOGIN

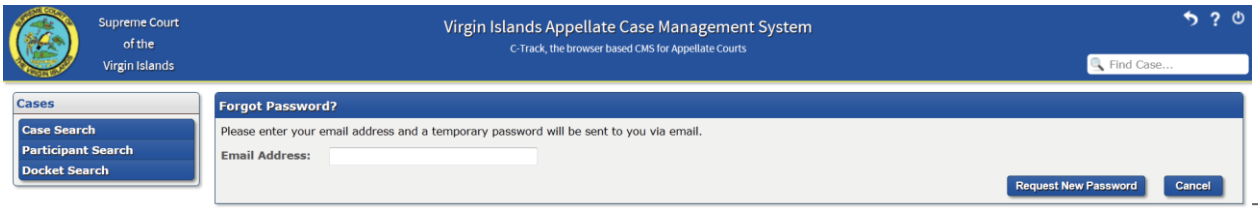
E-Filing is a separate public access application with a separate security database. Any person may request access to the E-Filing application and a court clerk approves or rejects the request. Once approved to e-file, the e-filer can e-file documents which the court clerk will either accept or reject. A Clerk receives these requests in the C-Track AppellateCMS application. Notification of acceptance or rejection by the clerk is received in the E-Filing application. To access the secured functions of E-Filing, you must first log in. To do so, you must click the icon on the upper right hand of the screen. The user will be prompted to enter their username and password. Type the username and password assigned to you, and click the button.



Once logged in, the user has access to the Cases tab which includes the Case Search and Participant Search functionality. In addition to this, the user has access to the E-Filings and Account tabs.

4.3 FORGOT PASSWORD

If the user has forgotten their password, or desires a new one, they can request a new password and the system will regenerate a new password and email it to them. The next time the user logs in, they will be required to change their password. To access, the user should click on the Forgot Password? Hyperlink on the Login screen.



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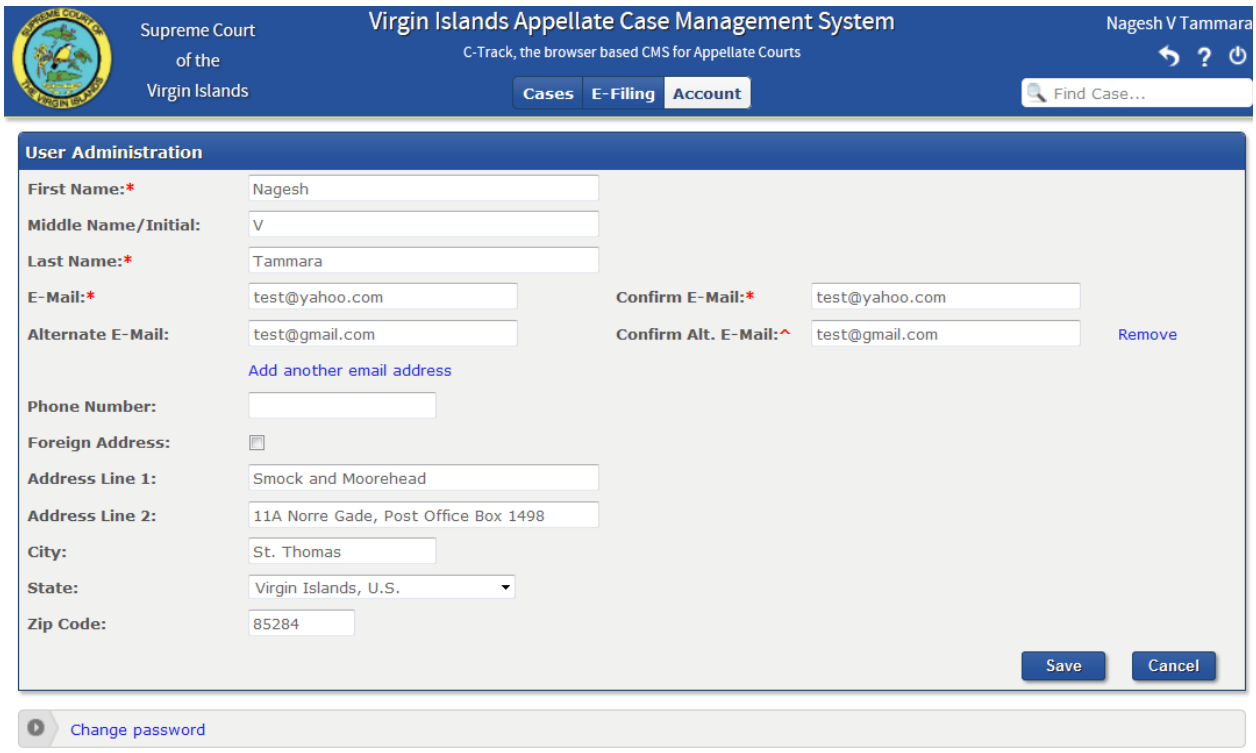
4.4 USER ACCOUNT MAINTENANCE

The **Account** tab allows you to define your user information in the C-Track™ E-Filing system. You can modify the following information by clicking the **Account** tab:

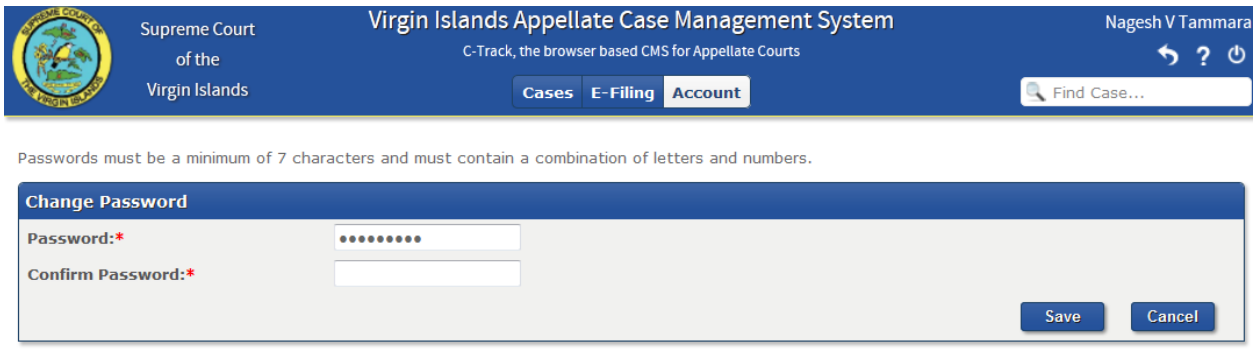
First Name
Middle Name/Initial
Last Name
E-Mail (you must confirm your email address for it to be applied)
Phone Number
Address Line 1
Address Line 2
City
State
Zip Code

When you have completed all desired information in the **Account** tab, click the Save button.



4.5 CHANGE PASSWORD

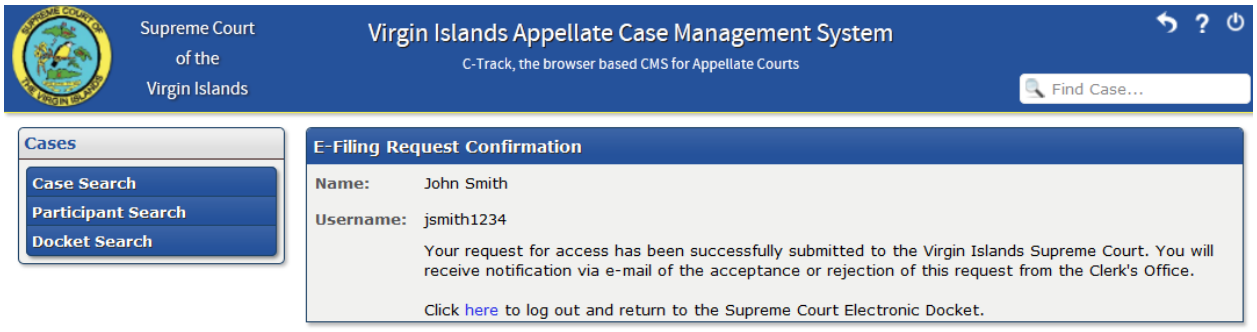
From within the User Account Maintenance screen, clicking on the Change password hyperlink will navigate the user to the **Change Password** screen where they can enter their new desired password and click Save. Or, when logging in after the clerk has clicked the Generate New Password button on the Clerk User Edit screen, the system will automatically go to this screen to change the password.



Validation will occur to make sure that both password fields are identical and that the password meets the minimum qualifications of 7 characters that have a combination of letters and numbers.

4.6 REQUEST CONFIRMATION

When the user submits a request for access to the efiling system, a confirmation will be displayed that the request was successfully submitted to the court.



When the user requesting access must complete a test before being granted access to the efiling confirmation, the screen will look like the following.

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4.7 E-FILING A DOCUMENT ON AN EXISTING CASE

In order to e-file a document, the user must be logged in and in the case on which they want to e-file. The user may search for the case using the Public Access search screens. When the desired case is selected, the Case View screen is displayed. This screen is slightly different for logged in e-filers, showing additional service information. The Case View screen will display the Case Heading, Party Information, Pending Ticklers, Service Information, Case Decision Information, and Docket Information sections. When E-Filing users have logged in an E-File on this case link will appear below the Docketing Filter section.

The Case Heading section displays the following information:

Case Number
Short Title
Classification
Consolidated

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Orig. Court
Status
Panel
Status Date
Filed Date
Argued/Considered
Disposition
Mandate
Decision Form
Reinstated

The Party Information section displays the following information:

Role
Party Name
Attorney(s)

The Docket Entries section displays the following information:

Filed Date
Docket Entry Type/Subtype
Description

The E-File on this case hyperlink will navigate the user to the **Create E-Filing** screen. The user can view the Docketing Information in either chronological or threaded view. The user can select which filter display they prefer from the drop down menu in the Docketing Filter View section and click Go!. **NOTE:** If a particular set of information is not available for the case you have selected, it will not be displayed in the case information page.

4.8 CREATE E-FILING

To E-File a document, click the E-File on this case hyperlink in the **Case View** screen.

The **Create E-Filing** screen will display the Case Information header, the Create E-Filing section and the Docket Information Section.

The Case Information header will display:

Case No.
Short Title
Classificaiton
Orig. court
Status

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The Create E-Filing section will allow the user to select the following criteria:

Type:*dropdown will filing types (required)
Subtype:*dropdown with filing subtypes (required)
Choose Fee Type:^ Either Fee Type must be selected or No Fee Reason. This line is only visible if there are fees associated with the docket entry type/subtype. Note that the fee amount is appended to the Fee Type in the dropdown.
Other Fee Amount: This line is only visible when 'Other Fee' is selected in the Fee Type(s) dropdown. It allows the user to key in the amount they wish to pay.
Quantity:* This line is only visible when a Fee Type is selected in the Fee Type(s) dropdown that requires a quantity. This allows the user to key in the number of that type of fees (e.g. Certificate of Good Standing). The default is '1'.
No Fee Reason: This line is only visible if there are fees associated with the docket entry type/subtype
Filed by on Behalf of:* a multiselect list of case attorneys (required) **NOTE*** - To include multiple parties, hold the **Ctrl** button and click the name of each party you would like included.
Filed by Other (if not in Filed By): textbox (required if no selection is made for Filed by on Behalf of
Comments: text area

When adding a new e-filing, clicking on the Continue button wil navigate the user to the Add/Edit Upload Document screen. If editing an e-filing, it will return the user to the Edit/Submit E-filing screen. Clicking on the Cancel button, when adding a new e-filing, returns the user to the **Case View** screen. If editing an e-filing, it returns the user to the Edit/Submit E-Filing screen without saving. When all required information has been entered, the user can click Continue..

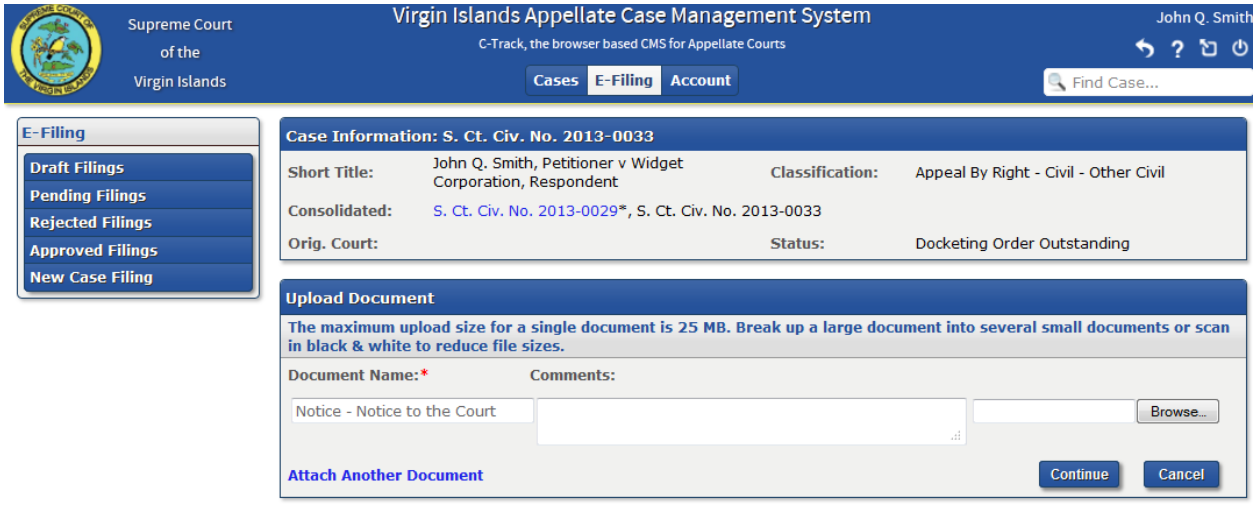
4.8.1 Upload Document

Clicking the Continue on the **Create E-Filing** screen will navigate the user to the **Upload Document** screen. This screen will display the Case Information header and the Upload Document section. The user may also arrive at this screen from the Edit/Submit E-filing screen either from the Edit hyperlink or the **Add Document** hyperlink.

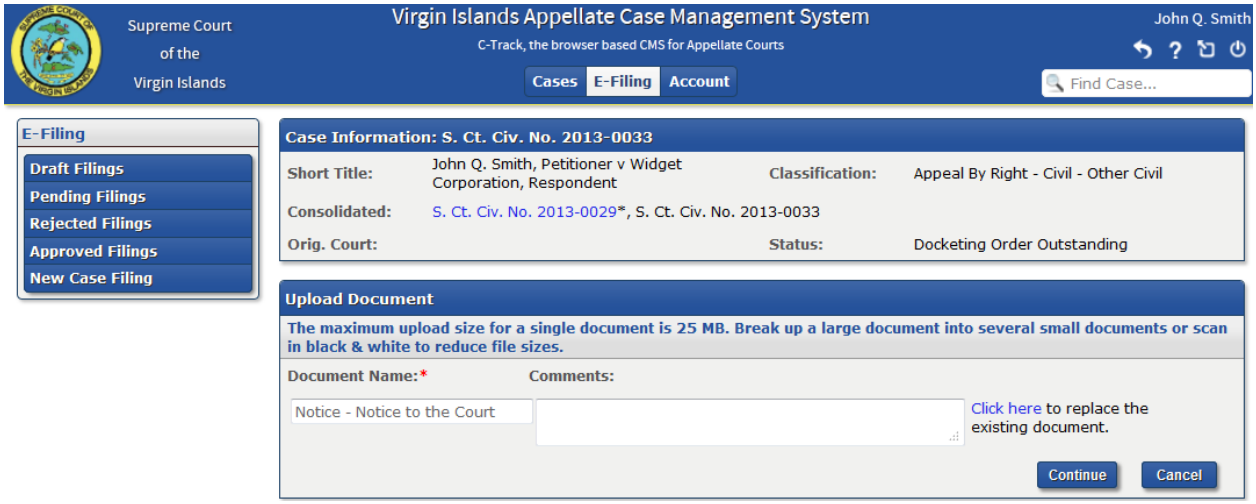
The Upload Document section will allow the user to upload a document to E-File. Click the Browse... button to locate the desired document on your computer. Documents must be one of the following formats: TIFF, JPEG, PDF, Microsoft Word, and WordPerfect . The user can enter any desired comments in the Comments text area. If the user needs to upload more than one document, click on the **Attach Another Document** link. Once all documents have been uploaded, click Continue.

*__NOTE__: C-Track/C-Track E-File will not accept blanks filings (a size of 0 bytes), or files more than 25MB.

There are two variations of this screen, depending on the reason for getting here. In add mode, while adding a new e-filing, the screen allows the user to add and upload multiple documents. In Edit mode, the Edit/Submit E-filing screen allows the user to edit the **Document Name** and **Comments**, and to replace any—— existing document.



The difference between the two screens is the ability to choose a new document to upload must be specifically requested via the hyperlink.



4.8.2 Service List

Clicking Continue on the **Upload Document** screen will navigate the user to the **Service List** screen. Here the user must select the desired Service Type and Service Date for each party to be served by conventional means. Then click to Continue. Only parties and participants on the case will be included.

Note that the subheading line for Service List differs depending on whether or not the case is sealed.

All but sealed cases will display '**The following parties will be served electronically.**'

Sealed cases will display '**The following parties will receive an email notification of the filing of the document, but the document itself must be served by conventional methods.**'

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4.8.3 Edit/Submit E-Filing

Clicking Continue on the **Edit Service List** screen will navigate the user to the **Edit/Submit E-Filing** screen. The **Edit/Submit E-Filing** screen will display the Case Information header, Edit E-Filing section, Documents section, the Service List section, and the Terms and Conditions textbox. The user can also navigate to this screen from the My Draft E-filings screen by clicking on the appropriate Edit hyperlink.

The Edit E-Filing section includes the following information:

Type
Subtype
Filed by on Behalf of
Comments
Edit **hyperlink**

Clicking the **Edit** hyperlink will navigate the user to the **Create E-Filing** screen and allow the user to edit the E-Filing information. The Documents section will include the following information:

Date
Document Name
Status
Comments
Edit **hyperlink**
Remove **hyperlink**

Clicking the Edit hyperlink will navigate the user to the **Upload Document** screen and allow the user to edit documents. Clicking the Remove hyperlink will delete the attached document. The Add Document link in the upper right corner will navigate the user to the **Upload Document** screen to add an additional document.

The Service List section will include the service information for each party. Clicking the Edit link in the upper right corner will navigate the user to the **Service List** screen and will allow the user to edit the Service information.

The Terms and Conditions textbox will show the terms and conditions for submitting an E-Filing. The user must click the I Agree check box to agree to the terms and conditions of use of the Virgin Islands E-Filing system.

__NOTE__ - TERMS AND CONDITIONS FOR USERS OF VIRGIN ISLANDS SUPREME COURT E-FILING

I certify:

1. I have reviewed and will abide by Supreme Court Rule 40, which governs filing of documents through VISCEFS;

2. I have reviewed and will abide by all of the requirements found in the Electronic Filing Administrative Policies and Procedures prepared by the Clerk of the Supreme Court;

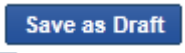
3. That I will abide by the requirements of Supreme Court Rule 40 and the Electronic Filing Administrative Policies and Procedures regarding registration, change of contact information, and consent to electronic service;

4. That I will abide by all of the electronic and conventional service requirements set forth in Supreme Court Rules 15 and 40;

5. That all required redactions pursuant to Supreme Court Rule 15(c) have been made to any document submitted for electronic filing, and that I understand that failure to make the required redactions may result in rejection of the document or other sanctions;

6. That any document submitted for electronic filing has been scanned for viruses, and is virus free; and

7. I understand that technical failures caused by my own hardware, software, or phone lines will not generally excuse an untimely filing.

Clicking the 

button will save the current E-Filing without submitting to the courts. Clicking the

button will return to the user to the **Case View** screen. Clicking the

button will submit the E-Filing to the courts for review and will navigate the user to the **Confirmation** screen.

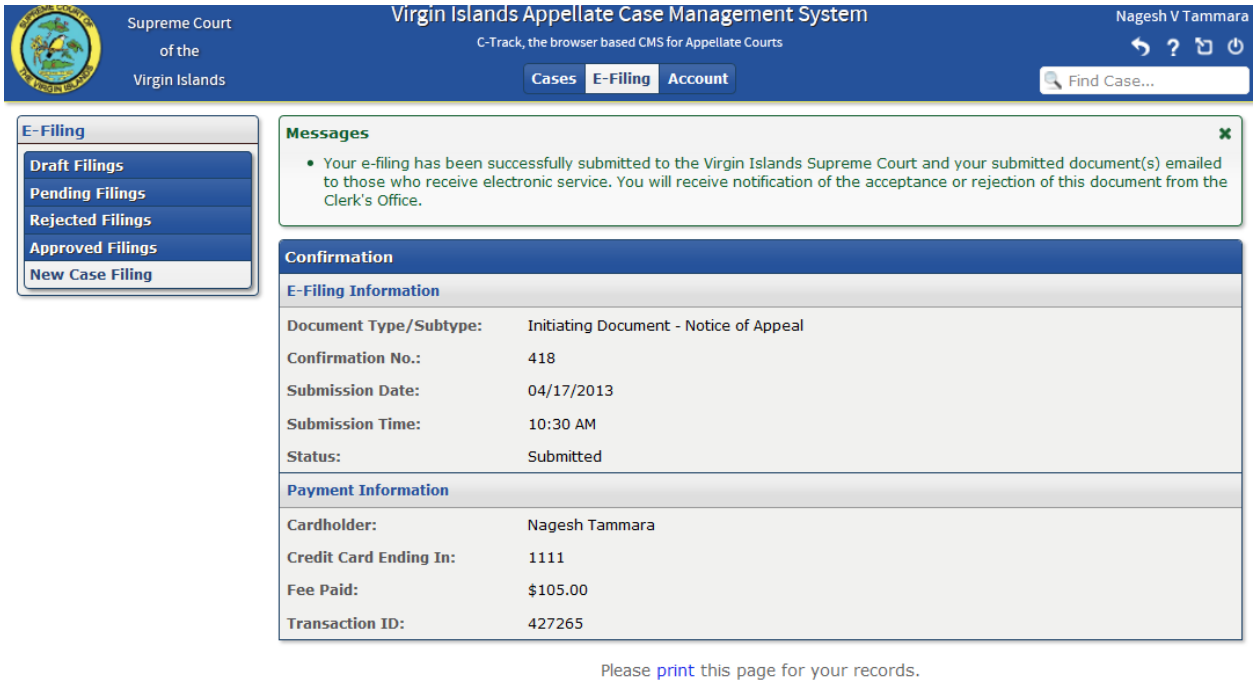
The user will then be navigated to a screen where, if there are fees associated with their filing, they can enter credit card information.

4.8.4 E-File Confirmation

The E-File Confirmation screen will show a summary of the E-Filing information that was submitted to the court.

The Confirmation section will display the following information:

Document Type/Subtype
Confirmation #
Submission Date
Submission Time
Status



Upon completing these steps, the document is now submitted. The document will not appear in the document list in the case view screen until the court clerk approves the filing. You will receive a confirmation number, which you can use for future reference, and a confirmation email from the Clerk's Office confirming the E-Filing.

__NOTE__ - Documents can only be e-filed to open cases. The 'e-file a document on this case' link will not appear in closed cases.

CHAPTER 5: SECURED E-FILING

5.1 MY E-FILINGS

The **My E-Filings** screen can be reached by clicking on the **E-Filing** tab. This screen displays all current E-Filings within the court currently associated with the logged on user. The **My E-Filings** screen will show the number of filings the user has in the following statuses:

Pending - Court has received E-Filings but has not yet approved
Rejected - Court rejected E-Filings
Draft - E-Filings created but not sent to Court
Approved - Court approved E-Filings

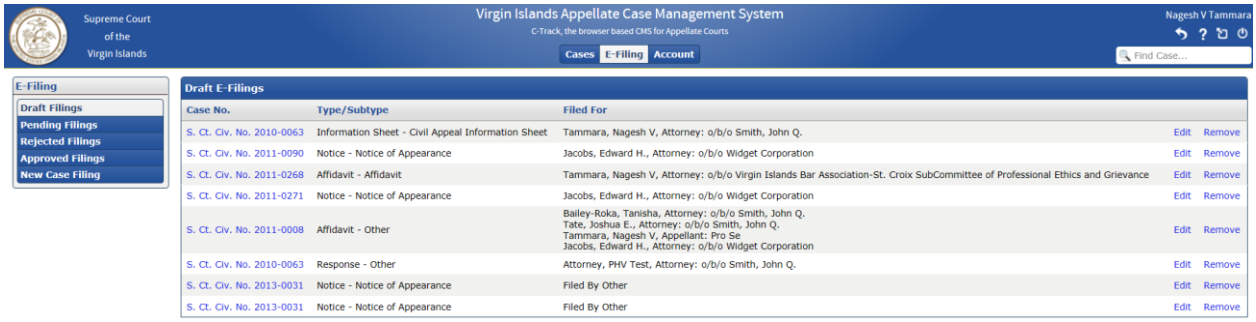
Users can review the filings in each queue by clicking on the View link to the right of each row.

5.2 DRAFT E-FILINGS

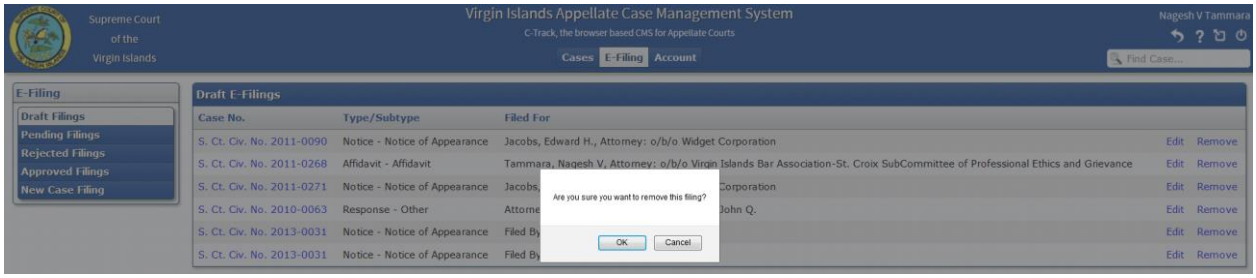
The purpose of this screen is to provide users with the ability to review E-Filings that have been saved as draft. The **Draft E-Filings** screen can be accessed either by clicking the Pending link in the **Draft** row on the **My E-Filings** screen, or by selecting the **Draft Filings** menu link.

The **Draft E-Filings** screen will display the following information for each E-Filing that has been saved as draft:

Case No. (link to the **Case View** screen)
Type/Subtype
Filed For
Edit (link to the **E-File Summary** screen)
Remove



Clicking the Remove link will open a pop-up confirmation window asking the user if they are sure they want to remove the selected E-Filing. Removing the E-Filing will delete any associated documents from the system.

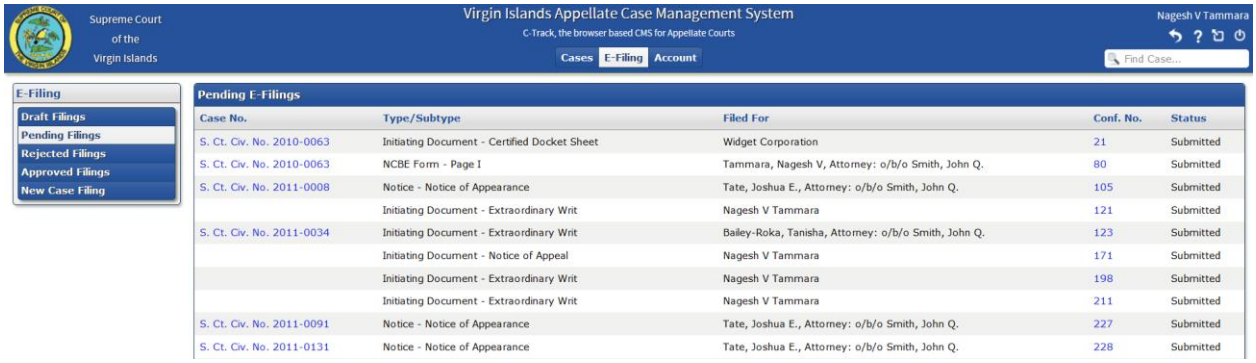


5.3 PENDING E-FILINGS

The purpose of this screen is to provide users with the ability to review E-Filings that have been sent to the court but have not yet been approved. The **Pending E-Filings** screen can be accessed either by clicking the Pending link on the **My E-Filings** screen or by selecting the **Pending Filings** menu link.

The **Pending E-Filings** screen will display the following information for each E-Filing that has a status of pending:

Case No. (link to the **Case View** screen)
Type/Subtype
Filed For
Conf. No. (link to the E-File Summary screen)
Status



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5.4 REJECTED E-FILINGS

The purpose of this screen is to provide users with the ability to review E-Filings that have been sent to the court but have been rejected by the court. The **Rejected E-Filings** screen can be accessed either by clicking the Rejected link on the **My E-Filings** screen or by selecting the **Rejected Filings** menu link.

The **Rejected E-Filings** screen will display the following information for each E-Filing that has been rejected by the court:

Case No.
Type/Subtype
Filed For
Conf. No.
Rejection Reason
Remove hyperlink

Clicking the Remove link will open a pop-up confirmation window asking the user if they are sure that they want to remove the selected E-Filing.

The **Clerk's Comments** explaining rejection reasons as well as general comments are also displayed on the **Rejected E-Filings** screen.

Clicking the hyperlink in the **Conf. No.** column will navigate the user to a read-only screen with details of the rejected E-Filing.

5.5 APPROVED E-FILINGS

The purpose of this screen is to provide users with the ability to review their E-Filings that have been approved by the court. The **Approved E-Filings** screen can be accessed by clicking either the Approved link on the **My E-Filings** screen, or by selecting the **Approved Filings** menu link.

The **Approved E-Filings** screen will display a list of those E-Filings that have been approved by the court. The queue will have the following filter options (by clicking on the arrows):

From Date
To Date
Confirmation Number

Clicking the Search button will return all approved E-Filings whose filing date is between the user-entered dates and whose confirmation number is equal to the user entered confirmation number. For each approved E-Filing, the following information will be displayed

Case No. (link to the **Case View** screen)
Type/Subtype
Filed For
Conf. No. (link to the **E-Filing Information** screen)

5.6 E-FILING A DOCUMENT FOR A NEW CASE

In order to e-file a document, the user must be logged in to the e-filing application and on the Cases tab. This creates an e-filing that is not associated to a case. During the cerk review process, the clerk can add a case and then choose to associate an e-filing to that case as the initiating document. From the E-Filing tab, the user should click on the **New Case Filing** menu item.

Once the user clicks the Continue, the upload document screen is like that for uploading a document for an e-filing on an existing case. The difference is that there will be no abbreviated case header at the top of the screen. The screen will look a little different depending on whether the user is in Add mode or Edit Mode.

When in Add mode, there is no link to replace an existing document as there is in Edit mode.

5.7 EDIT/SUBMIT NEW CASE FILING

The **E-File Details** screen will display the following read-only sections:

The Edit E-Filing Information section will consist of the following information:

Type
Subtype
Fee Type(s)
Fee Amount
Filed on Behalf of
Comments

The Documents section will be displayed consisting of the following information:

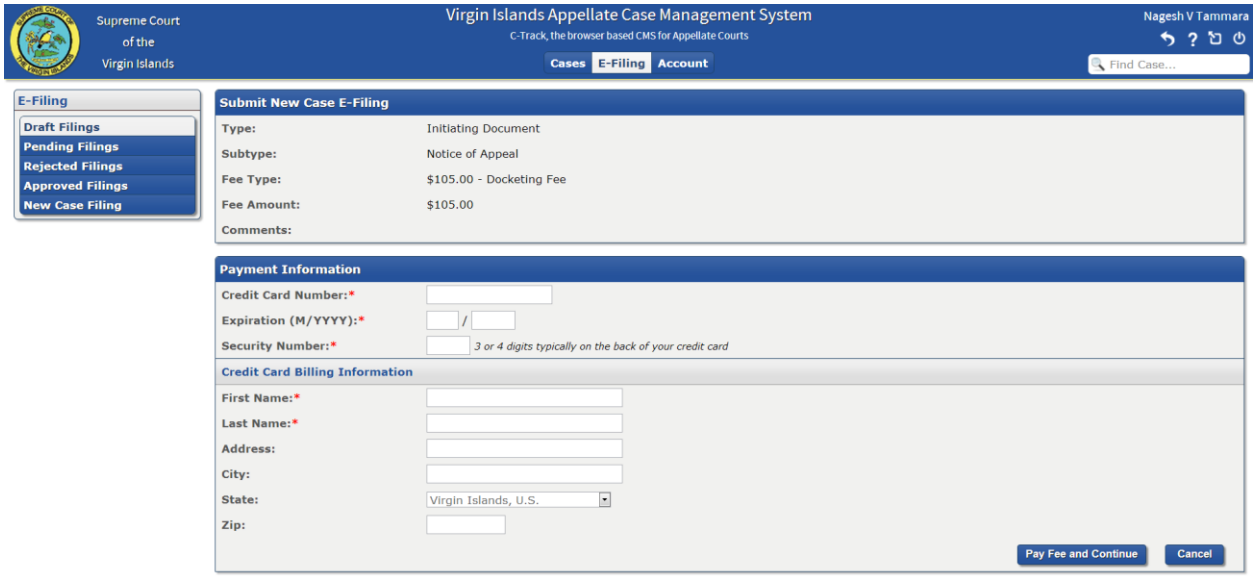
Date
Document Name
Status
Comments
Edit (link to upload document screen to replace .pdf or modify the **Document Name**)
Remove will allow the user to remove the current document

Clicking to

will return the user to the Edit Service List screen or if editing an e-filing, return the user to the My Draft E-Filings screen.

5.8 PROVIDE EPAYMENT INFORMATION

When the user clicks the Submit to Court button, they will be navigated to another screen that allows the e-filer to provide their credit card information for payment of the filing fee. The user will only see this screen if when clicking on the Submit to Court button if 'Requires Filing Fee'= "Yes".



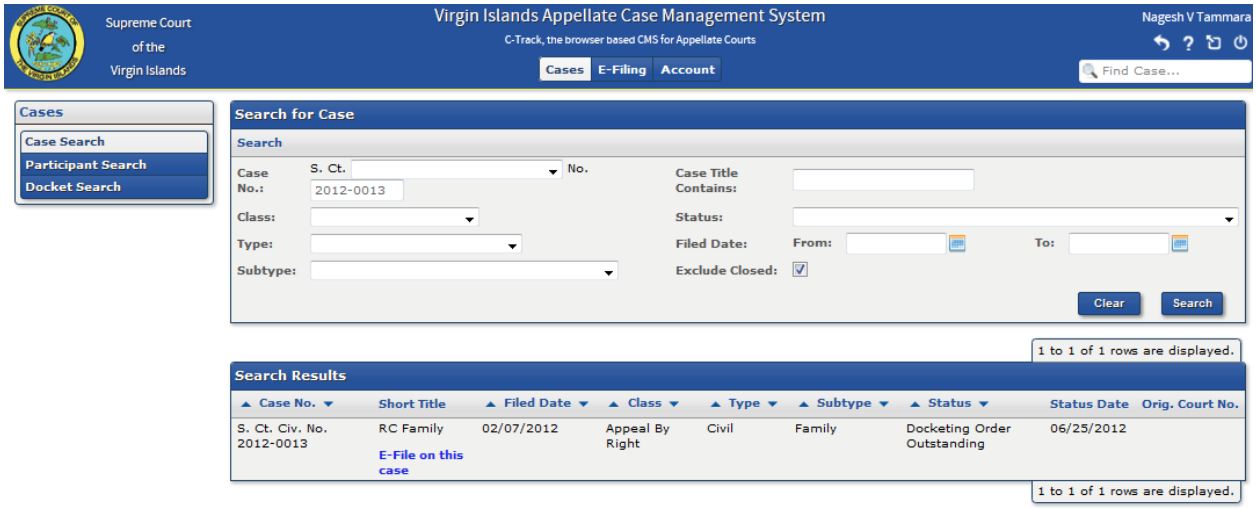
5.9 NEW CASE E-FILING SUBMIT CONFIRMATION

This screen confirms for the user that the e-filing has been successfully submitted to the court. This screen is used for both fee and non-fee e-filings, but, if a fee has been paid, the payment information is inserted into it.

Please print this page for your records.

5.10 E-FILING ON A CASE THAT THE USER CANNOT SEE

When the e-filer does not have the ability to see a case (sealed), they will use these screens to e-file on the case. If the user does not have permissions to view the case, the case will be listed on the case search screen with a hyperlink saying **E-file on this case**.



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E-Filing users on a case receive conventional service if the case is sealed. The filer is required to enter the service information for that party even though they are a E-Filing user. When the filing is approved the user will get the "Filing Notice" email which will state that the documents must be conventionally served since it is a sealed case.