

Frequently Asked Questions (FAQ)

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I have forgotten my password. What can I do?

First, you should double check and make sure you have caps lock off and/or num lock on (assuming you are using your numerical pad).

Also, be aware of the password rules for the site. Your password may have a capital letter or a special character you are not anticipating.

Should all your attempts fail, you will need to follow a series of steps to confirm your identity and then supply a new password in order to restore access. To start, you need to navigate [here](#).

I have forgotten my account name. What can I do?

First, you should double check and make sure your slash is a **backwards** slash ('\'). It is also recommended that you copy and paste it from somewhere if possible.

Should all your attempts fail, you can go [here](#).

I have forgotten the answers to my security questions. What can I do?

If this occurs, there are steps you can take to regain access to your account. You need to visit this [site](#) to start the process.

I am being told my password has expired. What can I do?

Security policy dictates that passwords expire every 90 days. Should that period of time elapse and you have yet to reset your password, you will be locked out of e-filing until you do. To fix this, just go [here](#) and reset your password using your account name and security questions.

I have tried everything possible to regain access to my account, but still cannot. I have a filing due and cannot await assistance. What can I do?

In this case, we have an emergency submission form you can utilize to submit a filing via email. This form can be found [here](#).

Please note: This feature is only available to users who have completed registration but are unable to access their account. You cannot use this in order to circumvent registration to the system.

What is the password complexity requirement?

Passwords must meet the following minimum requirements when they are changed or created:

- A. Passwords must not contain the user's entire Account Name value or entire Full Name value. The checking of the names is not case sensitive.
- B. Passwords must contain characters from three of the following four categories:
 - a. Uppercase characters of European languages (A through Z, with diacritic marks, Greek and Cyrillic characters)
 - b. Lowercase characters of European languages (a through z, sharp-s, with diacritic marks, Greek and Cyrillic characters)
 - c. Base 10 digits (0 through 9)
 - d. Non-alphanumeric characters: ~!@#\$%^&* _+=`|\(){}[];'"<>,.?/
- C. Passwords must be at least **8** characters in length.

I am changing firms. What do I need to do to maintain/re-establish access?

There are **3** steps you must complete in order to continue using (or regain access to) the E-Filing system.

1. You need to update your Bar Roll information (email address, mailing address, etc.)
2. After **48 hours** you can request a new account for E-Filing
3. Lastly, you need to contact the Clerk of Court about accessing your previous filings (if there are any for which you are still the attorney of record)

How do I contact someone about Louisiana Supreme Court E-Filing System?

Click [here](#) for the **Contact Us** form on the E-Filing website where you can send a message to the Clerk of Court's Office.

You may also contact someone in any of the following ways:

- Louisiana Supreme Court, 400 Royal St., New Orleans, LA 70130
- Clerk of Court's Office (504) 310-2300