

New Hampshire Judicial Branch
Superior Court Civil e-Filing
FAQs for Attorneys

1. Where can I get help?
 - Tyler Technologies Support 1-800-297-5377
 - NHJB Information Center 1-855-212-1234
2. I am already registered as a Circuit Court user. Do I have to re-register for Superior Court?
 - No. You will now see the Superior Court locations in the drop down list.
3. Do I have to keep a credit card on file with Tyler Technologies? How secure is my credit card information?
 - Credit card information is required for every pleading. Tyler is PCI compliant
4. What credit cards does Tyler Technologies accept to pay filing fees?
 - Visa
 - MasterCard
 - Discover
 - American Express
5. How do I convert my paper file into an electronically filed case?
 - You must file a motion to convert to E-File. See Superior Court E-Filing Rule 1(c). The judge will take into consideration the complexity of scanning and uploading the documents into the court's case management system. Recently filed cases are more likely to be converted upon motion.
6. I have to convert my Word document to PDF to file. I'm concerned that a reverse process may be available, subjecting my information to metadata collection.
 - Check with your IT department to see if there are any safeguards. View your settings in Word, prior to converting to a pdf, to set a level of protection.
7. How do I file pleadings with multiple attachments?
 - Any attachment(s) to a pleading should be uploaded with the pleading in **one** PDF. You can add bookmarks or hyperlinks to your pleading; they will transfer to the Court's case management system. The bookmarks or hyperlinks will only function properly if they are included in the same PDF file.
8. How do I make sure that my Ex Parte filing gets to the Judge?
 - Use the filing code of "Ex Parte Motion" or "Motion for Ex Parte Attachment".
9. Can I pay for a certified copy when filing a Motion for Ex Parte Attachment?
 - Yes. If the motion is denied, the fee is non-refundable.

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10. How do I purchase a Writ of Attachment?

- For electronically filed cases, file your request through File and Serve for a specific case. The form will be mailed to you.

11. Can I assign multiple service contacts onto one case?

- You can add “Other Service Contacts” on a particular case. You can also assign additional service contact(s) in the Administrative Copy field. (See Article ID: PROD-5511 at Tyler Self-Service Support.)

12. Can I access documents on electronically filed cases?

- You can access any “Public” document(s) that you are a party to from a remote location.
- In cases you are not a party to, you can access “Public” document(s) at a kiosk located in any court location.

13. At the court kiosks, we are able to view all non-confidential documents on electronically filed cases. How do I obtain copies since I can't copy an electronic document like a paper document?

You are able to get documents in two ways:

- You may select print, pay 25 cents per page to the clerk's office, and they will give you your documents.
- You may select the document and email the document to yourself.
 - The maximum file size per email varies from 10 Mb to 25Mb depending on e-mail service provider.
 - If the document is too large, you will need to print and pay for the copies.

14. Can I search by party name at the kiosk?

- Yes. Click on drop down menu next to Search by and choose party.

15. Can I search by case type?

- No. You can search by Party, Attorney, Case Status and Date Filed.

16. Do documents remain on Case Access Portal forever?

- Yes.