

New Hampshire Judicial Branch  
Superior Court Civil Procedure  
E-Court

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**TurboCourt Frequently Asked Questions**

**1. Registering**

**Q: How do I register to e-File?**

**A:** Click Sign up and complete the contact information and account information screens.

**Q: If I am unable to register, what do I do?**

**A:** In order to submit your registration information, you need to review the terms and conditions by clicking on the link at the bottom of “step 2 Account Details” and check the box next to “I agree to the terms and conditions in the User Agreement.”

If you click on the “I agree...” box and still are unable to register, contact the NH Judicial Branch at 1-855-212-1234.

**Q: What if I forget my username and password**

**A:** You can obtain your username and reset your password by clicking on the “Log in” link on the top right of the page. Select “Request new password.” Next, enter the email address that you provided when you registered for e-filing and your last name. Click on the “Next” button and an email will be sent to you containing your username and instructions on how to reset your password. Your username and password will not expire.

- **REMEMBER:** Your password is case sensitive. You may want to try your password again before resetting it.

**Q: How do I update my contact information and/or change my username and password?**

**A:** You may update your information or change your username and password after logging in by clicking on the “Profile” link on the upper right side of the page.

**Q: What should I do if my username or password becomes compromised?**

**A:** If you are able to log in, click on the “Profile” link to change your username and password. If you believe that your credentials have been used inappropriately, please contact the NH Judicial Branch at 1-855-212-1234.

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## 2. Getting Started

**Q: Can I submit documents for filing immediately after I have created a username and password?**

**A:** Yes.

**Q: What is the process for filing a document electronically?**

**A:** This is a summary of the steps you need to take.

1. Log in to your account.
2. Complete the questionnaire or upload your documents.
3. Review and submit your filing.
  - You will receive an email confirming your submission was received by the court.
  - The e-Filing system will perform various checks to ensure that your submission complies with the Terms and Conditions of this Website.

**Q: Where can I find instructions for using TurboCourt?**

**A:** There are several places to find instructions.

1. Most pages have a “Got a question?” (FAQ) box for the topics covered on that page. You can find the box on the right side of the page in green font.
2. A tutorial is available on most pages. You can find this below the FAQ box and on the upper right corner of the page.
3. There is additional information in the “Info” link on the top right portion of the page and in the “I” symbols on the page.

**Q: What type of cases can I e-File?**

**A:** e-Filing is available for many Superior Court Civil cases. Documents for the following case types may not be filed electronically. If your case fits into these categories, please file your documents in paper form at the appropriate court.

- Criminal
- GIBBS
- Habeas Corpus
- Juvenile Abuse/Neglect Appeal
- Medical Malpractice Panel
- Parental Notification of Requested Abortion

**Q: What are the required fees?**

**A:** For a list of the filing fees for documents filed in the New Hampshire Superior Court, click on the “Check Your Fees” section in your filing. To pay your fees online, New Hampshire TurboCourt accepts MasterCard, Visa and Discover.

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### 3. General Information

**Q: How do I use this program?**

**A:** Click the TUTORIAL button on the right side of the Introduction Screen to learn more about how to use this program.

**Have any questions about the topic?**

- Read the FAQs (Frequently Asked Questions) in the green “Got a Question?” box on the right side of the screen. Click on the questions to learn more about that topic.

**Ready for the next question?**

- Click the NEXT button at the bottom of each page. If you click on the page link without clicking the NEXT button, the program will NOT save your information.

**Want to view a page you have already filled out?**

- Click on the page link on the left side of the screen or the Section links at the top of the screen.

**Want to take a break?**

- Click on the Save/Retrieve link on the upper right corner. You will not lose your information, and you can protect your information with a password.
  - Note: if you stay on the same page for more than 30 minutes without selecting the Save/Retrieve option, your information will be lost.
  - Some Internet Service Providers (ISP) drop your connection if you stop typing for more than a few minutes. If this is happening to you, check with your ISP for more information.

**Q: What documents are open to the public?**

**A:** Any document filed with the court is open to the public unless the entire case is confidential or the document has been sealed by court order.

**Q: How does Save/Retrieve work?**

**A:** The Save/Retrieve button allows you to save your answers for reference or for future changes. You can return to this website as often as you like and retrieve the file that contains your answers.

- Note: Save your work often as your work is not saved automatically. If you do not answer all the questions your information will be lost after a period of time.

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**4. Clerk's Office Information**

**Q: How will I know if my document is accepted or rejected for filing by the Clerk's Office?**

**A:** If you choose to receive email notifications when you register, you will receive an email sent to your registered email address telling you whether your document has been accepted for filing. If the document has been rejected, the email will state the reason why. You may also check for messages by signing into TurboCourt and by clicking on the Form Set Number for your filing.

**Q: When will my document be considered filed?**

**A:** In most instances, your file date is the date you submit your document, pay any fee that is due and receive a confirmation from the e-filing system that your document was received. If that all happens before 11:59:59 PM on a particular date, that is your filing date. There are exceptions to this which are explained in the Electronic Filing Rules.