

# What You Need to Know Before e-Filing

## Frequently Asked Questions:

[TylerTech \(ATTORNEYS\) FAQs](#)


[TurboCourt \(SELF-REPRESENTED\) FAQs](#)

## IMPORTANT

For the rest of your case, you will receive important case related emails from either [NHCourtsNo-Reply@turbocourt.com](mailto:NHCourtsNo-Reply@turbocourt.com) or [NHCourtsNo-Reply@efilingmail.tylertech.cloud](mailto:NHCourtsNo-Reply@efilingmail.tylertech.cloud) so be sure to add BOTH to your address book and to your approved email list. Failure to do so may result in you missing court orders and important information about your case.

[Go here](#) for more information on receiving emails

## Google Chrome Users

1. BEFORE you fill out a form hit the save button and save the form to your desktop.
2. CLOSE the form **before you fill it out.**
3. OPEN the form on your desktop.
4. Complete the form and hit the  button.

## System Requirements

| TylerTech System Requirements (ATTORNEYS):   | TurboCourt System Requirements (SELF-REPRESENTED):  |
|--|---|
| Below are the supported browsers: <ul style="list-style-type: none"><li>- Microsoft Internet Explorer 11.x or later</li><li>- Safari 4.x or later</li><li>- Firefox 12.x or later</li><li>- Google Chrome 50.x or later</li></ul>  | Below are the supported browsers: <ul style="list-style-type: none"><li>- Microsoft Internet Explorer 9.x or later</li><li>- Safari 5.x or later</li><li>- Firefox 4.x or later</li><li>- Google Chrome 35.x or later<sup>1</sup></li></ul>   |
| TylerTech Document Format and Attachment Requirements  | TurboCourt Document Format and Attachment Requirements  |
| File & Serve only accepts documents in PDF or PDF-A formats. You can upload any single file up to 25 MB. Documents greater than 25MB must be broken down and submitted as separate documents. You can submit several filings but each should be submitted as their own PDF or PDF-A. | TurboCourt accepts only Adobe Acrobat Portable Document Format (PDF) documents as attachments. If you need to attach a file and you do not already have the document saved as a PDF please save/convert it. You can upload any single file up to 10 MB. Any file that is larger in size will cause a failed upload. Additionally you can attach up to 15 documents. |

## Adobe Reader

Forms are presented in Adobe's Portable Document Format (PDF) and have the ability to be saved. To download a FREE copy of Adobe Reader visit: <https://get.adobe.com/reader/>.

### TIP:

For more information on e-forms see: [How to use an e-filing form](#)

<sup>1</sup> Notice Regarding TurboCourt: In a recent Google Chrome update to v42, users are being prompted that their web browser is not compatible. Google Chrome is pushing forward with eliminating support for certain plugins that affect Silverlight. The e-filing application is built on the Silverlight platform and requires this plugin to be enabled in order to function properly.

At the current time, the Silverlight plugin has been blocked in Chrome v42. There is a workaround that will function for now, however Chrome intends to drop all support for plugins of this type by September 1, 2015. To use the Google Chrome browser v42 with the eFile site now, please follow the instructions at the following link to enable the plugin: [When using Google Chrome, I am receiving a message that my web browser is not compatible.](#)

## Make sure you can receive emails (Whitelisting)

Sometimes an email provider (Gmail, Yahoo! Mail, Outlook.com, etc.) will block emails from the NH e-Court Project vendors.

Before you start please check your email providers settings and make sure [NHCourtsNo-Reply@turbocourt.com](mailto:NHCourtsNo-Reply@turbocourt.com) and

[NHCourtsNo-Reply@efilingmail.tylertech.cloud](mailto:NHCourtsNo-Reply@efilingmail.tylertech.cloud) are added to your contacts. Below are links to some of the major providers on how to add contacts.

### REMINDER

Please check your junk or spam folders for [NHCourtsNo-Reply@turbocourt.com](mailto:NHCourtsNo-Reply@turbocourt.com) and [NHCourtsNo-Reply@efilingmail.tylertech.cloud](mailto:NHCourtsNo-Reply@efilingmail.tylertech.cloud)

#### **Gmail Users:**

Sign into your Gmail.com account. Then add the email addresses above to your Gmail contacts.

[How to add Gmail Contacts](#)

#### **Outlook.com Users:**

Sign into your Outlook.com account. Then add the email addresses above to your email to your Outlook contacts.

[How to Add Outlook Contacts](#)

[How to Add an Email to the Safe Senders List](#)

#### **Comcast Users:**

Sign into your Comcast account. Then add the email addresses above to your email to your Comcast Address Book.

[How to add Comcast Contacts](#) (Scroll down to "Add Contacts to Your Universal Address Book")

#### **Yahoo Mail Users:**

Sign into your Yahoo account. Then add the email addresses above to your email to your Yahoo Mail contacts.

[How to add Yahoo Mail Contacts](#)

#### **TIP:**

See our FAQ's on [Protecting Against Cybercrime](#) and [Protecting Against Phishing Scams](#)

## Technical Support

#### **File & Serve (ATTORNEYS):**

The File & Serve Technical Support Team is available to assist all users by calling 800–297–5377 Monday through Friday between the hours of 7 a.m. to 9 p.m. Central Time. You can also contact a Technical Support Representative with your questions by sending an email to [efiling.support@tylertech.com](mailto:efiling.support@tylertech.com) or by using the File & Serve Chat option.

#### **TurboCourt (SELF-REPRESENTED):**

If after reviewing all of the Support pages you still have a question, you can contact the court toll free at 1-(855) 212-1234 for assistance. (From outside US or Canada call 603-223-0392).

Please provide or have the following information available:

1. Form Set Number
2. Payment Transaction ID (if you made a payment)
3. Case Number (for eFiled cases)

**Note:** If you do not have a Form Set Number, you will instead need to provide the name of the court in which you filed and the name of the application you are using:

**Example of court name:** 2<sup>nd</sup> Circuit - District Division - Plymouth.

**Example of application name:** TurboCourt or File and Serve

## Questions About Your Case

You may contact the NH Judicial Branch at 1-855-212-1234. Callers from outside the US or Canada must use the Circuit Court's toll number: 603-415-0162. The court staff does not provide legal advice, or references or legal research.