



E-Services Filing User Guide

Version 1.0

Home Page

The screenshot shows the York County Civil Court E-Services Portal. At the top, there's a blue header bar with the York County Civil Court logo and the text "York County Civil Court". Below the header, a navigation bar has links for "Welcome, Guest", "Home", and "Help". The main content area is titled "E-Services Portal". It includes a message for first-time visitors to register and review user guides. There are two buttons: "Civil Case Search" and "Civil Court Office". To the right, there's a "Welcome" login form with fields for "Username" and "Password", a "Log in" button, and links for "Forgot Password?" and "Register User". At the bottom of the page, there's a footer with links for "Privacy Policy", "Conditions of Use", and "Accessibility Policy", followed by the copyright notice "© CountySuite Portal, Teleosoft, Inc."

Welcome to the York County Prothonotary's E-Services Portal!

In order to use E-Services site to file, you must login as a registered user. If you have not yet Registered, please see the **Registration User Guide** (accessible under the Help menu) for instructions on how to register.

If you are an existing user, please login with your User Name and Password using the form on the right side of the page.



My Filings Page

The screenshot shows the 'My Filings' page of the York County Civil Court portal. At the top, there's a header with the county seal and the text 'York County Civil Court'. Below the header, a navigation bar includes 'Welcome, Adam', a 'Home' link, and links for 'Account', 'Help', and 'Cart (0)'. The main content area is titled 'My Filings' and features a table of filing orders. The table has columns for 'Filing Date', 'Filing Order Number', 'Status', 'Amount', 'Pending', 'Accepted', 'Rejected', and 'Resubmitted'. A dropdown menu above the table is set to 'Past 30 Days'. A 'New Civil Filing' button is located in the top right corner of the table area. At the bottom of the page, there's a footer with links to 'Privacy Policy', 'Conditions of Use', and 'Accessibility Policy', along with a copyright notice for CountySuite Portal, Teleosoft, Inc.

| Filing Date | Filing Order Number | Status | Amount | Pending | Accepted | Rejected | Resubmitted |
|-------------|---------------------|---------|---------|---------|----------|----------|-------------|
| 6/18/2019 | O19000002 | PENDING | \$65.85 | 1 | 0 | 0 | 0 |

This page will show the history of all the Filing Orders that you have submitted, filtered by the selected date range in the upper-left corner of the list.

Each Order will include the date it was Filed, the Order Number, and the current Status of the Order. This status can be PENDING (meaning that it has not yet been reviewed by the Prothonotary's office), PROCESSING (meaning that part of the Order has been reviewed, but not all of it), or COMPLETE (meaning that all of the Order has been reviewed).

Since each Order can include multiple Filings (see the Shopping Cart section below for more details), columns are included to let you know which Filings were Accepted and which were Rejected. The Amount column will show the total fee that will be charged. If some filings are Rejected, this fee will be reduced by the appropriate amount.

The View button can be used to see the details of the Order. This takes you to a page which shows each of the Filings within the Order, and all the details for that Filing (Case Number, Case Caption, Attached Documents) including whether or not the Filing is still PENDING review, or if it has been ACCEPTED or REJECTED. See the Order Details section below for more information.

Order Details Page

Welcome, Adam

Home

Account ▾ Help ▾ Cart (0)

Order # O19000002

FP19000003 NEXT RE: Test Plaintiff PENDING

| | |
|-------------------------|---------|
| Sub-Total | \$65.85 |
| Processing Fees | \$1.95 |
| Payment Gateway Fees | \$0.10 |
| County Convenience Fees | \$5.80 |
| Total | \$65.85 |

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When you click on the View button on the My Filings page, you are taken to the Order Details page, which shows the details for each Filing within the Order. Initially, the list of Filings are collapsed, which allows you to see the Court Case Number (or NEXT, if this is a new Case, the number will only be assigned once accepted by the Prothonotary's office), Case Caption, and the current status of each Filing (PENDING, ACCEPTED, REJECTED, or RESUBMITTED). The total cost of the Order is shown below the list of Filings. Rejected filings will not be charged to your credit card, and the total cost of the Order will automatically decrease if a filing is REJECTED. Your credit card will only be charged for ACCEPTED Filings.

Expanding a Filing will show all the Attachments included in that Filing (along with the cost, or whether a waiver has been filed).

FP19000003 NEXT RE: Test Plaintiff PENDING

(ADJUDICATION) pdf.pdf

Judgment: Federal Lien

| | Convenience Fee | Amount |
|--|-----------------|---------|
| | \$5.80 | \$58.00 |

If the Filing has been REJECTED, the upper-right corner of the Filing will show a PDF link (red button) that contains the reason the filing was rejected, and generally what needs to be corrected in order to allow the Filing to be accepted. Next to that button is an icon that will allow you to RE-SUBMIT the Filing again. Clicking this button will pre-load the Submit Civil Filing page with all the information that was entered originally including attachments and you will have the opportunity to re-add this Filing (after making corrections) to your current Shopping Cart. The RE-SUBMIT button only remains active for 14 days. Additionally, once a Filing has been re-submitted, the button is disabled.

FP18000005 LTG-TEST-01 Bugs Bunny vs Daffy Duck REJECTED



Submit Civil Filing Page

Welcome, Adam Home Account Help Cart (0)

Submit Civil Filing

▼ Enter New File Information

Date Submitted
6/18/2019

▼ Case Information

Court Case Number
Assign next available case number

Filing Category
Civil: Real Property

Filing Sub Category
Mortgage Foreclosure: Business

Filing Total
\$261.80 (Convenience Fee of \$23.80)

In Forma Pauperis

▼ Attachments

Case Event Category
< Select >

Choose File

Add To Cart

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How to submit a filing for a New Case:

1. The Date Submitted is automatically set to the current day and cannot be changed.
2. If you are initiating a New Case Filing, leave the Court Case Number blank, and the Next Available court case number will be assigned automatically once your case is approved. Enter the primary case participants in the Case Caption field, and then select a category from the Filing Category dropdown.

Depending on the Filing Category chosen, you may also be required to select a specific Sub-Category. The Filing Total will display the total cost of your filing including any convenience fees.

▼ Case Information

Court Case Number
Assign next available case number

Filing Category
Civil: Real Property

Filing Sub Category
Mortgage Foreclosure: Business

Filing Total
\$261.80 (Convenience Fee of \$23.80)

In Forma Pauperis

If you select the In Forma Pauperis option you will be required to attach the correct documents to qualify for free e-filing.

Please note, the correct document(s) must be supplied from the court to qualify for free e-filing.

**How to submit a filing on an existing Case:**

1. The Date Submitted is automatically set to the current day and cannot be changed.
2. Begin by entering the existing Court Case Number. As you type the number, if any existing Court Cases match the Number you are entering, you will see them listed in the type-ahead search results. Selecting one of the items from the list will fill in the Case Caption information and allow you to select a Filing Category in order to add to the selected Case.

The screenshot shows the 'Case Information' section of the portal. On the left, there is a dropdown menu labeled 'Court Case Number' with the value '2019'. To the right, there are two input fields: 'Case Caption' and 'Filing Total'. Below the dropdown, a list of matching case numbers and captions is displayed, including '1989-NO-002019-30 PESSONELLI, MAURICE vs. PESSONELLI, WANDA' and '1991-NO-002019-31 ANESTHESIA ASSOC OF YORK PA INC vs. Sipe, ROBIN'.

The following applies for all Civil Court Filings – whether docketed to a New or Existing Case

1. Enter the name of the Attachments that you are Filing. At least one attachment is necessary for any Filing. Choose the type of Attachment from the dropdown (you can use type-ahead to search the list), then click the Choose File button to browse and attach a PDF document. Only PDF documents are supported.

The screenshot shows the 'Attachments' section. On the left, there is a dropdown menu labeled 'Case Event Category' with the value 'praeCIPE'. To the right, there is a 'Choose File' button. Below the dropdown, a list of categories is shown: 'PRAECIPE', 'PRAECIPE & WRIT OF EXECUTION-MTG FORECLOSURE TO YORK CO SHF', and 'PRAECIPE FOR JURY TRIAL'. On the far right, there is a blue 'Add To Cart' button.

2. Each Attachment added will show in a list as you add it. If you've added a document in error, or chosen the incorrect docket category, you can delete it by clicking the red trashcan icon. You will be prompted to confirm the removal of this document. You can also choose to keep your document confidential by checking the box next to that attached document and submit the appropriate form.

The screenshot shows the 'Attachments' section. On the left, there is a dropdown menu labeled 'Docket Category' with the value '< Select >'. Below it, there are two input fields: one containing 'AFFIDAVIT.pdf' and another containing 'ENTRY OF APPEARANCE'. To the right, there is a 'Choose File' button. Further to the right, there are three icons: a red trashcan, a blue folder, and a checked checkbox labeled 'Confidential Document'.

3. Once all details have been added, click Add to Cart to transfer your Filing to the Shopping Cart. The page will then be re-set and you can continue to add another Filing (if desired). Otherwise, click on the shopping cart icon in the menu at the top-right of the page to view the current Shopping Cart.

The screenshot shows a confirmation message in a green box: 'Filing has been added to your cart.' There is a small 'X' icon in the top right corner of the box.



Shopping Cart Page

The screenshot shows the York County Civil Court's Shopping Cart page. At the top, there's a header with the county seal and the text "York County Civil Court". Below the header, a navigation bar includes "Welcome, Adam", "Home", "Account", "Help", and a shopping cart icon with "(1)". The main content area is titled "Shopping Cart" and displays a filing entry for "Bugs Bunny vs. Daffy Duck" with file number "FP19000006". To the right of the entry are edit and delete icons. Below the entry, a summary table shows the breakdown of costs:

| | |
|-------------------------|-----------------|
| Sub-Total | \$238.00 |
| Processing Fees | \$5.45 |
| Payment Gateway Fees | \$0.10 |
| County Convenience Fees | \$23.80 |
| Total | \$267.35 |

Below the summary, a "Payment" section allows selecting a payment method, with "Adam M Sweeney ...1111" listed. At the bottom of the page are "Print Order" and "Submit Order" buttons, along with links to "Privacy Policy", "Conditions of Use", and "Accessibility Policy".

This page shows the list of all Filings that are currently awaiting submittal in your Shopping Cart. You can click on each Filing to see the details.

NOTE: You can have a maximum of 25 Filings in your Shopping Cart.

The icons in the upper-right corner of each Filing allow you to edit the Filing (which will transfer all the details back to the Submit Civil Filing page) or delete the Filing (which removes it immediately).

The “Print Order” button will create a printable version of the page and will pop up the printer dialog to make it easy to print quickly.

The screenshot shows the Shopping Cart page again, this time with a single filing entry for "Civil: Real Property". The total amount is \$238.00. A note next to the entry specifies "Real Property". Below the entry, a summary table shows the breakdown of costs, identical to the one in the previous screenshot:

| | |
|-------------------------|-----------------|
| Sub-Total | \$238.00 |
| Processing Fees | \$5.45 |
| Payment Gateway Fees | \$0.10 |
| County Convenience Fees | \$23.80 |
| Total | \$267.35 |



After review, if everything looks good, the next step is to select the Payment Method (a list of all payments methods you added under your Account will show in the dropdown). Click on Submit Order to send the information to the Prothonotary's Office for review.

Before the information is submitted, a dialog will display a summary of your Order costs, along with Terms & Conditions that you must agree to. Clicking Accept will send the Order to the internal Filing Approval process.

Terms and conditions

| Description | |
|----------------------|-----------------|
| Filing Amount | \$238.00 |
| Processing Fees | \$5.45 |
| Payment Gateway Fees | \$0.10 |
| Convenience Fees | \$23.80 |
| Total: | \$267.35 |

Please refer to the terms and conditions before accepting.

[Privacy Policy](#)

[Conditions of Use](#)

[Web Accessibility](#)

Waiver of Liability

INSERT LEGAL LANGUAGE HERE

I have read and accept the terms, conditions, and payment.

[Cancel](#) [Accept](#)

Once submitted, you will be returned to the My Filings page, with an indication that the Order was submitted successfully (and you will be able to see the new entry in the list of Filing Orders. You can click on the New Civil Filing button to start another Filing process, or you can Log off if your session is complete.

My Filings

Thank you for submitting your order. You will receive a confirmation email shortly.

Order Emails

Upon submitting a Filing, you will receive an email indicating that your Order was received, along with the specific Filings that were added to that Order.

Mon 7/20/2020 10:29 AM
noreply
E-FILING ORDER # O20000318 (SUBMITTED)

To Blew, Allison J.

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

[Action Items](#)

E-FILING ORDER # O20000318

Thank you for using the York County Civil Court Electronic Filing System. On 7/20/2020 we received your request to process documents for the court cases listed below. We are currently reviewing your submission. Once your submission has been processed, you will receive another email with information about your filing order. Please allow 5 business days for the review and acceptance process. If part of your submission is rejected you will receive an email explaining the reason for rejection, and providing instructions for resubmitting your documents.

You can always go to our E-Services Portal at <https://prothefiling.yorkcountypa.gov/> for links to the main Prothonotary Office site, or our Civil Case Search site, where you can view up-to-date information about your case.

If 5 business days have elapsed and you have not received confirmation of your filing, you can contact our office at (717) 771-9611 with any questions. Please have your filing Order Number available.

A hold has been placed on your account for the Total Amount below, but your credit or debit card will not be charged until your submission is accepted.

| Filing Packet # | Court Case # | Filing Category | Case Title |
|-----------------|-------------------------------|--|--|
| FP20000644 | NEXT | rose v daisy | |
| | Civil: Professional Liability | | Conv. Fee: \$20.00 Filing Fee: \$238.00 |
| FP20000645 | 2000-NO-002009-31 | REDLAND CENSTAR INC vs. AFFORDABLE BLACK TOP AND CONCRETE CO | |
| | No Cost Docket Filings | | Filing Fee: \$0.00 |
| | | Total Filing Fees | \$238.00 |
| | | Total Convenience Fees | \$20.00 |
| | | Total Processing Fees | \$5.56 |
| | | Grand Total | \$263.56 |

Do not reply to this email; this address is not monitored.



If any of the Filings in your Order were rejected, you will receive an email indicating what was rejected, with an attachment providing all the details as to why the Filing was rejected, and possibly how you can successfully re-submit the Filing. (You have 14 days to re-submit your filing).

NOTE: If your filing is rejected, and there is an issue with any of the documents that you have attached, you must re-scan (and upload) the entire document (not just the page that may contain the error).

Mon 7/20/2020 10:41 AM
noreply
E-FILING ORDER # O20000299 (ITEM REJECTION)
To Blew, Allison J.
If there are problems with how this message is displayed, click here to view it in a web browser.
Message [Packet Rejected Report.pdf \(46 KB\)](#)

E-FILING ORDER # O20000299 (ITEM REJECTION)

On 7/8/2020 you submitted documents for Court Case # NEXT through the York County Civil Court Electronic Filing System, Filing Packet # FP20000605. Unfortunately we are unable to accept your submission at this time. Attached is a document explaining the reason(s) for the rejection. You have 14 days to resubmit your corrected request from the customer portal. After that time your prior information will no longer be available and you will be required to resubmit all information.

You can always go to our E-Services Portal at <https://prothefiling.yorkcountypa.gov/> for links to the main Prothonotary Office site, or our Civil Case Search site, where you can view up-to-date information about your case.

You can also contact our office at (717) 771-9611 with any questions. Please have your filing Order Number available.

Do not reply to this email; this address is not monitored.



Once the Order has been completely processed by the Prothonotary's Office, you will receive an email with complete details for each Filing within the Order (whether it was Accepted or Rejected), and the new total Amount that will be charged to your Payment Method.

Mon 7/20/2020 10:41 AM
noreply
E-FILING ORDER # O20000299 (PROCESSED)

To Blew, Allison J.

If there are problems with how this message is displayed, click here to view it in a web browser.

E-FILING ORDER # O20000299

On 7/8/2020 you submitted documents through the York County Civil Court Electronic Filing System. Your submission has been processed.

| Filing Packet # | Court Case # | Case Title | Status |
|--|----------------|-----------------------|----------|
| FP20000605 | NEXT | star wars v star trek | REJECTED |
| * You should have already received an email with details regarding this rejection. | | | |
| FP20000606 | 2020-SU-000151 | lady v tramp | ACCEPTED |

Your credit or debit card will now be charged as follows:

| | |
|-------------------------|-----------------|
| Sub-Total | \$238.00 |
| County Convenience Fees | \$20.00 |
| Processing Fees | \$5.91 |
| Total | \$263.91 |

You can always go to our E-Services Portal at <https://prothyservices.yorkcountypa.gov/> for links to the main Prothonotary Office site, or our Civil Case Search site, where you can view up-to-date information about your case.

You can also contact our office at (717) 771-9611 with any questions. Please have your filing Order Number available.

Do not reply to this email; this address is not monitored.



As mentioned above in the Order Details Page section, a REJECTED Filing can be re-submitted. This will re-load the Submit Civil Filing page with all the information from the additional Filing.

NOTE: If your filing is rejected, and there is an issue with any of the documents that you have attached, you must upload the entire document not just the page that may contain the error.

Welcome, Adam | Home | Account ▾ | Help ▾ | Cart (1)

Resubmit Civil Filing

Enter New File Information

Date Submitted
6/18/2019

Case Information

Court Case Number
Next available

Case Caption
Bugs Bunny vs. Daffy Duck

Filing Category
< Select >

Filing Total
\$0.00

Attachments

Case Event Category
< Select >

Choose File

SAMPLE WRIT.pdf

PRAECIPE & WRIT OF EXECUTION-MTG FORECLOSURE

Delete Edit

Add To Cart

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Once all corrections have been made, click the Re-Submit button to add this information to your currently active Shopping Cart. When this button is clicked, you will be prompted to make sure that all corrections have been made.

Add to Cart

Are you sure that all corrected documents have been uploaded?

Yes No