

Hamilton County Office of the Juvenile Court Clerk

e-File It Portal

for Hamilton County Juvenile Court/ Main Division & Child Support Division

Create an account to become a Registered User:

Go to the website: efileitjcc.hamiltontn.gov



- You can create your account by either clicking on the “Create Account” button under the Getting Started column, or you can simply click on the blue “Start Filing” button
- This will bring you to the Register screen

The screenshot shows the registration form titled 'Register for eFiling with eFileIt'. A sub-header reads: 'You will be able to start e-filing documents once you have registered for an e-filing account.' The form contains the following fields: 'Name', 'Law Office', 'Email', 'Confirm Email', 'Password', and 'Confirm password'. Each field is represented by a text input box. At the bottom right of the form is a 'Register' button.

- Attorneys - Enter your name, the name of the law office, email address, and create a password (must be a minimum of 4 characters long).
**** For assistants/paralegals creating the account for the attorney, please remember to use the attorney's name and their email address as it directly links to their name in the JFACTS database system. This is required to ensure the e-File It system correctly sends the processed or rejected emails.**

**** For attorneys wishing to add the assistant/paralegal email address as a 2nd email, you or the assistant/paralegal will need to email us for this request at eFileit@hamiltontn.gov. Once the user account is created, one of us can manually add the 2nd email in as an optional email under the attorney's e-File It user account. This will ensure that both emails will receive all automated emails generated through the e-File It Website for noticing of receiving the e-Filing, payment of fees if applicable, and accepting or rejecting the e-Filing.**

Click on “Register” button

- You will see this screen showing your registration is complete



- You will also receive an email showing that you have registered your user account. Both will have the “Click here” to login. Click on “here” and this will bring you to your login screen.
- The Log in screen looks like this



Costs of e-Filing with our e-File It Portal : Annual Subscription or charge per filing

- Annual subscription cost of \$300.00 allows you to file unlimited times at both courts – Juvenile Court and Child Support Division.
- Your annual subscription timeframe runs for 12 consecutive months from the date you pay. You will receive a reminder notification 30 days prior to remind you to renew or it will expire.
- You may elect to pay the \$5.00 fee per electronic filing. One electronic filing can be 1 or more documents to one case. The maximum amount charged is \$50.00 per case. A case is per docket / petition number.
- Retained attorneys will be charged the e-Filing fee

- **Court appointed and State attorneys will not be charged the e-Filing fee** per the E-Filing in Tennessee Policy and Technical Standards (2020) as promulgated by the Administrative Office of the Courts.

Troubleshooting:

- If you have any general questions/ concerns or suggestions, please email those to Rhonda Wheeler and Kristie McGowan at eFileIt@hamiltontn.gov
- If you need help during this beta testing phase on using the e-File It Portal, please call Rhonda Wheeler or Kristie McGowan normal business hours Monday – Friday 8:00am to 4:30pm at (423) 209-5250.

Filing documents through the e-File It Portal:

Helpful Reminders:

- Before filing electronic documents, make sure you have all pertinent case information for the juvenile to file the document on a new case. If you are filing documents for an existing case, you must know the petition and/or the docket number(s) for that case.
- If you are filing a document(s) that are on multiple siblings, make sure your document list all names with the oldest sibling being the first name and first petition/docket # listed of all the numbers.
- All documents filed electronically must be filed and accepted **1 full business day** prior to the hearing date for that case; this does not include weekend days or holidays. Please see the listing for all holidays taken under Hamilton County in the “contact tab” for reference.
- All documents should be on white paper when converted to a .pdf format for the e-Filing website.
- All filings the day of a hearing date, or filings containing color photographs and/or color documents must be filed in person in the Clerk’s office.
- All motion documents filed electronically must have the motion hearing date filled in on the document. Please be sure to include the correct petition/docket number(s)

Motions to be heard at Juvenile Court – Main Division

All motions are heard on Wednesday mornings

If you file a motion on a Monday or Tuesday of a given week by the cut off time of the end of the business day on a Tuesday, the motion will be heard on the Wednesday morning of the following week (not the same week).

If you file a motion on a Wednesday, Thursday, or Friday of a given week, then the motion will be heard on the Wednesday morning 2 weeks out. Please note this is the standard scheduling procedure with a Magistrate being available.

If you are requesting a motion to be heard on another day other than the Wednesday motion docket, you must have prior approval from the respective Judge/Magistrate.

Please call the Clerk's office at 423-209-5250 to confirm the correct date you should enter on the Motion.

Motions to be heard at Child Support Division

Motions will be heard every Tuesday at 8:30 a.m. Motions may be heard at other times with the consent of the Judge.

Motions will be called at the Court's first regularly scheduled motion day occurring no less than five (5) business days after filing the motion.

Notice of the date and time of the hearing shall be placed on the motion.

Motions filed by 4:30 p.m. on Monday will be called the following Tuesday.

Subpoenas

- Subpoenas - When e-Filing multiple ones, you must upload each one as an individual ".pdf" document as each one incurs a \$6.00 charge

Types of Documents that can be filed:

- Hamilton County will accept most all customary documents filed at the Juvenile Court and Child Support Division
- **ALL** electronic documents must be in the “.pdf” format
- **ALL** electronic documents filed must be in black and white. No color documents will be allowed.
- **Color** photographs must be submitted in court at the hearing or filed in person with the Clerk’s office.

- When filing an electronic document, you will have a listing of types of documents to select from in the drop down menu to identify the document you are filing electronically. You will also be able to see any associated fee with this document.

- There is an option for “Other” to select. This will have a free form text for you to name the document you are filing. This option is only for those documents that you customarily file and have no associated fee.

- **ALL documents electronically filed must be from the original paper document converted as a “.pdf” version for electronic submission. This is not to be taken from a captured picture of the paper document and then converted to the “.pdf” format.**

Instructions to e-File a document(s):

- On the home screen, click on the blue button “Start Filing”
- Enter your Username and password, and click “Log in”
- This screen will appear

The screenshot shows the e-filing portal interface with three main sections:

- 1. Provide Document Information:** Includes a dropdown for Attorney Type, buttons for New/Existing case selection, a text field for Docket or Petition Numbers, a dropdown for Court selection, a text field for Child's Name, and a dropdown for Document Type.
- 2. Drop or Select PDF Document:** Features a red "Choose A File" button, a dashed box for dropping files, and a green "Add Document To List" button. Below is a "Document List" table and a "# of Documents To Upload" input field.
- 3. Submit Documents:** Contains a "Total Charges" table, a "Submit Documents" button, and a "Re-Submission Code" input field.

Type of Charge	Amount
Filing Fee	0.00
eFiling Fee	0.00
Total Charge	0.00

Document Name	File Size

- Select Attorney Type
*** Remember it is important to select the correct type for the case you are filing for as well as instructing the portal if an e-Filing fee applies or not. If the wrong attorney type is selected, the e-Filing will be rejected. You will receive a resubmission code to use to re file the e-Filing correctly within 48 hours.*
- Enter Childs full name (**remember for Main division filings that are on multiple children, enter the oldest child's name**)
- Select if this is a “New” or “Existing” case
*** For an existing case, make sure you know all docket/petition numbers associated for the e-Filing. Enter the number(s) in the box below and separate multiple numbers with a coma (,).*
- Select the correct court where this matter is being heard (Juvenile Court or Child Support Court)
- Select the document type
*** You will notice there is a difference in the selection of document types to pick from depending on which court you select in the drop down*

Document types for Juvenile Court

The screenshot shows the eFileIt interface for Juvenile Court. It is divided into three main sections:

- 1. Provide Document Information:**
 - Attorney Type: Select Attorney Type
 - Select New or Existing Case: New (selected), Existing
 - Enter Docket or Petition Numbers: (Enter ALL Docket/Petition Numbers listed on your paperwork)
 - Please select court where matter is heard: Juvenile Court
 - Child's Name: (Click child if filing on multiple children)
 - Please select a document type:
 - Select Document Type
 - Select Document Type
 - Appeal
 - Original Filing Petition Fee
 - Subpoena
 - Retaining
 - Other
 - Order
 - Performance Plan
 - Amended Petition
- 2. Drop or Select PDF Document:**
 - Only "Text Searchable" pdf documents will be accepted.
 - Select or Drop Documents to be Uploaded:
 - Choose A File
 - or drop file(s) here
 - Add Document To List
 - Document List:
 - # of Documents To Upload:
- 3. Submit Documents:**
 - You will receive a confirmation number and email once your document has been received. You will also receive an email when your document has been accepted.
 - Total Charges:

Type of Charge	Amount
Filing Fee	0.00
eFiling Fee	0.00
Total Charge	0.00
 - Enter Re-Submission Code if this is a resubmitted document:
 - Submit Documents
 - Estimate eFiling Fees. Buy Yearly Subscription

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Document types for Child Support Court

The screenshot shows the eFileIt interface for Child Support Court. It is divided into three main sections:

- 1. Provide Document Information:**
 - Attorney Type: Select Attorney Type
 - Select New or Existing Case: New (selected), Existing
 - Enter Docket or Petition Numbers: (Enter ALL Docket/Petition Numbers listed on your paperwork)
 - Please select court where matter is heard: Child Support Court
 - Petitioner vs. Respondent
 - Please select a document type:
 - Select Document Type
 - Select Document Type
 - Contributor
 - Petition to Establish Parentage
 - Petition to Set Support
 - Petition for Contempt
 - Petition to Enforce a Foreign Judgment
 - Petition for Modification of Child Support Order
 - Post-judgment Request - Order Allowing Retesting
 - Post-judgment Request - Motion for Purge, Reduction/Suspended Sentence/ Early Release
 - Post-judgment Request - Plea/Not Guilty
 - Post-judgment Request - Garnishment
 - Post-judgment Orders
 - Retaining Request
 - Subpoena/Subpoena duces tecum
 - Summons
 - Other
 - Order
 - Amended Petition
- 2. Drop or Select PDF Document:**
 - Only "Text Searchable" pdf documents will be accepted.
 - Select or Drop Documents to be Uploaded:
 - Choose A File
 - or drop file(s) here
 - Add Document To List
 - Document List:
 - # of Documents To Upload:
- 3. Submit Documents:**
 - You will receive a confirmation number and email once your document has been received. You will also receive an email when your document has been accepted.
 - Total Charges:

Type of Charge	Amount
Filing Fee	0.00
eFiling Fee	0.00
Total Charge	0.00
 - Enter Re-Submission Code if this is a resubmitted document:
 - Submit Documents
 - Estimate eFiling Fees. Buy Yearly Subscription

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- If these selections do not apply to the document you are e-Filing, please select the document type “Other”
- Enter the full name of the document in the free form text below

The screenshot shows a web form with the following fields and options:

- Select Attorney Type:** A dropdown menu.
- Child's Name:** A text input field.
- Select New or Existing Case:** Two buttons labeled "New" and "Existing".
- Enter Docket or Petition Numbers separated by commas:** A text input field.
- Please select court where matter is heard:** A dropdown menu with "Juvenile Court" selected.
- Please select a document type:** A dropdown menu with "Other" selected.
- 0.00:** A text field showing the amount.
- Other Document Type:** A text input field.

- Click on the red button “choose a file”. This will take you to your computer’s file directory so you can select your document. Please remember this must be a “.pdf” document.
- Once you have clicked on “open” in your file directory (or you can drag and drop a document to the grid box) the document will show in the list.
 - ** At this point, if you have additional documents for your case to upload, you will simply go back to step 1 and only change the “document type” information. Then you can click on the red button again “Choose a File” and upload the additional document(s).
- Once you have your document(s) in the listing, you will click on the green button “Add Document to List”
- You will now see your screen complete with all the information you have given, the documents added to the list grid on the right of the screen, and all charges for this e-Filing

The screenshot shows the e-filing process in three steps:

- 1. Provide Document Information:** This section contains the same form fields as the previous screenshot, with "Other" selected for document type and "0.00" entered for the amount.
- 2. Drop or Select PDF Document:** This section features a red "Choose A File" button and a dashed box for dropping files. A green "Add Document to List" button is visible at the bottom.
- 3. Submit Documents:** This section displays a "Document List" table and a "Total Charges" summary.

Document List	Amount														
<table border="1"> <tr> <td>Document/Court</td> <td>JUVENILE Court</td> <td>Notice of Appearance/Sees</td> <td>Juvenile Court</td> <td>00417</td> <td>0.00</td> <td>AGF Filing Court for sealed case 3 20 20 - 10m.pdf</td> </tr> <tr> <td>Document/Court</td> <td>Juvenile Court</td> <td>General Filing Public Fee</td> <td>Juvenile Court</td> <td>00417</td> <td>104.00</td> <td>AGF Filing Court for sealed case 3 20 20 - 10m.pdf</td> </tr> </table>	Document/Court	JUVENILE Court	Notice of Appearance/Sees	Juvenile Court	00417	0.00	AGF Filing Court for sealed case 3 20 20 - 10m.pdf	Document/Court	Juvenile Court	General Filing Public Fee	Juvenile Court	00417	104.00	AGF Filing Court for sealed case 3 20 20 - 10m.pdf	104.00
Document/Court	JUVENILE Court	Notice of Appearance/Sees	Juvenile Court	00417	0.00	AGF Filing Court for sealed case 3 20 20 - 10m.pdf									
Document/Court	Juvenile Court	General Filing Public Fee	Juvenile Court	00417	104.00	AGF Filing Court for sealed case 3 20 20 - 10m.pdf									
Total Charges:															
Type of Charge	Amount														
Filing Fee	104.00														
e-Filing Fee	0.00														
Total Charge	104.00														

- Remember to review everything before you click “Submit Documents”. You will notice if you need to remove a document from the list, you have the ability to do so. Once you are certain everything is correct, click on “Submit Documents”.
- You will now see the Lexis Nexis secure screen to enter your payment information

Hamilton County Juvenile Court
 1600 East Third St.
 Chattanooga TN 37404
 (423) 209-5100

Agency Amount	\$109.00
<p>Billing Address</p> <p>Address Type</p> <p> <input checked="" type="radio"/> Domestic (US and Puerto Rico) <input type="radio"/> Military (APO/FPO) <input type="radio"/> International (including Canada, Mexico) </p> <p>Billing First Name* <input type="text"/></p> <p>Billing Last Name* <input type="text"/></p> <p>Billing Zip Code* <input type="text"/></p> <p>Billing Address Line1* <input type="text"/></p> <p>Billing Address Line2 <input type="text"/></p> <p>Billing City* <input type="text"/></p> <p>Billing State* <input type="text" value="AL"/></p> <p>E-mail* <input type="text"/></p> <p>Confirm E-mail* <input type="text"/></p> <p>Phone Number* <input type="text" value="(999) 999-9999"/></p> <p style="text-align: left; margin-top: 10px;">← Previous Page</p>	<p>Payment Information</p> <p>Payment Type</p> <p> <input checked="" type="radio"/> Card <input type="radio"/> Personal Check <input type="radio"/> Business Check </p> <p>Card Number* <input type="text"/></p> <p>Expiration Month* <input type="text"/></p> <p>Expiration Year* <input type="text"/></p> <p>Security Code* <input type="text"/></p> <p style="font-size: small;">We've provided this sample credit card to assist you in finding the security code</p> <div style="text-align: center; margin: 10px 0;">  <p style="font-size: x-small;">MasterCard, Visa, Discover</p> <p style="font-size: x-small;">3-4 digit security code</p> </div> <p style="text-align: center; margin-top: 10px;"> <input type="checkbox"/> I'm not a robot  </p> <p style="text-align: center; margin-top: 10px;">Continue →</p>

- Enter all pertinent information and click on “Continue”
- **Please note you have the options to pay by Credit Card, Personal Check, and Business Check.

- You will see the final payment screen

Hamilton County Juvenile Court
1600 East Third St.
Chattanooga TN 37404
(423) 209-5100

Agency Amount	\$109.00
LexisNexis Service Fee	\$2.61
Total Amount	\$111.61

Billing Address

Billing First Name: Knobe
 Billing Last Name: McGowan
 Billing Zip Code: [REDACTED]
 Billing Address Line1: [REDACTED]
 Billing Address Line2: [REDACTED]
 Billing City: [REDACTED]
 Billing State: [REDACTED]
 Billing Country: United States of America
 E-mail: knobem@hamiltontn.gov
 Phone Number: [REDACTED]

[Previous Page](#)

Payment Information

Credit Card

Card Number: ***** (MASTERCARD)
 Expiration Date: 05/2025

Payment Authorization

Total Amount: \$111.61

Acknowledgment

By checking this box, I am authorizing the payment of the bill amount plus the LexisNexis Service Fee.

[Pay Now](#)

- Once you have reviewed the information, click the “check box” for the Acknowledgment and click on “Pay Now”
- You will now see the final screen with this wording in “red” on the right

Home | File Documents | Case History | Account History | Contact | Subscriptions
Welcome Krista McGowan - Log Out

Case Name:

Select New or Existing Case:
[New](#) [Existing](#)

Enter Docket or Petition Numbers separated by commas:

Please select court where matter is heard:

Please select a document type:

Other Document Type:

Choose A File

or drag file(s) here

Add Document To List

Document List:

of Documents To Upload:

Type of Charge	Amount
Filing Fee	0.00
Filing Fee	0.00
Total Charge	0.00

Enter Re-Submission Code if this is a resubmitted document:

Generate eFiling Fees: Buy Yearly Subscription

Documents submitted successfully.

Total amount charged: 111.61

LexisNexis Confirmation ID: 200065880

[View Order Summary](#)

[File Another Document](#)

- You will receive your receipt via email from Lexis Nexis showing your payment for the charges



- You will receive a confirmation email from the e-File It portal stating that your documents are received and will be processed
- Once your e-Filing is processed, you will receive another confirmation email stating the e-Filing is approved and will provide a link for you to click on to see the processed document(s). If the e-Filing is rejected, you will receive an email explaining the reason for the rejection and instructions with a resubmission code to resubmit the documents within 48 hours.