

# ALASKA TRUEFILING USER GUIDE

The Alaska Court System is in the process of deploying TrueFiling, a new system for filing and serving documents electronically. Provisional eFiling rules have been adopted as explained in Section 1, Special Provisional eFiling Rules. This user guide provides additional instructions on how to use TrueFiling for filing cases and documents with the Alaska Trial Courts. The information in this guide is expected to change as the court system gains more experience with eFiling.

## Table of Contents

<b>Section 1 – All Users</b>	<b>3</b>
<b>1. Special Provisional eFiling Rules</b>	<b>3</b>
<b>2. Cases and Court Locations Where eFiling is Available</b>	<b>3</b>
<b>3. Getting Started</b>	<b>3</b>
A. TrueFiling Registration	3
B. Completing Your Account Setup (four parts)	4
C. TrueFiling Training, Support, and Guides	7
D. Hardware and Internet Browser	7
E. Deactivating TrueFiling User Account	7
<b>4. TrueFiling Down Time</b>	<b>8</b>
<b>5. Filing a New Case</b>	<b>8</b>
A. Avoid Paying Additional Processing Fees	8
B. Entering Party Names	8
C. Maximum Number of Parties	8
D. Case Description Sheet	8
E. Supporting Documents	8
<b>6. Filing in an Existing Case</b>	<b>9</b>
<b>7. Fee Waivers</b>	<b>9</b>
<b>8. Documents or Cases That May Not be Filed Through TrueFiling</b>	<b>10</b>
<b>9. Document Size and Quality</b>	<b>10</b>
<b>10. Date of Filing</b>	<b>11</b>
<b>11. Document Titles and Filing Name and Type</b>	<b>11</b>
<b>12. Subpoenas</b>	<b>11</b>
<b>13. Motions, Oppositions, and Replies</b>	<b>12</b>
<b>14. Proposed Orders</b>	<b>12</b>
<b>15. Certified Documents</b>	<b>12</b>
<b>16. Supporting Evidence Unsuitable for Electronic Filing</b>	<b>12</b>
<b>17. Confidential Documents</b>	<b>13</b>
<b>18. Sealed Documents</b>	<b>13</b>
<b>19. Discovery or Other Service Only Document</b>	<b>13</b>
<b>20. Case Contacts</b>	<b>13</b>

<b>21.</b>	<b>Service of Documents on Parties .....</b>	<b>13</b>
	A. Selecting and Adding Service Recipients.....	13
	B. Certificate of Service and Proof of Service .....	14
	C. When Service Is Deemed to Occur .....	14
<b>22.</b>	<b>Documents Listing More than One Case Number .....</b>	<b>14</b>
<b>23.</b>	<b>Resubmission of a Document.....</b>	<b>14</b>
<b>24.</b>	<b>Signatures .....</b>	<b>15</b>
<b>25.</b>	<b>Limitations on Debit and Credit Card Payments.....</b>	<b>15</b>
<b>26.</b>	<b>Client / Matter Number .....</b>	<b>15</b>
<b>27.</b>	<b>Requests to Treat Cases as Confidential .....</b>	<b>15</b>
	<b>Section 2 – Prosecutors, Law Enforcement, and other Justice Agencies (Criminal and Minor Offense Cases).....</b>	<b>16</b>
<b>1.</b>	<b>TraCS Citations .....</b>	<b>16</b>
<b>2.</b>	<b>Bail Hearing and Change of Plea Applications Listing More than One Case Number .....</b>	<b>16</b>
<b>3.</b>	<b>Confidential Documents filed in Criminal and Minor Offense Cases .....</b>	<b>16</b>
<b>4.</b>	<b>Charging Officer’s Electronic Signature .....</b>	<b>17</b>
<b>5.</b>	<b>Proposed Restitution Judgment and Victim Restitution Information.....</b>	<b>17</b>
<b>6.</b>	<b>Request for Entry of Default Judgment or Entry of Judgment by Cities .....</b>	<b>17</b>
<b>7.</b>	<b>Case Initiation by Prosecutors and Police.....</b>	<b>18</b>
<b>8.</b>	<b>Filing Supplemental Document - Case Filed But Not yet Accepted by Court.....</b>	<b>18</b>
<b>9.</b>	<b>Charging Documents .....</b>	<b>19</b>
	A. Issuance of Warrants and Summons .....	19
	B. Indictments .....	19
	C. Refiling Charging Documents after No Probable Cause Finding .....	19
<b>10.</b>	<b>Service of Summonses and Citations .....</b>	<b>19</b>
<b>11.</b>	<b>Returns of Service by Law Enforcement .....</b>	<b>19</b>
<b>12.</b>	<b>Proposed Jury Instructions and Exhibits .....</b>	<b>20</b>
<b>13.</b>	<b>Petitions to Modify or Revoke Probation.....</b>	<b>20</b>
	<b>Appendix A - TrueFiling Register of Action (ROA) – Questions and Answers .....</b>	<b>21</b>
	<b>Appendix B - TrueFiling Account Questions and Answers .....</b>	<b>22</b>
	<b>Appendix C - Email Notifications from TrueFiling .....</b>	<b>23</b>

# Section 1 – All Users

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## 1. Special Provisional eFiling Rules

The Supreme Court authorized the Administrative Director to adopt provisional rules and procedures to support eFiling. See [Supreme Court Order 1943](#). The provisional rules are expected to change often as the court system gains more experience with eFiling. Provisional court rules are published in [Administrative Bulletin 92](#). To suggest changes or additions to the provisional rules, please contact the Court Rules Attorney, [ssteinberg@akcourts.gov](mailto:ssteinberg@akcourts.gov).

## 2. Cases and Court Locations Where eFiling is Available

The court system will deploy TrueFiling by case types and court locations. A list of case types and court locations where TrueFiling is currently available is published on the [eFiling Information Page](#) on the Court System's website.

## 3. Getting Started

### A. TrueFiling Registration

Filers must [register](#) for a TrueFiling account.

A TrueFiling user account is primarily associated with the individual email address of entities that may file documents in the case, including attorneys, law office staff, clients, law enforcement officers, and law enforcement office staff. In each case in TrueFiling, filers can connect their account with other TrueFiling users. Connected TrueFiling accounts ensure that all actors in each case receive timely notification of case filings.

In addition to TrueFiling accounts for individual court filers, a regional or local state agency office or law firms may create one or more general delivery TrueFiling accounts (i.e. [LAWKenaiCriminalDAO@alaska.gov](mailto:LAWKenaiCriminalDAO@alaska.gov)). Local offices may use this general delivery account to receive documents when an attorney has not yet been assigned and/or filed an Entry of Appearance. Each TrueFiling user in this office, and associated law enforcement officers, will connect to this general delivery account to receive notification of filings.

After registering your account, select the desired options from the Settings link as described in B below.

**IMPORTANT NOTE:** For Health Insurance Portability and Accountability Act of 1996 (HIPAA) covered entities and business associates, TrueFiling is not a HIPAA compliant platform. HIPAA covered entities and business associates may consider filing documents outside of TrueFiling if they determine it is a document that has protected health information. (42 U.S.C. § 1230d *et seq.*)

## B. Completing Your Account Setup (four parts)

1. From the **My Information** link, select the applicable credential(s):

Filer Identity	Select this credential in TrueFiling settings...
Attorney - public agency (e.g. attorney representing an agency such as District Attorney, Public Defender or the Office of Public Advocacy)	I am an attorney in one or more states / provinces
Public agency - law office staff	I am filing on behalf of an attorney
Attorney - private law firm	I am an attorney in one or more states / provinces
Private law firm - attorney staff	I am filing on behalf of an attorney
Law enforcement officer	To file <b>criminal cases</b> on behalf of the prosecutor, ensure you have selected "I am filing on behalf of an attorney". To file <b>minor offense</b> citations on behalf of your agency, ensure you have selected "I will file to a case where I am representing myself (pro se)".  Note: You must select both boxes if both apply to you.
Agency staff (e.g. probation officer)	I am filing into a case but none of the above apply to me
Self-represented individual	I will file to a case where I am representing myself (pro se)

2. From the **Connections** link, establish the appropriate connection(s):

When you add a registered TrueFiling user to your Connection network, you can enable the connected user to file on your behalf, you can file on their behalf, view each other's history, and/or, view and use each other's non-private payment accounts. You are responsible for any filing, service, and payment actions that you or your connected users make as a result of a connection.

Filer Identity	Create a Connection with...
Attorney - public agency (e.g. attorney representing an agency such as District Attorney, Public Defender or the Office of Public Advocacy)	If you file on behalf of other attorneys, create a Connection with those attorneys.  If your staff files cases or documents on your behalf, create a Connection with the staff.  If your office has a general delivery account, create a Connection with that account.
Public agency - law office staff	If you file cases and documents on behalf of attorney(s) in your office, create a Connection with those attorney(s).  If your office has a general delivery account, create a Connection with that account.

*(Continued from above)*

<b>Filer Identity</b>	<b>Create a Connection with...</b>
Attorney - private law firm	<p>If you file cases and documents on behalf of attorney(s) in your law firm, create a Connection with those attorney(s).</p> <p>If your staff files cases or documents on your behalf, create a Connection with the staff.</p> <p>If your office has a general delivery account, create a Connection with that account.</p>
Private law firm - attorney staff	<p>If you file cases and documents on behalf of attorney(s) in your law firm, create a Connection with those attorney(s).</p> <p>If your office has a general delivery account, create a Connection with that account.</p>
Law enforcement officer	<p>You must create a Connection with the regional district attorney office email (e.g. LAWKenaiCriminalDAO@alaska.gov)<sup>1</sup>. This is important so that the DA will be notified of the court case number when the charging document is accepted by the court.</p> <p>Note: Pay close attention to the name of the regional office that you establish a Connection with. Many offices have similar names. You may establish a Connection with multiple regional offices if necessary.</p> <p>If your office has a general delivery account, create a Connection with that account.</p>
Agency staff (e.g. probation officer or pretrial enforcement officers)	<p>You must create a Connection with the regional district attorney office email (e.g. LAWKenaiCriminalDAO@alaska.gov)<sup>1</sup>. When you file a Petition to Revoke Probation or other document using TrueFiling, the prosecutor will then be notified of the filing and/or have access to it via TrueFiling.</p> <p>Note: Pay close attention to the name of the regional office that you establish a Connection with. Many offices have similar names. You may establish a Connection with multiple regional offices if necessary.</p> <p>If your office has a general delivery account, create a Connection with that account.</p>

<sup>1</sup> Regional and local state agency office email addresses vary. Contact office for specific email address.

3. From the **Payment Accounts** link, add one or more credit cards if needed.
4. From the **Notification Settings** link, select the desired notification method(s).

There are two sections to the Notification Settings. The upper section settings pertain to your account. The lower section pertains to your Connections, if any.

In the upper section you may select whether you want to receive notifications for the following actions:

- Submission of filings (including those submitted on your behalf)
- Payments made for your filings
- Filings accepted by the court
- Filings rejected by the court
- Change to payment information
- Change to your password

These two notification settings are not applicable to Alaska's use of TrueFiling:

- Filings returned by the court
- Message received from the court

**Important:** There is no configurable option for service notifications. Upon creating an account, you will receive service notification emails at the email address associated with your TrueFiling account.

The lower section displays your Connections and their notification preferences. You may select whether to allow your Connections to receive service notifications and/or notifications of submissions, payments, filings and rejections.

In the example below, based on my selections in the upper section, I will receive email notifications for documents and/or cases that are submitted, filed or rejected. Based on my selections in the lower section, my Connection will only be copied with my accepted or rejected filings. This Connection will not be copied with my service notifications.

**Upper section**

Specify when and how you want to be notified about your filings and your TrueFiling account.

Specify when and how you want to be notified about your filings and your TrueFiling account.

Notify me when:	Text:	Email:
My documents are submitted to the court	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A payment transaction occurs	<input type="checkbox"/>	<input type="checkbox"/>
A filing is marked as 'Filed'	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A filing is marked as 'Rejected'	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A filing is 'Returned' by the court	<input type="checkbox"/>	<input type="checkbox"/>
A message is received from the court	<input type="checkbox"/>	<input type="checkbox"/>
Payment information is added or updated	<input type="checkbox"/>	<input type="checkbox"/>
My password is changed	<input type="checkbox"/>	<input type="checkbox"/>

**Lower section**


Send a copy of notification emails you receive about your filings to your TrueFiling connections. ⓘ

Select the connections to be copied for servicing, servicing rejected, and/or status updates.

Settings are up to date.

Name	Email Address	Copy e-Service	Copy Notification Emails	Your Connection's Selected Notification Preferences			
				Submitted	Payment	Filed	Rejected
Brenda Axtell	baxtell@akcourts.us	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

In the example below, my Connection will receive emails of what I am served with, but they will not receive my notification emails.

Send a copy of notification emails you receive about your filings to your TrueFiling connections.   
Select the connections to be copied for servicing, servicing rejected, and/or status updates.

Name	Email Address	Copy e-Service	Copy Notification Emails	Your Connection's Selected Notification Preferences			
				Submitted	Payment	Filed	Rejected
Sherry Trigg	strigg@akcourts.us	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## C. TrueFiling Training, Support, and Guides

This User Guide and [Training Videos](#) are available on the court's website.

TrueFiling offers help and support within the application. Select the [Help](#) link under Resources in the menu. TrueFiling Help includes:

- TrueFiling Help Topics
- [TrueFiling Videos](#)
- Answers to Common Filer Questions

Technical support is also available Monday through Friday from 4:00 a.m. to 5:00 p.m. Alaska Time through ImageSoft, the TrueFiling vendor, at:

Phone: (855) 959-8868  
Email: [support@truefiling.com](mailto:support@truefiling.com)

## D. Hardware and Internet Browser

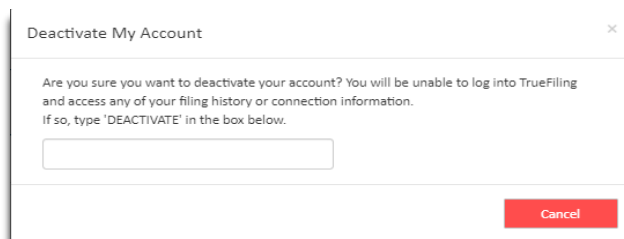
If your monitor is smaller than 24 inches, you can improve TrueFiling's display by changing your internet browser's zoom level. Decrease your browser's zoom level by holding the Ctrl key and pressing the minus key (-) twice.

TrueFiling works best with Google Chrome and Microsoft Edge web browsers.

## E. Deactivating TrueFiling User Account

If your email address changes or if you no longer need to access TrueFiling, you should then deactivate your user account.

Log into TrueFiling and navigate to **Settings**. Click on **My Information** and click **Deactivate Account** button. The following pop-up will appear; enter DEACTIVATE in box. Click Ok.



Deactivate My Account

Are you sure you want to deactivate your account? You will be unable to log into TrueFiling and access any of your filing history or connection information.  
If so, type 'DEACTIVATE' in the box below.

Cancel

You will receive an email to confirm account deactivation. Once you confirm deactivation, you will have an option to either **Remove Connections** or **Keep Connections**.

- **Remove Connections:** you will not be able to reactive your account in the future.
- **Keep Connections:** you may reactive your account in the future. You must have access to the same email account that you use to register in TrueFiling.

## 4. TrueFiling Down Time

There may be times when the TrueFiling application is unavailable for maintenance to improve the website's performance. When this happens, a notice will appear on the TrueFiling website. The notice will indicate the expected down time and include instructions on how to file urgent matters with the court.

## 5. Filing a New Case

### A. Avoid Paying Additional Processing Fees

When filing (initiating) a new case, make sure you select the correct case type. If you are unsure of the correct case type, contact customer service in your [local court](#) for help.

If you select the wrong case type, your case may be rejected and you will have to refile it and pay another processing fee. The processing fee collected by the TrueFiling vendor (not the court) is non-refundable.

### B. Entering Party Names

When entering a party name, capitalize the first letter of each name unless the name is officially spelled without capitalization (e.g. de la Cruz). Do not enter the first and last name as all caps. The name will display in CourtView, the court's case management system, exactly as you enter the name in TrueFiling.

### C. Maximum Number of Parties

In civil cases, TrueFiling limits the maximum number of parties that can be entered to 10. If your case has more than 10 parties, the court will enter the remaining parties after you file your case.

### D. Case Description Sheet

When filing a new civil case using TrueFiling, the Case Description form (CIV-125D/S) is not required.

### E. Supporting Documents

When filing supporting documents with a complaint, submit as one continuous document. The complaint must be the first page(s) with all other supporting documents trailing.

Examples of supporting documents:

- Copy of promissory note
- Copy of receipts
- Copy of contract
- Affidavit of service with a copy of signed certified mail return receipt

**IMPORTANT NOTE:** The Certificate of Divorce, Dissolution, or Annulment VS-401 form cannot be submitted via TrueFiling and must be filed directly with the court in-person or via mail. You may get this form at the court or at Health Analytics & Vital Records. You must use an original form printed on archival-quality, acid-free paper. You may not use a photocopy.



## 6. Filing in an Existing Case

To file a document in an existing case, you **must** enter the full court case number, including the leading zeroes. (Example: 3KN-19-00743CR) **Note:** TrueFiling's "Search by Date" option is **not** available in Alaska.

If you do not know the case number, you may search cases using a party's name in [CourtView Public Access](#) to obtain the case number.

## 7. Fee Waivers

If you are requesting that the filing fee be waived, if you are exempt from paying the filing fee, or if you have agency funds on account with the local court, select the appropriate option from the list as shown in this screenshot:

**Fee Waiver Options**

I am requesting a waiver of the filing fee in my case because:

☐ I cannot afford to pay the fee, I am submitting a completed "Request for Exemption from Payment of Fees and Order, Form TF-920" or I have a family law case and within the last 60 days, a court facilitator granted my request to waive filing fee. I am submitting a copy of the "Request to Waive Filing Fee and Order, DR-649."

☐ Within the last year, the court waived my fees in this case and my financial circumstances have not changed. I am submitting a completed "Request for Exemption from Payment of Fees, and Order, Form TF-920."

The case or document I am filing is exempt from the filing fee:

☐ The filing party is represented by the Alaska Legal Services Corporation, the Alaska Pro Bono Program, the Alaska Network on Domestic Violence and Sexual Assault Pro Bono Program, or the Alaska Native Justice Center (Administrative Rule 10(c))

☐ The filer is an agency of the State of Alaska, exempt from filing fee (Administrative Rule 9 (f) (2))

I am not paying the filing fee through TrueFiling because:

☐ The filing fee is satisfied by agency funds on account with the Alaska Court System.

To set up an agency fund, contact the filing court to find out how to deposit funds on account.

## 8. Documents or Cases That May Not be Filed Through TrueFiling

**IMPORTANT NOTE:** For Health Insurance Portability and Accountability Act of 1996 (HIPAA) covered entities and business associates, TrueFiling is not a HIPAA compliant platform. HIPAA covered entities and business associates may consider filing documents outside of TrueFiling if they determine it is a document that has protected health information. (42 U.S.C. § 1230d *et seq.*)

File the following documents at the court or by mail:

- Certificate of Divorce, Dissolution, or Annulment, VS-401. Must be filed before a decree can be issued. You may get this form at the court or at Health Analytics & Vital Records. You must use an original form printed on archival-quality, acid-free paper. You may not use a photocopy.
- Exhibits for use in court proceedings. Present these exhibits at the court proceeding or as directed by the judicial officer.
- Requests to Seal and sealed documents in civil and small claims cases
- Returns of Service in civil and small claims cases
- Sensitive and/or graphic photographs or documents
- Writ of Execution and any related document in civil and small claims cases

File the following documents at the court, by mail, or by email:

- Application for Media Coverage, TF-945
- Contempt of Court return of service for Juror Order to Show Cause cases
- Election to Opt-out of Court Restitution Collections, TF-957
- Electronic Delivery of Case Documents, TF-820
- Filings in a case ordered confidential
- Filings for cases ordered removed from the Public Index [Administrative Rule 40(b) or (c)]
- Petitions for Protective Order  
Note: Subsequent pleadings in these case types may be filed through TrueFiling.
- Petitions or filings in a quarantine or isolation proceeding
- Search warrant requests and returns of service
- Subsequent filings for change of name case where a Request to Waive Posting was granted
- Tribal Court Order Registration
- Victim Notice of Change of Contact Information, TF-956

## 9. Document Size and Quality

A single document filed in TrueFiling may not exceed 10.0 megabytes. Documents exceeding that size must be filed as separate documents labeled Part 1, Part 2, etc.

In a civil case, a person may submit through TrueFiling a total of 30 pages per case per day. Filings exceeding the per day limit should be submitted in paper to the court. Some courts have relaxed the 30 page per day limit, relaxed rules are adopted by standing order for each judicial district ([standing orders link](#)). There is no page limit for criminal or minor offense cases.

Avoid filing scanned documents when possible. If the document is generated electronically, apply an electronic signature (/s/ [name]) and upload it directly into TrueFiling in its original file format (i.e., Microsoft Word or Adobe PDF).

If you must scan the document, scan it at a high-quality resolution (minimum 300 DPI).

## 10. Date of Filing

Documents may be filed 24 hours a day, 7 days a week. A document filed in TrueFiling before 11:59 p.m. Alaska Time is deemed filed that day. The court processes most filings during normal business hours Monday through Friday.

Exception: Complaints for forcible entry and detainer (FED) filed in TrueFiling outside of regular court business hours (8:00 a.m. – 4:30 p.m. Monday through Thursday; 8 a.m.–12:00 noon Friday) will be considered filed on the next business day following electronic filing.

## 11. Document Titles and Filing Name and Type

Documents should be titled simply "Motion for ... ," or "Opposition to ... ," Do **not** list the supporting documents in your title. For example, a Motion to Dismiss filed with a Memorandum, Affidavit, and Exhibits, should be titled "Motion to Dismiss."

When you upload a document in TrueFiling, the name that you used when you saved your document will appear in the "Filing Name" field. If the document "save" name is **not** the same as the document title, you must replace the document name with the document title.

Do not capitalize all words in the Filing Name, used mixed case.

In the example below, the document "save" name "Smith.Modification" must be replaced with the document title, "Motion to Modify Alaska Child Support Order."

Delete "Smith.Modification" and type "Motion to Modify Alaska Child Support Order."

Filing Name	File Size	Filing Type	Upload Status	Fee	
Smith.Modification	79.11 KB	Select filing type	✓	\$0.00	<button>Remove</button> <button>View</button>
<div><button>Edit</button></div>					

Click here to upload file(s) -or- drag and drop

Max file size: 10.00 MB

## 12. Subpoenas

A party may submit a subpoena in TrueFiling for signature and issuance by the clerk of court. Subpoenas submitted in TrueFiling will be included in the official court record, but the court may order the documents confidential or sealed upon request.

### 13. Motions, Oppositions, and Replies

You **must** file individual motions, oppositions, and replies with their supporting documents, other than proposed orders, as a **single document**. (For example, combine your motion, memorandum, and affidavit in a single document.) Please review the provisional rule requirements for these documents in paragraph 10 of [Administrative Bulletin 92](#).

**IMPORTANT NOTE:** There is an exception for motions requesting an evidentiary hearing or oral argument based on [Criminal Rule 42\(e\) and \(g\)](#). Parties may file a combined motion, but the motion title must include language "Request for Oral Argument" or "Request for Evidentiary Hearing."

### 14. Proposed Orders

Proposed orders must be uploaded as a **separate document in Microsoft Word format** and filed in the same bundle as the motion, opposition, or reply. A bundle is a collection of filings submitted at the same time.

### 15. Certified Documents

The court will accept an accurate copy of a certified document. The filer must retain and produce the certified document on request of the court. Certified copy includes any certified document (e.g. QDRO, vital stats document, foreign child support order)

### 16. Supporting Evidence Unsuitable for Electronic Filing

- A. Nondocumentary Evidence. Nondocumentary evidence offered in support of a motion, opposition, or reply, such as audio and video recordings must be filed at the court or by mail.
- B. Sensitive Information.<sup>1</sup> Graphic photographs and documents containing sensitive information, whether public or confidential, must be filed at the court or by mail.
- C. Procedure for Filing Evidence Unsuitable for Electronic Filing
  - (1) Complete the [Notice of Conventionally Filed Exhibit or Attachment, TF-202](#) (Notice).
  - (2) Place the exhibits in an envelope (if possible) marked with the:
    - case name, e.g., Smith v. Johnson
    - case number,
    - name of the underlying motion or opposition, and
    - attachment or exhibit number(s) associated with the evidence.
  - (3) File the Notice and the exhibits with the court. Court staff will attach the Notice to the underlying document in the electronic case file.

**Note:** Exhibits for use during a trial or any court proceeding should be offered at the hearing or as otherwise directed by the court. Do not file these exhibits through TrueFiling.

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<sup>1</sup> Excerpts of grand jury transcripts attached to a motion or pleading are not confidential and may be attached to the motion or other document and filed through TrueFiling, "... so long as victim and witness information is protected as provided in AS 12.61.100-.150. See Criminal Rule 6(n)(4).

## 17. Confidential Documents

When filing confidential documents, consider who must receive service of the document. If you file a confidential document in the same bundle as a public document, the Service Recipients that you select will apply to both documents. If the confidential document should only be served on certain parties, you must file it in a separate bundle and select the appropriate Service Recipients for that document. (A bundle is a collection of filings submitted at the same time.)

## 18. Sealed Documents

Sealed documents may be submitted through TrueFiling for criminal and minor offense cases. Do NOT submit sealed documents through TrueFiling or by email for civil and small claims cases. Instead, file the sealed document in an envelope (and any associated motion) in paper form at the courthouse.

## 19. Discovery or Other Service Only Document

You may serve discovery or other “serve only” documents using the “**Discovery or Other Service Only Document**” filing type. Discovery or documents served using this method will **not** be filed with the court.

## 20. Case Contacts

Case contact functionality in TrueFiling associates persons with a case. A case contact can be a party on the case, an attorney for parties and their associates, or other interested participant.

Persons become case contacts by one of these methods:

1. Add yourself as a Case Contact, or
2. A Connection adds you as a Case Contact, or
3. You are served a document in the case through TrueFiling.

Once added to the case, a contact appears on the list of service recipients. Additionally, a case contact can view the public documents that are available through the TrueFiling Register of Actions. See Appendix A for information about the Register of Actions.

## 21. Service of Documents on Parties

You **must** use TrueFiling to serve other parties who have a TrueFiling account.

You **must** serve the attorney representing that party by selecting their name. Do not serve the agency email address if one exists unless the individual attorney has not yet filed an Entry of Appearance.

Do not serve court or chambers staff.

### A. Selecting and Adding Service Recipients

Service of documents is done in the “Select Service Recipients” section of the document upload screen. At least one of the service recipients must be served using the service type “e-Serve” (email). If no one is being served via e-Serve, then you should de-select the box next to Serve

Document AND ensure that the uploaded document includes a Certificate of Service that identifies who was served and the method of service.

- (1) If the name (or agency) of the other party displays in the list of names, select the appropriate name(s) by marking the box to the right.
- (2) If the name (or agency) of the other party is not displaying, you must determine whether or not they have a TrueFiling account. Click the [Add Other Counsel](#) button to search TrueFiling account users. If account is found, select name and click [Add Selected](#) button. Their name will now display in the list of service recipients for that case.
- (3) If you need to serve someone who doesn't have a TrueFiling account, click the [Add Recipient](#) button. If that person has opted in to service by email, you should type in their email address and click Save. (The service type will default to "e-Serve." Do not change this.)
- (4) If they have not opted in to service by email, you should change the Service Type to indicate "mail service" or "personal service" and then click Save.

Once you have completed the selection of service recipients, click **Next** button. All documents in your bundle will be served on the persons identified. If not all parties are to be served those same documents, then file those documents in a separate bundle.

## **B. Certificate of Service and Proof of Service**

If all service for the documents being filed is indicated in the Select Service Recipients section, then you do not need to file a separate Certificate of Service. TrueFiling will generate a Proof of Service and that will be submitted along with the documents in your bundle.

If you did other service that it is not indicated in the Select Service Recipients section, then you must upload a Certificate of Service document.

## **C. When Service Is Deemed to Occur**

Service through TrueFiling is deemed to occur at the time of filing, including service that occurs anytime on Friday, Saturday, Sunday, or on a judicial holiday.

## **22. Documents Listing More than One Case Number**

If a document applies to more than one case, you must file the document in each case. Exception: For criminal and underage consuming cases, see Section 2, item 2.

## **23. Resubmission of a Document**

If you resubmit a document that has a TrueFiling date stamp, you must first redact that date stamp.

## 24. Signatures

Affixing a person's electronic signature to a document in the form shown below is the legally binding equivalent of signing the document by hand:

Attorney Example:

s/ John Smith - Bar Number 12345678

Attorney at Law

Non-Attorney Example – Self-Represented Party:

s/ John Doe

Self-Represented Party

Non-Attorney Example – Non-Party Participant:

s/ John Participant

Probation Officer

Non-Attorney Example – Law Enforcement Officer:

s/ John Officer – ID# 1234567

(Title and Agency)

## 25. Limitations on Debit and Credit Card Payments

The court does **not** accept debit or credit card payments for the following:

- Appeal bonds
- Civil deposits
- Monetary judgments entered in civil and small claims cases
- Supersedeas bonds in civil or appellate cases, and
- Trust deposits in probate cases

These items must be paid with cash, check, or money order at the court or by mail.

## 26. Client / Matter Number

TrueFiling provides an optional field for recording a Client or Matter Number when filing a new case or document in an existing case. Entering additional case identification information here such as the case title (Smith v. Smith) or client name (Jane Smith) may help you more quickly locate cases in the History screen.

Client / Matter Number (optional)

## 27. Requests to Treat Cases as Confidential

If you request the court to treat a case you filed in TrueFiling as confidential and the court grants your request, you must file all subsequent documents in the case at the court, by mail, or by email. TrueFiling may **not** be used to file documents in confidential cases.

## Section 2 – Prosecutors, Law Enforcement, and other Justice Agencies (Criminal and Minor Offense Cases)

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### 1. TraCS Citations

Minor offense citations authorized to be filed through the TraCS interface will continue to be filed through that interface.

TraCS citations that are printed rather than eFiled through the interface may be filed through TrueFiling.

### 2. Bail Hearing and Change of Plea Applications Listing More than One Case Number

The following procedure applies in all criminal or underage consuming cases:

- (A) When requesting a bail or change of plea hearing for multiple cases involving one defendant, list **all** cases on the application.
- (B) File the application in the lead case only. If there is a superior court case, file it in that case.
- (C) The application will be docketed in all cases, but the image of the document will only be available in the Record of Actions for the lead case. The docket in the secondary cases will cross-reference the lead case.
- (D) The court will note the hearing date or denial on the first page of the application and distribute it to parties in the lead case only. This means you will no longer get multiple notices of the hearing or denial.
- (E) The application listing the hearing date will be docketed in all cases and the image of the document will be available in the ROA for all cases.

### 3. Confidential Documents filed in Criminal and Minor Offense Cases

The “Filing Types” listed below are available for selection in TrueFiling. When you file one of these documents and select the appropriate filing type, TrueFiling will treat the document as confidential.

- Financial Statement (CR-206) (Confidential)
- Objection To Pre-Sentence Report (Confidential)
- Report – Competency Evaluation or Treatment (Confidential)
- Restitution: Victim Restitution Information (CR-455) (Confidential)

All other documents filed through TrueFiling will be treated as public documents and will be viewable by all TrueFiling users connected to a case **unless** a judge orders that a document be treated as confidential or sealed.



## 4. Charging Officer's Electronic Signature

A charging officer's electronic or digital signature on an electronically produced criminal or minor offense citation is the legally binding equivalent of the officer's handwritten signature.

Non-Attorney Example – Non-Party Participant:

s/ John Participant  
Probation Officer

Non-Attorney Example – Law Enforcement Officer:

s/ John Officer – ID# 1234567  
(Title and Agency)

## 5. Proposed Restitution Judgment and Victim Restitution Information

**IMPORTANT:** Because the Victim Restitution Information form is confidential, it **must** be filed in a **separate bundle** from the proposed Restitution Judgment (CR-465).

1<sup>st</sup> Bundle Upload the proposed restitution judgment in Microsoft Word format, select the "**Restitution: Proposed Judgment**" filing type and service recipients, and click **Next** to file the document.

2<sup>nd</sup> Bundle Upload the Victim Restitution Information form, select the "**Restitution: Victim Restitution Information (CR-455)**" filing type and click **Next** to file the document.  
**Important:** Do **not** serve this document on opposing counsel.

## 6. Request for Entry of Default Judgment or Entry of Judgment by Cities

When initiating a minor offense case to file an entry of default judgment or an entry of judgment, you must file the citation and your Request and Application for Entry of Default Judgment (TR-102M) or your Request and Affidavit for Entry of Judgment (TR-425) as **separate documents** in the same bundle.

When Requesting Default Judgment under **Minor Offense Rule 9**:

Document	TrueFiling Type to Select
Citation	Charging Document – Initial Charging Document
Request and Affidavit for Default Judgment (Form TR-102M)	Request and Affidavit for Entry of Default Judgment (Form TR-102M)

When Requesting a Judgment under **Minor Offense Rule 5(c) or 7(a)**:

Document	TrueFiling Type to Select
Citation	Charging Document – Initial Charging Document
Request and Affidavit for Judgment (Form TR-425)	Request and Affidavit for Entry of Judgment (Form TR-425)

## 7. Case Initiation by Prosecutors and Police

- A. When a defendant is served with multiple minor offense citations, each citation **must** be initiated as a separate minor offense case.
- B. When filing a new criminal complaint together with an affidavit or other supporting documents, submit the documents as **one continuous document in the following order**:
  - Complaint
  - Affidavit
  - Probable Cause Statement

For the above, select the Filing Type of **Charging Document – Initial Charging Document**.

If filing a citation that lists a court date with a complaint or information, file the citation as a **separate document** in the same bundle as the charging document. (A bundle is a collection of filings submitted at the same time.) Select the Filing Type of **Charging Document – Supporting Document**.

- C. Do **not** file the Criminal Case Intake and Disposition (CCID) form with the court. The CCID form is confidential and only for prosecution and law enforcement use.
- D. When filing a criminal case that has co-defendants, enter the co-defendant names during case initiation by doing the following: At the step of uploading the charging document, click the **Edit** button and then click the **Add Note** button that will appear. Enter the co-defendant names in the box as shown below:

Filing Name	File Size	Filing Type	Upload Status	Fee	
Case Initiation Form	1.93 KB	CASE INIT FORM	✓	\$0.00	<button>View</button>
<div>Complaint</div>	16.47 KB	Charging Document - Initial Charging Doc	✓	\$0.00	<button>Remove</button> <button>View</button> <button>Edit</button>
<div><div>Remove Note</div><div>[This box appears after you click Edit and Add Note. Enter co-defendant name(s) here.]</div></div>					

## 8. Filing Supplemental Document - Case Filed But Not yet Accepted by Court

When filing a supplemental document (e.g., amended charging document, affidavit, etc.) for a case filed through TrueFiling but not yet accepted and assigned a case number by the court, do not file the supplemental document through TrueFiling. Email or fax the document to the court. See the [Court Directory](#) for email and fax information.

## 9. Charging Documents

### A. Issuance of Warrants and Summons

If all other requirements for charging documents are satisfied, a warrant or summons may be issued based on the charging document signed by a law enforcement officer or prosecutor under penalty of perjury that the charging document is true. Do not file proposed warrants or summons. The court will generate these documents. A separate affidavit is not required. [Administrative Bulletin 92](#), paragraph 9.

### B. Indictments

Indictments may not be filed through TrueFiling. They must be returned in open court.

### C. Refiling Charging Documents after No Probable Cause Finding

Charging documents that are refiled after a no probable cause finding must be filed at the court or by email.

## 10. Service of Summonses and Citations

Summonses, citations, orders to show cause, and other forms of process may **not** be served on the defendant through TrueFiling. These documents must be served in accordance with applicable rules and statutes. See the following authority for required methods of service:

- Service of criminal summonses: Criminal Rule 4(c)(3).
- Service of criminal citations must be personally served by the officer issuing the citation. AS 12.25.180 and AS 12.25.175(a)(2).
- Service of minor offense citations: Minor Offense Rule 3(g).

The **Return of Service** for these documents may be filed through TrueFiling using the "**Return of Service**" filing type.

## 11. Returns of Service by Law Enforcement

Returns of Service for warrants, summonses, orders to show cause in criminal and minor offenses cases may be filed through TrueFiling.

- When a warrant, summons, or other process has been served or terminated, the officer should complete the Return of Service on the document and file it with the court.
- If the Return of Service is on a separate document, the officer must write "Served" or "Cancelled" across the face of the warrant, summons, or other process and combine it with the Return of Service and file it in TrueFiling as a **single document**.

**Note:** The court is not accepting documents in search warrant cases at this time.

## 12. Proposed Jury Instructions and Exhibits

**Proposed jury instructions** must be filed through TrueFiling using the “**Other**” filing type. Do **not** file them at the court or email them.

All **exhibits for use in court proceedings** and **Exhibit Lists** (forms TF-200 and TF-201) must be presented in the court proceeding or as directed by the judicial officer.

## 13. Petitions to Modify or Revoke Probation

When filing a Petition to Modify or Revoke Probation, be sure to select the appropriate Filing Type according to the status of the defendant:

- Petition to Revoke Probation
- Petition to Revoke Probation (Arrested)
- Petition to Revoke Probation (PACE)
- Petition to Revoke Probation (PACE) (Arrested)
- Petition to Revoke Probation: Amended, Supplemental, or Corrected

## Appendix A - TrueFiling Register of Action (ROA) – Questions and Answers

(Criminal and Minor Offense Cases Only)

### ► What is the TrueFiling Register of Action (ROA)?

The ROA is a listing of CourtView dockets. If there is a document image associated with the docket **and** the image is a public document, you can click **Download** to view the document.

### ► How do I find the ROA in TrueFiling?

1. Click Case Search. Select "AK Trial Courts." Enter case number and click Search.
2. When the case information displays in "Search Results," click on the case. You will be taken to the **Case Details** screen.
3. On the Case Details page, you should see a section titled "Register of Actions." Click on the arrow icon. The ROA may take a few minutes to load while TrueFiling retrieves the dockets and images from CourtView.

### ► How do I view the documents in the ROA?

Click the word **Download** that is listed next to each record to view the image.

Note: If a document is confidential or part of a civil or small claims court file, no document will display if you click on the download link.

### ► What does the word **Pending** mean when listed next to a record in the ROA?

When an ROA reflects **Pending**, it means that there is **no** document associated with the docket or the document image is not yet available. Many CourtView dockets are generated automatically and do **not** have a document associated with them.

### ► Who has access to view the documents in the ROA?

**Case Contacts** may view documents in the ROA. A Case Contact is someone who:

1. Files a document in the case, or
2. Is added as a service recipient when a document is filed, or
3. Adds oneself to the case as a **Case Contact**. To add yourself as a Case Contact:
  - a. Click Case Search. Select "AK Trial Courts." Enter case number and click Search.
  - b. When the case information displays in "Search Results," click on the case. You will be taken to the Case Details screen.
  - c. In the Case Contacts section, click the "Add Myself/Connected User" and select yourself.

The ROA may take a few minutes to load while TrueFiling retrieves the dockets and images from CourtView. You may also need to refresh the page after a minute.

### ► Are proposed orders available for viewing in the TrueFiling ROA?

No, proposed orders are not displayed in TrueFiling's ROA. **Signed** court orders are available in the ROA.

## Appendix B - TrueFiling Account Questions and Answers

The following are questions and answers regarding TrueFiling Accounts when a filer leaves a firm or agency:

### Questions re Deactivated Emails

- ▶ If a person's email is no longer active but their account has not been deactivated, does TrueFiling notify the sender that the email was not delivered? For example, opposing counsel files and serves a document on an attorney whose email has been deactivated.

No. TrueFiling does not notify the person who "served" the document that an email was not delivered.

- ▶ If a connected user's email is deactivated, does he/she remain listed as a connected user in the accounts of others?

Yes.

- ▶ If a connected user's TrueFiling account is deactivated, does he/she remain as a connected user in the account of others?

No. When a TrueFiling user's account is deactivated, the user is automatically removed as a Connection to others.

### Questions re Case Contact

- ▶ When a TrueFiling user deactivates his or her account, are they automatically removed as a Case Contact on cases?"

No, the person remains a Case Contact. However, they will not receive service of documents filed in the case.

**Important:** Before leaving a firm or agency, the person should remove themselves as a Case Contact on **all** cases they are no longer associated with.

- ▶ Who can remove a Case Contact from a case? For example, if an attorney leaves a law firm or agency, can a connected user remove the attorney as a Case Contact?

Either the Case Contact (e.g., attorney on case) or a connected user can remove the person as a Case Contact on a case. For example, an administrative assistant who is connected to an attorney can remove the attorney as a Case Contact from a case.

## Appendix C - Email Notifications from TrueFiling

In TrueFiling's **Settings**, you can select **if** and **how** you will be notified when:

- your documents are submitted to the court
- a payment transaction occurs
- a Filing is marked as 'Filed'
- a filing is marked as 'Rejected'
- a filing is 'Returned' by the court (not used by Alaska Court System)
- a message is received from the court (not used by Alaska Court System)
- payment information is added or updated to your account
- your account password is changed

You can receive notification of these events by **text** or **email**. Below is an explanation of some of the notifications you will receive if you elect notification.

### A. Document in Progress

You will receive this notification when a filed document is received by the court. The document is not yet accepted for filing and will be in pending status until it has been reviewed by the court. You will receive a separate message for each document that you file. Each notification will indicate the Filing Name of the document as shown in the example below:

**From:** info@truefiling.com  
**Sent:** Monday, August 12, 2019 3:46 PM  
**To:** Jane Smith  
**Subject:** AK Trial Courts - **Document In Progress** - Case No. TEMP-ONO0HX14

The following filing in No description was provided, No. TEMP-ONO0HX14 has been updated by the AK Trial Courts:

Pending Payment: Filing has not been reviewed, accepted or filed by the clerk and should not be considered filed at this time. (1179371)

- **Filing Name:** Motion for Interim Parenting Plan
- Document Type: Other Filing
- Submitted: 8/13/2019 12:51 PM
- Filed By: Jane Smith

### B. Document Case Created

When you file a new case through TrueFiling, your case is not officially accepted for filing until the court reviews and accepts it. After review, if the court determines that your case meets the court's filing requirements, you will receive a **Document Case Created** notification. See example below.

**From:** info@truefiling.com  
**Sent:** Monday, August 12, 2019 4:14 PM  
**To:** Jane Smith  
**Subject:** AK Trial Courts - **Document Case Created** - Case No. TEMP-ONO0HX14

## C. Document Filed

When you file a document through TrueFiling, your document is not officially accepted for filing until the court reviews and accepts it. After review, if the court determines that your document meets the court's filing requirements, you will receive a **Document Filed** notification. See example below.

**From:** info@truefiling.com  
**Sent:** Monday, August 12, 2019 4:20 PM  
**To:** Jane Smith  
**Subject:** AK Trial Courts - **Document Filed** - Case No. 3HO-19-00227CR

## D. Document Rejected

When you file a case or document through TrueFiling, your case or document is not officially accepted for filing until the court reviews and accepts it. After review, if the court determines that your filing does not meet certain filing requirements, you will receive notification telling you that your document has been rejected. See example below.

**From:** info@truefiling.com  
**Sent:** Monday, August 12, 2019 4:05 PM  
**To:** Jane Smith  
**Subject:** AK Trial Courts - **Document Rejected** - Case No. TEMP-DX87L7OB

The AK Trial Courts has **REJECTED** your document in Case No. 3SW-21-00068CI, Test, Anchorage vs. UNK3SW.

**Rejection Reason:** ATTY: A party who is represented by an attorney may not appear or act on his or her own behalf. Criminal Rule 50 and Civil Rule 81(c). (1180125)

- Filing Rejected: 2/24/2021 2:00 PM
- Filing Name: Motion
- Document Type: Other Filing
- Filed By: Tracey Buie (Pro Se)

## E. Document Paid

When the court accepts your payment for a filing, you will receive a **Document Paid** notification.

**From:** info@truefiling.com  
**Sent:** Monday, August 12, 2019 3:46 PM  
**To:** Jane Smith  
**Subject:** AK Trial Courts - **Document Paid** - Case No. TEMP-ONO0HX14

The document filed into Case No. TEMP-C8SB6LWK, No description was provided, has been **PAID**.

### Filing Details

- Submitted: 2/23/2021 12:04 PM
- Document Type: Complaint
- Filing Name: Complaint
- Filed By: Jane Smith
- Payment Amount: 154.50
- Link to view receipt: [Receipt](#)