



SOUTH DAKOTA UNIFIED JUDICIAL SYSTEM

eFile & Serve – Frequently Asked Questions

General

How do I access the eFileSD (Electronic Filing Service Provider) system?

Access the system:

[eFileSD Login Page](#)

How do I contact the South Dakota County Courthouses?

You can find Clerk of Court information in the following ways:

- Use the [South Dakota Unified Judicial System Court Finder](#)
- Select a circuit, then choose the Counties tab

You may also select a judicial circuit below to view contact information:

[First Circuit](#)

[Second Circuit](#)

[Third Circuit](#)

[Fourth Circuit](#)

[Fifth Circuit](#)

[Sixth Circuit](#)

[Seventh Circuit](#)

Do I have to register to use File & Serve?

Yes. All firms must register before using File & Serve.

What is the role of the Firm Administrator?

The Firm Administrator:

- Registers the firm
- Manages system users
- Maintains payment methods
- Adds attorneys

How can I get a username and password?

To create an account:

1. Go to the [eFileSD Login Page](#)
2. Select Register for a Firm Account
3. Click the [Register for a Firm Account button](#)
4. Complete registration

You will receive an email confirmation with your login credentials.

What if I forget my username or password?

To reset your password:

1. Go to the eFile & Serve homepage
2. Select Sign In
3. Select Reset Password
4. Enter your email address
5. Complete the verification
6. Select Reset Password

You will receive an email with instructions to create a new password.

Note: Contact your Firm Administrator if you cannot reset your password

Is support available for eFile & Serve?

Yes. Support is available through the South Dakota eSupport Help Desk.

- Email: UJSeSupport@ujs.state.sd.us
- Hours: 7:30 AM to 5:00 PM CST, Monday through Friday (excluding state holidays).

Include the following when requesting support:

- Name
- Contact information
- Case number
- Envelope number
- Description of the issue
- Screenshots (if available)

What are the computer requirements for using eFile & Serve?

Supported Browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari

Supported Operating Systems:

- Windows
- Linux
- Chrome OS
- Android
- iOS
- macOS

Minimum Hardware Requirements:

- Processor: Intel Core Duo or AMD equivalent (2012 or newer)

- Memory: 2 GB RAM
- Screen Resolution:
 - Desktop: 1366 x 768
 - Mobile: 1280 x 720

Recommended Hardware:

- Processor: Intel Core i3 or AMD A6 (2.0 GHz or higher)
- Memory: 4 GB RAM
- Resolution: 1920 x 1080

Connection:

- High-speed internet recommended

Supported Document Formats:

- PDF

Can I use eFile & Serve if I am self-represented?

No. Self-represented litigants are not eligible to use the e-filing system.

Can eFile & Serve be used to initiate cases ?

Yes. eFile & Serve can be used to:

- Initiate new cases
- File into existing cases
- Serve filings

When is eFile & Serve available ?

eFile & Serve is available 24 hours a day, seven days a week.

Will I be automatically logged out?

Yes. The system will log you out after a period of inactivity for security reasons.

Why am I having difficulty viewing the full webpage?

This may be due to screen resolution.

To adjust:

1. Open Display settings
2. Adjust screen resolution to at least 1024 x 768
3. Apply changes

e-Filing

What type of cases can be e-file?

Most case types are accepted. See:

[UJS Firm/Filer Instructions \(PDF\)](#)

What document formats are accepted?

Only PDF Documents are accepted.

Can scanned documents be in color?

No. Documents must be in black and white.

If color is necessary (e.g., photos), submit the document directly to the clerk.

Can I file multiple pleadings in one transaction?

Yes. Multiple filings can be submitted in one envelope.

I have several documents to submit. What should I do?

- Each document should be a separate PDF
- Documents docketed separately must not be combined
- Exhibits should be separate attachments

What is the maximum file size?

- 5 MB per document (recommended)
- 25 MG per envelope (recommended)

Can I withdraw a filing?

Yes, if the filing has not yet been reviewed.

- Select the X icon in Filing History
- If unavailable, contact the clerk's office

Can I access documents I filed?

Yes. Use the Filing History to:

- View filings
- Access read-only PDF copies

Are hyperlinks allowed in PDF documents?

- Internal links: Allowed
- External links: Not allowed and may cause rejection

Can I use file attachments in a PDF?

No. Embedded attachments will cause a format error.

Can I e-file from my mobile device?

Yes, but:

- Documents must be in PDF format
- Apple devices may require cloud storage (e.g., Dropbox)

Can briefs be e-filed?

Yes.

Will my document be file stamped?

Yes, once accepted by the clerk.

Can multiple users log in with the same email?

Yes.

Can I add an assistant to receive notifications >

Yes. Add their email in the Administrative Email field of the Service Contact.

What color ink should I sign my documents?

Use black ink to ensure proper scanning.

Fees

What payment options are accepted?

- Credit cards (Visa, MasterCard, Discover)
- Debit cards
- eChecks
- Drawdown accounts

Is a firm credit card required?

Yes, a credit or debit card is required.

A 3.5% processing fee applies.

Will I receive a receipt?

Yes. After Submit, the receipt displays with an option to print.

How do I reconcile my credit card?

Use the Order ID in:

- Reports
- Envelope Details

What information is on the receipt?

- Case name and number
- Envelope ID
- Filing date and time
- Document titles
- Filing party
- Order ID

e-Serving

What is e-service?

E-service allows electronic delivery of documents to other parties.

What are Firm Service Contacts?

A list of contacts within your firm used for service.

What are Case Service Contacts?

Contacts associated with a specific case.

How do I serve documents?

You may:

- Use eFile & Serve
- Mail Documents
- Deliver in person
- Send via email

Can I eserve without filing?

Yes. Select Serve as the filing type.

Are notifications sent after filing?

Yes, if enabled in account settings.

When is a service notification sent?

When an envelope is submitted.

What should I do if I receive a service notification?

- Open the document
- Save or print a copy
- Access is available for 90 days

What is the Public List?

A shared list of service contacts available to all users.

How do I remove users from the Public List?

- Go to Service Contacts
- Uncheck Add to Public List

Format Errors

What is a format error?

A format error occurs when a document cannot be processed.

How can I prevent format errors?

- Use standard page size (8.5 x 11)
- Ensure resolution is above 200 DPI
- Avoid password protection
- Remove external links

Causes of Typical Format Errors

- Corrupt files
- Password-protected PDFs
- Non-PDF files
- Upload failures
- Poor scan quality

What are corrupt files?

Files with zero data or unreadable content.

What is document security?

Security settings that prevent processing.

Remove all restrictions before filing.

What are unsupported fonts?

Some fonts prevent document processing.

Use standard fonts.