



*Office of Paula S. O'Neil
Clerk & Comptroller
Pasco County, Florida*

What to do when the Statewide ePortal is Unavailable/Down

Responsibilities of filers during technical failures of the ePortal are outlined in [Supreme Court Administrative Order 09-13](#) and the Sixth Judicial Circuit [Administrative Order 2013-017](#).

AOSC 09-13

4.2.1. Determination of failure and effect on due date

The clerk shall deem the E-Filing System to be subject to a technical failure on a given day if the clerk's server is unable to receive and accept filings in accordance with these e-filing operational policies, either continuously or intermittently over the course of any period of time after 12:00 noon that amounts in the aggregate to more than one hour on that day. In the event of a technical failure, filings due that day which were not filed due solely to such technical failures shall be considered as due the next business day. Delayed filings shall be rejected unless they are accompanied by a declaration or affidavit attesting to the filer's attempts to file electronically that failed after 12:00 P.M. on at least two occasions that are separated by at least one hour due to such technical failure.

4.2.2. Procedure Where Notice of Electronic Filing Not Received

If a Notice of Electronic Filing is not received from the clerk in response to a transmission of a document for filing, the document will not be deemed filed. The person making the filing must attempt to refile the information electronically until such a Notice is received. Persons who file electronically bear the responsibility of ensuring that documents and other filings are electronically filed and received.

Local AO 2013-017

11. In the event that the E-Filing Portal is not available due to technical failure of the E-Filing Portal and an attorney must make a filing that day to meet a deadline, the attorney must attempt to file after 12:00 noon on at least two occasions that are separated by at least one hour. In these circumstances, if the attorney is unsuccessful in having a filing accepted by the E-Filing Portal, the attorney may, when the E-Filing Portal is available, file a motion with the Court seeking to have the filing considered timely filed. The Court may, with satisfactory proof, permit the document to be filed nunc pro tunc to the date it was first attempted to be filed electronically.

To assist attorneys while the ePortal is unavailable, the Pasco County Clerk & Comptroller's Office will accept paper filings.