TrueFiling™

User Guide – TrueFiling Support

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TrueFiling Support

Select **Settings >> Support** to launch the Support page.
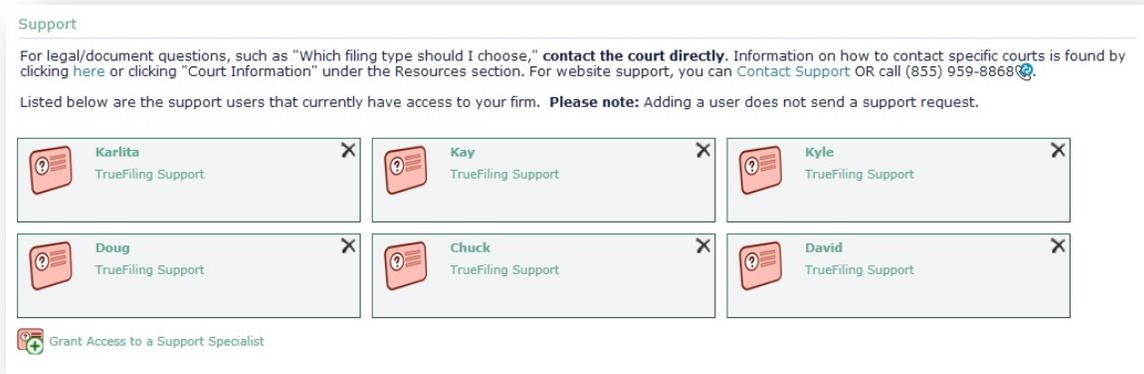

Information is provided on who to contact for legal / filing document questions, website support, and for granting TrueFiling support specialists access to your firm's site.

You can also contact TrueFiling support through email or phone.

Email Support Request

To email TrueFiling support:

1. Click the **Contact Support** link located on the Support page or in the lower right corner of any TrueFiling page. A dialog box similar to the following is displayed.
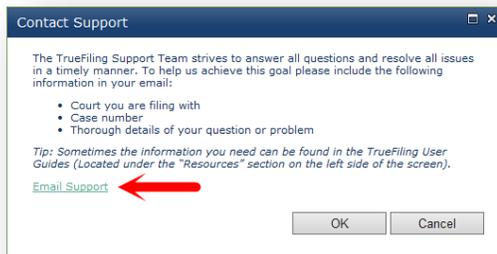
2. Click the **Email Support** link. Your default email application will launch, and a message template is displayed. The TrueFiling support email address is automatically specified and the **Subject** field is auto-filled.

For example:
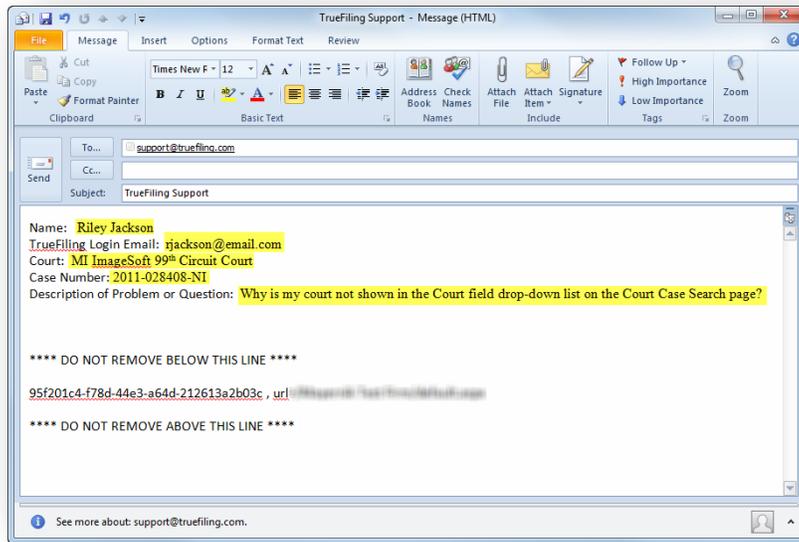
3. Input your **Name** and **TrueFiling Login Email**.
4. Identify the **Court** and **Case Number**.
5. Provide a detailed description of the problem or question.
6. Send the email to TrueFiling support.
7. Click **OK** to close the Contact Support dialog.

Phone Support Request

You can speak with a TrueFiling support expert by calling 855-959-8868. Be prepared to provide the Court, Case Number, and details of your question.

Granting Access to your Firm's Site

You can grant one or more TrueFiling support specialists access your firm's site during a support call.

1. Select **Settings >> Support** in the navigation pane.
2. Click the **Grant Access to a Support Specialist** link. The Add Support Assistance dialog is displayed.
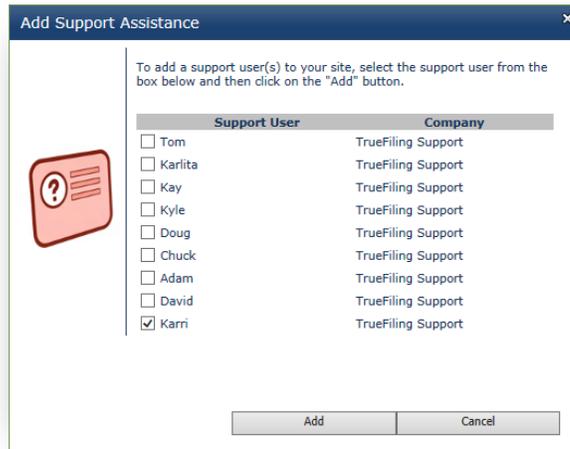
3. Select the check box beside each Support User to add.
4. Click **Add**.

A placard for the new specialist will be added to the Support page.

NOTE: Adding a support specialist does not send a support request. You must send a request to support@truefiling.com or call 855-959-8868.

Removing Access Rights for a Support Specialist

To remove a specialist's right to access your firm's site:

1. Select **Settings >> Support** in the navigation pane to access the Support page.
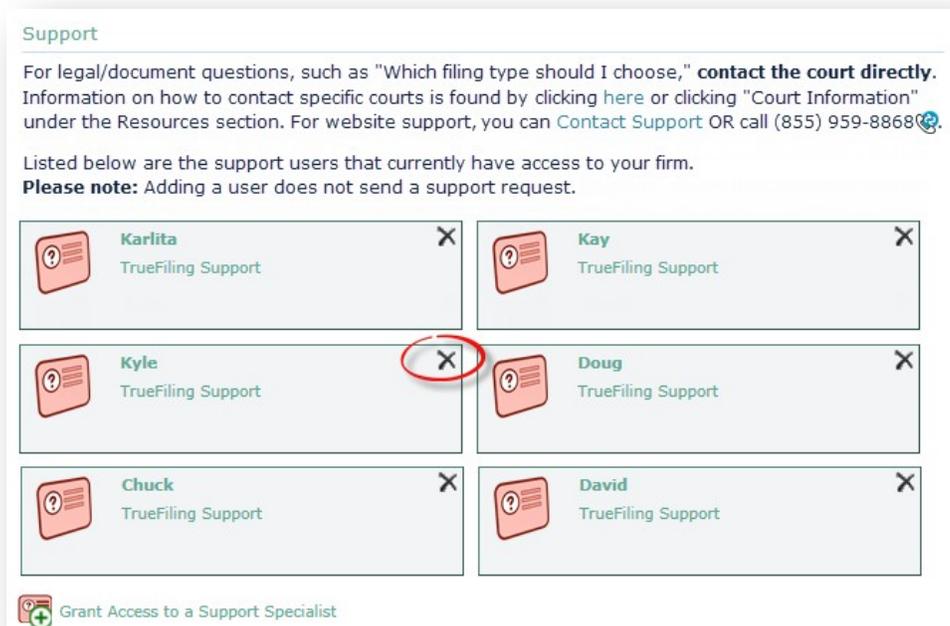
2. Click the **X** in the upper-right corner of the specialist's placard. A confirmation dialog is displayed.
3. Click **OK** to confirm; click **Cancel** to cancel the operation.