



# PACFILE BULLETIN

## Unified Judicial System Web Portal

Bulletin # 4-14

November 24, 2014

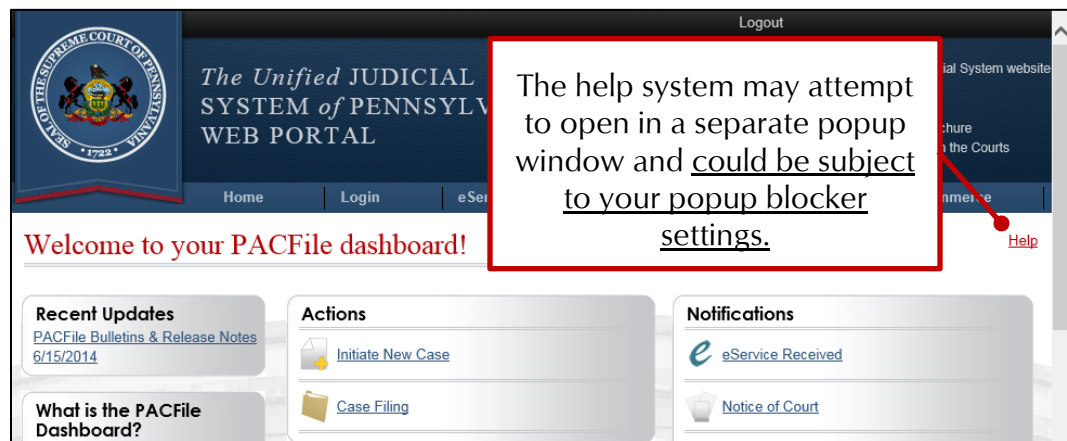
Questions?  
Appellate Help:  
717-795-2097

Common Pleas Help:  
1-877-227-2672

### The PACFile Help System

A custom help system is now available for the PACFile application that is designed to provide comprehensive assistance on the various functions and features associated to electronic filing.

Whenever you access PACFile on the UJS Web Portal, this help system is now accessible through the *Help* link that displays on the top right of every PACFile screen.



The help system is structured by court. When the home page opens, you are asked to choose the Pennsylvania court that is most closely related to your question or area of interest. The information you are looking for may depend on this selection.

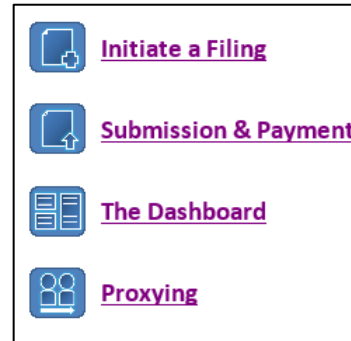




November 24,  
2014

Following this choice, the help system provides the opportunity to view content within four major categories:

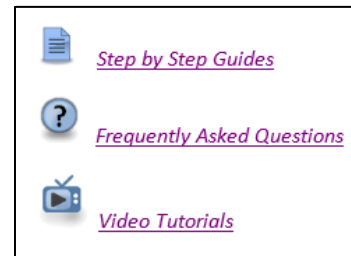
- ◆ Initiating a Filing
- ◆ Submission & Payment
- ◆ The Dashboard
- ◆ Proxying



Choosing any of these options offers a list of relevant topics that provide detailed summaries of specific concepts or features.

In addition, a library of Step-by-Step guides, complete with images, is available for the more common PACFile processes. This library is accessible from multiple locations throughout the help system and each of these documents is available to view and print. These documents are offered in a PDF format so a PDF Reader is required to open them.

A sampling of video tutorials is also available and provides visual learners with an alternative training resource for PACFile. These tutorials cover important processes and concepts such as proxying, the Dashboard, and case access codes. New tutorials on additional topics will be added as they are developed.



Lastly, for Appellate Court filers, a collection of frequently asked questions is available that provides answers to the most common issues referred to the help desk.

This help system is intended to be your first point of reference for any questions you have about the PACFile application. If you have a technical question for which you cannot find an answer, contact the appropriate help desk for more assistance.

For technical questions about Appellate Court filings or cases, please use the following:

Phone: 717-795-2097  
E-Mail: [pacmshelpdesk@pacourts.us](mailto:pacmshelpdesk@pacourts.us).

For technical questions about Common Pleas Court filings or cases, please use the following:

Phone: 1-877-227-2672  
E-Mail: [ccpaopc@pacourts.us](mailto:ccpaopc@pacourts.us).



November 24,  
2014

Help desk representatives are available Monday through Friday from 7:30am - 5pm. If you choose to e-mail either help desk, please provide a detailed summary of your problem.

If you have a non-technical question about a specific filing matter, please contact the court in which you are attempting to file.