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# Introduction

## What is ePortal?

ePortal is an online module offered by the Office of State Administrative Hearings (OSAH), so that parties can have immediate access to their case files.

By logging on to ePortal, a party to a contested case can do the following:

- See all documents in the case file, in real time
- Review the date, time, and location for the scheduled hearing
- Pull up contact information for the opposing party or parties
- Find out which OSAH staff member is handling the case
- eFile documents
- Receive email notifications anytime the case is updated

# Registration/Accounts

## Who can use ePortal?

ePortal is available to all case types, except for Child Support Establishment.

Parties to a contested case matter will be notified that their case is available on ePortal when they receive a Notice of Hearing featuring the following box:

<p>To access case information visit <b><a href="https://eportal.osah.ga.gov">https://eportal.osah.ga.gov</a></b></p> <p>Create an account, log in, then enter the unique 8 digit code below</p> <p><b>HVSCZERC</b></p>
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Any party who has a valid email address can then set up an account on the OSAH ePortal.

## What if my Notice of Hearing does not include information about ePortal?

If your Notice of Hearing does not have a box like the one above, that means your case is not accessible on ePortal because it was docketed before the platform was released. OSAH released ePortal in stages, meaning that some case types were accessible on ePortal before others.

## How do I register for ePortal?

Go to the login page at <https://eportal.osah.ga.gov>. Click on the “Create Account” link. You must provide a valid email address.

By creating an account and using ePortal, you agree to comply with OSAH’s Terms & Conditions and Privacy Policy.

## What is the website address for ePortal?

<https://eportal.osah.ga.gov>

## What if I forget my password?

Visit ePortal's login page at <https://eportal.osah.ga.gov> and click the "Forgot Password?" link. The system will guide you through the steps to reset your password.

## Is there a cost to register and use ePortal?

No. There is no cost to register for an account, and there is no fee to eFile documents.

# eFiling

## Is eFiling via ePortal mandatory?

No, using the ePortal system is voluntary. It is intended to be a quick and convenient way by which you can submit documents to OSAH and receive confirmation of their receipt. However, you may continue to submit documents to OSAH in person or by mail, email, or fax.

## Does eFiling a document constitute effective service on the parties?

eFiling a document via ePortal satisfies service requirements only if the party you are required to serve has opted to receive electronic service. Parties who have not opted to receive service electronically via ePortal must still be served by email, fax, mail, or personal service.

You can determine if a party has opted in to eService by reviewing the electronic case file in ePortal. Parties who have opted in to eService will have the words “Opted In” next to their contact information in the case.

You must also submit to OSAH proof of service, the same as you would do if you were filing traditional paper documents. In most instances, the last page of your eFiled document should include a “Certificate of Service” stating the date, place, and manner of service, as well as the names and addresses of the persons served. Click [here](#) to review OSAH's Service Rule, 616-1-2-.11. Click [here](#) for a sample Certificate of Service.

## When is eFiling available?

ePortal is accessible 24 hours a day, 7 days a week.

Refer to [OSAH's Rules of Procedure](#). Also refer to any filing deadlines set by the Judge in your specific case.

## What if I submit a document while OSAH is closed?

The file date for eFiled documents is the date you submitted the document via ePortal, even if the document is submitted outside of OSAH's business hours. This applies to documents that are accepted by the clerk or Case Management Assistant. Rejected documents are not considered filed and, as such, do not have a file date.

## What happens if ePortal is “down” or unavailable?

If ePortal is unavailable for 30 consecutive minutes between 8:00 a.m. and 4:30 p.m. on the day electronic filing is attempted, you should send an email to [publicportal@osah.ga.gov](mailto:publicportal@osah.ga.gov) confirming that occurrence. OSAH staff will work promptly to correct the issue, or notify you of any delays.

**If you have a filing deadline to meet but ePortal is not available, it is your responsibility to submit your documents by other means in order to make the deadline (for example, by email).**

## How do I know my document has been accepted?

You will receive an email stating that your document has been accepted by the Case Management Assistant. You will also see the documents listed on your case page.

## How do I know my document has been rejected?

You will receive an email stating that your document has been rejected for a specified reason. You will also be able to see the status of any pending or rejected document on your account page. If a document has been rejected, you are free to resubmit a corrected document.

## For what reasons would my document be rejected?

Any document that has been identified as containing malware or otherwise being unsafe will have its delivery halted. You will be notified that delivery failed and will be prompted to resubmit a safer file.

The Court may refuse to file any submitted document that has not complied with this Court's rules or eCourt's filing parameters. Be sure to read "Preparing Your Documents" [below] to ensure your document will be accepted.

Things to keep in mind when submitting documents:

- Is the file a PDF, JPG, or PNG file?
- Does the document include the case name and docket number?
- Have I signed my document?
- Have I included a Certificate of Service?
- Have I made sure the document is not encrypted or password-protected?
- Is each file 250 MB or less?



# Preparing Your Documents

## What document types are accepted?

OSAH accepts PDF, JPG, and PNG files. OSAH prefers that documents be created in a word processing application, and then saved as a PDF file before filing. Most word processing programs can convert documents to PDF files through a “save as” functionality, and free PDF conversion software is available online.

## How do I sign my document if it is computer-generated and converted to PDF?

1. A typographical signature can be created by typing /s/ and the filer’s name on the signature line. The /s/ alone is not sufficient. An acceptable use of this form of signature follows:

/s/ JOHN DOE  
Petitioner

2. An electronic signature may be placed on the document as a photo file.
3. Handwritten traditional signatures on scanned documents are permitted.

## What are the document formatting requirements?

1. Case name and OSAH docket number on at least the first page of the filing
2. Signature of submitting party (see above)
3. 300 DPI [for scanned documents only]
4. No encrypted or password-protected documents
5. File size limited to 250 MB (you can view the size of your document in the document properties)

## How do I file my document if it exceeds the 250 MB file size limit?

Separate the large document into multiple documents, each under 250 MB. Label each section so that OSAH can determine how the document should be reassembled (i.e., Part 1 of 3; Part 2 of 3; and Part 3 of 3).

## What is the best way to eFile exhibits?

Exhibits should be separated by slip sheets printed with only words identifying which exhibit it is (i.e., Exhibit A, Exhibit B, etc.). To file hearing exhibits, or motions with supporting documents or exhibits, group them together and upload as one filing unless the total is over 250 MB. (If larger than 250 MB, refer to the instructions for separating the documents, above.)

## Can I eFile multiple documents into a case at one time?

Each filing must be submitted separately. However, exhibits and motions with supporting documents should be grouped together and uploaded as one filing unless they total over 250 MB.

## What do I do if my document contains confidential information?

Only the parties of record are provided access to a case file via ePortal. That said, it is the responsibility of the party or their attorney/representative to determine if a document contains not-public, confidential or sensitive information, and to file whatever motions they see fit to protect this information.

As eFiling is voluntary, parties also remain free to submit any sensitive documents by mail or in person as well.

## How do I eFile a proposed order?

Proposed orders should be eFiled as PDFs. At their discretion, Judges may ask you to submit a Word document to their assistant by email.

When eFiling a document, do I still have to submit a paper copy to OSAH?

No, unless otherwise instructed by the Judge in your case.

# eFiling System Questions

## Who can view or download eFiled documents?

Only the parties to a case and OSAH staff will be able to view eFiled documents (along with all other documents in the case file). You cannot view or download documents submitted in other cases.

## What browser can I use to access ePortal?

Google Chrome, Mozilla Firefox, Safari, and Internet Explorer are supported browsers.

## What if I have other questions?

If you need technical assistance, first read this overview of ePortal to see if it covers your question.

If you still need help, email [publicportal@osah.ga.gov](mailto:publicportal@osah.ga.gov). This email address is only for technical support related to eFiling. Other process or status questions must be directed to the Judge's assistant.

When contacting OSAH for assistance with eFiling, include the following information:

- Your name
- Your docket number
- Your contact information
- A brief description of the problem that you are having, and what you were doing when the issue or error occurred

Technical assistance is available Monday through Friday, 8:00 a.m. to 4:30 p.m., excluding OSAH holidays.

**If you have a filing deadline to meet but ePortal is not available, it is your responsibility to submit your documents by other means in order to make the deadline (for example, by email).**