



Cook County Sheriff's Office

i • E-Filing Portal

User Instruction Manual

Cook County Sheriff E-Filing Portal

User Instruction Manual



Table of Contents

Table of Contents	ii
Introduction.....	1
Log In & Select Language	2
Creating an Account	3
Access the New E-File Case Page	2
Stage One: Create New E-File Case.....	3
Stage Two: Add A Service	5
Uploading Documents to Service Requests	7
Stage Three: Summary	8
Stage Four: Payment	9
Receipts.....	10



Introduction

The *Cook County Sheriff E-Filing Portal* allows users to remotely request the service of process from the Cook County Sheriff. E-Filing is an option available to all who wish to utilize the Cook County Sheriff's Office to serve process in Cook County.

E-filing with the Sheriff is NOT mandatory, and individuals may continue to file their requests in person at any Cook County Sheriff's Office Civil Process location or by mailing their papers to the Daley Center location, along with payment.

For all cases being heard in Cook County, the user MUST first file their papers with the Cook County Clerk of the Circuit Court before they may be filed with the Cook County Sheriff's Office (CCSO). Any case being heard outside of Cook County (known as Foreign Writ) must be filed with the originating jurisdiction's Clerk of Court, prior to filing with the CCSO.

Enforcement Orders are NOT able to be filed through our E-File Portal at this time; this includes all Orders of Protection, Orders of Possession, and Body Attachment Orders. If you have any questions, please contact the CCSO at the following: 312-603-4925; CCSO.CivilEfile @cookcountyil.gov

Cook County Sheriff's Office Locations

Daley Center Courts

Richard J. Daley Center
50 W. Washington St.
Chicago, Illinois 60602

Hours: Monday-Friday, from 8:30AM to 5:00PM

District 4—Maywood Courthouse

1500 Maybrook Drive
Maywood, Illinois 60153
Sheriff's Office Phone Number: (708)-865-6029
Hours: Monday-Friday, from 8:30AM to 5:00PM

District 2—Skokie Courthouse

5600 Old Orchard Road
Skokie, Illinois 60076
Sheriff's Office Phone Number: (847)-470-7280
Hours: Monday-Friday, from 8:30AM to 5:00PM

District 5—Bridgeview Courthouse

10220 S. 76th Ave.
Bridgeview, Illinois 60455
Sheriff's Office Phone Number: (708)-974-6810
Hours: Monday-Friday, from 8:30AM to 5:00PM

District 3—Rolling Meadows Courthouse

2121 W. Euclid Ave.
Rolling Meadows, Illinois 60008
Sheriff's Office Phone Number: (847)-818-2810
Hours: Monday-Friday, from 8:30AM to 5:00PM

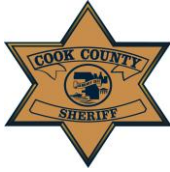
District 6—Markham Courthouse

16501 S. Kedzie Parkway
Markham, Illinois 60426
Sheriff's Office Phone Number: (708)-232-4435
Hours: Sunday-Saturday, from 8:30AM to 5:00PM

The following guide provides users with step-by-step instructions for creating an account, filing for service, and paying for service. You may access the *CCSO E-File Portal* at any time, **from any computer**, through the Sheriff's website by clicking the following:

Departments > Courts > Sheriff E-File > Click link or by going to <https://sheriffefile.ccsheriff.org/>

Do NOT access this Portal with a mobile device.



Log In & Select Language

The *Cook County Sheriff's Office Web-Site* is multi-lingual and offers a Select Language option for users to change text to a large variety of languages. English is pre-selected as the default language, but please click on the "Select Language" drop-down in the top right-hand corner of the site to select your preferred language. (circled below.)



If you are an existing registered user, enter your log-in information and select the "LOG IN" button to access the *E-File Portal*. **Please note that by selecting to log in, you are accepting the site's Terms & Conditions.** All Terms & Conditions are displayed below the log-in section.

- a. Users may access their account by entering either User Name or Email
- b. If a user forgets their password at any time, they may click "Forgot your password?" to reset their password to access the previously registered account (circled below.)

USERNAME OR EMAIL

PASSWORD

REMEMBER ME

By selecting LOG IN, you agree to the terms & conditions below.

[Register as a new user](#)

[Forgot your password?](#)



Creating an Account



Welcome to the Cook County Sheriff E-File Portal

Cook County Sheriff's Office. We are dedicated to providing the public with the best possible experience and service. The E-File Portal will allow users to electronically file many types of documents with our office without the need to travel to a courthouse.

USERNAME OR EMAIL

PASSWORD

REMEMBER ME

LOG IN

By selecting LOG IN, you agree to the terms & conditions below.

[Register as a new user](#)

[Forgot your password?](#)

Recent Press Releases

Sheriff Dart Reminds Public of Prescription Take Back Day, Launches Webpage with Helpful Resources

This Saturday, April 27, Cook County resurfaces its commitment to a safer environment and fight the opioid crisis by participating in National Prescription Take Back Day. Sheriff's Office and the Department of Public Safety Enforcement Administration's (DEA) National Prescription Take Back Day and safely disposing of their unwanted prescription medications. The Sheriff's Office is partnering with the DEA in its local prescription take back efforts.

Illinois Senate Passes Bill to See Assaults, Public Indecency to Settings

A bill seeking to address assaults and public indecency in correctional settings – including deputies, attorneys and civilians – passed by a vote of 57-0 last Thursday, Cook County announced today. SB 416, which was sponsored by Sen. [...]

Sheriff's Police Conducting Er...

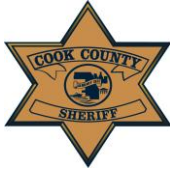
Users may register by selecting the "REGISTER" tab along the top banner, on the right-hand side of the site (circled above.)

Users may also register by selecting the "Register as a new user" button below the log-in fields (circled above.)

- a. Users may access their account by entering either User Name or Email
- b. If a user forgets their password at any time, he/she may click "Forgot your password?" to reset their password to access the previously registered account (circled above.)

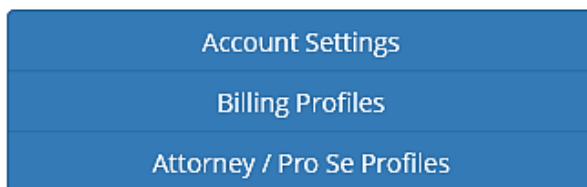
If you would like the site to remember your username and log-in for you, click the small box next to "REMEMBER ME" (circled above.)

1. Once the user has accessed the *Registration Page*, he/she must enter the following user log-in information:
 - a. User Name or Email Address
 - b. Password
2. Passwords must be at least 8 characters and contain at least 3 of the following:
 - a. Upper case letters (A-Z)
 - b. Lower case letters (a-z)
 - c. Numbers (0-9)
 - d. Special characters (e.g. \$#!@*)



3. Once the user has accessed the *Registration Page*, he/she must enter the following contact information. All fields are required:
 - a. *First Name*
 - b. *Last Name*
 - c. *Email Address*
 - d. *Phone Number*
 - e. *Address*
 - f. *City*
 - g. *State*
 - h. *Zip Code*
4. A confirmation email will be sent to the user at the registered email address. Click the link within the email to confirm your account and log-in. Use this account log-in for all future E-Filing with the Cook County Sheriff's Office.
5. Once an account has been created, select the "ACCOUNT" tab in the right-hand corner. This will transfer you to your *Manage Account page*, where the Account Settings, Billing Profiles, and Attorney Profiles information will be stored. To create an E-File Case, you must complete steps 6 and 7. If you attempt to click *Create E-File* without completing these two steps, the site will automatically go to the *Manage Account page* to ensure this information is entered.

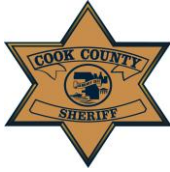
Manage Account





CHANGE YOUR ACCOUNT SETTINGS

[Change your password](#)

6. Add a Billing Profile. Click "Billing Profiles Button" to add. All fields are required:
 - a. *First Name*
 - b. *Last Name*
 - c. *Email Address*
 - d. *Phone Number*
 - e. *Street Address Main*
 - f. *Unit/Apt.*
 - g. *City*
 - h. *State*
 - i. *Zip Code*



Select the "Create Billing Profile on Lexis Nexis" button to add your payment card information to pay for E-Filing Cases. **Note:** You have the option to delete a billing profile and create new billing profiles.

Billing Address	Payment Information
<p>Address Type</p> <p><input checked="" type="radio"/> Domestic (US and Puerto Rico) <input type="radio"/> Military (APO/FPO) <input type="radio"/> International (including Canada, Mexico)</p> <p>Billing First Name* <input type="text"/></p> <p>Billing Last Name* <input type="text"/></p> <p>Billing Zip Code* <input type="text"/></p> <p>Billing Address Line1* <input type="text"/></p> <p>Billing Address Line2 <input type="text"/></p> <p>Billing City* <input type="text"/></p> <p>Billing State* <input type="text" value="IL"/> <input type="button" value="v"/></p> <p>E-mail* <input type="text"/></p> <p>Confirm E-mail* <input type="text"/></p> <p>Phone Number* <input type="text" value="(999) 999-9999"/></p>	<p>Payment Type</p> <p><input checked="" type="radio"/> Credit Card</p> <p>Card Number* <input type="text"/></p> <p>Expiration Month* <input type="text" value="v"/></p> <p>Expiration Year* <input type="text" value="v"/></p> <p>Security Code* <input type="text"/></p> <p>We've provided this sample credit card to assist you in finding the security code.</p>  <p>Captcha* </p> <p>Enter Captcha <input type="text"/></p>
<input type="button" value="Previous Page"/>	<input type="button" value="Continue"/>

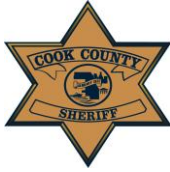
7. Add an Attorney or Pro Se Profile. Click the following button applicable to the profile you would like to create.

ATTORNEY PROFILES

<input type="button" value="+ Add Attorney Profile"/>	<input type="button" value="+ Add Pro Se Profile"/>
---	---

All fields are required for "Attorney Profile":

- | | |
|------------------------|----------------------|
| a. Cook County | g. Street Name |
| b. Attorney First Name | h. Unit/Suite # |
| c. Attorney Last Name | i. Street Type |
| d. Firm Name | j. City |
| e. Street Number | k. State |
| f. Street Direction | l. Zip Code |
| | m. Firm Phone Number |



All fields are required for "Pro Se Profile":

- | | |
|---------------------|----------------|
| a. Full Name | f. Street Type |
| b. Street Number | g. City |
| c. Street Direction | h. State |
| d. Street Name | i. Zip Code |
| e. Unit/Suite # | |

Users have the option to deactivate an Attorney Profile, as well as activate an Attorney Profile that has been deactivated.

Now you are ready to begin.

There are four stages of the process:

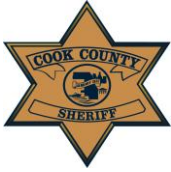
STAGE ONE: Create New E-File Case

STAGE TWO: Add Service(s)

STAGE THREE: Summary

STAGE FOUR: Pay Via LexisNexis





Access the New E-File Case Page

Select the "CREATE E-FILE" tab in the top right-hand corner of the page. If you were registered prior to viewing the instruction manual, the welcome and web site disclaimer page will appear once you have logged in. Please, click on the same button to create a new case (circled below.)

HOME **CREATE E-FILE** E-FILE CASES ACCOUNT LOG OFF

Cook County Sheriff E-File Portal

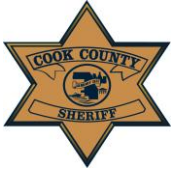
...e public with the best possible experience and service. The E-File Portal will allow users to ...ur office without the need to travel to a courthouse.

Office Web Site Disclaimer

Recent Press Releases

Sheriff Dart Reminds Public of National Prescription Take Back Day, Launches Webpage with Helpful Resources

This Saturday, April 27, Cook County residents can ...environment and fight the opioid crisis by participi ... Enforcement Administration's (DEA) National Day



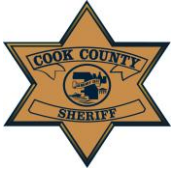
Stage One: Create New E-File Case

CREATE NEW CASE

COUNTY	<input type="text" value="Cook County Case"/>
CASE NUMBER	<input type="text"/>
PLAINTIFF FIRST NAME	<input type="text"/>
PLAINTIFF LAST NAME	<input type="text"/>
DOCUMENT TYPE	<input type="text" value="CHANCERY"/>
SELECT ATTORNEY PROFILE	<input type="text"/>
NEXT COURT DATE	<input type="text"/>
CIRCUIT COURT FILE DATE	<input type="text"/>
FEE WAIVER	<input type="text" value="No"/>

If you require service in Cook County but filed your papers in another county (other than Cook County), select “Out of County Case” in the County Case drop-down bar. It is auto-selected to “Cook County Case” and will need to be changed if applicable.

1. The fields required to be entered at this stage are:
 - a. Case Number
 - i. You must enter your case number exactly as it is assigned by the Clerk of Court, excluding any spaces and/or punctuation
 - b. Plaintiff First and Last Name (required)



Stage Two: Add A Service

1. After clicking the "Create" button on the *Create a New Case Page*, you will be brought to the *Add Service Page*. Please select the type of service for the Case entered in the previous step by selecting one of the following buttons:
 - a. *Add Individual Service*
 - b. *Add Business Service*
 - c. *Add Unknown Service*

+ Add Individual Service

+ Add Business Service

+ Add Unknown Individual Service

ADD SERVICES TO YOUR E-FILE

Select what type of service you'd like by clicking the add service buttons above. If you need to schedule multiple services or multiple service types on a single case, add multiple services or service types on this page. There is an option to remove a service if one is added inadvertently.

Individual Service – Use this for service upon a named defendant. This selection should be used for service upon a person and should not be used for service upon a business or registered agent.

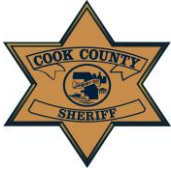
Business Service – Use this option for service upon a Business, Corporation, Company, etc. If you need to service a named individual as a registered agent, there will be a field for that in this selection.

Unknown Individual Service – Use this service when the named party is unknown but is an individual and not a business (i.e. Unknown Occupants, Unknown Owners, Unknown Heirs, etc.)

Submit

Service Type Descriptions are displayed on the *Add Service Page* to assist users with selecting the appropriate Service Type:

Note: You may add multiple services by continuing to select the Service buttons; additional service forms will appear upon additional selections. There is also an option to remove a service if one is added inadvertently.



You may enter multiple services/ service types for a single case

The screenshot displays two service entry forms. The top form is titled 'INDIVIDUAL SERVICE' (circled in red) and contains the following fields: FIRST NAME, MIDDLE NAME, LAST NAME, TITLE (dropdown), ADDRESS, APT / UNIT #, CITY, STATE (dropdown), and ZIP. Below these is a 'SERVICE NOTES' text area and a 'SERVICE DOCUMENT UPLOAD - ONLY PDF LESS THAN 5MB' section with a 'DOCUMENT' field and a 'Browse...' button. A 'Remove Service' button is located at the bottom left of this form. The bottom form is titled 'BUSINESS SERVICE' (circled in red) and contains: BUSINESS NAME, REGISTERED AGENT, CARE OF, SERVICE ADDRESS, ADDRESS, APT / UNIT #, CITY, STATE (dropdown), and ZIP.

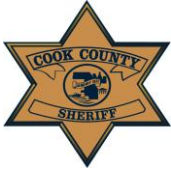
You must provide an address to the Sheriff's Office for service. If the defendant is named but the address is unknown, our office cannot assist in the service attempt nor the investigation to locate an address for the named individual.

Do not create a new case for each service type for a single case number.

- For example, if Case Number 2018M001234567 requires both an Individual Service and a Business Service, ADD BOTH service types at this step.
- Additionally, if Case Number 2018M001234567 requires three separate individual services, ADD ALL three individual services at this stage and enter the information for each individual. **Do not create three separate E-File cases for each individual service on a single case number.**

The required fields for **Individual Service**:

- First Name
- Middle Name
- Last Name
- Title
- Address
- Apt/Unit #
- City
- State
- Zip
- Service Notes
- Document Upload



The required fields for **Business Service**:

- *Business Name*
- *Registered Agent*
- *Care Of*
- *Address*
- *Apt/Unit #*
- *City*
- *State*
- *Zip*
- *Service Notes*
- *Document Upload*

The required fields for **Unknown Individual Service**:

- *Served On*
- *Apt/Unit #*
- *City*
- *State*
- *Zip*
- *Service Notes*
- *Document Upload*

IMPORTANT NOTE

- *Punctuation should not be included. For example, the last name O'Malley should be entered as OMALLEY*
- *Do NOT put a period in a name or title, including the titles JR/SR/ESQ etc.*

Uploading Documents to Service Requests

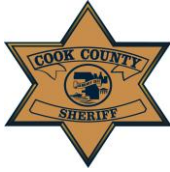
SERVICE DOCUMENT UPLOAD - ONLY PDF LESS THAN 10MB

DOCUMENT #1

DOCUMENT #2

DOCUMENT #3

Users can upload up to three documents per case. Once all fields are completed and at least one document is uploaded for each service and service type, click the "Submit" button.



Uploaded documents must be a PDF file type and may not exceed 10MB in size. If larger than 10MB, the document will be rejected, and an error will occur. Documents must be uploaded in order: Document #1 > Document #2 > Document #3

- Users can check this in the Properties section of their file by:
Searching your file > Right-click on file > Click on Properties > View Size
- If you cannot shrink the file size below 10MB you must file in person or through the mail.

Please review the document requirements for each filing type through the following link:

<http://www.cookcountysheriff.org/courts/civil-services/documents-required-for-service-of-process/>

Stage Three: Summary

This page summarizes the basic case information that has been entered (Case Number, Plaintiff, Document Type), as well as the total amount owed for the requested service(s).

- *If something entered is incorrect or needs to be revised, there is an option to edit in the next step, "Finalize/Pay."*
- *If a second case needs to be entered, click "File Another Case."*
- *If all of the information is correct, and there are no other cases to enter, click "Finalize/Pay." You will be brought to the E-File Cases Page.*

Case Number: 2018M001234567

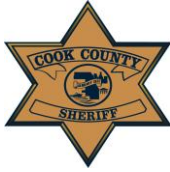
Plaintiff: John Doe

Document Type: LEVY

Total Amount: \$70.00

File Another Case

Finalize / Pay



Stage Four: Payment

The *E-File Cases Page* lists all cases entered under this log-in, separated into five categories:

All E-File Cases
Drafts
Unpaid
In Progress
Complete
Voided Payment

- Drafts** – some of the fields in this case have been left blank and need to be filled in before a payment can be submitted. If the case is incomplete, there will be no price displayed under “Total Amount.” Click “Edit” to fill in these fields and complete the case.
- Unpaid**—all information is complete, but the fee has not been paid.
- In Progress**—all information is complete, and the fee is in progress to be paid to the CCSO
- Complete**—all information is complete, and the fee has been paid.
- Voided Payment**—all information has been entered; however, the user wishes to no longer pay for the case filed

Users may search their cases by utilizing the search tool.

- When you are ready to pay for a case, select the checkbox(es) next to the cases in the “Unpaid” category that you wish to submit payment for.
- Select your Payment Profile using the drop-down tool.
- Click “Authorize Payment Via LexisNexis” (circled below.)

PAYMENT PROFILE



Once authorized, you will be brought to the “In Progress” section, as your case is now in being reviewed internally and in progress of being paid.

The information you have entered in this portal will be received by CCSO and reviewed internally. Please check that your information and documentation is accurate before submitting. Incomplete or inaccurate information or documentation will cause your filing to be rejected. If your filing is rejected, you will receive an email stating why. If correct, service will be initiated. You may check the status of your service on <https://civilprocess.ccsheriff.org> using your Case Number or Sheriff Number. If you have any questions, please contact the CCSO at the following: 312-603-4925; CCSO.CivilEfile @cookcountyil.gov



Receipts

Users who filed using the E-File Portal will receive a receipt for their payment. At this time users will receive two receipts, one from the Cook County Sheriff's Office and one from LexisNexis.

Two receipts does NOT mean you were charged twice.