

## Opt-in troubleshooting: Attorneys

This document is a guide for troubleshooting issues you are experiencing while opting in on a case. If these troubleshooting procedures do not address the issue(s) you are encountering, contact eFile Support at [efilesupport@wicourts.gov](mailto:efilesupport@wicourts.gov) or 1-800-462-8843.

### Issue #1: There are no parties to select.

As an attorney, when you opt in, you select the name of the party (or parties) that you are going to be representing. If you get to the party field and see a blank list with a “No results found” message, there could be a few different reasons.



The screenshot shows the 'Wisconsin circuit court eFiling' interface. The main heading is 'Opt in as an electronic party'. Below the heading, there is a text input field for 'County' with 'Eau Claire' selected, and a 'Case number' field with '2018SC000021'. The 'Party' dropdown menu is open, displaying 'Select one or more parties' and a red-bordered box containing the text 'No results found'.

### Your account type is Bar Admissions Applicant.

You may be logged in as your **Bar Admissions Applicant** eCourts account. A bar number cannot be added on this account type, and the system will not let you represent a party. You must use an eCourts account with a **Wisconsin Attorney** account type to opt in. Steps for creating this account can be found [here](#).

**Note:** Email addresses can only be tied to one eCourts account at a time. You will have to switch the email address on your **Bar Admissions Applicant** account first if you wish to use it while creating your new **Wisconsin Attorney** account. Steps to update your account information to remove an email address can be found [here](#).

### There are no valid parties on the case.

The clerk of courts office in the county your case is filed in controls the ability to add parties on cases. Contact the clerks to inquire about their policy on adding parties to a case.

**Note:** This happens most often in probate cases where the only party on the case at the time is the decedent party. Since it is not technically correct to say an attorney is representing the decedent, the system will return no results.

### You are not associated with the agency representing the party.

If the party is supposed to be represented by an attorney from a certain agency (Attorney General, for example), the clerk can enter that agency onto the party's record, which will restrict all attorneys not from that agency from opting in. This also may be the reason why you see some parties listed, but not every party that you expect. You can contact the clerk of courts to verify whether you are entered in an agency in their system; if you are not entered, the clerks can add you to the appropriate one.

### Issue #2: My party is grayed out and says "eNoticed pro se user."

This issue will arise if you are retained by a client who was formerly self-represented on a case. A party may not be pro se on a case and also have representation from an attorney. If you are hired by a party but they are still opted in to the case, when you attempt to opt in the party screen will look like this:

The screenshot shows the 'Wisconsin circuit court eFiling' interface. The main heading is 'Opt in as an electronic party'. Below the heading, there is a text prompt: 'Enter the county and case number for the electronic case, or read [how to opt in to a case](#).' A note follows: '(Note: If the case is not already an electronic case, contact the clerk of circuit court office and request that the case be converted to an electronic case.)' The form contains three input fields: 'County' with a dropdown menu showing 'Chippewa'; 'Case number' with a text input field containing '2019CV000030'; and 'Party' with a dropdown menu. The 'Party' dropdown is open, showing a list of options. The first option is 'Select one or more parties'. The second option is 'Town, Title'. The third option, 'Bears, Da (eNoticed pro se user)', is highlighted in gray and is enclosed in a red rectangular box.

To resolve this, contact your client and have them opt out as an electronic party before you will be able to opt in.

**Issue #3: My party is grayed out and says “opt in pending with the clerk of circuit court.”**

If the message “opt in pending with the clerk of circuit court” appears next to your party, you already have an opt in pending and will not be able to submit a second opt in. Either your opt in is still electronically processing or the opt in has gone unpaid.

**Wisconsin circuit court eFiling**

new filing in progress my cases opt in notifications non-party filing support

### Opt in as an electronic party

Enter the county and case number for the electronic case, or read [how to opt in to a case](#).

(Note: If the case is not already an electronic case, contact the clerk of circuit court office and request that the case be converted to an electronic case.)

**County**  
Chippewa

**Case number**  
2019CV000030

**Party**  
Select one or more parties

- Town, Title
- Bears, Da (eNoticed pro se user)
- seance, professional (opt in pending with the clerk of circuit court)

If the opt in is still processing, check My cases in a few minutes and your case will be there for you. If the opt in has gone unpaid, it can be paid for one hour after submission. Wait for one hour, then visit **Filings in need of payment** from **Ready to file** or find the opt in – missing payment in **My cases** and select the **Make payment** action link.

**Wisconsin circuit court eFiling**

new filing in progress my cases opt in notifications non-party filing support ready to file Brett Miller

### My cases

Can't find a case? [Click here to search](#).

Looking to file or receive documents on an existing electronic case not listed below? [Opt in as an electronic party](#).

Learn [how to file on an existing case and how to view case information and documents](#).

Show 5 entries

Clear filters

Showing 1 to 1 of 1 entries (filtered from 185 total entries)

County	Case no.	Caption	Status	Attorneys	Actions
All	<input type="text" value="Search Case no..."/>	<input type="text" value="Search Caption..."/>	Opt in - missing payment	All	
Chippewa	<a href="#">2019CV000030</a> <a href="#">View documents</a>		Opt in - missing payment 03-28-2019		<a href="#">Make payment</a>

**Issue #4: The system isn't prompting me for a notice of retainer or a filing fee.**

When opting in, the system can prompt you to upload both a Notice of Retainer (or Appearance) and pay a \$20 electronic filing fee. Depending on case, the system may not prompt you to upload a notice, nor pay the fee.

**I wasn't prompted to upload a notice of retainer.**

The purpose of the notice of retainer is to indicate to the court who you are representing. The court may already know who you are representing, and can add you as the attorney of record for the appropriate party before you opt in. If you are already listed as the attorney of record for the party you are opting in for, the system will not prompt you to upload a notice of retainer.

**I wasn't prompted to pay the \$20 filing fee.**

There are a couple general rules when it comes to the \$20 filing fee that could have made this possible. First, the system will only charge the fee once per party per case. If the party or another attorney has already paid the \$20 filing fee, it is not charged when you opt in for that party. Second, the system will only charge the fee once per attorney per case. This rule means that if you opt in and pay the filing fee for one party, you are not charged if you opt in to represent another party on that case.