

Guide to Assist
NCDRC Certified
Mediators with
Renewing Their
Certification in
Enterprise Justice.



Helpful Hints!

1. Make sure you have at least 45 minutes to complete this process.
2. Logon to the [eCourts Guide & File page](#). If you do not login you will not be able to submit your renewal application.
3. If you must change an answer, you may need to click the “refresh” button to update the page.
4. You will need to have emailed DRCMediators@nccourts.org all documents necessary to properly report any matters that fall under MSC/FFS Rule 8 PRIOR to completing the application.
5. You will need to pay your renewal fees by credit card or check book (for ACH transfers) in a separate application called [PayIt](#). The DRC no longer accepts checks for renewal applications. You must pay all fees before we can process our renewal application. (You will need to create an account.)
6. Your mediator profile will be housed on Smartsheet. You will need to register for a work account using the same email currently on file with the DRC. **You will not have access to Smartsheet until your renewal application has been approved by DRC.** The account is free and operates under the NCAOC. Do not sign up for the 30-day trial. This is where you will make your selections for designations and court appointments, your attendance preference, enter your keywords, and list your bio. If you do not set up a bio, you are still certified to mediate under the DRC, but your status as a certified mediator will not be available to the public.
7. Most common errors: Your firm must have a Waiver Account in place for you to submit your renewal application. Please see the [Additional Renewal Information](#) on the DRC’s website.
8. You must go PAST the survey to submit your renewal application.

You must logon to Guide & File to submit your renewal application.

If you have not yet registered in eCourts, Attorney mediators can create/register for an account. Emergency Judges, and non-attorney certified mediators, must create/register for an “Individual Account” in eCourts.

Once you are logged onto eCourts Guide & File, please click on DRC Mediators ONLY - FY 25-26 Mediator Certification Renewal.

The screenshot shows the eCourts Guide & File interface. The browser address bar displays <https://northcarolina.tyleretech.cloud/SRL/SRL#>. The page has a dark blue header with the eCourts Guide & File logo and a navigation bar with links: Start a New Filing Interview, Home, Start a Filing, and My Interviews. Below the header is a progress bar with four steps: Select Interview (active), Complete Interview, Review Summary, and Submit Documents. The main content area is titled 'Please select the type of filing you would like to complete.' and contains a list of filing options. A blue arrow points to the option 'DRC Mediators ONLY - FY 25-26 Mediator Certification Renewal'. Other options include Absolute Divorce, Adult Name Change, Appeal To District Court, Application for Certificate of Verification of Prior Expunction, Complaint In Summary Ejectment, Domestic Violence Protective Order, Motion to Claim Exempt Property, Online Request For Dismissal Or Speeding Reduction Of A Traffic Citation, Petition To Proceed As An Indigent, Probate: Petition for Summary Administration, Request For Relief From Fines, Fees And Other Monetary Obligations, Small Claims Complaint, and Summary Ejectment Answer And Counterclaims. On the right side, there is a 'LINKS' section with links like Find My Court Date, Find My Courthouse, Find An Attorney, Explore Services, Going To Court, and Need an Interpreter?. Below that is a 'CONNECT WITH US' section with social media icons for Facebook, LinkedIn, Twitter, and YouTube. At the bottom right, there is a 'FILLING OUT YOUR FORMS' section with a video player and a 'New! List of eFiling Counties' link.

You will be asked to confirm that you are entering the correct interview. Click Next

The screenshot shows the 'Complete Interview' step of the 'Mediator Certification Renewal for FY 25-26' process. The page includes a header with 'eCourts Guide&File' and a navigation bar with 'Interview', 'Home', 'Start a Filing', and 'My Interviews'. Below the navigation bar are four tabs: 'Select Interview', 'Complete Interview' (active), 'Review Summary', and 'Submit Documents'. The main content area displays the title '[PROD] Mediator Renewal FY 25-26' and 'Mediator Certification Renewal for FY 25-26'. It explains that the interview is for those applying for Superior Court (MSC), Family Financial (FFS), Clerk Estate & Guardianship (CPME), or District Criminal Court (DCC) mediator certification renewal. At the bottom left, there is a 'Go to' dropdown menu with 'Start Page' selected. At the bottom right, there is a 'Next' button. A yellow arrow points to this 'Next' button. On the right side, there is a sidebar with the text 'You can also...' and two links: 'SAVE YOUR WORK. SIGN UP' and 'ALREADY SIGNED UP? LOG IN'. The footer of the page features the North Carolina Judicial Branch logo and the text 'North Carolina Judicial Branch' with links to 'Guide & File FAQs', 'Guide & File Support', and 'Help Topics'.

Please read, click the box acknowledging you have read the page. Click Next

The screenshot shows the 'Disclaimers' step of the 'Mediator Certification Renewal for FY 25-26' process. The page includes the same header and navigation bar as the previous screenshot. Below the navigation bar are four tabs: 'Select Interview', 'Complete Interview' (active), 'Review Summary', and 'Submit Documents'. The main content area displays the title 'Disclaimers' and a warning: 'Use this interview at your own risk!'. It states that the interview is designed to help submit an application for mediator certification renewal and that it is the user's responsibility to ensure the forms and information are correct. It lists several steps to follow: read the interview and questions carefully, read all information marked with an 'i' icon, give complete and truthful answers, review the final documents, and make sure everything is correct before filing. It also provides contact information for the Dispute Resolution Commission (DRC) and a phone number: 919-890-1415. At the bottom left, there is a 'Go to' dropdown menu with 'Disclaimers' selected. At the bottom right, there are 'Previous' and 'Next' buttons. A yellow arrow points to the 'Next' button. On the right side, there is a sidebar with the text 'You can also...' and two links: 'SAVE YOUR WORK. SIGN UP' and 'ALREADY SIGNED UP? LOG IN'. Below these links is a 'More Information' section with links to 'Find My Courthouse', 'Find An Attorney', 'Ask for Non-Profit Legal Help', and 'Legal Glossary of Terms'. The footer of the page features the Windows taskbar with the search bar and various application icons.

**Before you start the interview, you
MUST have already provided any
documents required under MSC/FFS
Rule 8 to DRC Staff.
Click Next**

**You may email the documents
directly to
DRCMediators@nccourts.org**

**i.e. Notice of Grievance, Criminal
Charges, Civil Judgements, Liens,
Bankruptcy, etc.**

**Answer yes if you want to complete
the renewal application.**

**Please pay your renewal fees on [PayIt](#)
immediately after submitting your renewal
application. The DRC will not process
your renewal until all fees have been
received.**

Click Next

The screenshot shows the 'Before You Start The Interview' page on the eCourts platform. The page has a dark blue header with the eCourts logo and navigation links. Below the header, there are tabs for 'Select Interview', 'Complete Interview', 'Review Summary', and 'Submit Documents'. The main content area is titled 'Before You Start The Interview' and includes instructions for users. A yellow arrow points to the 'Next' button at the bottom right of the page.

Before You Start The Interview
Follow these instructions:

- For best performance, use Google Chrome to take the interview. If you are not using Chrome now, consider switching to Chrome before you get started.
- Set aside up to 30 minutes to complete the interview.
- Use correct spelling and capitalization in your answers. Your answers will appear on the final forms for the DRC exactly as you enter them.
- Use English to answer the questions.
- Register for an account before you begin. Without an account, your answers will not be saved, and your interview may reset if you leave the computer. With an account:
 - your answers will be saved and
 - you can return later to finish if needed.
- Gather the items listed below to help you answer the questions.

Gather these items, if applicable, before you begin the interview:

- All CME training certificates and training information
- Any documentation related to previous or ongoing disciplinary actions with any professional organizations.

Important: You must register for an account and log in to be able to save your answers and to file electronically. If you leave your computer and come back, you may lose all your work.

Exit Go to Before You Start The Interview Previous Next

The screenshot shows the 'Is This the Right Interview for You?' page on the eCourts platform. The page has a dark blue header with the eCourts logo and navigation links. Below the header, there are tabs for 'Select Interview', 'Complete Interview', 'Review Summary', and 'Submit Documents'. The main content area is titled 'Is This the Right Interview for You?' and includes instructions for users. A yellow arrow points to the 'Next' button at the bottom right of the page.

Is This the Right Interview for You?

This interview will allow you to complete an application for mediator annual certification renewal. From this interview you will be able to apply to renew any of the Dispute Resolution Commission's mediator programs.

You may select the appropriate application on the next page and processing fees will be calculated near the end of the interview. You will be given instructions on how to pay these fees online. All application fees will need to be paid before the DRC will process your renewal.

Do you want to continue with the interview? *

☐ Yes ☐ No

Exit Go to Is This the Right Interview Previous Next

Interview

Home Start a Filing My Interviews

Select Interview Complete Interview Review Summary Submit Documents

Application to Complete

Which type of certification would you like to apply for? *

- ☐ Superior Court (MSC), Family Financial (FFS), Clerk Estate & Guardianship (CPME) Renewal
- ☐ District Criminal Court (DCC) Renewal

Exit Go to Interview Routing

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You can also...

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Legal Glossary of Terms

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**Select your program.
Click Next**

Select all certification(s) you are renewing in this application. You will be prompted to elect Active or Inactive status for each program you select.

Please only select programs where you are already certified.

!! The selected renewal certifications and election of active or inactive will determine the amount of renewal fees you owe at the end of the interview. !!

**Please complete the required information.
Click Next**

Interview

Home Start a Filing My Interviews

Select Interview Complete Interview Review Summary Submit Documents

Application for Mediator Certification Renewal

G.S. 1A-38-1, -38-3B, -38-4A; Rules 2 and 8 of the Rules of Mediation for Matters Before the Clerk of Superior Court; Rules 2 and 8 of the Rules for Settlement Procedures in District Court Family Financial Cases; Rules 2 and 8 of the Rules for Mediated Settlement Conferences and Other Settlement Procedures in Superior Court Civil Actions.

Personal Information

I, the undersigned, apply for renewal of my certification(s) to conduct: (check all that apply) *

- ☐ (MSC) Mediated Settlement Conference mediations
- ☐ (FFS) Family Financial Settlement mediations
- ☐ (CPME) Clerk mediations

Mediator's Name

First * Middle * Last * Suffix [Select]

Street Address or P.O. Box

Line 1 *

Line 2 *

City * State * Zip Code *

Date of Birth * MM/DD/YYYY

Phone Number * Fax Number *

111-111-1111 111-111-1111

Email *

INSTRUCTIONS: An applicant for mediator certification renewal should complete the application below and follow the instructions to pay the certification renewal fee. The Dispute Resolution Commission will certify the applicant upon receipt of both the mediator certification renewal application and payment of the mediator certification renewal fee. Licensed attorney applicants complete Section I, Section III, Section IV, Section V, and Section VI. Non-attorney applicants complete Section II, Section III, Section IV, Section V, and Section VI.

Are you a licensed attorney member of the NC Bar? *

- ☐ Yes ☐ No, Licensed in another state ☐ No, I am not a licensed attorney

Exit Go to Application for Mediator C

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Please answer all questions that pop up. i.e., Inactive or Active, and enter your State Bar No.

Attorney applicants have reporting requirements. Please, read this carefully. Click Next

ALL applicants will need to AFFIRM the statements are correct. If you have ANYTHING to report, you may do so in the next few screens.

Non-attorney applicants have reporting requirements. Please, read this carefully. Click Next

Homepage | Juno Interview

https://efilenc-test.tylertech.cloud/SRL/SRL/ExecuteInterview

Cisco Webex Meeti... Dispute Resolution... Court Rules | North... General Statute Cha... Home | North Caroli... Doodle - Dashboard Homepage | Juno DocuSign

eCourts Guide&File THIS SITE IS FOR TESTING ONLY AND IS NOT MONITORED English

Interview Home Start a Filing My Interviews

Select Interview Complete Interview Review Summary Submit Documents

Section I. Licensed Attorney Applicant Statement

I, the undersigned, affirm that I am an active or inactive member in good standing of the North Carolina State Bar or that I am similarly a member in good standing of the Bar of another state. I further affirm that since the date of my last mediator certification renewal or, if I have not renewed previously, from the date of my original application for mediator certification, that:

I have not been disciplined (including any discipline imposed that was stayed) by the NC Judicial Standards Commission, the NC State Bar, or the Bar of another state of which I am or was a member or any other professional licensing or regulatory body with jurisdiction over me, including any regulating the conduct of mediators.

No grievances, complaints, or disciplinary proceedings are pending against me before the NC Judicial Standards Commission, the NC State Bar, or the Bar of any other state of which I am or was a member, or before any professional licensing or regulatory body with jurisdiction over me, including any regulating the conduct of mediators.

If I became an inactive member of, allowed my membership to lapse, or relinquished my membership in any State Bar or in any other professional organization with jurisdiction over me, or if I relinquished a judgeship, it was an entirely voluntary decision on my part and did not involve coercion from any disciplinary body.

I have not been sanctioned by a judge in this state or any other state nor are any proceedings pending against me that could result in sanctions.

No felony, misdemeanor, or misdemeanor traffic charges are pending against me, and I have not been convicted of any felony, misdemeanor, or misdemeanor traffic offense.

I have not had any failures to appear, criminal or otherwise.

There have been no and there are not currently any pending restraining orders against me.

No tax liens or civil judgments have been filed or docketed against me.

I have not filed for bankruptcy.

Exit Go to Section I. Licensed Attor... Previous Next

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Interview Home Start a Filing My Interviews

Select Interview Complete Interview Review Summary Submit Documents

Section II. Non-Attorney Applicant Statement

I, the undersigned, affirm that since the date of my last mediator certification renewal or, if I have not renewed previously, from the date of my original application for mediator certification, that:

I have not been disciplined (including any discipline imposed that was stayed) by any professional or regulatory body with jurisdiction over me or the profession that I practice, including any regulating the conduct of mediators.

No grievances, complaints, or disciplinary proceedings are pending against me before any professional licensing or regulatory body with jurisdiction over me or the profession that I practice, including any regulating the conduct of mediators.

If I became an inactive member of, or relinquished my membership in any profession in which I am or was licensed or my licensure lapsed, it was an entirely voluntary decision on my part and did not involve coercion from any disciplinary body.

I have not been sanctioned by a judge in this state or any other state nor are any proceedings pending against me that could result in sanctions.

No felony, misdemeanor, or misdemeanor traffic charges are pending against me, and I have not been convicted of any felony, misdemeanor, or misdemeanor traffic offense.

I have not had any failures to appear, criminal or otherwise.

There have been no and there are not currently any pending restraining orders against me.

No tax liens or civil judgments have been filed or docketed against me.

Exit Go to Section II. Non-Attorney Ap... Previous Next

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Please note, your mediator profile will be housed on Smartsheet. After your renewal application has been approved by DRC staff, you must complete your mediator profile on the Mediator Profile Smartsheet link. Click Next

Interview

Home Start a Filing My Interviews

Select Interview Complete Interview Review Summary Submit Documents

Section III. Statement as to Designations

I, the undersigned, understand that I will have an opportunity to designate or change my designations for counties and/or districts in which I am willing to be selected by parties to mediate or in which I am willing to receive court appointments to mediate. I understand that these designations are collected in a new system housing my mediator profile using Smartsheet. I further understand that completing these designations enables members of the public and court staff to search for me by my designations, qualifications, keywords, and preferences.

You may access your new mediator profile by clicking on the link on the [DRC website](#) after submitting your renewal application.

[Exit](#) Go to Section III. Statement as to

[Previous](#) [Next](#)

North Carolina Judicial Branch

[Guide & File FAQs](#) | [Guide & File Support](#) | [Help Topics](#)

You can also...

[SAVE YOUR WORK. SIGN UP](#)

[ALREADY SIGNED UP? LOG IN](#)

[More Information](#)

- [Find My Courthouse](#)
- [Find An Attorney](#)
- [Ask for Non-Profit Legal Help](#)
- [Legal Glossary of Terms](#)

The Smartsheet link is universal and is available on the DRC's website and will be in your renewal notice emails.

Reporting Continuing Mediation Education.

Please select your CME for the renewal FY by selecting your course in the drop-down box.

(If you do not recall your course, please review the CME Opportunities link for additional course information.)

When you are done reporting all courses, check the “no” box under add another course. Click Next.

The screenshot shows a web browser window with the URL <https://efilenc-test.tyleritech.cloud/SRL/SRL/ExecuteInterview>. The page is titled "eCourts Guide&File" and includes a warning: "THIS SITE IS FOR TESTING ONLY AND IS NOT MONITORED". The navigation bar has links for "Interview", "Home", "Start a Filing", and "My Interviews". The main content area is titled "Section IV. Statement as to Continuing Mediator Education" and contains the following text:

I, the undersigned, affirm that I complied with any and all Continuing Mediator Education (CME) requirements necessary for the renewal of my certification. Specifically, in the past year I completed a total of at least two (2) hours of continuing mediator education (CME) approved by the NCDRC, as set forth below. [NOTE: Approved CME opportunities are listed [here](#)] CME training completed for the FY 2025-26 Renewal Period must have been completed after the mediator submitted their FY 2024-25 Renewal Application.

Please enter the information for the courses you have completed below:

NOTE: If you are currently **INACTIVE** in all DRC mediation programs, please select the "Inactive - Exempt from CME Requirements" option in the "Course Name 1" question below.

NOTE: If this is your first renewal since being certified please select the option in "Course Name 1" for "Newly Certified - Exempt from CME Requirements"

Course Name 1: [Select] Number of Hours:

Do you have additional courses to add? *

☐ Yes ☐ No

At the bottom, there are "Exit", "Go to", and "Previous/Next" buttons. A yellow arrow points to the "No" radio button. The footer of the page displays the North Carolina Judicial Branch logo and name.

If you are newly certified in FY24-25, you are not required to report CME for this FY, please select *Newly Certified – Exempt from CME Requirements*.

If you are a trainer, or have presented a CME, you may select *Mediator Trainer/Instruction* for each hour of instruction, up to 2 hours.

If you are inactive, you are not required to complete annual CME, please select *Inactive – Exempt from CME Requirements*.

If all statements are true, select “yes” to affirm your statements.
Click Next

Interview

Home Start a Filing My Interviews

Select Interview Complete Interview Review Summary Submit Documents

Section V. Affirmation

I, the undersigned, affirm that:
ALL of the above statements are true.
☒ Yes ☐ No

Go to Section V. Affirmation

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You must re-report any pending matter!

If you have already reported a matter (i.e. a tax lien that remains pending with documents) to DRC Staff, please state “Previously reported lien to DRC staff” in the Explanation of Statements box.

If all statements are not true, select “no” and provide a brief explanation of what you are reporting under Rule 8 in the box.
Click Next

Interview

Home Start a Filing My Interviews

Select Interview Complete Interview Review Summary Submit Documents

Section V. Affirmation

I, the undersigned, affirm that:
ALL of the previous statements are true.
☐ Yes ☒ No

NOT ALL of the previous statements are true as to me, but I have thoroughly explained those that are not true in the space below and in information that I have already supplied to the Dispute Resolution Commission's office. [NOTE: You must contact the Commission's office and supply information regarding any of the above statements to which you could not respond affirmatively. Please enclose copies of any relevant documents, e.g., grievances/complaints and responses, documents imposing disciplinary action, a description of any convictions. If you previously reported a matter pending against you and such matter is still pending, please note that below, but you need not resubmit your documentation.]

Explanation of Statements That Are Not True As To The Applicant:

Go to Section V. Affirmation

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North Carolina Judicial Branch

tyler

Forward all relevant documents to
DRCMediators@nccourts.org

The fees are automatically calculated based on your renewal certification selections, per the [DRC's Fee Schedule](#).

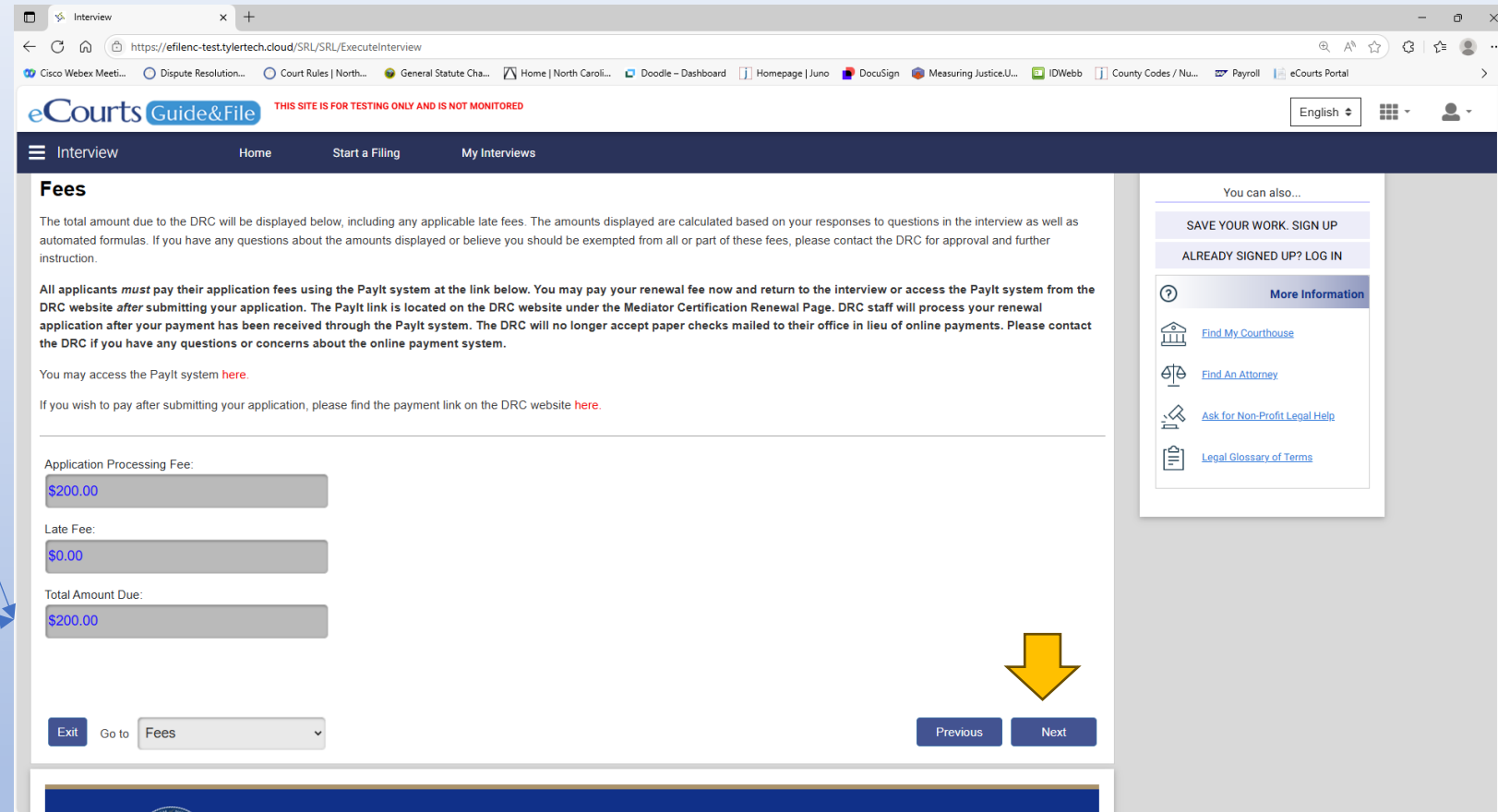
Note the amount of your Application Processing Fee. Click Next

After you complete your renewal application, please pay your renewal fees on [PayIt](#), the DRC's new payment system.

The [PayIt](#) site requires you to set up an account. Please manually enter the amount of renewal fees shown here.

The DRC will not process your renewal application until payment has been received through PayIt.

There is a \$2.00 transaction fee for paying online, plus a \$1.50 flat fee for ACH or a 1.8% fee of the total amount if paying by credit card.



The screenshot shows a web browser window with the URL <https://efilenc-test.tyleritech.cloud/SRL/SRL/ExecuteInterview>. The page is titled "eCourts Guide&File" and has a navigation bar with "Interview", "Home", "Start a Filing", and "My Interviews". The main content area is titled "Fees" and contains the following text:

The total amount due to the DRC will be displayed below, including any applicable late fees. The amounts displayed are calculated based on your responses to questions in the interview as well as automated formulas. If you have any questions about the amounts displayed or believe you should be exempted from all or part of these fees, please contact the DRC for approval and further instruction.

All applicants *must* pay their application fees using the PayIt system at the link below. You may pay your renewal fee now and return to the interview or access the PayIt system from the DRC website *after* submitting your application. The PayIt link is located on the DRC website under the Mediator Certification Renewal Page. DRC staff will process your renewal application after your payment has been received through the PayIt system. The DRC will no longer accept paper checks mailed to their office in lieu of online payments. Please contact the DRC if you have any questions or concerns about the online payment system.

You may access the PayIt system [here](#).

If you wish to pay after submitting your application, please find the payment link on the DRC website [here](#).

The fees are displayed in a table:

Fee Type	Amount
Application Processing Fee:	\$200.00
Late Fee:	\$0.00
Total Amount Due:	\$200.00

At the bottom of the table, there is a "Go to" dropdown menu with "Fees" selected. To the right of the table, there are "Previous" and "Next" buttons. A large yellow arrow points to the "Next" button.

On the right side of the page, there is a sidebar with the heading "You can also..." and several links:

- SAVE YOUR WORK. SIGN UP
- ALREADY SIGNED UP? LOG IN
- More Information
- Find My Courthouse
- Find An Attorney
- Ask for Non-Profit Legal Help
- Legal Glossary of Terms

Please read this section carefully.

You must check the two boxes at the bottom of the screen and type your full name.
Click Next

Interview

DRC Fee Schedule | North Carolina

https://efilenc-test.tylertech.cloud/SRL/SRL/ExecuteInterview

Cisco Webex Meeti... | Dispute Resolution... | Court Rules | North... | General Statute Cha... | Home | North Caroli... | Doodle - Dashboard | Homepage | Juno | DocuSign | Measuring Justice.U... | IDWebb | County Codes / Nu... | Payroll | eCourts Portal

eCourts Guide&File THIS SITE IS FOR TESTING ONLY AND IS NOT MONITORED English

Interview Home Start a Filing My Interviews

Section VI. Certification by Applicant

By signing below, I, the undersigned, affirm that I have given true, accurate, and complete information in this Application For Mediator Certification Renewal. **NOTE:** After receiving notice that the DRC has accepted your renewal application you will need to use the mediator profile application [here](#) to designate the judicial districts and/or counties in which you are willing to accept court appointments to mediate, the judicial districts and/or counties in which you are willing to be selected by parties to mediate, and the specific attendance method(s) by which you will be available to conduct mediations.

The Supreme Court rules require all certified mediators to annually redesignate districts/counties in which they wish to be available to receive court/clerk appointments to mediate (MSC Rule 2(b), FFS Rule 2(b), Clerk Rule 2(b)).

A designation of a district shall be deemed to be a representation that you have read and will abide by the local rules for, and will accept appointments from, the designated district and will not charge for travel time and expenses incurred in carrying out your duties associated with those appointments. A refusal to accept an appointment in a district/county designated by you may be grounds for your removal from the list of certified mediators available for court appointment in that district/county.

The renewal process is not complete until you have successfully submitted your completed online renewal application and your payment has been received. If you answered "NOT ALL of the above statements are true as to me" in Section V above, you must have also supplied an explanation to the Dispute Resolution Commission, providing copies of all relevant documents.

PLEASE ENSURE YOU HAVE ADVISED THE DRC OF ALL CURRENT OR PENDING DISCIPLINARY ACTIONS, INVESTIGATIONS, COMPLAINTS, GREIVANCES, OR MORAL/ETHICAL ISSUES SINCE YOUR LAST RENEWAL.

Your answers from the interview will be used to fill in the applicable application(s) for certification.

Your form(s) will now be electronically signed.

Important! If you need to change your answers, you can click **Previous** below or **Go to the page.**

By signing below, you agree to the following: *

☐ I will review my forms carefully to make sure that the information on them is true to the best of my knowledge, information, and belief.

☐ I declare under the penalty of perjury that the information provided in this interview to fill in the application(s) is true and correct.

Type your FULL Name to serve as your electronic signature. *

Exit Go to Section VI. Certification by

Previous Next

You can also...

SAVE YOUR WORK. SIGN UP

ALREADY SIGNED UP? LOG IN

Information & Resources

Find My Courthouse

Find An Attorney

Ask for Non-Profit Legal Help

Legal Glossary of Terms

Please read this section carefully.

The next page will take you to a survey –THE SURVEY IS NOT THE END OF THE RENEWAL APPLICATION.
Click Next

Interview

DRC Fee Schedule | North Carolin

https://efilenc-test.tylertech.cloud/SRL/SRL/ExecuteInterview

Cisco Webex Meeti...
Dispute Resolution...
Court Rules | North...
General Statute Cha...
Home | North Caroli...
Doodle - Dashboard
Homepage | Juno
DocuSign
Measuring Justice.U...
IDWebb
County Codes / Nu...
Payroll
eCourts Portal

eCourts Guide&File
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English

Interview

Home

Start a Filing

My Interviews

Next Steps

On the next page you will be asked to complete a short survey about this interview. Your application has **NOT** been submitted yet. Please complete the survey and continue through the subsequent pages until you receive an envelope number that will serve as your confirmation of submission.

Upon receiving notification from the DRC that your application has been accepted, you will be provided a link to the Smartsheet application to update your mediator profile and designate districts or counties in which you are willing to accept assignment. Failure to complete this step may result in not receiving assignments or being involuntarily moved to inactive status. **Please note:** If this is your first time accessing the new mediator profile, you will need to register for an account on the Smartsheet website using the same email address associated with your mediator application.

Program rules require all certified mediators to annually re-designate districts/counties in which they wish to be available to receive court/clerk appointments to mediate (MSC Rule 2(b), FFS Rule 2(b), Clerk Rule 2(b)).

A designation of a district shall be deemed to be a representation that you have read and will abide by the local rules for, and will accept appointments from, the designated district and will not charge for travel time and expenses incurred in carrying out your duties associated with those appointments. A refusal to accept an appointment in a district/county designated by you may be grounds for your removal from the list of certified mediators available for court appointment in that district/county.

At the end of the interview, you will get:

- Your completed application form(s).
- The ability to download/print any supplemental documentation you uploaded.
- A "Next Steps" document containing information about the process after submission of your application.

When prompted, please download and read all documents. If there are any errors, you may return to any section of the interview to make corrections.

Click **Next** to continue.

Exit

Go to

Next Steps

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You can also...

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You will then be guided through a survey regarding your interview experience. Please take a moment to complete the survey so we may continue to improve this process!

THIS IS NOT THE END OF THE RENEWAL APPLICATION PROCESS!

Homepage | Juno

Interview

https://northcarolina.tylertech.cloud/SRL/SRL/ExecuteInterview

Cisco Webex Meeti... | Dispute Resolution... | Court Rules | North... | General Statute Cha... | Home | North Carol... | Doodle - Dashboard | Homepage | Juno | DocuSign | Measuring Justice.U... | IDWebb | County Codes / Nu... | Payroll | eCourts Portal

English (United States)

Interview | Home | Start a Filing | My Interviews

Select Interview | Complete Interview | Review Summary | Submit Documents

Survey

North Carolina Guide & File Survey

Your answers will help improve the interview process.

Your answers are completely anonymous and cannot be associated with your name or case.

1. Which interview did you use? *

2. Are you a first time user? *

☐ Yes ☐ No

To proceed, please click *Save Survey* on your survey before clicking *Next* below.

Exit Go to Survey Previous Next

You can also...

SAVE YOUR WORK. SIGN UP

ALREADY SIGNED UP? LOG IN

Information & Resources


Information and Resources

Find My Courthouse

Find An Attorney

Ask for Non-Profit Legal Help

Legal Glossary of Terms



North Carolina Judicial Branch

[Guide & File FAQs](#) | [Guide & File Support](#) | [Help Topics](#)

Please read this page carefully.

You must proceed to the next page to review all DRAFT documents before you submit your renewal application.
Click Proceed

Interview

DRC Fee Schedule | North Carolin

https://efilenc-test.tylertech.cloud/SRL/SRL/ExecuteInterview

Cisco Webex Meeti... | Dispute Resolution... | Court Rules | North... | General Statute Cha... | Home | North Caroli... | Doodle - Dashboard | Homepage | Juno | DocuSign | Measuring Justice.U... | IDWebb | County Codes / Nu... | Payroll | eCourts Portal

eCourts Guide&File

THIS SITE IS FOR TESTING ONLY AND IS NOT MONITORED

English

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Before You Submit

By clicking on the "Submit" button on the **next page**, I certify that I have given true, accurate, and complete information on this Mediator Certification Renewal Application. By clicking the "Submit" button your mediator renewal information will be submitted for approval. After it is approved, your information will be updated and you will receive an email confirmation. Attached to the confirmation email will be your mediator certificate(s) for FY 2025-26, which you can download and print, **YOU WILL NOT RECEIVE A LETTER OR STICKER(S).**

Thank you for submitting your online Mediator Certification Renewal Application. The Commission is pleased that you have elected to continue your service to the courts and citizens of North Carolina.

Your answers from this interview were used to fill in the forms.

Review your forms on the next page before you file them with the DRC. If anything is incorrect, click Return to Interview to make changes.

Click Proceed below to review your forms.

Exit

Go to

End Page

Previous

Proceed

You can also...

SAVE YOUR WORK. SIGN UP

ALREADY SIGNED UP? LOG IN

Review and Download

You are required to view each document to ensure accuracy.

You may also download the documents to save a copy for your own records.

Please note, you will see a DRAFT Certificate attached for your review, if you are an active mediator and your application is approved, you will receive a signed Certificate via email.

**Please scroll down the page and click to the right of each document to view before proceeding.
Click Submit.**

1. REVIEW YOUR DOCUMENTS
Select "View" in the dropdown menu next to each form. Make sure each form is correct and complete.
• If you see anything that you need to change, use the "Return to Interview" button to go back and change your answers.

2. IF FILING IN-PERSON OR BY MAIL:
Once you review your documents in Step 1 above:
• Print or download all documents now.
• Read your "Next Steps" for more information about how to file.

3. IF FILING ELECTRONICALLY:
Once you review your documents in Step 1 above:
• Print or download your "Next Steps" document now.
• Print or download any document below with "DOWNLOAD/PRINT NOW" in its name.
• Complete the steps to file electronically.
• Read your "Next Steps" for more information about your next steps, including service.
• You will need to "serve" your file-stamped court papers on the other party.

4. PROTECT YOUR PERSONAL INFORMATION
When you are finished, remember to SIGN OUT of your account and close your browser window before leaving your computer. If you are on a shared computer and you downloaded any forms you don't want other people to see, make sure to hide or delete the files.
Please review the summary information below. If you wish to change any information, select return to interview.

Party Information	
Name	Party Type
Tara L. Kozlowski	Applicant

Documents		
Document Name	Actions	Reviewed
AOC DR-24 - Application for Mediator Certification Renewal Document	Select...	
EES Renewal Certificate Document	Select...	
Next Steps - DR-2 Mediator Renewal Document	Select...	

**Scroll down
the entire
page.**

In order to continue and submit, you will now be required to register or log in with an account. Choose either "Log in Now" or "Register Now" below to continue:

EXIT RETURN TO INTERVIEW REGISTER NOW LOG IN NOW

**View
Documents
by clicking
on each
dropdown
list.**

Click the Submit link to submit your application.

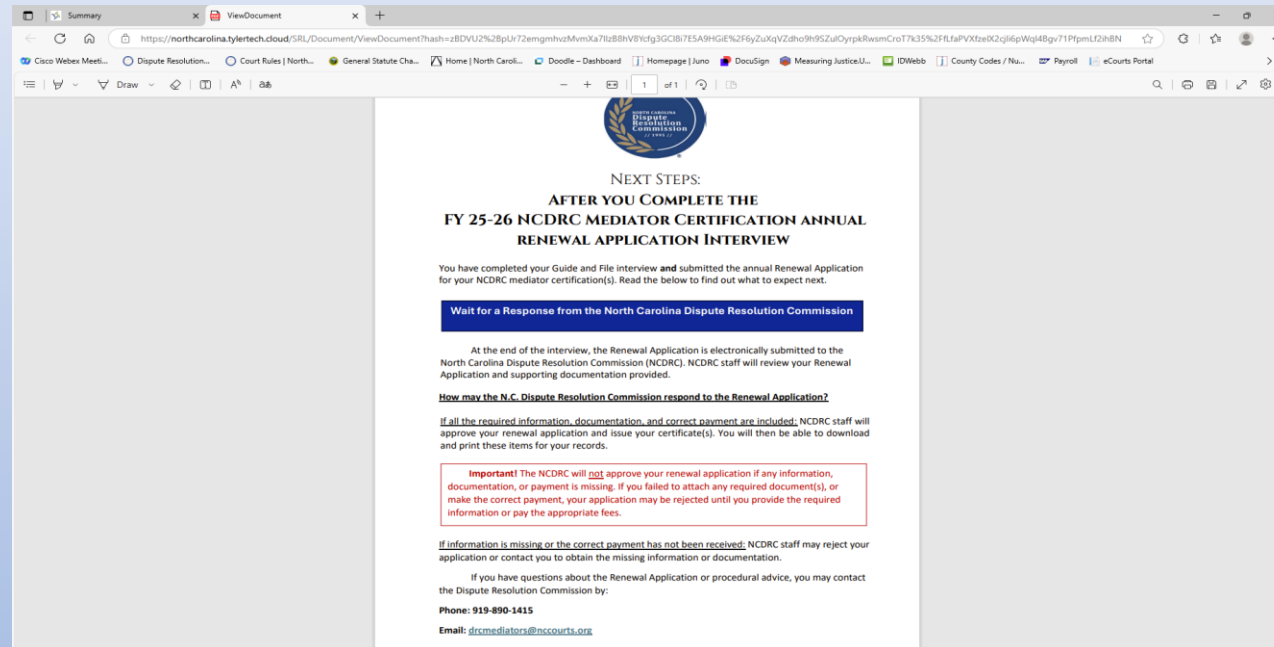
If you have a firm account through File & Serve, you will be prompted to select your name from the attorney list provided in the drop-down menu and continue.

If you receive a Waiver Account error, please make sure you are logged in before you exit Guide & File. If you get an error message regarding a “waiver account”, your firm administrator will need to set up a waiver account. The waiver account is necessary if you are in a firm, and you are not the eCourts administrator. A waiver account is used for filings that do not require payment. Since the DRC fees are being paid through PayIt to the DRC and not being paid to the Clerk’s office, the waiver account must be established. Once the account is established, the mediator will be able to click through and submit their renewal application. Below are the instructions, from our systems analyst, on how to create the waiver account.

Here are the instructions to add a waiver account in File and Serve.

1. Click on the “Hamburger” menu in the top-left corner of the screen (the 3 horizontal lines)
2. Click on “Firm Management”
3. Click on “Payment Accounts”
4. Click on the blue “Add” button in the top-right
5. Name the account anything you like
6. Under payment type select “Waiver”
7. Account type should default to “Waiver”
8. Click “Save”

The Next Steps page is on the page where you may review your documents. Please read this carefully and let DRC Staff know if you have any questions.



If you have a firm account through File & Serve, you will be prompted to select your name from the attorney list provided in the drop-down menu and continue.

Congratulations! You have completed your FY 25-26 DRC Certification Renewal Application. Please read this carefully and let DRC Staff know if you have any questions.

Please take note of your envelope number. DRC Staff will need this number if you have any questions about the status of your application prior to approval. Please include this number when sending DRC Staff any documents or information related to your application.

The screenshot shows a web browser window with the URL <https://northcarolina.tylercloud.com/SRL/SRL/EFileComplete>. The page is titled "eCourts Guide & File" and has a navigation bar with "EFile Complete", "Home", "Start a Filing", and "My Interviews". Below the navigation bar, there are four tabs: "Select Interview", "Complete Interview", "Review Summary", and "Submit Documents". The "Complete Interview" tab is active, showing a confirmation message: "Your envelope number is 3100719." Below this, there are two bullet points: "Your forms have been sent to the court electronically for review." and "You will get an email confirming that the court got your forms. The email has links to the forms you e-filed. If you don't see the email, check your Junk or Spam email folder." Under "Next Steps:", there are three bullet points: "If the court ACCEPTS your forms, you will get an email saying your forms were accepted.", "If the court REJECTS your forms, you will get an email telling you what is wrong. You can come back to Guide & File to fix your forms and re-send them to the court.", and "To learn how to get to your forms again, [click here](#)." At the bottom of the main content area, there is a red warning message: "If you are using a shared computer or device, log out of this site and close the internet browser to protect your personal information." There are two buttons: "EXIT" and "PRINT CONFIRMATION". On the right side, there is a "LINKS" section with links to "Find My Court Date", "Find My Courthouse", "Find An Attorney", "Explore Services", "Going To Court", and "Need an Interpreter?". Below the links is a "CONNECT WITH US" section with social media icons for Facebook, LinkedIn, Twitter, and YouTube. At the bottom of the page, there is a footer with the North Carolina Judicial Branch logo and the text "North Carolina Judicial Branch", "Guide & File FAQs", "Guide & File Support", and "Help Topics". The Tyler Technologies logo is in the bottom right corner, along with the copyright notice "© 2025 Tyler Technologies, Inc. - Version 2024.1.1.990".

DRC staff will review all completed renewal applications. Once staff has determined that all renewal requirements have been satisfied, and the proper annual fee has been collected, you will receive notice of your approval. Your annual certificate will be sent to you via email. If your application is missing any information or payment, we will contact you via email.

Please reach out to DRC staff with any questions.

919-890-1415

DRCMediators@nccourts.org