



Guide and File Reference Guide  
**DV Advocates**

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# INTRODUCTION

**Guide and File**, a Tyler Technologies product, is a free tool that helps users complete and file certain court forms. Similar to popular tax preparation software, Guide & File guides users through a series of questions. The answers to those questions automatically populate and prepare the appropriate court forms for filing with the court.

## **Purpose of This Guide:**

- To serve as a basic guide for Domestic Violence Advocates in Wake County
- Compare and contrast the functions of the legacy system with the new Guide and File Approach
- Step out how to register an account
- Provide steps to submit a filing

## **NOTES:**

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# TERMINOLOGY

<b>Account</b>	The combination of username and password that provides an individual with access to an online application.
<b>Browser</b>	A computer program used for accessing sites or information on a network such as Google Chrome or Microsoft Edge.
<b>Interview</b>	A series of questions posed to the user to elicit answers that will be used to fill in court forms.

## NOTES:

# BUSINESS PROCESS CHANGES

Legacy System	Guide and File
The advocate is the authorized user.	The plaintiff can create an account and be the authorized user <b>or</b> the advocate may file via their account for the plaintiff. If the second option is used, all email notifications will go to the advocate's email.
Advocate keys in the data based on the procedure determined by the advocacy agency for obtaining the information. Such as an interview process or having the plaintiff fill out the forms.	The plaintiff can key the information directly into the application or the advocate may key in the information if they are filing via their account for the plaintiff. The plaintiff must always electronically sign the forms at the end of the interview by typing their name. No paper copies need to be printed, signed by the Plaintiff and scanned back in.
The system consists of a series of screens that mimic the forms being used for the initial filing.	The system is an interview type of application like popular income tax software. It is dynamic in nature based on the response to questions posed by the application.
Once the case is submitted the advocate receives notification that the case has been received by the clerk.	Once the case is submitted, the owner of the filer account receives notification that the filing has been received by the clerk.

## NOTES:


# BUSINESS PROCESS CHANGES

Legacy System	Guide and File
Advocate must print the forms for the plaintiff.	Filer can print the forms or save them to a mobile device. The advocate could forward them by email to the plaintiff.
Advocate can see cases filed in any of the efile counties.	DV agencies will need to request enhanced access to Portal to be able to view the documents in the system.

## NOTES:

# REGISTERING A GUIDE AND FILE ACCOUNT

## Registering a Guide and File Account


- |               |  |
|---------------|--|
| <b>Step 1</b> | Navigate to <a href="http://nccourts.gov">nccourts.gov</a> via a web browser   |
| <b>Step 2</b> | Click the dropdown for <b>Services</b>   |
| <b>Step 3</b> | Click <b>Guide and File</b> in the dropdown  |
| <b>Step 4</b> | Click on <b>Start a Filing</b>   |
| <b>Step 5</b> | Click on the dropdown on this symbol  on the upper right side of the screen and click <b>Register</b>   |
| <b>Step 6</b> | Data is required in the following fields: <ul style="list-style-type: none"><li>• First Name</li><li>• Last Name</li><li>• Email Address</li><li>• Password</li><li>• Street Address</li><li>• City</li><li>• State</li><li>• Zip Code</li><li>• Password Question</li><li>• Password Answer</li></ul> |
| <b>Step 7</b> | After data is entered in the fields noted in Step 6, click the box to accept terms and conditions  |
| <b>Step 8</b> | Click the <b>Register</b> button   |

## NOTES:


- Customers are encouraged to register an account
- Registering an account allows the customer to save the partially completed interview and return to work on it later and to access the documents once the filing is completed.
- Google Chrome is the suggested web browser
- Any field or question with a **red** asterisk requires an entry to proceed
- Access to Information and Resources are on the right side of each screen

# SUBMITTING A FILING VIA GUIDE AND FILE

## Submitting a Filing via Guide and File

<b>Step 1</b>	Navigate to nccourts.gov via a web browser
<b>Step 2</b>	Click on <b>Services</b>
<b>Step 3</b>	Click on <b>Guide and File</b>
<b>Step 4</b>	Click on the <b>Start a Filing</b> button on the left side of the screen
<b>Step 5</b>	If an account has been registered, click on the dropdown on this symbol  on the upper right side of the screen and click <b>Log In</b>
<b>Step 6</b>	Click on the <b>Domestic Violence Protective Order</b> interview
<b>Step 7</b>	Review the information on the screen and click the <b>Next</b> button to proceed
<b>Step 8</b>	Review the information on the subsequent screens responding to each of the questions. Note: This interview helps with obtaining a DVPO. Coming Soon: A Motion to Renew and others.
<b>Step 9</b>	If the plaintiff is filing from a domestic violence advocacy agency, they will need to enter the code for the agency when prompted.
<b>Step 10</b>	If the plaintiff uses the address of the domestic violence advocacy agency, they will need to add the address and email address for the agency when prompted.
<b>Step 11</b>	When all the information has been entered, the plaintiff must electronically sign and then view each form before submitting the filing electronically.

## NOTES:

- Google Chrome is the suggested web browser
- Clicking on this symbol  displays additional information
- Clicking **Next** advances to the next screen
- Any field or question with a **red** asterisk requires an entry to proceed
- Access to Information and Resources are on the right side of each screen



# SUBMITTING A FILING VIA GUIDE AND FILE

## Submitting a Filing via Guide and File

<b>Step 12</b>	Once the filing is submitted electronically, the plaintiff will be presented with a screen that contains information regarding the status of the filing and an envelope number. The plaintiff should print the screen if possible or take a photo and make note of the envelope number. The plaintiff will also receive an email notification that the filing has been submitted if their own account was used for filing.
<b>Step 13</b>	Once the clerk accepts the filing, the plaintiff will receive an email with links to file stamped copies of the documents and information concerning the ex parte' hearing if one was requested.
<b>Step 14</b>	Once the ex parte' hearing has been conducted, documents can be printed by the advocate or emailed by the clerk to plaintiff.

## NOTES:

If the advocate is submitting the filing for the plaintiff via their advocate account, all notifications will be sent to the email address associated with the advocate's account.

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