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# AlaFile Frequently Asked Questions (FAQ)

## INTRODUCTION

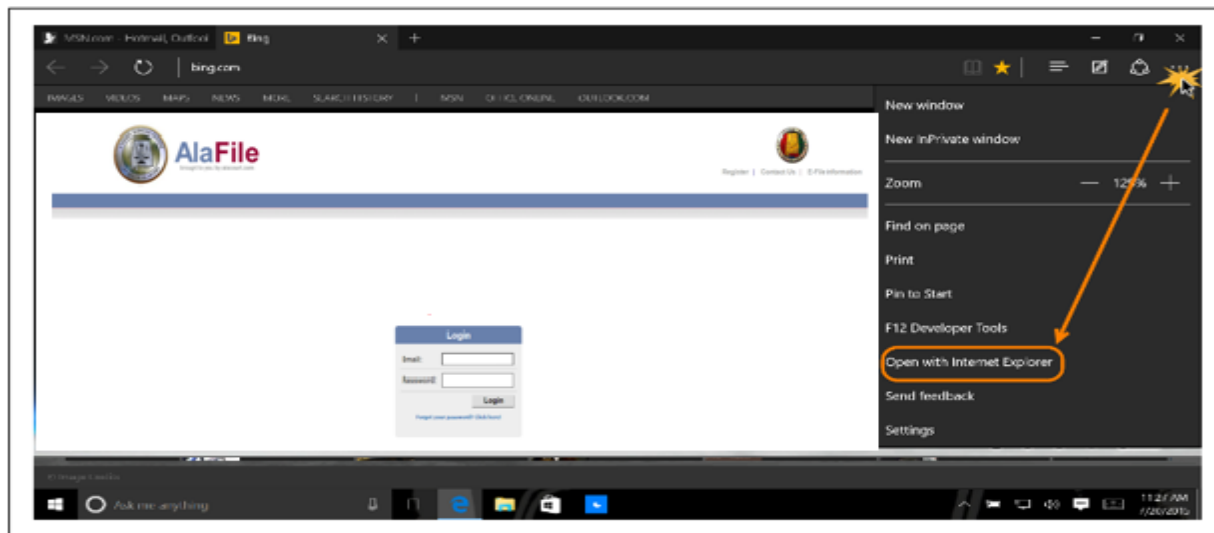
**NOTE:** This FAQ will be updated as needed. Please take note of the latest updated date in the footer and check back often for updated information.

Each menu in AlaFile is designed for that particular item. Please make every effort to file in the appropriate menu as each menu has been specifically designed for that file type. Filing in an incorrect menu may result in your filing not receiving the proper attention it needs to process correctly. This may cause delays in your case. In addition, certain menus or fields are designed to redact information that should be redacted to protect parties such as witnesses or plaintiff's in PFA related cases. Please be careful to enter the proper information in the proper fields especially PFA cases and regarding SSN fields, etc.

\*\* Certain menus or options may only be available in specific divisions as shown on that particular menu.

## RECOMMENDED BROWSER SETTINGS

AlaFile has been designed to work optimally in the Internet Explorer browser; however, it will work fine in the other browsers as long as they have been updated to the latest version (Chrome, Firefox, and Safari). We are still testing the new Edge browser that comes with Windows 10. However, you should have the option in Edge to open any website in Internet Explorer.



## RECOMMENDED DOCUMENT AND SCANNER SETTINGS:

### Uploaded Documents to AlaFile and Recommended Scanner Settings:

If the system hangs or just spins when you are trying to upload your documents, that is a clear indication that the file size is too large or has been scanned in at a resolution that is too high. See below for some recommended scanner settings to optimize the electronic filing of your documents.

- Maximum **total** file size per filing: **10 mb**
- Ensure each page uploaded is **8 ½ " X 11"**
- Scanner Resolution: **Black and White 200 dpi** (dots per inch)
- Please do not scan in *Grayscale* (creates a file size that is too large)
- Minimal Scanning in Color (use if necessary but try to scan a few color photos per document.
  - \* It will be easier to upload 5 documents with 4 pictures in each document than one document with 20 full color photos).

## Menus Currently In AlaFile:

### Complaints Menu

- New Complaint
  - Circuit Civil (CV)
  - District Civil (DV)
  - Small Claims (SM)
  - Domestic Relations (DR)
  - Child Support (CS)
- Amended Complaint
- Answer
- Cross Claim
- Counter Complaint
- Third Party Complaint
- Unlawful Detainer Complaint
- DV 88 Complaint
- Application For Default Judgment
- Application For Writ of Possession
- Modifications

- Contempt / Rule NISI
- CS 41 (Income Statement Affidavit)
- CS 42 (Child Support Guidelines)
- CS 43 (Notice of Compliance)
- Income Withholding Order (IWO)

## Discovery Menu

**IMPORTANT!** Discovery itself *should not* be electronically filed. Please continue to process discovery the traditional method. Only the *Notice* may be eFiled.

- Notice of Discovery

## Motions Menu

- New Motion (All Divisions)
- Response to Motion
- Reply to Motion
- Supplement to Pending Motion
- Batch Motion (Criminal Only) **NOTE:** The Style of the Case AND the JID Have to Match on all Cases.

## Post Judgment Menu

- Garnishments (Civil Only)
- Alias Garnishment (Civil Only) **“NEW”**

## Miscellaneous Menu

- Notice of Appearance
  - NOA in *confidential cases* must be filed traditionally (in Paper)
- Subpoena – to Appear Only
  - (*RULE 45 Production of Documents* is not available at this time.)
- Alias Summons
- Proposed Order
- Miscellaneous Document
  - Affidavit of Certified Mailing of Process of Complaint
  - Case Status Report
  - Exhibit List
  - GAL Report
  - Jury Charges (Not on DR)
  - Jury Demand (Not on DR)

- Notice of Removal
  - Offer of Judgment (Not on DR)
  - Return on Service – Not Served
  - Return on Service - Served
  - Rule 26 Expert Disclosure
  - Stipulation of Dismissal
  - Suggestion of Death
  - Trial Brief
  - Witness List
  - Agreement (Only in CS and DR)
  - Answer & Waiver (Only in DR)
  - Testimony (Only in DR)
- Affidavit of Substantial Hardship

### **Paper Filed These Documents:**

- Criminal Rule 32 Petitions for Post-Conviction Remedies
- Documents Filed Under Seal
- Documents or Exhibits that cannot be scanned and converted to a PDF (i.e., video or audio tapes, large maps, etc.)
- Elections Contests
- Exhibits offered at trial or hearing
- Expungements
- Notice of Appeal
- Petitions for Minor Name Change
- Post Judgment Filings (i.e., execution of judgments, etc.), other than Garnishments and Motion Practice
- Pro Ami Complaints (filed by defendant instead of plaintiff)
- Summons for Service by Publication
- Worker’s Compensation “Walk-Through” Complaints (filed by the defendant instead of the plaintiff)
- Miscellaneous Filings:
  - Genetic Test Results (CONFIDENTIAL)
- Documents filed by self-represented (PRO SE) parties (Pro Se parties may register for AlaFile and file electronically in some divisions – Not JU)

## FREQUENTLY ASKED QUESTIONS (FAQ)

- What documents are auto generated by the AlaFile system?
  - Civil Cover Sheet
  - Summons Service Packet
- Notice (Suggestion) of Bankruptcy – eFile as a **Motion > Stay**
- Notice of Conflict – eFile as a Motion
- Waiver of Service – Attach as an attachment to the Original Complaint
- Petition for Lump Sum Settlement or Proposed Settlement – eFile as an attachment to the Original Complaint OR as a Motion if the Complaint has already been filed
- Letters Rogatory – This is DISCOVERY and cannot be eFiled at this time; paper file
- Interrogatories and Request for Production – Exchanging of Discovery should be done the traditional way (between the parties) – Not via AlaFile
- Foreign Judgment – File as a Complaint (select Foreign Judgment as the complaint type)
- Request for Admissions (to Admit) – Part of Discovery; file traditional method (between the parties) – Not via AlaFile
- Revised, Amended, or Terminated Income Withholding Order (IWO) – File as Income Withholding Order – (Options will be available after entering the case number.

**File Withholding Order - Withholding Order**

County: 77  
Case Number: DR201200000100  
Style: HIM VS HER  
JID: JIB

ORIGINAL INCOME WITHHOLDING ORDER/NOTICE FOR SUPPORT  
 AMENDED IWO  
 ONE-TIME ORDER/NOTICE - LUMP SUM PAYMENT  
 TERMINATION OF IWO

[View Withholding form for reference](#)

- Pendente Lite or Standing Pendente Lite Order – eFile as a Proposed Order
- Petition for Custody – If no dependency (JU) or no Paternity (CS) then eFile as a DR Complaint (Choose the Petition for Custody Complaint type)
- Writ of Execution – Post Judgment (Paper File); usually has \$30 fee associated
- Suggestion of Judgment – Post Judgment (Paper File)

- Motions for Conditional Judgment Against Garnishee is considered post judgment and should be paper filed at this time.
- Attorney Fee Declaration – All AFD should be eFiled with the Office of Indigent Defense (OIDS) – Contact their helpdesk with any questions (334) 242-7059.
- Notice of Intent to Serve Subpoena on a Non-Party (Notice and Subpoena) - paper file
- **NOTE:** If a contested divorce becomes uncontested, the plaintiff’s attorney may need to file the defendant’s answer and waiver. File this under the miscellaneous menu NOT the Answer menu... Filing under the answer menu will cause the system to show the filer as representing the plaintiff AND defendant.
- Filing a Notice of Change of Address with the Court is not necessary. The Alabama State Bar (ASB) electronically sends any and all Attorney address information updates to AOC each night. If you have updated your address with the ASB please allow 24 hours for AOC to receive the update.
- Complaint case type *Adult in Need of Protective Services* may only be filed in the Circuit Civil division and they have been marked as confidential in the court system. Marking these case types as confidential includes any new cases filed and all previous cases filed. *Per ALA CODE § 38-9-6 (e) which states: “Any record of the department or other agency pertaining to such person shall not be open for public inspection. Information in a record shall not be disclosed publicly in such a manner as to identify individuals, but may be made available on application for cause to persons approved by the commissioner of the department or by the court.”*
- **REMEMBER:** Cases marked as Confidential in the Alabama Court System may be eFiled into in AlaFile but case details and images are not available in Alacourt.com. Therefore, if you attempt to access a case in Alacourt.com and that case is not marked as YO or JU then you will have to obtain case information and images directly from the Circuit Clerk’s office.

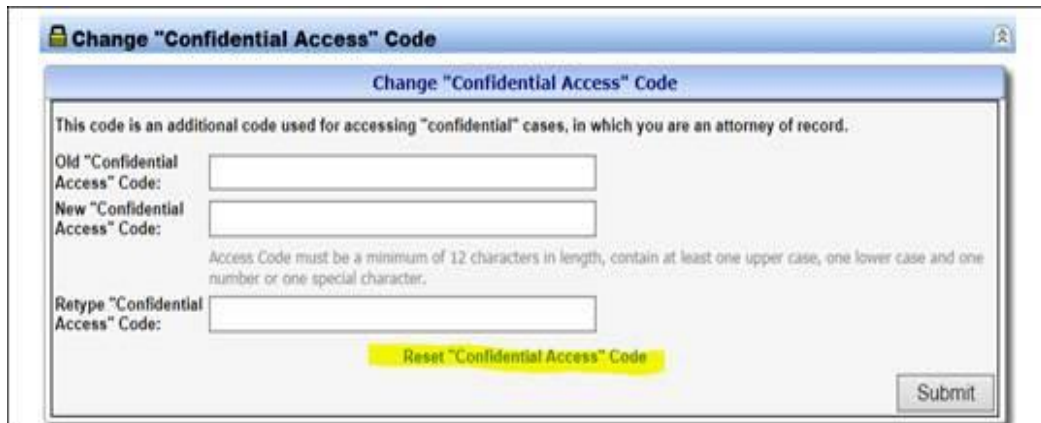
\*If you have any questions regarding this FAQ or need help eFiling using the AlaFile website, please contact IT Support.

The screenshot shows a web form titled "Add Document(s) - Miscellaneous". At the top, there is a "Browse..." button. Below that, there is a "Title:" dropdown menu with "Please Select Title" selected. To the right of the title is a "Description:" text area with a yellow background and the text "Please type a description of your document." At the bottom of the form, there are two buttons: "Add Document" and "Continue". A red arrow points to the "Add Document" button. There are also two links: "AlaFile FAQ (Check Here First)" and "Suggest Document Not Listed on FAQ".

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## Steps to Setup (or RESET) a Confidential Access Code in AlaFile

- Login to AlaFile
- Click on Update Account from the top menu bar
- Click on Change Confidential Access code



**Change "Confidential Access" Code**

This code is an additional code used for accessing "confidential" cases, in which you are an attorney of record.

Old "Confidential Access" Code:

New "Confidential Access" Code:

Retype "Confidential Access" Code:

Access Code must be a minimum of 12 characters in length, contain at least one upper case, one lower case and one number or one special character.

[Reset "Confidential Access" Code](#)

- Click on the **Reset Confidential Access Code** link at the bottom
- A message will display telling you that a temporary Access Code has been sent to your eMail account (leave AlaFile open)
- Login to your email account then highlight and copy the temporary Access Code from the email
- Come back to AlaFile and paste the copied Access Code into the *Old Confidential Access Code* field
- Enter in a New Confidential Access Code then retype it to confirm
- Click on the Submit button to complete the process

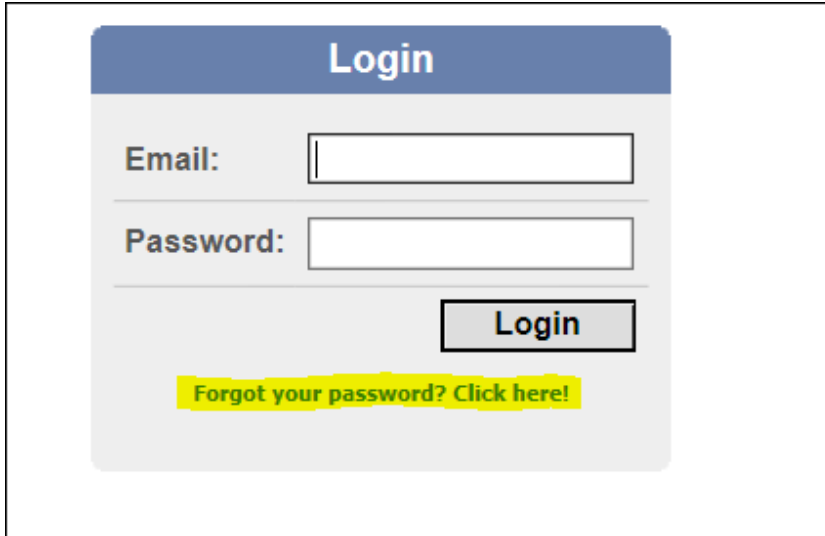
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## STEPS TO RESET ALAFILE PASSWORD

To reset your AlaFile Password from the AlaFile login screen, please see steps below.

1. Under the Login button left click on the FORGOT YOUR PASSWORD? CLICK HERE! Link



The screenshot shows a login form with the following elements:

- Title: Login
- Field: Email:
- Field: Password:
- Button: Login
- Link: [Forgot your password? Click here!](#) (highlighted in yellow)

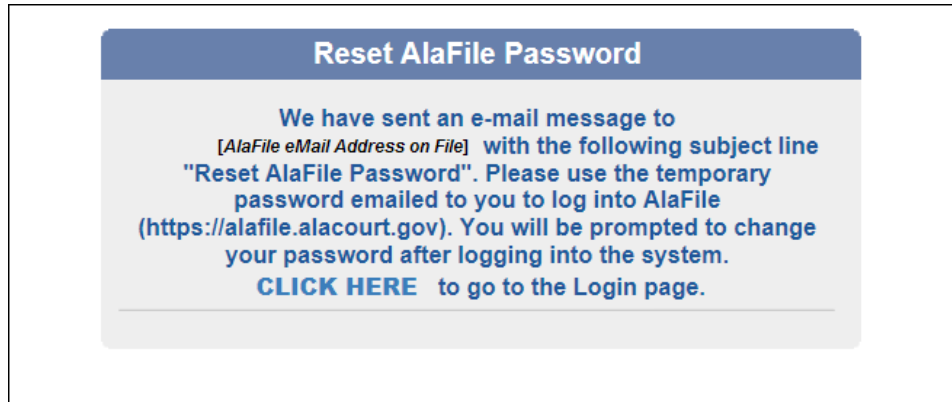
2. Enter your AlaFile email address on the RESET ALAFILE PASSWORD Popup box
3. Enter the Verification Code that is displayed in red letters (**NOTE:** The verification code that is pictured is case sensitive; therefore, it must be typed in exactly as shown)
4. Left Click on the RESET button (**NOTE:** The verification code in the screenshot below is an example; do not use this code.)



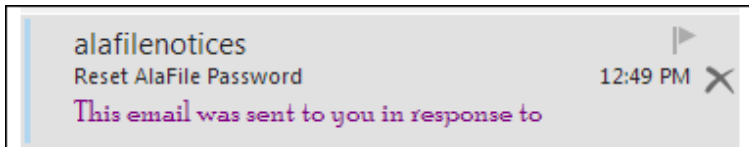
The screenshot shows a 'Reset AlaFile Password' popup box with the following elements:

- Title: Reset AlaFile Password
- Field: Your email:
- Image: 
- Field: Enter Verification Code:
- Buttons: Cancel, Reset

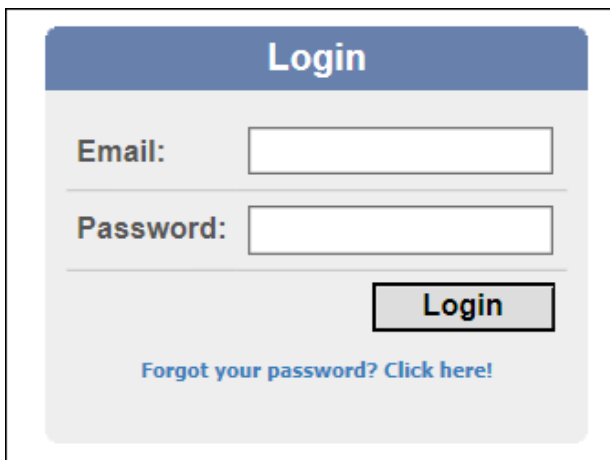
5. A message will display stating that an email with a temporary password will be sent to your email address
6. Verify that the email address listed is accurate
  - a. If so, login to your email account to retrieve the temporary password
  - b. If not, contact the AlaFile Helpdesk, [ITSupport@alacourt.gov](mailto:ITSupport@alacourt.gov) or 1-866-954-9411 Option 1, Option 4



7. Leave the AlaFile webpage up but minimize it so you can go to your email account and login or check your inbox for the email from **alafilenotices** with the subject line, 'Reset AlaFile Password'



8. Copy the temporary password from the email then go back to the AlaFile login page and paste the password into the password field
9. Enter your email address in the Email field
10. Left Click on the Login button



11. Enter a new password and retype the new password in the RESET ALAFILE PASSWORD box

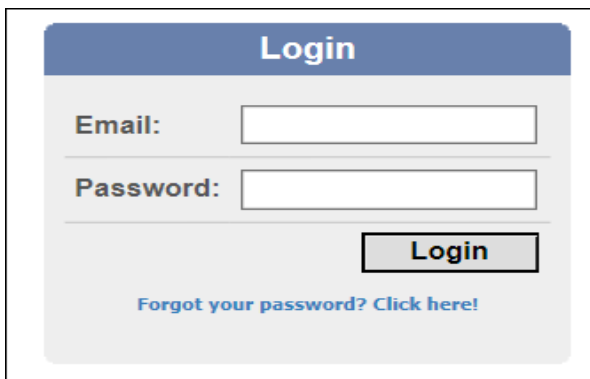
12. Left click the SAVE button



13. The system will kick you back out to the Login screen

14. Please enter your eMail address and the new password that you just created

15. Left click on the Login button



**NOTE:** If you do not receive the email from [alafilenotices@alacourt.gov](mailto:alafilenotices@alacourt.gov) please contact IT Support.

## IT Support

**Administrative Office of Courts**  
**300 Dexter Ave**  
**Montgomery, AL 36104-3741**  
**1-866-954-9411 Option 1, then Option 4**  
**[ITSupport@alacourt.gov](mailto:ITSupport@alacourt.gov)**

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