Texas Court FAQ's

1. **Is e-filing required to be in use to use this?**
   It is not required, but it is more convenient. This site can be used to generate legal documents that can be printed and filed in person with the local court.

2. **How do my constituents gain access to this service?**
   Access is available through any internet access point (which can be provided by the court in their lobby). If the jurisdiction does not allow electronic document filing, this service allows required documents which can be printed and then filed with court.

3. **How do we make our residents aware of the benefits?**
   We have created a brand kit that you can use to promote eFileTexas Self-Help locally: http://efiletexas.gov/self-help-brand-kit.htm

4. **What forms and interviews are available?**
   All available interviews can be found through the following link: https://selfhelp.efiletexas.gov/SRL

5. **Who is responsible for creating interviews and how do we find out what's available when?**
   Texas Legal Services Center (TLSC) are the authors in Texas and all interviews are located online: https://selfhelp.efiletexas.gov/SRL

6. **Can courts create their own interviews and forms?**
   Since this is a statewide platform, only the Office of Court Administrators (OCA) and TLSC can author forms.

7. **How do we know which clients are using Guide & File and at what volume?**
   Guide & File statistics can be requested through eSolutions support at OGFInfo@tylertech.com.

8. **What are the hardware/infrastructure requirements?**
   Chrome is the recommended browser due to speed and efficiency, but filers may also utilize IE 11 or above, Chrome, Safari, or Firefox.

9. **What is the cost for Guide & File?**
   There is no cost to the court or the filer associated with this service. If the court decides that a kiosk will be set up, the court will need to supply a computer with Internet access. The OCA also provides free PCs to local courts to help with this access.

10. **Do all courts in my county have to agree to use this service?**
    The state has deemed that Guide & File is a viable EFSP, therefore filers can choose to utilize the software. When integrating Guide & File with Odyssey®, Tyler integration resources are prioritized to counties that are integrating Guide & File for all courts, not just a subset of courts.

11. **Is this service multi-lingual?**
    Multi-lingual content is not currently available in Texas.