

13Documents Instructions for Filers

1. Register for a 13Documents account if you haven't already done so.
 - a. Open a web browser and navigate to www.13documents.com.
 - i. Hint: 13Documents tends to work best in Google Chrome. Some features may not be available when using Internet Explorer, especially if you are using an older version of Internet Explorer.
 - b. Click the Register button at the top of the screen.
 - c. Enter the email address that you wish to register under and click Register. **This email address will be your user name going forward.**
 - d. Log into the email account that you registered under and open the activation email when it comes over. Follow the instructions in the email to activate your account. Be sure to store your password in a safe place! The Trustee's office does not manage your 13Documents account and will not be able to retrieve your password if you lose it!
2. Once you have activated your account, you will need to request access to the appropriate Trustee(s).
 - a. Log into your 13Documents account if you have not already done so.
 - b. Select "Trustee Authorizations" from the menu on the left side of the screen.
 - c. Scroll down until you see Timothy H. Ivy and then click the Request button beside his name. If you need to be able to upload documents to other Trustees' accounts, you may select the appropriate ones from this menu as well. Each Trustee whose account you have requested to access will have to approve your request separately.
 - d. Please allow up to 2 business days for your access request to be approved.
 - e. Once approved, you will receive an email stating that your access request has been approved. If you log back into your account and look at the Trustee Authorizations page, Mr. Ivy's name will be highlighted in green and will say Approved beside it (see example below). You will only have to get approved once for each Trustee unless your access is deactivated for some reason.

Jack Gooding	Request
Marie-Ann Greenberg	Request
W.H. Griffin	Request
Jan Hamilton	Request
William E. Heitkamp	Request
Ray Hendren	Request
Rebecca Herr	Request
Camille Hope	Request
Timothy H. Ivy	Approved
John G Jansing	Request
Todd S. Johns	Request
Dianne C Kerns	Request
Doug Kiel	Request
Huon Le	Request
Kathleen A. Leavitt	Request

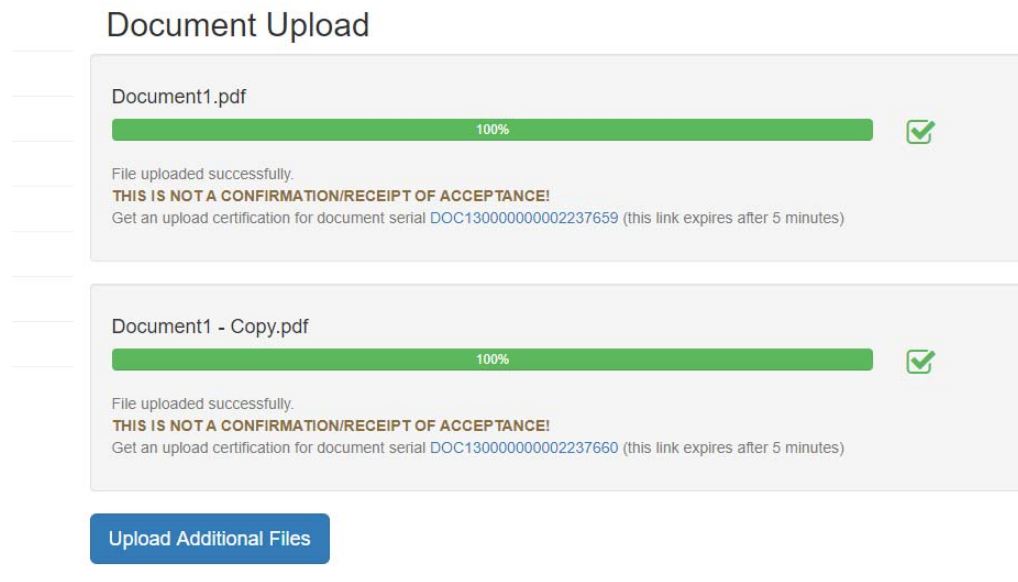
f.

3. Once your access request has been approved, you may begin uploading documents.
 - a. After logging into your account, click “Document Upload” from the menu on the left side of the screen.
 - b. Select Timothy H. Ivy from the drop-down menu. If you have access to other Trustees’ accounts and select the wrong name, we will not receive your documents!
 - c. After selecting the Trustee, click the Browse button and select the file that you wish to upload. Only PDF files will be accepted, and they must be no larger than 10 MB in size. You may upload one document at a time, or you may select up to 10 in a single batch. You will be able to select the case number and form type for each document individually.
 - d. After you select your file (s), you will be asked to select the case number and document type for each document you are uploading. You may type the case number with or without the dash/hyphen. Once you have entered a valid case number, you will be presented with the Debtor’s name(s). If the number you enter is invalid, you will see a Case Not Found message. Please see the screenshot below for a couple of examples.
 - e.

The screenshot shows the 1ENTS document upload interface. At the top, there is a header with the 1ENTS logo, a user profile for Timothy Ivy - TEST ACCOUNT, a Logout button, and a QUEUE: 2 indicator. Below the header, there is a note: "Click on the file name to expand the section and provide details for each file. Once all the details are provided for each file the individual panel will turn green." The interface displays two document entry panels. The first panel, titled "Document1.pdf", is highlighted in green and shows a valid case number "7777777" and a document type "Insurance [3464]". The debtor name is "JOHN DOE SMITH & JANE DOE SMITH". The second panel, titled "Document1 - Copy.pdf", is highlighted in yellow and shows an invalid case number "2000010" and a document type "Announcement Amendment Form [3468]". The message "CASE NOT FOUND." is displayed below the case number field. Both panels include a "Remove File" button and a character count for the document description.

- f.
- g. In the first example above, I have entered a valid case number (this is our test case and should not be used for your upload purposes). You will notice that it lists the Debtors’ names and that the line containing the document name is highlighted in green. This document will be accepted.
- h. In the second example, I have entered a number that does not match anything in our system, so I got the Case Not Found message. Since it is not a valid case number, that document will not be uploaded unless the case number is corrected.

- i. Please also be sure to select the appropriate document form type from the drop-down menu. When we run the program to download these documents and attach them to the cases in our software, that document form type tells the program what to name each document and where to store it. It will also affect whether or not the document is viewable by everyone in our office or if only specific people will have access for security reasons. You will only have access to the form types that you need.
- j. If you are submitting an order, you will need to include the related document number in the Document Description field (for example, RD:25). This tells our office which court matter the order relates to. You may also enter a Document Description for other form types if you like, but this is optional.
- k. Once all of the documents that you are uploading have valid case number and form type, you will see another box come up. This is our upload agreement. Please read this and check the box to accept the agreement before uploading your documents. You must agree to these terms before you will be able to upload anything.
- l. After you have read and accepted the upload agreement, click Send File(s).
- m. Once your files have been uploaded, you will be presented with a confirmation screen that tells you whether or not your documents have been uploaded successfully (see example below).



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- n.
 - o. As the screenshot says, this only confirms that your documents were successfully uploaded to the 13Documents website and does NOT confirm that it was received or accepted by the Trustee!
 - p. If you like, you can also click on the blue document serial number presented to download a receipt for your document. Again, this only confirms that the document has been successfully uploaded to the website and does not necessarily mean that it was received or accepted by the Trustee's office.
4. So you've successfully uploaded your first documents to 13Documents! Now what?

- a. The Trustee's office runs a program on their server to download the documents from the 13Documents website and attach them to the cases on their system. This program is currently scheduled to run at 30 minute intervals on Monday through Friday between the hours of 11:00 a.m. and 6:00 p.m. If you upload documents after 6:00 p.m. during the week or anytime over the weekend, the Trustee will not download those documents until 11:00 a.m. the following business day. The Trustee is free to modify this download schedule as he sees fit.
- b. If you ever try to upload documents on a case that was just recently filed, it is possible that this case has not yet been set up in the Trustee's system. New cases are added daily and will also be added to 13Documents on a daily basis. However, if a case is filed after we have already downloaded new cases for the day, it will not appear in our system or on 13Documents until the following day. In this case, please check back the following day to see if it available for you to upload documents.
- c. 13Documents is a secure website. All information is encrypted using the most up to date standards and technology. It also incorporates the use of multi-authentication. Our office has decided to transition to 13Documents due to the fact that it is far more secure than receiving documents by email.
- d. If you have any questions about uploading documents or gaining access to Mr. Ivy's account, please contact our Systems Manager, Heather Warren at hwarren@ch13jax.com. If you experience technical difficulties with the 13Documents website itself, please email support@13documents.com for assistance.