



Guide for Using Document Drop-off from the Judiciary Website 09/1/2020 (updated 10/03/23/vk)

Document Drop-off is a new online service developed in response to COVID-19 to provide members of the public a safe and convenient alternative means to submit documents to the court without personal interaction.

Document Drop-off is the submission of an electronic copy of a document to the reviewing court. The submitted document does not automatically become a part of the official court record upon submission. The use of the online Document Drop-off service is strictly voluntary.

This guide is intended for members of the public who may need to submit a document to the court electronically using the Judiciary's Document Drop-Off service. To use this free service, a user must register for a JEFS account, have an email address and be able to submit a document in PDF format.

The following JEFS account holders may use this service:

- Any member of the public who has court business and is not an attorney.
- Self-Represented Litigants (SRL). Any person who is a party to a case and who do not have an attorney. The SRL may **not** use Document Drop-off for case documents if they are already electronically filing documents for their case. The SRL may use Document Drop-off for any documents which are **not** required to be filed in their case, such as documents for other court business.
- Attorneys and their staff who are not required to electronically file in JEFS (Judiciary Electronic Filing System).



NOTE:

This is only a digital delivery service and not an official filing for court records. While Document Drop-off uses the Judiciary Electronic Filing (JEFS) online platform, it does **not** replace official filing. All JEFS account holders such as attorneys, firm staff, and self-represented litigants are still required to follow the Hawaii Electronic Filing and Service Rules for electronic filing in traffic, criminal and civil (District and Circuit Court only) cases.

Not all courts and locations will be available for all users; for example, attorneys will have Family Court options for all islands except Oahu.

The documents submitted through Document Drop-off are **not** available online unless the document is electronically filed to the court case record by the Court staff.

Documents officially filed into the court case record will be reflected in the case record online (see [eCourt Kokuā](#)). Users should check that the case record has been appropriately updated online, and allow time for the Court to do so.

It is the submitter's responsibility to provide accurate contact information to Court staff for any possible follow up. The Court is not responsible for any delays or non-delivery of your documents due to technical difficulties, user error, or any other cause.



How-To Guide

Do not use Document Drop-off if:

- You are required to electronically file a document in JEFS.
- Your document is supposed to be emailed per Supreme Court Order.
- Your document is for a juvenile matter (non-traffic matters for children held at Family Court).

Using this Guide

This guide provides information on the following:

1. How to Register for a JEFS user account
2. How to logon to the JEFS portal
3. How to use Document Drop-off to electronically submit a document to Court



Table of Contents

I.	Register for a Judiciary Electronic Filing System (JEFS) Account	4
II.	Logging on to JEFS and Document Drop-off	8
III.	Submitting a Document through Document Drop-off	10



I. Register for a Judiciary Electronic Filing System (JEFS) Account

You must have a JEFS account to use Document Drop-off. If you already have a JEFS account, please go to “Logging On to JEFS” or “Submitting a Document through Document Drop-off”.

- A. To register, navigate to the Judiciary website at <https://www.courts.state.hi.us>
- B. Click the “Online *Document Drop-off*” link in the left column of the screen





How-To Guide

C. Click on the “Logon/Register” link

Document Drop-off (an online service)

Overview

Document Drop-off is a new online service developed in response to COVID-19 to provide the public with a safe and convenient alternative to submit documents to the court without personal interaction.

Document Drop-off makes it possible to submit an electronic copy of a document to the reviewing court. The submitted document does not automatically become a part of the official court record upon submission. The use of the online Document Drop-off service is strictly voluntary.

How to Use the Document Drop-off Service

To use this free service, a user must **register for a JEPS account**, have an email address and be able to submit a document in PDF format.

The following JEPS account holders may use this service:

- Any member of the public who has court business and is **not** an attorney.

Register/Login to JEPS
Document Drop-off User Guide

System Availability:
Monday to Saturday - 4:30 a.m. to midnight, Hawaii Standard Time (HST)
Sunday - noon to midnight, Hawaii Standard Time (HST)

D. Click on “Register for Access”



Judiciary Electronic Filing and Service System (JEFS)

JUDICIARY INFORMATION MANAGEMENT SYSTEM

Please login using your User ID and Password to continue.

User ID

Password

Login

Register for Access [Reset my Password](#)



E. Complete the Self-Registration

Note: Asterisk (*) denotes a required field

1. General Information

a. First and Last Names are required

Please use the first and last name of the person who will use JEFS. This may be the party to a case (example: plaintiff or defendant) or the attorney in a case, the attorney’s firm staff, the document subscriber, or the person using Document Drop-off.



b. Select your Role by using the dropdown selection.

- Attorney – An attorney not required to electronically file (e-file) in JEFS can register just for Document Drop-off.
- Firm Staff – A staff member of a law firm not required to electronically file (e-file) in JEFS can register just for Document Drop-off.
- Self-represented Litigant (SRL) – A party to a case (ex. plaintiff or defendant) who does not have an attorney; previously called a “pro se” party.
- Any person who needs to use Document Drop-off who is not an attorney, firm staff, or a party on a case, should select Self-represented Litigant role.

2. Contact Information

a. Phone Number

Providing a phone number is optional. However, the Court may need to contact you regarding your document submission. If you



have a home, business, or cell phone number, you may wish to enter at least one of those numbers.

b. Email Address

An email address is required for registration. Please enter an email address in the “Primary Email” box. If you do not have an email address, please review the tips on How to Get a Free email account.

c. Mailing Address

You must enter a mailing address. If you do not have a mailing address, enter “NONE” for both the address and city. Choose a state and enter a zipcode. You may use the zipcode where you are submitting the document. For example, enter 96797 if you are submitting the document from Waipahu.

3. Click Submit

Please carefully review your information before submitting. Once you have completed and checked your information, click on the “SUBMIT” button. You will see a confirmation message at the bottom of the screen and can note down your user ID (WEBU ID) and temporary password.

4. Check your email for your User ID and Temporary Password

Once your JEFS registration has been submitted, an email will be sent to the email address you provided. The email will include the user ID (WEBU ID) and a temporary password. You are now ready to logon to JEFS and submit your documents.

If you have not received the registration email within 5 minutes of clicking submit, please check your “Junk” or spam equivalent email folder. You will receive an email from efiling@courts.hawaii.gov.

Note: If you already have a JEFS account using the same email address, you will receive an error message. You will need to login using your existing account. If you forgot your login information, go back to the login/registration page and click “Reset My Password.” You will receive an email with the WEBU ID and a temporary password.

Note: If the registrant is affiliated with an organization (i.e., law firm, government agency, etc.), the Organization Administrator must accept the registration.



II. Logging on to JEFS and Document Drop-off

- A. Navigate to the Judiciary website: <https://www.courts.state.hi.us>
- B. Click the Document Drop-off link in the left column of the screen
- C. Click on the Logon/Registration link

The screenshot shows the 'Document Drop-off (an online service)' page. On the left sidebar, the 'Document Drop Off' link is circled in red. In the main content area, the 'Register/Login to JEFS' link is circled in red. The page includes an overview of the service, system availability (Monday to Saturday 4:30 a.m. to midnight, and Sunday noon to midnight, all in HST), and instructions on how to use the service, which require a JEFS account.

D. Type your JEFS WEBU ID and password and then click “Login.”

Note: If you do not have a user ID (this is the same as the JEFS WEBU ID), please review the instructions in Section I to register for a free JEFS account.



Judiciary Electronic Filing and Service System (JEFS)

JUDICIARY INFORMATION MANAGEMENT SYSTEM

The screenshot shows the login page for the JEFS system. It includes a prompt to login with a User ID and Password. The 'Login' button is circled in red. Below the login fields are links for 'Register for Access' and 'Reset my Password'. A welcome message and a disclaimer are also present at the bottom of the page.

Click “Court Document Drop-off”

The screenshot shows a 'Document Drop-off' section with a link for 'Court Document Drop-off' circled in red.



III. Submitting a Document through Document Drop-off

Follow the steps to enter details about the PDF document that you want to electronically drop off to the Court and upload the PDF document. In order to enter document information, you will either need to select an option from a dropdown list or type in information into blank fields, such as the field for “Document Name.”

Court Document Drop-off
JUDICIARY INFORMATION MANAGEMENT SYSTEM

Court Document Drop Off is a new feature developed for the public to send documents to the courts in an effort to combat COVID-19 by submitting PDFs electronically without a personal interaction. This is only a digital drop off and not an official filing for court records. Document Drop Off does NOT replace Judiciary Electronic Filing (JEFS) and JEFS account holders such as attorneys, firm staff, and self-represented litigants are still required to follow Hawaii's Electronic Filing and Service Rules for electronic filing in traffic, criminal and civil (District and Circuit Court only) cases. Not all combinations of court and location will be available for all users; for example, attorneys will have Family Court options for all islands except O'ahu. The documents submitted through Document Drop Off are NOT available online unless the document is updated to cases by the Court (available through eCourt Kohua or Ho'ohiki). It is the submitter's responsibility to provide accurate contact information to court staff for any possible follow up. The Court is not responsible for any delays or non-delivery of your documents due to technical difficulties, user error or any other cause.

Click <https://www.courts.state.hi.us/covid-19-information-page> for the latest Court information on COVID-19.

- Do not use document drop off if you need to file a document in JEFS
- Do not use document drop off if your document is supposed to be emailed per Supreme Court Order
- Do not use document drop off if your document is for a juvenile matter (non-traffic matters for children held at Family Court)

Enter all the mandatory (*) details to submit your document.

Document Information

What court is your document for? * FAMILY COURT

Which island is your courthouse? *

Which courthouse is this document for? *

Is document for Criminal, Civil or Traffic case? *

If you have a Case ID, enter it here. (Up to 15 characters)

What is the name of the document you are submitting? * (Up to 400 characters)

Attach a PDF Document (Up to 10 megabytes) Choose File No file chosen Upload File

Contact Information

Enter the First Name and Last Name of the person submitting the document

A. Enter Document Information

NOTE: Asterisk (*) denotes a required field

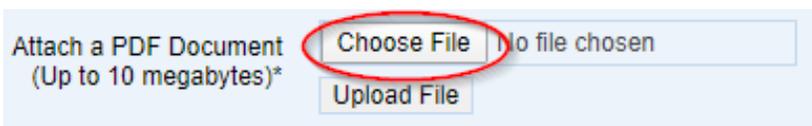
1. Provide information on where your document needs to go by selecting information in the following dropdown lists:
 - a. Pick the court, such as Family Court, Circuit Court, or District Court.
 - i. Family Court handles cases for divorce, paternity, and other matters where the parties are related.
 - ii. Circuit Court handles felony criminal cases and civil cases such as probate, trusts, land cases, personal injury cases, and contract disputes.
 - iii. District Court handles traffic cases, misdemeanor and petty misdemeanor criminal cases, landlord-tenant disputes, and small claims.
 - b. Pick the island you live on to determine your Judicial Circuit
 - iv. Oahu is the First Judicial Circuit: **service disabled 10/31/22**
 - v. Maui, Molokai, Lanai are in the Second Judicial Circuit: **service disabled 04/25/22**



- vi. **Hawaii Island is the Third Judicial Circuit**
 - vii. Kauai & Niihau are in the Fifth Judicial Circuit: **service disabled 04/25/22**
- c. Pick the courthouse where you would go to drop off a paper document in person, such as Hilo, Kona, or Waimea for Hawaii Island.
 - d. Pick a category for the document that you are dropping off by selecting if this is for a:
 - i. Criminal matter (Example: if a person was arrested or given a criminal citation)
 - ii. Civil matter (Example: landlord-tenant, contracts, personal injury, small claims/regular claims cases)
 - iii. Traffic matter (Example: parking tickets, traffic tickets, jay-walking)
2. In the free form text field enter the Case ID (up to 15 characters) for your document.
- a. Your Case ID may be found in other court documents that have been filed in your case. (Examples of the Case ID: 3CC161000123, 3RC161000123, 3PC151005678)
 - b. **Note:** Not all documents will have a Case ID, so this field can be left blank. If you have a Case ID, please enter it since this will make it easier for Court staff to handle your document.
3. In the free form text field enter the name of your document (up to 400 characters).
- a. **Note:** This can be a description of the document if you are not sure what it should be named. (Example: "This is the paperwork for Judge Smith for my divorce.")

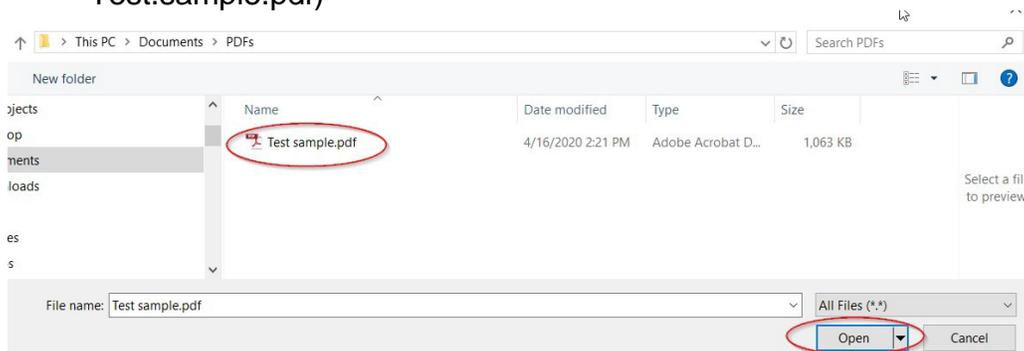
B. Upload the PDF document

1. Your document must be submitted in a PDF format. If you need to convert your document into a PDF document, please refer to the tips for guidance on how to convert a document into a PDF on the Judiciary website.
2. Your document must be 10 megabytes or less. If you scanned your document to convert it to a PDF, 10 megabytes will be approximately 150-200 pages. Documents with color graphics such as charts, maps, or photos may be larger even if the number of pages is low. If your document is more than 150-200 pages, please upload them separately. You may want to name your document as "Part 1" and "Part 2".
3. Save your PDF document on your device such as your computer or a USB drive.
4. Click on "Choose File" then locate the PDF on your device. Depending on your web browser the button may also display as "Browse."

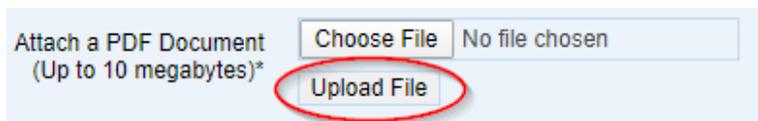




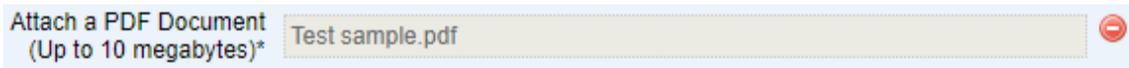
5. Select the PDF from the popup window and click “Open.” (Example: Test.sample.pdf)



6. Click on “Upload File.”



7. The PDF will be displayed in the document field. If this is the wrong PDF, click on the red minus  button and try again.



C. Enter Contact Information

The Court staff may need to contact you with questions about the document you submitted. The Court may also have questions as to how to return an officially filed document to you.

1. Enter the name, phone number and email address of the person who can answer questions about the document. This does not have to be the same information which matches the JEFS account holder since some people may be using Document Drop-off to assist clients.

Contact Information

Enter the First Name and Last Name of the person submitting the document.
Enter a phone number and/or email address where court staff can contact you.

<p> First Name* <input type="text" value=""/> <small>(Up to 15 characters)</small></p> <p> Last Name* <input type="text" value=""/> <small>(Up to 60 characters)</small></p>	<p>Phone Number* <input type="text" value=""/> <input type="text" value=""/>  <small>(Area Code) (Phone Number)</small></p> <p>Email Address <input type="text" value=""/>  <small>(Example: name@email.com)</small></p>
--	--

2. Click “Submit.”



How-To Guide

Contact Information

Enter the First Name and Last Name of the person submitting the document.
Enter a phone number and/or email address where court staff can contact you.

First Name*	<input type="text" value="Jane"/> <small>(Up to 15 characters)</small>	Phone Number*	<input type="text" value="808"/> <input type="text" value="1231234"/> <small>(Area Code) (Phone Number)</small>
Last Name*	<input type="text" value="Doe"/> <small>(Up to 60 characters)</small>	Email Address	<input type="text" value="Jane.Doe@testemail.com"/> <small>(Example: name@email.com)</small>

- Once you click “Submit,” a confirmation message will be displayed which includes the information you provided. Save and/or print this confirmation message for your records.



[Printable View](#)

Your document has been submitted to the court electronically. The Document ID is 2FDOC-20-000007. You may retain this acknowledgement for future use by clicking on Printable View.

Document ID: 2FDOC-20-000007
Document Name: Test document
Submission Date / Time: THURSDAY, APRIL 16, 2020 03:03:02 PM
Contact Person Name: Jane Doe
Phone#: (808) 1231234
Email Address: Jane.Doe@testemail.com

Note: Do not click the Back button on your web browser to submit another document.

Court Document Drop-off

Your document has been submitted to the court electronically. The Document ID is 2FDOC-20-000007.

Document ID: 2FDOC-20-000007
Document Name: Test document
Submission Date/Time: THURSDAY, APRIL 16, 2020 03:03:02 PM
Contact Person Name: Jane Doe
Phone#: (808)1231234
Email Address: Jane.Doe@testemail.com

- Your document has been successfully submitted.
- Click “Close” to return to the home page where you can drop off another document or log out.

Note: Do not click the back button on your browser.



[Printable View](#)

Your document has been submitted to the court electronically. The Document ID is 2FDOC-20-000007. You may retain this acknowledgement for future use by clicking on Printable View.

Document ID: 2FDOC-20-000007
Document Name: Test document
Submission Date / Time: THURSDAY, APRIL 16, 2020 03:03:02 PM
Contact Person Name: Jane Doe
Phone#: (808) 1231234
Email Address: Jane.Doe@testemail.com

Note: Do not click the Back button on your web browser to submit another document.