



STATE OF NEW MEXICO

# Workers' Compensation Administration

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A Better New Mexico for Workers and Employers

## Electronic Case Filing FAQs

**Q1.** How do I use the Workers' Compensation Administration's (WCA) Electronic Case Filing (ECF)?

**A1.** Those who have previously filed with the WCA using what was formerly called "My Calendar/My Cases" can access the ECF system by using the same user name and password they are accustomed to using. They will not need to re-register. New users to the system, however, will have to click on the "new user" option.

From the WCA website home page, choose "e-services" from the top navigation bar. Scroll down to the "Electronic Case Filing" option. For more detailed instructions on setting up your "new user" information, (see page 3 of the ECF Reference Guide.)

Please note that in order to use the ECF system, individuals must first have a valid email address on record with the WCA's Clerk of Court. By mailing or delivering your initial pleadings to the clerk's office, your information will be added to the case, at which time you can register to begin e-filing.

**Q2.** If I am not associated with a case and I am not registered, how do I access ECF to e-file?

**A2.** You must be a participant in a case with a valid email address in order to access active case documents through ECF. See Q/A1 regarding how to generically register for ECF.

**Q3.** As a legal assistant/paralegal, how do I register to use ECF?

**A3.** Registration is based on the representing individual/firm email address. Those within an office who need access to e-filing can log in using the individual/firm's email address and password. Additional email addresses may be added to a registered party's account for the purpose of e-file submissions and notices of filing.

To do so, log into ECF using the representing party's email address and select the "My Info" tab (see page 5 of the ECF Reference Guide.) Under "My Account Info," add email addresses in the large box at the bottom of the screen titled "Additional Notify Emails." Be sure to separate multiple addresses with a semicolon.

**Q4.** How does service of process occur?

**A4.** The WCA Clerk of Court will serve initial pleadings through the ECF system for registered parties. Pro se workers or uninsured employers who have not registered with the ECF system, as outlined in (11.4.4 (C), NMAC,) will receive service by certified mail. For more specific information on process service, consult (Rule 4), accessible on the (WCA website.)

**Q5.** How do I e-file a proposed order?

**A5.** Proposed orders cannot be filed. Proposed orders should be emailed to the judge's secretary, provided the judge assignment is finalized in the case, and the period to disqualify has expired. If the assigned judge is not final, refrain from emailing the order until the time period to disqualify has passed.

**Q6.** I received notification that a pleading has been filed, but I cannot view the filed pleading. How do I view the pleading?

**A6.** Email notices of filing will be sent immediately after the Clerk's office accepts the submission for filing. Because the WCA's server refreshes twice daily – at noon and again at 5 p.m. – filed pleadings may not be immediately viewable. To view a filed pleading, log in to the ECF system and select the "My Cases" tab (see page 9 of the ECF Reference Guide.) Again, please allow four to eight hours to view your filed pleading.

**Q7.** How do I e-file mediation exhibits?

**A7.** Mediation exhibits cannot be e-filed, but may be submitted electronically through the ECF system (see page 8 of the ECF Reference Guide.) Uploading exhibits as part of a pleading will result in exhibits becoming part of the official record, when only a judge can decide what evidence is admissible. Mediation lists can be e-filed as a separate pleading, but are not required. These optional lists should be filed electronically and unattached to other documents. Parties and party representatives have the option of mailing or delivering mediation exhibits in paper or CD format to the WCA.

**Q8.** Why am I unable to reschedule my mediations through ECF?

**A8.** ECF will allow parties to reschedule mediations online under the "My Mediations" tab. There are three reasons that this option may not be available:

- 1) the mediation is scheduled to occur within two days;
- 2) the mediation is scheduled 90 days past the filing date of the complaint and can no longer be extended; and
- 3) not all parties or party representatives have an email address on record and would not receive an electronic notice of the rescheduled mediation.

**Q9.** I am an adjuster and cannot view my case. How can I view the case?

**A9.** There are two options in which adjusters can view a case. First, individual adjusters can file a pleading into a case they are not party to by using their **own** ECF login information. Once they have done so, they will now begin to receive service of process for everything pertaining to that case.

The alternative option would be for someone in the insurer's office to use the general delivery email address provided to the WCA for electronic filing purposes to create a generic registration into the ECF system. This generic registration will allow multiple individuals within that office to

view documents pertaining to the case, up to and/or until that case has been assigned to a specific adjuster or attorney. The agency will use an insurance carrier's general delivery email address for service of process until an adjuster or attorney files a pleading notifying the agency they are a party representative for a case. At that time, they will receive service on behalf of the party being represented.

**Q10.** Do I need to e-file pleadings individually if they are for the same case?

**A10.** Yes. When initial pleadings are e-filed, upload each pleading separately following the options for the type of pleading, and use the appropriate mandatory form (see "Forms" page.) Using the correct form helps ensure a timely filing, and minimizes rejection of the submission. For example, uploading a summons and a complaint as one document will result in a rejection of the submission.

**Q11.** Why am I unable to view the images of certain pleadings in my case?

**A11.** It may take up to four to eight hours for recently filed pleadings to be viewable on the website. Digital images for cases filed prior to 2006 may not be available to view online. Contact the Clerk of the Court for further information. If you receive an error message or a blank image, please contact the agency's help desk for assistance, 1-866-967-5667.

**Q12.** How do I change my contact information if I switch law offices?

**A12.** Select the "Contact Us" link and provide the agency with updated contact information. To ensure continued access to case load information, the agency may contact you for further information prior to completing your request.

**Q13.** What if I forgot my password?

**A13.** Select the "Forgot Password" link. You will be prompted to enter your user name (email address), phone number, and the required code provided. Click on "Submit" and a new password will be sent to your email address. See (page 4 of the ECF Reference Guide.)

**Q14.** Why can't I see a scheduled event in "My Calendar?"

**A14.** Only hearings and mediations that are scheduled in the system can be displayed.

**Q15:** Why can't I see the cases for all the attorneys in our office?

**A15.** Attorneys and adjusters are linked to cases through their registered email address, and only cases associated with that email address are viewable. Offices with multiple attorneys or adjusters have the option of creating a single email address to be used by all individuals in the office in order to log in and utilize the ECF system. All party representatives shall promptly update the WCA on any changes to a registered email address.