EFIS 2.0

1.

Q **Will the site address change?**
A No, the site address is unchanged.

2.

Q **Do we need to create a new company account?**
A If your company was previously registered in legacy EFIS, no new account is needed.

3.

Q **Do I need to create a new user account?**
A If you previously registered in legacy EFIS, you do not need to create a new user account.

4.

Q **What's my user name?**
A Your user name is the e-mail address that was registered on your Legacy EFIS account.

5.

Q **How do I obtain/reset my password?**
A Click the 'Login in' link. On the login page, click the 'Forgot your password?' link.

6.

Q **How do I login into EFIS 2.0 as an existing user for the first time?**
A Click 'Forgot Password'; input your e-mail address; click the link provided in the e-mail; and verify your e-mail address. If you don't receive an e-mail in your inbox, check your spam folder. You may be prompted to provide a two-factor authentication/verification.

7.

Q **Will my existing (from legacy EFIS) user ID and password still work?**
A No. User ID's and passwords from legacy EFIS are not functional in EFIS 2.0

8.

Q **What is a company contact?**
A A company representative is any person who is authorized to act on the company's behalf. Representatives are authorized to e-file and view the company's EFIS submissions.

9.

Q **What is an Official Representative?**
A The lead/default company contact for PSC-related matters. Each company is permitted to designate two Official Representatives for their company/firm. Official Representatives have the ability to manage contact information for the company and link and unlink users from the company account. Official Representatives are also used as default contacts if no other contact person is

listed for a specific contact type. Official Representatives receive various filing notifications from EFIS via e-mail.

10. Q **Is there a limit to the number of contacts a company can have?**
A No, there is no limit to the overall number of contacts a company can have. However, there is a limit of two Official Representatives.

11. Q **Will my existing company connections transfer automatically?**
A Yes, existing company and user links are migrated.

12. Q **Can users edit existing company profiles?**
A Yes, users who are designated as Official Representatives for their linked companies can edit their company's profile.

12. Q **Do I need to login to view case filings?**
A No, login is not required to search and view case records.

13. Q **Will Official Representatives be able to see all documents, including confidential ones in a Company's case?**
A Access to confidential documents is limited to attorneys of record. In some cases, experts, who represent case parties and who file non-disclosure agreements, can be granted access to confidential documents.

14. Q **Will I be able to view confidential information for my consulting firm clients?**
A Access to confidential documents is limited to attorneys of record. In some cases, experts, who represent case parties and who file non-disclosure agreements, can be granted access to confidential documents.

15. Q **Is there a way to batch-download documents?**
A There is currently no functionality in place for this, but it will be added to our enhancement list for our developers to explore in the future.

16. Q **When we file a new case do we also have to subscribe or will that be automatic?**
A The filer will not receive automatic notifications, unless the filer is the filing attorney. Only those who subscribe to the case and individuals who are on the certified service list will receive case filing notifications.

17. Q **Will existing hyperlinks work in new system?**
A Direct document links from legacy EFIS should redirect to the document in the new system, with a few exceptions. Links to shared documents will not work. Links to attachment IDs will not go directly to the filing or Data Request either, however, they should bring the user to the correct case or to the Data Request Search page.

18.

Q I work for an attorney. How do I file on their behalf?

A Legal assistants, paralegals, etc. can be added as contacts for the filing parties, in the same manner that an attorney is added/linked. The legal assistant, paralegal, etc. these users should create a user account. They can then submit a request via EFIS to be added as a 'legal' contact for the company. Once established as a contact for a company the legal assistant, paralegal, etc. will be able to submit filings on the company's behalf.

19.

Q We use a group account to manage complaints. Does everyone in the group need to create a separate registration?

A Group accounts will be disabled. Users who used a group account should create a user account, if they don't already have one. When creating the account, use your individual e-mail address as your primary address. After the account is created, edit the user account and add the shared e-mail address as an additional e-mail address. Designate the shared e-mail address as the default account.

All consumer services representative linked to company will be able to respond to complaints.

20.

Q Can our company/firm use a single user account?

A Group accounts will be disabled. Users who used a group account should create a user account, if they don't already have one. When creating the account, use your individual e-mail address as your primary address. After the account is created, edit the user account and add the shared e-mail address as an additional e-mail address. Designate the shared e-mail address as the default account.

21.

Q Will the discovery notice process change?

A No changes are being made to the discovery notice process.

22.

Q As a company representative, will I be able to see who submitted the filing?

A Currently, users do not have the capability to view the identity of the submitter.