

## **FCCC Pro Se Committee Report- Recommendations**

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### **Committee Recommendations:**

1. As mandatory e-filing is not envisioned for pro se filers, both electronic and in-person support will be required. Florida Courts E-Filing Portal has created a help-desk to provide customer support, allowing for attorney and pro se filers assistance. Additionally, Clerks will continue to support pro se filers through self-service centers in local Clerks' offices.
2. For those filers who require additional assistance, web-based tutorials will be developed and made available on the e-portal.
3. Since approximately 2008, the FCCC has held a license to A2J, a software tool that allows for the creation of web-based interviews and completion of court approved forms. In 2004, the A2J was created by Chicago-Kent Law School and the Center for Computer-Assisted Legal Instruction. Since that time, A2J has become an industry leader, guided interviews have been developed in over 30 states and is viewed a superior product compared to private options (TurboCourt, Tyler). A2J has been integrated into the e-portal, allowing for seamless e-filing. The committee voted and recommends the use of A2J as the uniform, interactive software to be used by the Florida Courts E-Filing Portal.
4. Unlike attorney filers, there is no separate database to verify the identity of a pro se filer. Nationally, of the seven states that allow pro se e-filing, none require a separate verifiable authentication for pro se filers. Additionally, pro se remote electronic access remains prohibited pursuant to AOSC 07-49. Therefore, the committee voted and recommends no additional verifiable authentication of pro se filers occur.