

Contact list for filers who are having problems

Basic filing issues: If you cannot file your documents with an electronic file service provider (EFSP) or are having trouble uploading or downloading documents or choosing titles, please contact your EFSP. (You can consult this [list of EFSPs](#), which also includes phone numbers.)

Inquiries for County Clerk's Office: If you have questions, comments or issues about your filings that the County Clerk's Office needs to resolve, please send inquiries or comments to countyclerk@co.blanco.tx.us. Staff will screen the inbox daily. Please include your name, phone number, case number, envelope box number and/or party names and a brief description of the problem.

Missing files: If you have a case number but it does not come up in the County Clerk's system when you look for it, please contact the CCO at countyclerk@co.blanco.tx.us. Your inquiry will be forwarded to the CCO's staff.

eFileTexas.gov's EFSP service: If you experience e-filing or technical problems while using eFileTexas.gov's EFSP service, please contact eFileTexas.gov's self-service website: **Self-Service Support**.

Filers must send e-docs in the right format

The state Supreme Court has mandated that e-files in civil and family cases be submitted in specific formats. The County Clerk's Office also has its own requirements.

Some filers may find meeting the e-doc requirements described below intimidating. There's an alternative. Some electronic file service providers (EFSPs) will format e-docs to meet requirements. Filers may shop around to see [what services EFSPs provide](#).

When you attach each document for a filing:

- Description field – enter the exact document title that is listed on your paper document
- Security field – select the appropriate document type for each document
- Envelope size is limited to 35 meg

Enter any filing comments to the clerk in the Filing Comments

Documents

Lead Document* ⓘ	test document.pdf 90.2 kb		
	Description* Original Petition	Security* New Case Filings	
Attachments ⓘ	<i>Add More Documents</i>		
	case information sheet.pdf 141.4 kb		
	Description* case information sheet	Security* Civil Case Information Sheet	
	test document EXHIBIT A.pdf 98.5 kb		
	Description* EXHIBIT A	Security* Exhibits	

Filing Comments

Filer Comments to the clerk

Courtesy Copies ⓘ

Here are some of the format requirements:

Text-searchable e-docs: Documents must be in text-searchable, PDF format on 8.5-by-11 inch pages. Pages must be appropriately rotated. Use optical-character recognition software (OCR) to make documents text-searchable. Some scanners and scanning software may have OCR capability, but you may have to buy the software.

Resolution requirements: All black-and-white scanned documents must have 300 dots-per-inch resolution (dpi). Color images must have at least 600 dpi. A larger DPI number will increase the size of your files and could cause it to not be accepted by the Electronic Filing Manager. (The average for a 10 page PDF, whether scanned or converted, should be less than 1MB.)

Requirements for document file names: File names should OR MUST be limited to 50 characters. Files names should contain only alphanumeric characters that are part of the Latin1_General character set. No special characters are allowed.

Multiple e-docs, same envelope: Multiple documents related to a single filing or case number may be filed in the same e-envelope. Make sure the documents are separated within the filing. For example, the lead document would be separate from the attachments and pleadings with exhibits.

Effective immediately, Family Court documents requiring a supporting affidavit **SHOULD NOT** be e-filed as separate documents. The document and affidavit should be filed as one document. All other accompanying documents should be filed as attachments.

Embedding: An e-filed document may not contain any security or feature restrictions including password protection or encryption and may not contain embedded multi-media video, audio, or programming. Documents may not contain package PDF's. PDF's should not be embedded inside of another PDF. Each Document must be a single PDF. An appellate court may require that multiple PDF documents be combined into a single PDF document and bookmarks used to separate content appropriately. The content of the document should not depend on bookmarks.

Common reasons why files are returned for correction

The Blanco County Clerk's Office returns some files that have been improperly submitted. When these files are returned, the CCO will notify you of the type of filing error that occurred. Filers should resubmit files after they have corrected the error. Please take a moment to review common errors:

Contact information: In the signature block, filers must include their contact information, including name, address, phone number and email address. Documents without signatures will be returned to filers.

Duplicate filings: The County Clerk's staff is not responsible for determining if a filing is a duplicate or deducing the intent of the filer. Unless the attorney contacts the CCO to ask for cancellation of the filing before the CCO accepts it, it will go into the system. If there is cost involved, refunds are not guaranteed.

No attorney signature: Signatures must be entered in accordance with the Supreme Court order. Files without the proper signature will be returned.

Incorrect filing code: Filers can limit their options by entering the wrong code. In addition, codes may determine fees. A wrong code may lead to overbilling or under billing. For example, if you enter "divorce" instead of "divorce with children," the fees may differ. If the County Clerk's Office cannot make the change, the file will be returned to the filer.

Incorrect agency or jurisdiction: Both the Blanco County District Clerk's Office and Blanco County Clerk's Office are subject to the Supreme Court mandate on e-filing. But the offices operate independently and cannot accept filings slated for the other office. If you file documents with the District Clerk's Office that must be filed at the Blanco County Clerk's Office, the files will be returned. If you file them in the wrong county, they also will be returned.

Insufficient payment: If your credit or debit card is rejected due to insufficient funds, the County Clerk's Office will return the file and request that you use another card or form of payment.

Missing information pertinent to the filing: Files lacking key information will be returned.

Unreadable or illegible documents: Such files will be returned.

Rejections requested by filing party: Please give your name when you ask the County Clerk's Office to reject a file. Names are needed so the CCO can send rejection notifications to the right parties.

Documents not separate: Filers may submit multiple documents in the same envelope as long as they are related to a single filing or case. But such documents must be separated within an envelope and cannot be grouped together in a large document. So within an envelope, filers may send, for instance, a lead document and exhibits, an order, correspondence and request for service that are related to the lead document. But all these items must be sent as separate documents within the envelope. The envelope will be returned if the documents are not separated.

No encryption, password protection: Documents may not contain security or feature restrictions, such as password protection and encryption, and may not contain embedded multi-media video, audio, or programming. The County Clerk's Office will return documents with such restrictions and embedded elements to filers.

Sealed files: If an order has been issued sealing a file while a party is pursuing a permanent sealing under Texas Rules of Civil Procedure 76a, a person trying to file additional documents will need to bring them to the County Clerk's Office for processing. These documents cannot be filed electronically and will be returned.

No viruses, malware: An e-filed document must not contain a virus or malware. By e-filing a document, filers are in effect certifying that they have checked and made certain that documents have no viruses and malware. Corrupt files will be returned to filers.

Now that we have begun this transformation, we would greatly appreciate your feedback. If you have questions, comments or issues we need to resolve about your filings we encourage you to contact us at countyclerk@co.blanco.tx.us. We will be screening the inbox daily. Please, send your name, phone number, case number, envelope box number and/or party names and a brief description of the problem. We are in this together and we want to work with you to get these issues resolved as soon as possible.