

# TurboCourt Frequently Asked Questions (FAQ) & Help

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## Q: What are the hardware and browser requirements for using TurboCourt?

**A:** A desktop, laptop, tablet, or phone can be used to access TurboCourt. TurboCourt supports Microsoft Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome, and Safari browsers.

## Q: How do I register in TurboCourt?

**A:** TurboCourt offers several options for logging in to the system:

- 1) Directly register with TurboCourt by clicking the Sign-up link at the top of TurboCourt landing page.
- 2) Register using one of your social media accounts (Facebook, LinkedIn, Google). After registering via social media, if you want to log in to TurboCourt without using social media, you will have to request a new TurboCourt password by clicking the Request New Password link.

Q: Is there a cost for using TurboCourt?

A: In Florida, there is no charge to the user for Domestic Violence filings whether made in person or electronically. The Hillsborough Clerk of Courts & Comptroller has contracted with TurboCourt to provide this electronic filing service for Domestic Violence at no charge to the user.

Q: How do I ensure I receive TurboCourt email notifications for my filings and electronic service?

A: To ensure you receive TurboCourt email notifications, check the spam folder in your email account. If there is an email from TurboCourt, mark it as "release the email to your Inbox." It is important to note that email delivery is not guaranteed. It is recommended to log in to TurboCourt regularly to check the status of your filings and/or if you have been eServed documents.

Q: Why am I not receiving emails?

A: The email will come from [customerservice@turbocourt.com](mailto:customerservice@turbocourt.com). Verify or modify the appropriate setting in your e-mail account. Check bulk mail and/or spam folders for the emails. If you do not receive the emails, you are expecting, please, contact [customerservice@turbocourt.com](mailto:customerservice@turbocourt.com).

## FORMS

Q: How do I change my answers after I completed and efiled my forms?

A: Once you have completed the questionnaire and electronically filed the form(s), they cannot be changed. We recommend that you carefully review the completed forms before clicking Submit. To change any information filed with the court, you will need to wait for your filing to process then create another filing with Clerk's office onsite or using TurboCourt.

Q: How do I print my forms?

A: There are two ways to print your forms.  
Option One:

1. Logon to [www.turbocourt.com](http://www.turbocourt.com)
2. Click on your Form Set #.
3. Click printer button next to the form you wish to print.

Option Two:

1. Click "Request My Forms" button at the top of the service selection screen
2. Enter the email address to which you want the forms sent, create a password, and click send.
3. Forms will be emailed to the email you provided, and you will be able to download and print them.

#### Q: Why are my forms not printing in the right format on the paper?

**A:** In the Print dialog box, make sure your printer is set to print on 8-1/2" x 11" paper and in "Portrait" orientation. You may also select "Shrink/Fit to Printable Area".

#### Q: Why do my forms come up blank when I try to print or view them?

**A:** TurboCourt uses Adobe Reader to view the forms. Manually starting and stopping the Adobe Reader program should resolve this. If you are using the Mozilla Firefox PDF viewer (version 19.0 and up), your forms may not be displayed or may come up blank. The Firefox PDF built-in viewer prompts for the standard viewer to be opened at the very top of the PDF page. It is a small banner. If that does not work, install, and use the standard Adobe Acrobat viewer.

#### Q: Can I complete my TurboCourt forms using a mobile device?

**A:** Yes, you can complete the TurboCourt questionnaire, generate the forms and electronically file them using a mobile device. However, if any of the forms require notarization before electronically filing, you will need to go to the Clerk's Office or use TurboCourt from a computer, laptop, or tablet with a minimum 13" screen, speakers and microphone.

# E-FILE

## Q: Can I electronically file my forms in Florida?

**A:** Yes, to electronically file your completed forms with the court, choose eFile service on service selection screen. Follow the instructions and submit your filing.

## Q: How can I submit additional documents after submitting a filing to the Florida ePortal?

**A:** To submit any additional documents, create a new subsequent filing. You will need the case number that is assigned by the Clerk after your initial filing.

## Q: When do I get my case number? How will I know that a case number has been assigned?

**A:** You will receive an email notification from TurboCourt when your forms are accepted by the court. Once your forms are accepted by the court, a case number will be assigned. If you registered for the DV texting service, you would also receive a text message informing you of your form filing and case number.

## Q: How do I notarize the forms that require notarization?

**A:** There are several options to notarize your forms. We recommend taking advantage of our free electronic notarization service. On the Service Selection screen, select the Notarize Online & eFile service. See below for additional details about this service. If you prefer to make your filing in person, please select the Print & File service, where you will be directed to complete and print forms. You can then bring your printed forms to the Clerk's Office for notarization and filing.

# ONLINE NOTARY

## Q: How do I select to Notarize Online & eFile my forms?

**A:** After completing the guided interview in TurboCourt, select "Notarize Online & eFile" service from the service selection

screen and click the Submit button to start the Remote Online Notary process. You will receive a PIN number and it is very important to keep this number with you through the rest of the notary and filing processes.

#### Q: Can I use any remote online notary service?

**A:** The Notarize Online & eFile service offered by the Clerk's Office is through TurboCourt and does not allow for other providers.

#### Q: How do I start my online notarization session?

**A:** Choose "Notarize Online & eFile" from the service selection screen and click Submit button. A new tab will open to the remote online notarization service provider.

#### Q: What if your online notarization session was interrupted?

**A:** If your online notarization session was interrupted, return to the TurboCourt Online Notarization Selection screen, and click the Refresh button to restart the session.

#### Q: What happens if I need assistance throughout the online notary process?

**A:** The chat bot in the bottom left-hand corner of the screen is available for a live support agent from the remote notary service team. Signers may also call (855)225-5805, and press "1" to speak with a live support agent.

#### Q: What are the system requirements to have my document notarized online?

**A:** You need a desktop or laptop computer or tablet with minimum 13" screen, high quality microphone, camera, and speakers.

#### Q: What browser should I be using?

**A:** Remote online notary service only supports the latest versions of Chrome and Firefox on non-mobile devices.

#### Q: Can I use a witness?

**A:** Currently witness services are not available through online notary service.

#### Q: How does the remote online notary service verify my identity?

**A:** You will be required to upload a copy of your ID (driver's license, passport) and correctly answer a series of questions about you. These questions are designed to authenticate your online identity, i.e., proof that the person who generated the form is

indeed you. The questions are drawn from public records. You will have two minutes to answer five questions and you must answer four out of five questions correctly.

#### Q: What happens if I fail to answer the questions correctly?

**A:** There is no way to predetermine if a user will pass or fail this authentication. If your first attempt fails, the system will offer you a second attempt with a new mix of questions. If your second attempt fails, you will be locked out of the system for 24-hour time. You can wait the 24 hours and try again, or you can cancel the remote online notary service and select a different filing option.

#### Q: How do I know if my notarized document has been tampered with?

**A:** After the online notarization session is complete, your set of forms are automatically filed at the Florida ePortal.

#### Q: Why does the ID check take so long?

**A:** Our system uses credential analysis software to ensure the validity of the identification you provided, e.g., driver's license, passport. It can take up to 8 minutes to validate the identification provided as a legitimate and valid form of identification.

#### Q: How is my identity information stored?

**A:** Your information is stored in a secured database that is backed up and to which only authorized employees have access. More information is needed from Intresys on this answer.

#### Q: Will TurboCourt sell my information?

**A:** TurboCourt and its vendors are committed to keeping your information safe and private; they do not sell any information that you provide to them.

#### Q: What if I need an extra copy of my notarized document?

**A:** Your filed forms are available in your TurboCourt account for viewing, downloading, and printing.

Q: Can I have multiple documents notarized on the same session?

A: During your online notarization session, all completed forms that require notarization will be notarized.

Q: What happens if my computer goes down while my document is being notarized?

A: If your computer goes down during your online notarization session, you will need to initiate another notarization session by returning to TurboCourt and clicking Start to begin a new online notary session.

Q: Is there an age requirement to have a document notarized?

A: Since the filer cannot be a minor, the TurboCourt system will not allow minor to complete the questionnaire nor proceed with the remote online notarization. The legal age to use TurboCourt and online notarization is 18 years and older.

Q: Is there a limit to the number of pages a document can have?

A: Electronic documents are limited by file size and not the number of pages. In TurboCourt, you can upload forms and attachments up to 3.5MB in size. The Florida ePortal supports files up to 50MB total. A single filing with the ePortal (forms and attachments), should not exceed 50MB.