

To our ProDoc eFiling customers,

Many factors create customer support questions for our teams.

These factors include updated eFiling processes, new eFiling rules and standards, and the variety of rules and eFiling costs and configurations that are not consistent through all jurisdictions.

Though we understand that a live person is the most helpful way to get your question answered, please read through the materials provided under the General Information area before calling or emailing if you can.

Call 1-800-759-5418 for customer support.

If call wait times are high, and you need assistance that is not an emergency, we recommend emailing [efile-manager@thomsonreuters.com](mailto:efile-manager@thomsonreuters.com). We have team members dedicated to trying to get an answer to you as soon as possible.

Include the following information to help speed our reply:

Are you having a Password Issue? Please provide your login information.  
Are you the firm's eFiling Manager? If not, do you know the eFile manager's login name?

If not a password or log in issue:

What is the Jurisdiction that you are filing into?  
Are you doing an initial filing or subsequent filing?  
What is the cause number you are trying to find?  
What Case category did you select?  
What Case type did you select?  
What is the Filing type?

Thank you for your patronage.