



JENNIFER JOHNSON, CLERK OF COURTS COMMON PLEAS COURT

General Division
801 Wheeling Avenue, D200
Cambridge, Ohio 43725

Registration and Password Reset Troubleshooting Assistance

ATTORNEY CANNOT GET REGISTERED FOR EFILING

If an attorney has not eFiled in Guernsey County **OR** is a NEW attorney that has recently been assigned a bar code, they may not be in the Case Management System (CMS) yet.

If this happens, please do the following:

1. Contact the Clerk of Courts office at 740-432-9230.
2. Ask the clerk's office to see if you are set up in the CMS as an attorney.

If NOT, please ask them to add you and provide your information:

- Name
- Address
- Phone
- Email
- Bar Code

Once you are set up, REFRESH your browser and try to register.

If you ARE already set up in the CMS, ask the following:

- Ask the clerk's office to check if you have duplicates in the CMS.
Staff should be able to confirm this by searching by your first and last name.

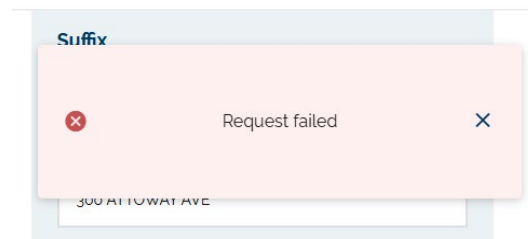
If you are in the CMS multiple times, clerk staff will **remove the leading zeros** from one of your profiles and verify your address is correct.

ATTORNEY/PARTY ISSUES WITH REGISTRATION ERROR

When this error appears when registering, it is usually related to your password.

Password Requirements:

- Cannot be the same as login/username
- Must contain at least one number
- Must contain at least one: ! @ # \$ % ^ & * _ ?
- Must meet minimum length





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PASSWORD RESET ISSUES

When you cannot remember your password, do the following:

1. Click Forgot Password [Forgot Password?](#)
2. You will receive an email with a temporary password
3. Login using the temporary password.
4. When prompted to provide current password, you MUST use the temporary password you were provided with.
5. Add a new password and follow the below requirements.

If you get the “Request Failed” Error, try a longer password.

- Cannot be the same as login/username
- Must contain at least one number
- Must contain at least one: ! @ # \$ % ^ & * _ ?
- Must meet minimum length

