

# Nevada Department of Administration, Hearings Division

## FREQUENTLY ASKED QUESTIONS REGARDING E-FILING AND eFLEX

Created July 22, 2025

### 1. Proposed Orders

- a. Proposed Decisions and Orders and Proposed Interim Orders must be filed in a Word doc (not pdf). You do not need to submit a cover letter alongside these Proposed Orders. The Court will automatically hold them for 5 days for any objection.
- b. Proposed Stipulated Settlements and Orders of Dismissal must be filed in pdf format.
- c. When you file a motion or other documents requiring Proposed Orders granting and denying to be attached, you should file the motion as the lead document in pdf format. You should then add the Proposed Orders granting and denying separately to the lead document in Word (doc) format. Therefore, the motion filing in eFlex will consist of three separate documents added to the same filing.
- d. You do not need to sign the 'submitted by' section on Proposed Orders. By virtue of filing the Proposed Orders under the filing attorney's name, the attorney has submitted it. However, if the submitting attorney wants to sign the submission, they will need to use an electronic signature of /s/ and their typed name.
- e. You no longer need to attach Certificates of Mailing/Service to any Proposed Orders. In order to ensure the parties as identified to the Hearings Division are properly served, we will rely upon the Certificates of Service generated through the e-filing system.

### 2. Voluntary Dismissals

- a. Hearings Office: If a party wants to voluntarily dismiss their appeal pending before a Hearing Officer, they can select "Request to Voluntarily Dismiss Hearing" to notify the Hearing Officer of their intent to dismiss the appeal. This filing does not require the party to attach a document; however, they must still click "Add" next to "Add to Submission" in order to process the request through eFlex.
- b. Appeals Office: If a party wants to voluntarily dismiss their appeal pending before an Appeals Officer, they must submit a "Request to Voluntarily Dismiss Hearing Before the Appeals Officer." This filing requires the party to file the request itself as the lead document in pdf format. For this request, the party can file just a Proposed Order Granting in Word (doc) format attached to the lead (pdf) document.

### 3. Requests for Interpreters

- a. You need to continue using the same Interpreter Request form as previously used when you require an interpreter for an Appeals-level hearing. You file the completed form in eFlex and select the Document Type "Interpreter Request." (Note, you must not select a Document Category, as the Interpreter Request is not categorized and needs to be selected using only the Document Type.)
- b. You must still make any cancellations of Interpreter Requests to the AO Assistant by email within 48 hours to avoid late cancellation fees.

### 4. Service on attorneys only

- a. The Court is serving represented parties through their attorney only.

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- b. This means that represented parties (claimants, employers, TPAs, and insurers) will not receive mail from the Court.
  - c. This means that your clients who do wish to receive their own copies of documents filed with or by the Court must sign up for their own eFlex accounts and associate themselves with each individual case by filing a Notice of Appearance in that case.
  - d. Please be exceedingly clear on your filings regarding which party/ies you represent.
- 5. Informing the Court of the phone number by which you will appear
  - a. Counsel are still required to comply with Rule of Practice 5.02, informing the Court of their contact number if they are appearing by phone. Counsel should send this contact information to each HO or AO assistant by email in advance of each appearance.
- 6. Do not file 'bookmarked' PDFs
  - a. Do not file a PDF to which anyone has added a bookmark. Our system will reject it.
- 7. Electronic status checks
  - a. When responding to an Electronic Status Check for an Appeals-level case, you must choose the Document Type "Status Update (Electronic)" and you must provide the status by attaching a document in pdf. Please make sure you include what you are requesting for the Court to do next (status check, time certain, stacked reset, etc.) and be specific (e.g., one hour hearing in 60 days).
- 8. Request for Submission of Electronic Evidence/Video Evidence
  - a. Per NAC 616C.307(1), you must file a request to introduce evidence that is recorded on video, as a digital recording, or any other electronic medium to the appeals office. The request should contain a summary of the contents of the video. You should submit Proposed Orders granting and denying this request as separate documents in word format. The video itself must be submitted to the Court on the day of the hearing (or sooner if requested by the Appeals Officer). It is the party's responsibility to provide equipment necessary to display their electronic evidence.
- 9. Document Types are critical. Please be mindful when selecting a Document Type in eFlex, as this affects how the document routes within our office. The "Additional Text" field in eFlex directly following the selection of a Document Type can be used to state the title of your document which also assists with ensuring your document is properly routed within our office.
- 10. Motions for Stay of an HO decision must be filed at the AO level. They should be filed at the same time as the Request for Hearing Before an Appeals Officer, if possible. We recognize and acknowledge that over the past week or so, sometimes your statutory deadlines have required you to file at the HO level. Please end that practice as soon as you can as it taxes our entire system.
- 11. Notices of Hearing will no longer have the underlying determination letter attached. When you receive a Notice of Hearing, you must be associated with the case in eFlex to review the case history, which will allow you to view the underlying Request for Hearing with the underlying determination being appealed.

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12. Notices of Appeal will no longer have the underlying Hearing Officer Decision and Order attached. When you receive a Notice of Appeal, you must be associated with the case in eFlex to review the case history, which will allow you to view the underlying Request for Hearing Before the Appeals Officer with the underlying Hearing Officer Decision and Order being appealed.
13. When an attorney files a new case with the Hearings or Appeals Office, they (the “initiating party”) will be added as an attorney for service to that case. If the initiating party also identifies opposing counsel, that opposing counsel will be added as an attorney for service to that case. In the event opposing counsel is not identified (or incorrectly identified), the mis- or non-identified counsel should file a Notice of Appearance identifying who they represent.
  - a. Data concerning which attorneys represented which parties was transferred to the new system from the old system; however, we are finding that much of that information was outdated as attorneys did not update their information with our office. The best way to ensure an attorney receives electronic service in existing, pre-eFlex cases is to file a Notice of Appearance in any file they want to receive access to and service through eFlex. (Note, if you enter a case number in eFlex and click “History” and you are denied access, that means you are not associated with the case and should file a Notice of Appearance).
14. We will place these FAQs on the Hearings Division homepage and update them as needed to provide additional guidance to the parties regarding e-filing updates.

Please continue to be patient as we navigate the transition away from a system on which we’ve relied for 20+ years.

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Edited August 2, 2025

1. In response to Orders for Email Status Checks that were issued pre-e-filing, you should follow the procedures for submitting Electronic Status Checks.
  2. It is crucial that you are accurate on Notices of Appearance and on every single document that you file regarding what parties you represent. Please check the information as it appears under your attorney block on the top left portion of every document and make sure it is consistent with what appears in the introduction section of each document.
  3. Please do not file PDFs that have any “bookmarks” added (reference FAQ 6 from original FAQ). The system cannot process them. They will be rejected. Adobe PRO has a function that allows you to “flatten” such documents to ensure no bookmarks remain.
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## FREQUENTLY ASKED QUESTIONS REGARDING E-FILING AND eFLEX

Edited August 4, 2025

1. The Hearings Division is temporarily rolling back the “Electronic Status Check” protocol as currently set up in eFlex. Counselors may respond to Order[s] for Electronic Status Check” either
  - a. By the electronic method set up in eFlex; OR
  - b. By email (as in the pre eFlex days).

Each attorney is still required to respond, and it is crucial that each attorney specify what next setting he/she prefers.

This temporarily suspends the operation of FAQ item #7 from the original set of FAQs (dated July 22, 2025) and FAQ item # 1 from the second set of FAQs (dated August 4, 2025).

When this temporary rollback ends, we will notify counsel via Listserv email and via this FAQ document.