



## **JAMS ELECTRONIC FILING SYSTEM FAQs**

### ***What is the JAMS Electronic Filing System?***

- The JAMS Electronic Filing System is a secure, online case management website used to streamline the filing and service of documents and facilitate communication in arbitration proceedings. Through this system, neutrals, counsel, and parties can access a dedicated case site set up specifically for their hosted matter.
- The system is powered by Case Anywhere LLC, a national provider of online legal case management services.

### ***What can I do through the JAMS Electronic Filing System?***

- File documents with JAMS
- Serve documents on other counsel
- Access all uploaded documents remotely
- Export all uploaded documents to your local computer
- Communicate over a message board with JAMS neutrals, counsel, and parties
- Calendar case events
- Post deposition transcripts

### ***Who will have access to the JAMS Electronic Filing System for my arbitration?***

- JAMS neutral assigned to the case
- JAMS case manager
- Attorneys and professional staff members of law firms involved in the arbitration
- Representatives of parties involved in the arbitration (upon request)
- Case Anywhere personnel (for purposes of administering the site)
- Other individuals as determined by the neutral (if any)

### ***Will the JAMS Electronic Filing System be accessible from my computer?***

- The system is coded for access through PC and Mac computers and iPad tablets with Internet connectivity. Access may also be available through other computer systems and tablet devices.
- Supported browsers include Internet Explorer, Mozilla Firefox, Google Chrome, and Safari.

### ***Will I need to attend a training session or read a manual?***

- No. The JAMS Electronic Filing System is straightforward and easy to use, and tutorials or manuals are not required to master the software.
- If you have any questions or need assistance, please contact Case Anywhere's support professionals by phone at (800) 884-3163 or email at [support@caseanywhere.com](mailto:support@caseanywhere.com).

### ***What documents are uploaded through the JAMS Electronic Filing System?***

- Documents that are to be filed with JAMS
- Discovery other than document productions
- Other case documents such as correspondence (optional)

### ***What is the maximum file size that can be uploaded?***

- Each individual electronic file must be 20MB or less. If a file is more than 20MB in size, it should be split into two or more files. Up to 10 electronic files can be uploaded in a single transmission.



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- Uploaded documents may be in PDF, Word, or WordPerfect formats.

### ***How will I know if there is activity in my hosted arbitration?***

- If a Document is Uploaded: An email notification will be sent to authorized users containing basic information about the upload and a link to the record in the system. The uploading user will also receive an email confirmation of the transmission.
- If a Message is Posted: An email notification will be sent to all recipients with the full text of the message and basic information about the posting.
- If a Calendar Event is Scheduled: The user posting a calendar event may elect to send out a notification at the time of the posting. Users can also elect to receive email reminders of calendar events at various intervals.

### ***What are the charges for using the JAMS Electronic Filing System?***

- A Fee Schedule is available upon request. Please contact a JAMS case manager at (800) 352-5267.

### ***How do I get started?***

- The neutral and parties agree to use the JAMS Electronic Filing System for their proceeding. Utilization of the system can be discussed during the Preliminary Hearing Conference or at any other appropriate time during the arbitration.
- Once a decision is made to use the system, JAMS provides basic service list information to Case Anywhere, the administrator of the site. Case Anywhere uses this information to set up a dedicated online case file and sends out introductory emails with login information to counsel of record.
- Claimant and respondent counsel may request that Case Anywhere provide access to additional firm personnel or party representatives. This request can be made during the set up process or after the site is launched. Up to ten individuals per law firm can be set up to access the site and receive email notifications for each hosted matter. If additional access is needed, please contact Case Anywhere.

### ***How do I access the JAMS Electronic Filing System for my case?***

- Log on through a link on the JAMS website - [www.jamsadr.com](http://www.jamsadr.com)
- Go to [www.jams.caseanywhere.com](http://www.jams.caseanywhere.com)
- Click links contained in email notifications sent out in your hosted proceeding

### ***What happens when the case is over?***

- The case site is closed.
- A final bill is sent out to all parties.
- The parties can order a CD with all of the uploaded arbitration records for that matter. Alternatively, the records can be downloaded directly to a local computer by the user through the export function.
- At the instruction of the JAMS case manager, Case Anywhere will purge the online case file.

### ***Who do I contact for support and customer service issues?***

- Please contact Case Anywhere's support professionals by phone at (800) 884-3163 or email at [support@caseanywhere.com](mailto:support@caseanywhere.com).
- For additional information relating to e-filing and e-service, please refer to applicable JAMS rules.