



## **EFSR Frequently Asked Questions**

### **Background:**

The Department of Labor's Adjudicatory Boards (hereafter referred to collectively as "the Boards") are quasi-judicial bodies that assist in fulfilling the Department's overarching worker protection mission. The Boards review appeals under a variety of workers' compensation benefit and protection laws.

The Adjudicatory Boards adjudicate appeals arising from issues covered in more than 50 statutes. The Administrative Review Board (ARB) decides appeals on statutes outlined in Secretary's Order 02-1996, dated 17 April 1996, and Order 1-2002 dated 24 September 2002. The Benefits Review Board (BRB) decides appeals under the Black Lung (BL) and Longshore (LS) Acts, including appeals filed under the Defense Base Act. The Employees' Compensation Appeals Board (ECAB) decides appeals under the Federal Employees' Compensation Act (FECA). Additional information about the Boards is available at: <http://www.dol.gov/appeals>

### **GENERAL**

#### **What is the EFSR?**

The Electronic File and Service Request (EFSR) system is a consolidated system for the three Adjudicatory Boards at the U.S. Department of Labor (ARB, BRB, and ECAB). The EFSR website allows parties to file new appeals electronically, receive electronic service of Board issuances, file briefs and motions electronically, and check the status of pending appeals. The EFSR can be accessed at <https://dol-appeals.entellitrak.com>.

#### **What is eFile and eService?**

Electronic filing (eFile) is the submission of forms and documents to the Boards through the Internet instead of using traditional methods. After an eFiling has been submitted to the Boards, it is handled just as it would be had it been filed in a more traditional manner. Electronic service (eService) is simply a way to receive documents issued by the Boards through the Internet.

#### **What are the benefits of using the EFSR?**

The EFSR provides self-represented litigants as well as attorneys greater access to the Boards with the ability to eFile and receive eService of pertinent documents 24 hours a day, 7 days a week, from anywhere with an internet connection. The EFSR is a fast, convenient, easy, and secure way to file and receive documents. Furthermore, all services offered via the EFSR web portal are completely free of charge.

#### **Is the EFSR secure?**

Yes, the EFSR website is secure. All communications on the EFSR portal are completed using 128-bit encryption over HTTPS, the most secure encryption system in use today. Please also see the Boards' Privacy Policy available at <http://www.dol.gov/dol/privacynotice.htm>.

**Who may register for an EFSR account?**

Only parties associated with an appeal before the Boards may register for access to the EFSR.

**Do I have to be an attorney to use EFSR services?**

No. If you are a self-represented party, the EFSR will take you step-by-step through the process of eFiling and receiving eService of documents. A detailed user guide is also available on the EFSR website for reference.

**How will I know if my eFiling was received by the Boards?**

You will receive an email confirmation once your request has been submitted to the Boards, which serves as proof of successful filing. After your request has been reviewed, you will receive a subsequent email indicating whether it has been accepted, denied, or returned to you for corrections. The email you receive will have a link to the EFSR web portal with specific instructions. A filing may be denied if the information provided is invalid or incomplete.

**What types of documents are accepted for upload? Are there any formatting/size requirements?**

The EFSR system only accepts documents in Portable Document Format (PDF). This can be done with Adobe Acrobat or similar applications. All files attached to the eFiling should not exceed 40 megabytes (MBs) in combined size.

**I filed my appeal/brief/motion electronically. Should I also file by mail and/or fax?**

Please do not also file by mail or fax, as this will cause unnecessary duplication in our system and may delay the processing of your filing. Once you eFile an appeal request/motion/brief, you will receive an email notification as proof of successful filing.

**Why am I not receiving email notifications from the EFSR system?**

Please email our technical support center at [Boards-EFSR-Help@dol.gov](mailto:Boards-EFSR-Help@dol.gov) with your username (i.e., the email address you used to register for an eFiler account), as well as any details you can provide as far as which email notifications you expected to receive.

**Why am I getting a System Exception, Page Cannot Load, or other error on the website?**

Please email our technical support center at [Boards-EFSR-Help@dol.gov](mailto:Boards-EFSR-Help@dol.gov) with the exact wording of the error (a screenshot is even better), along with any details you can provide regarding what you were attempting to do within the system when the error appeared.

**I read through these FAQs, but whom can I contact if I still need additional assistance?**

Please email our technical support center at [Boards-EFSR-Help@dol.gov](mailto:Boards-EFSR-Help@dol.gov).

## **ACCESSING THE SYSTEM**

### **How do I register for an account?**

Please click the "Click here to register for a new e-Filer account" link on the login page (<https://dol-appeals.entellitrak.com>), then enter and confirm the requested information. You will then receive an email notification with a temporary password with which to log into the system (your username is the email address you provided). **Please note that both the username and password are case-sensitive.**

Immediately after login, you'll see a message indicating that your password has expired, at which point you should create a new password of your own choosing. Your new password should be at least 8 characters long and must contain a combination of letters, numbers and special characters, and should be different from your last 10 passwords.

Please note that it is your responsibility to maintain a valid and accurate contact and email address. Service of a filing to an invalid email address constitutes valid service if the individual has failed to timely provide a current address.

### **When I try to log in, I get the error: Invalid Username or Password.**

Please verify that you are using the email address you registered with as your username. Both username and password are case-sensitive, so it must be entered exactly as you did during registration (i.e., [JohnDoe@gmail.com](mailto:JohnDoe@gmail.com) is not the same as [johndoe@gmail.com](mailto:johndoe@gmail.com)).

If you are certain that your username is correct, the issue is with your password. To reset your password, please click the "Forgot password?" link on the login page. You will then be asked to enter the answer to the security question you provided during the registration process. If the answer is correct, you will be emailed a temporary password with which to login.

Immediately after login, you will see a message indicating that your password has expired, at which point you should create a new password of your own choosing. Your new password should be at least 8 characters long and must contain a combination of letters, numbers and special characters, and should be different from your last 10 passwords.

### **When I try to log in, I get the error: Account is locked or inactive.**

Your account will be locked after 3 unsuccessful login attempts, or if it has been more than 60 days since you last logged into the system. To unlock your account and reset your password, please click the "Forgot password?" link on the login page. You'll then be asked to enter the answer to the security question you provided during the registration process. If the answer is correct, you will be emailed a temporary password with which to login.

Immediately after login, you'll see a message indicating that your password has expired, at which point you should create a new password of your own choosing. Your new password should be at least 8 characters long and must contain a combination of letters,

numbers and special characters, and should be different from your last 10 passwords.

**I clicked the "Forgot password?" link to reset my password, but I can't remember the answer to my security question.**

Please email our technical support center at [Boards-EFSR-Help@dol.gov](mailto:Boards-EFSR-Help@dol.gov) for further assistance.

**How do I maintain active status for my account?**

You must log in within 7 days of registering for your account, and engage in some sort of case activity (i.e., eFiling a new appeal, requesting electronic access to an existing appeal, eFiling a brief/motion, etc.) within 30 days of registration, or your account will be deleted. Should this occur, you must re-register. In addition, you must log in at least once every 60 days to prevent your account from being locked.

**When I try to log in, I get the error: An invalid token has been detected on login. This may indicate a malicious attack, or it may occur if you have the application open in multiple windows, or have accessed this page through the browser history.** Please delete everything after .com in the website address bar, then hit the Enter key to reload the page. If that doesn't work, please close your browser entirely, then reopen it and enter the website address as <https://dol-appeals.entellitrak.com>.

**How do I change my password?**

Once you login to EFSR, hover your mouse over the "My Account" tab on the main menu bar and click on "Password". Change your password and click the "Save" button. You may change your password at any time.

**How do I update my contact information?**

After logging into the site, click the "Update My Account" button towards the top of the screen. Make any necessary changes to your contact information, then click the "Save" button.

If you need to update your email address, enter the new email address, then click the "Save" button. You will receive an email notification to the new address, with a link and an activation code to complete the process. Please note that your email address will not be updated in the system until you complete this activation process. After doing so, your username will be updated to your new email address.

**What to do in the event of EFSR technical or system Failures?**

An EFSR filer whose filing is made untimely as the result of a technical or system failure may seek appropriate relief from the Board. Delayed filings resulting from a technical or system failure must be accompanied by a declaration or affidavit attesting to the filer's failed attempts to file electronically. As the filer, you have the burden of showing there was a technical error, and time will only be adjusted if the error is attributed to failure of the Boards EFSR system.

## **ELECTRONICALLY FILING A NEW APPEAL**

### **How do I file a request for a new appeal?**

After logging in, please click the "File New Appeal" button on the homepage. On the page that loads, select the appropriate Board, then enter the requested information regarding the appeal and other parties. Please note that the requested information will change based on the Board selected, and your role on the appeal. The fields marked with a red R symbol are required. After doing so, please click the "Submit Request to Department of Labor" button and enter your password to complete the filing.

### **What should I enter for "Decision Date (Lower Court)"?**

This is the date of the decision issued by the lower court which you are appealing.

### **How do I file a petition for reconsideration of the decision issued by ARB, BRB, or ECAB?**

Please do not file a new appeal. Instead, you should request electronic access to the existing appeal. Once granted, please follow the directions below to electronically file a motion, where you can then upload a signed petition for reconsideration in PDF format.

## **REQUESTING ELECTRONIC ACCESS TO AN EXISTING APPEAL**

### **After entering in the requested information, I get the error: Unfortunately, there is a problem with your request.**

This error means that either the information you provided doesn't match our records, and/or we can't match your name to a legitimate party to the appeal. If you've made an error in entering the requested information, you have 1 hour from the initial submission time to modify your request. To do so, please click the "Make Corrections" button on the request, make the necessary changes, then click the "Submit" button again and enter your password to resubmit the request. If the issue persists, after an hour has elapsed, your request will be forwarded to our staff for manual review. You will receive an email notification when our staff has reviewed and either granted, denied, or returned your request for corrections.

### **After entering in the requested information, I get the error: The entered docket number could not be found in the system.**

Please ensure that you are entering the docket number in the correct format (i.e., Board prefix – 4 digit year – 4 digit number). Example docket numbers in the correct format are ARB-2001-0001, BRB-2002-0002, ECAB-2003-0003. You may need to enter leading 0s to achieve this format.

### **What do I enter for "Decision Date"?**

This is the date of the decision issued by the lower court which is being appealed.

**I'm an attorney or paralegal, and my colleagues would like electronic**

**notifications/access to my appeals.**

Per the notice on the page to request electronic access, electronic access can only be granted to only one attorney per law firm, as each party in our system can only be associated with one email account. As such, access requests should be submitted via the eFiler account of the attorney of record. Your request may not be approved otherwise, as our system checks the eFiler's name against our records to confirm that the eFiler is a legitimate party to the appeal before granting electronic access.

**ELECTRONICALLY FILING A MOTION****How do I electronically file a motion on a pending appeal?**

You'll need to request and be granted electronic access to the case first. To do so, click the "Request Electronic Access to Existing Appeal" button on the homepage after login, then follow the prompts. Once you've been granted electronic access (you'll receive an email notification when this occurs), please follow the process outlined below to electronically file your motion:

1. Click on the desired case from the "My Appeals" section of the homepage.
2. Click on "eFile Motions" from the navigation pane on the left.
3. Click the "New eFile Motions" button to create a new motion.
4. From the "Motion Type" drop-down box, select the appropriate option (or Other if none are a good match), then upload the appropriate file in PDF format and click the "Submit Request to Department of Labor" button.
5. Enter your password and click the "Submit" button to complete the filing.

**ELECTRONICALLY FILING A BRIEF****How do I electronically file a brief on a pending appeal?**

You'll need to request and be granted electronic access to the case first. To do so, click the "Request Electronic Access to Existing Appeal" button on the homepage after login, then follow the prompts. Once you've been granted electronic access (you'll receive an email notification when this occurs), please follow the process outlined below to electronically file your motion:

1. Click on the desired case from the "My Appeals" section of the homepage.
2. Click on "eFile Briefs" from the navigation pane on the left.
3. Click the "New eFile Briefs" button to create a new motion.
4. From the "Brief Type" drop-down box, select the appropriate option (or Other if none are a good match), then upload the appropriate file in PDF format and click the "Submit Request to Department of Labor" button.
5. Enter your password and click the "Submit" button to complete the filing.

**VIEWING INFORMATION ON MY APPEAL****How do I check the status of my appeal?**

Please request electronic access to the desired appeal. If you filed a new appeal

electronically, you will automatically have this access. After you've been granted access, the docket number of the appeal should appear under the "My Appeals" section of your homepage. Please click on it to view the current status.

**Why is my appeal taking so long to process? I checked the status, and there doesn't appear to be any recent activity on my case.**

Though it may appear that there is no recent activity on your case, the displayed information is intended to provide a high-level status of your appeal and does not reflect all the internal processing of your appeal by our staff. Please note that the overall length of time to process your appeal depends on the workload of our staff and the complexity of your case, so we appreciate your patience.

**How can I view the briefs/motions filed by other parties to the appeal?**

At this time, only the briefs/motions electronically filed by you, as well as the documents issued by the Boards and electronically served to you (if you opted to participate in electronic service) are available for viewing. For ARB and BRB appeals, as before, the other parties to the appeal assume responsibility for service of their briefs/motions.

**I received an email notification that a document was issued by the Board, but when I click the link to view the document, I get the error: **This document is no longer available for viewing.****

As indicated in the email notification, electronically served documents pertaining to an appeal are available for viewing until 60 days after a decision or final order is issued on the case; if a petition for reconsideration is filed, the documents will be viewable until 60 days after the petition is addressed. If you need access after this time period has elapsed, please email our technical support center at [Boards-EFSR-Help@dol.gov](mailto:Boards-EFSR-Help@dol.gov)