

Customer support options are available and accessible for all court users (e.g., online help center, telephone hotline, in-person help desk, etc.)

Efiling service fees, including fees for additional services, are easy to find and understand.

Fee waiver system that includes efilings fees is in place for low-income users.

Plain language instructions for using the efilings system are embedded in the system, including clear definitions and no legalese.

The user interface is simple, modern, and follow current design conventions and standards.

The user interface is mobile-friendly.

The system has built-in checks that minimize the negative consequences of accidental or unintended user actions.

The system is easy to find on search engines and connects seamlessly with court websites.

Connections and links are available to free help resources (e.g., legal aid websites, document assembly tools).

Data collection practices and privacy policies are documented and easy for court users to find and understand.

Comprehensive user testing is performed by the vendor before release to ensure that all court users can easily use the system.

Easy-to-use tools are available for users to report system issues and provide feedback on their experiences using the system.

The user interface is available in multiple languages.

The system meets the WCAG standards for accessibility required for government websites in your state.⁴⁵

The system is financially supported and sustainable into the future.