

ShareFile Online Repository for Official Court Reporters - FAQs

What is ShareFile?

ShareFile is a web based portal which allows you to log-in and upload copies of your court reporting files to your own private directory from any computer with internet access. Your files are stored online and you may access them at anytime.

The system is not intended as your primary backup for your files. It will be a safeguard for a worst case scenario such as a hard-drive crash. Removable media such as CDs and flash drives can become corrupted or obsolete. Backing up to ShareFile will satisfy the Administrative Regulations requirement for retention of notes and/or electronic media. Unless otherwise directed by your Chief Judge, you will not need to turn in paper notes if you are uploading electronic files.

Who can use it?

Any official court reporter, former official court reporter, or per diem court reporter may request a user ID and password for their private directory. Request access by emailing Tammy Bumgarner at tammy.bumgarner@illinoiscomptroller.gov.

How does it work?

The reporters log-in with their own password to their own online directory. The process is very simple once the initial set-up is completed. Files can be uploaded directly to the website or using a ShareFile app. Files stay online indefinitely, but should not be your only copy.

What is ShareFile used for?

This system is being set in place for worst case scenario backup situations and to meet *Administrative Regulations* requirements. Hopefully we will never need to go to the files from the server because that would mean that the reporter has lost a hard drive and any other copies of the files they might have made. It will also meet the *Administrative Regulations* requirement that the circuit keep a copy of the notes (whether electronic or on paper). Reporters will not need to store paper notes in addition to saving the electronic file unless otherwise directed by the Chief Judge. This should help alleviate courthouse paper storage issues.

How do I get additional Information?

There are many documents on the Illinois Official Court Reporter's website with information and instructions on using ShareFile. We strongly encourage you to read all documents prior to using the system: www.illinoisofficialcourtreporters.com/sharefile.

Why should I save the files directly from my writer, and not just the files after they have been brought in through my CAT software?

You must do both. However, your writer files are most important for a couple reasons. Once you import your raw notefiles into your CAT software, you are committing those files to that version of that particular software. If your notefiles need to be read 20 years from now, they need to be in a "raw notefile" format in order to allow the current version of software being used to be able to read them. For example, notefiles imported into CaseCatalyst in the year 2013 may not be able to be read into the version of software being used in the year 2020 because the 2013

version has become obsolete. By saving the raw notefiles format (your SD card) directly through Windows, your notes can be read by ANY software, at any time.

Do I need to keep the notification emails I get when I upload files?

You do not need to keep the emails, but we would suggest you somehow track which files you have already uploaded.

How do I change my password?

There is a "My Settings" link on the top right-hand corner of the ShareFile web page. Click on that, and a menu on the right side of the page should include a "Change Password" link.

How far back should I go with files?

Our ultimate goal is to backup ALL of your electronic files, especially files that are on older removable media that could potentially become corrupted and/or obsolete one day (like 3.5" floppy disks and CDs). We would like you to backup newer files at least on a weekly basis, but monthly would be sufficient. You are required to upload all files created on or after January 1, 2015 pursuant to the *Administrative Regulations*. Your Chief Judge may require you to upload prior to this date.

Can I change a subfolder name after the fact?

Yes, you can. You may reorganize your files on ShareFile at any time by using the "move" function on the website or the app.

I uploaded files a while back, but I don't see them anymore. Where did they go?

The ShareFile system previously "expired" (deleted) files after one week from the date you uploaded them. This was to maintain a reasonable storage level on the website. We were only allowed a certain amount of storage space. Since July 2016, the system has unlimited storage. Files not in your directory are not guaranteed to be backed up. Either upload them to ShareFile again or contact Tammy to request any files on the Springfield server be copied back to your directory.

If the unthinkable happens and I need to get files restored, how does that work?

You have access to your files. You would need to download them from the website to your computer.

When I download files back from ShareFile, I can't open them with my software anymore. Why?

When files come back from ShareFile, they come in a compressed ZIP file. You will need to extract the files using a zip utility (standard on newer computers) prior to using them again.

How often should I upload files?

We would like you to backup current files on a weekly basis. That way, you will never have more than one week's worth of files lost in case of a hard drive crash. Daily would be more secure, but maybe not realistic due to time constraints. The *Administrative Regulations* requires that files be uploaded at least once a month.

If you did not find the answer to your question, please email or call Tammy Bumgarner.

Tammy.Bumgarner@illinoiscomptroller.gov

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