



Houston County Court e-File Using Benchmark Web

Document Version 1.0

Revision History

Name	Date	Description	Document Version
Debbie Olokungboye	10/03/2024	Document created	1.0

Contact Information

For further assistance, please contact Pioneer Technology Group.

Pioneer Technology Group, LLC

1100 Central Park Drive, Suite 100
Sanford, Florida 32771

Toll Free: 1.800.280.5281

Office: 407.321.7434

www.ptghome.com



All Benchmark™ software, trade names, documentation manuals, report libraries, and any other material are Copyright 2007-2020 by Pioneer Technology Group, LLC, (PTG) ALL RIGHTS RESERVED. Any use of materials in this manual, including reproduction, modification, distribution, or republication, without the prior written consent of PTG, is strictly prohibited.

All the following are service marks of Pioneer Technology Group, LLC, or its affiliates and are protected by inclusion herein; Benchmark™, Pioneer Technology Group, Pioneer Content Management Group, Pioneer Records Management Group.

Table of Contents

Benchmark Web Account Registration and Login	1
Registration for an Attorney	1
Registration for Self-Represented/PRO SE	3
Attorney/Registrants Activation Email	Error! Bookmark not defined.
Submit a New Case via e-File	6
Submit a New e-File – Attorney	6
Submit a Batch e-File	13
Add Documents to an Existing Case	16
e-File a Proposed Order	21
e-File a Proposed Order via the e-File Options	21
e-File a Proposed Order from within the Case.....	22
Navigate Benchmark Web	23
My Filings	23
My Open Cases	23
My Settings.....	24
Account Recovery	27
Recover Username	27
Recover Forgotten Password.....	29
Review e-Files – Clerk	31
Registered Benchmark Web Users Case List.....	31
e-File Review Queue – Clerk	33

e-File Using Benchmark Web

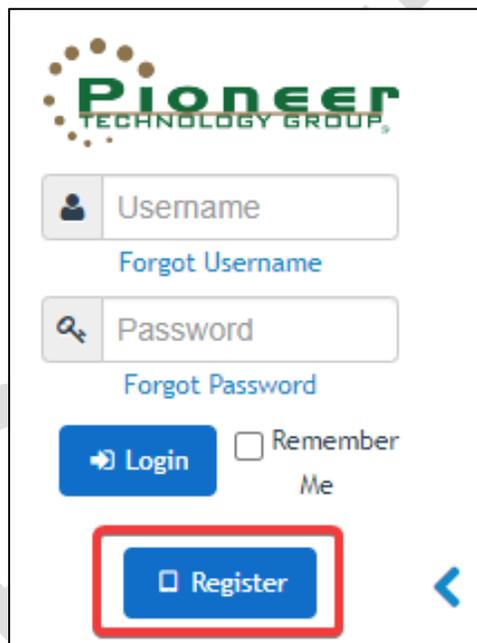
Cases, documents, and proposed orders can be easily submitted by using the e-File function in Benchmark Web.

Benchmark Web Account Registration and Login

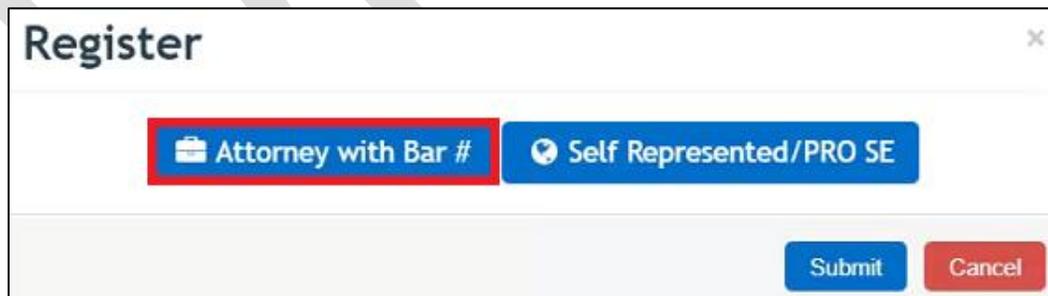
To use the e-File function, users must first register an account with Benchmark Web to receive login credentials.

Registration for an Attorney

1. Open the computer's web browser and navigate to Benchmark Web.
2. On the main Benchmark Web page, click the **Register** button.

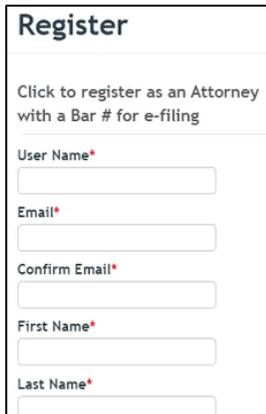


A **Register** screen displays with options.



3. Select **Attorney with Bar #** and click **Submit**.

The **Register** page displays for an attorney.



Register

Click to register as an Attorney with a Bar # for e-filing

User Name*

Email*

Confirm Email*

First Name*

Last Name*



Register

Password*

Confirm Password*

Address*

Address 2:

City*

State*

Zip*

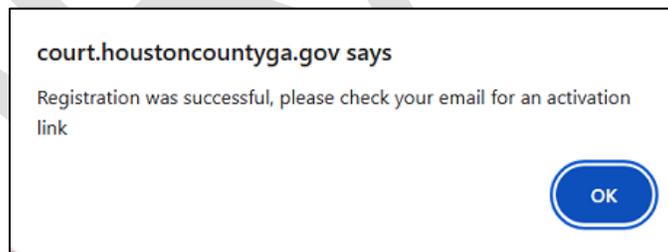
Phone Number:

Bar Number*

4. Enter the registration information for the attorney. Fields with an asterisk (*) are required and must be unique from any other registration. Note the **User Name** and **Password** fields, as these will be required each time the attorney signs into Benchmark.:
5. Once all information has been entered, click **Submit**.



6. If no errors are detected with the registration, a green box will display indicating the registration was successfully completed.



court.houstoncountyga.gov says

Registration was successful, please check your email for an activation link

7. An activation link will be sent to the email entered at registration. If an email address or bar number entered in the registration already exists in the system, a red box will display.



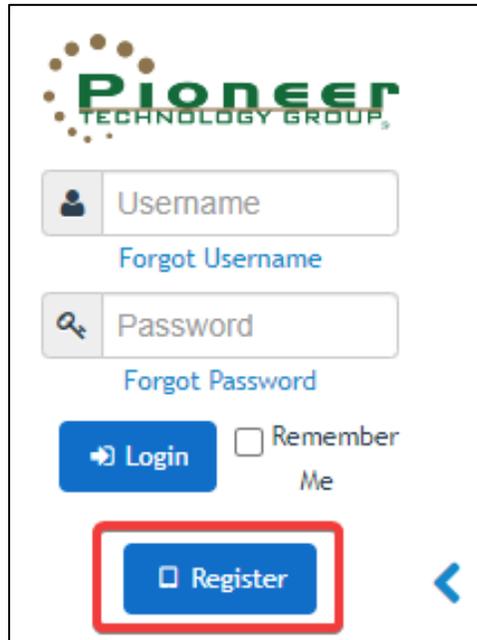
court.houstoncountyga.gov says

This email address or bar number already has an active login associated

8. If an issue is found, return to **Step 2** and enter the correct the information.

Registration for Self-Represented/PRO SE

1. Open the computer's web browser and navigate to Benchmark Web.
2. On the main Benchmark Web page, click the **Register** button.



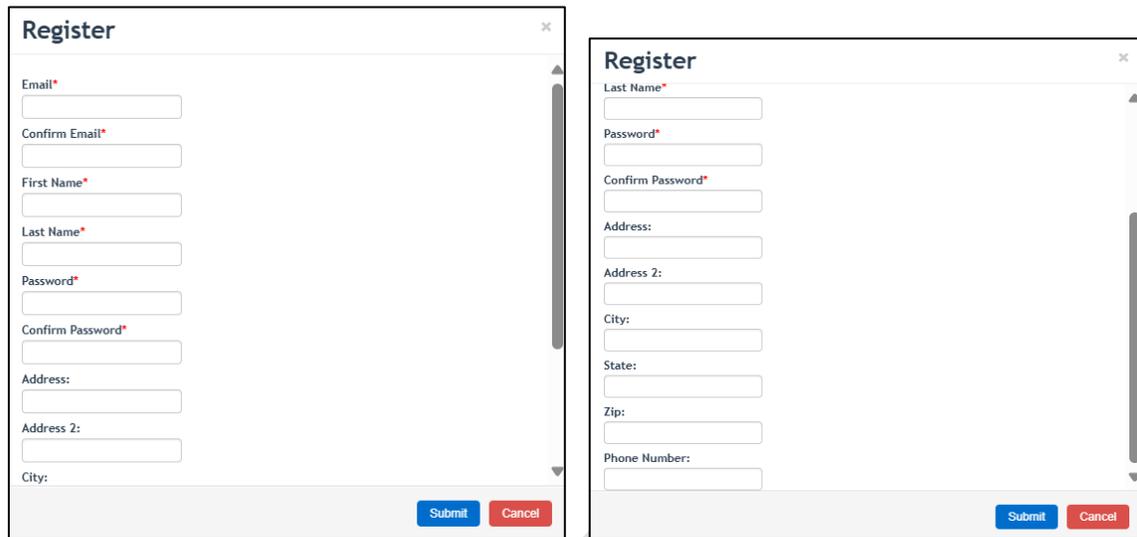
A **Register** screen displays with options.



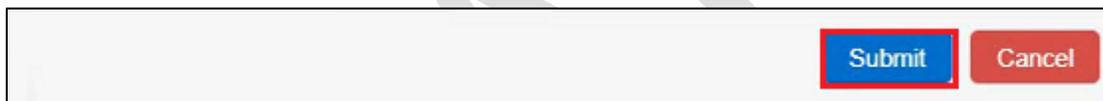
3. Public users that want to e-File should select **Self Represented/PRO SE** and click **Submit**.

NOTE: PRO SE as a registered role will automatically be added as the Plaintiff for any new case filing created. Public users registering as PRO SE will **NOT** be able to add an attorney to a case or add an attorney to a specific party.

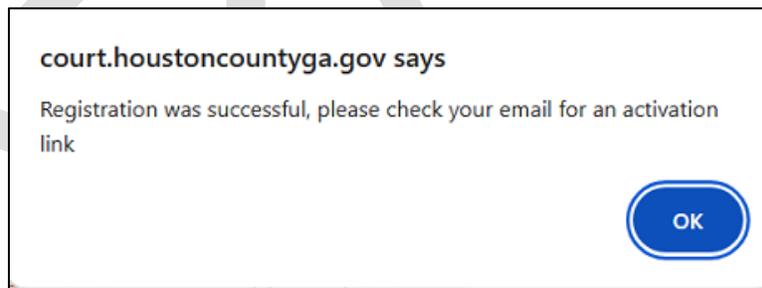
The **Register** page displays.



4. Enter the registration information. Fields with an asterisk (*) are required and must be unique from any other registration. Note the **Username** and **Password** fields, as these will be required each time the user signs into Benchmark.:
5. Once all information has been entered, click **Submit**.



6. If no errors are detected with the registration, a notice will display indicating the registration was successfully completed.



An activation link will be sent to the email entered at registration.

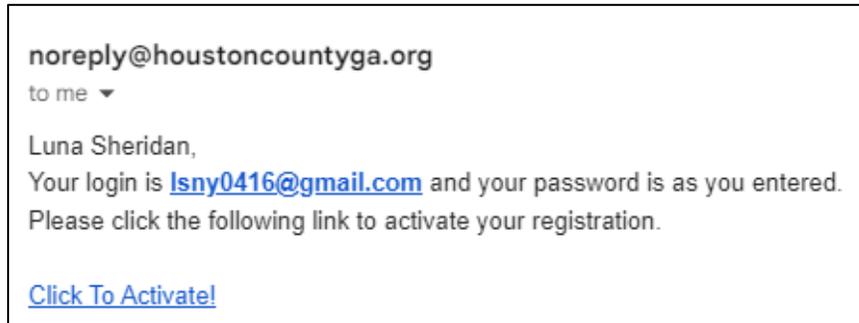
7. If an account exists with the email address entered in the registration, a notice will display.



8. If an issue is found, return to **Step 2** and correct the information.

Attorney/Registrants Activation Email

Once an attorney has been successfully registered, an automatic email from noreply@houstoncountyga.com will be sent to the address entered in the registration .



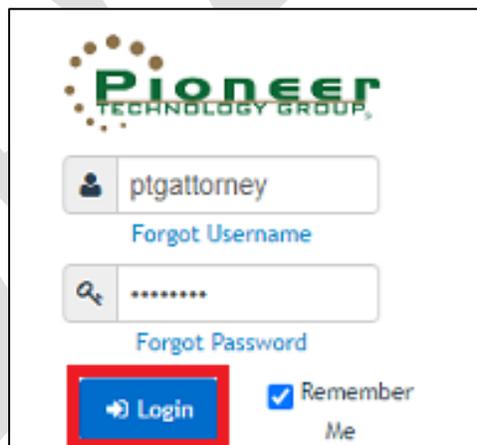
The email will contain the username as the login. The password will be what was entered at registration. A **Click to Activate** link will display.

Click the **Click To Activate** hyperlink to be redirected to Benchmark Web. A **Registration Activation** notice displays **Your registration was successfully activated!**



Once the link is activated, a party record is created. This allows the user to log into the system.

To log in, return to the main Benchmark web page.



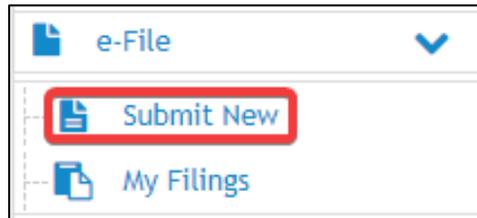
Enter the **Username** and **Password** entered at account creation and click **Login**.

Submit a New Case via e-File

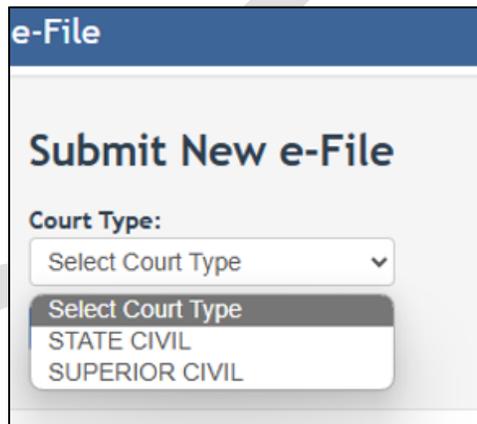
Once a user is notified that their registration has been approved and activated, they can submit filings via e-File.

Submit a New e-File – Attorney

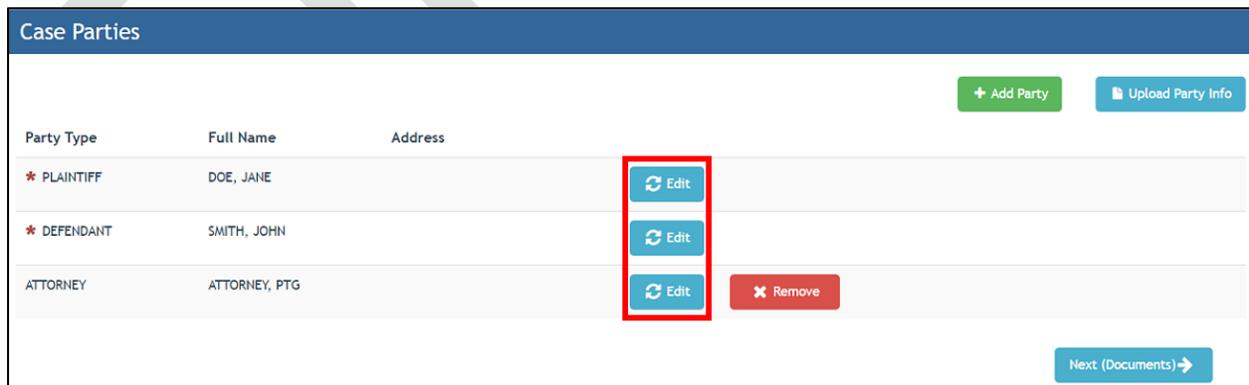
1. Log into Benchmark Web.
2. In the menu on the left of the screen, click **e-File** to display the e-File options.



3. Click **Submit New**. The **e-File** screen displays.

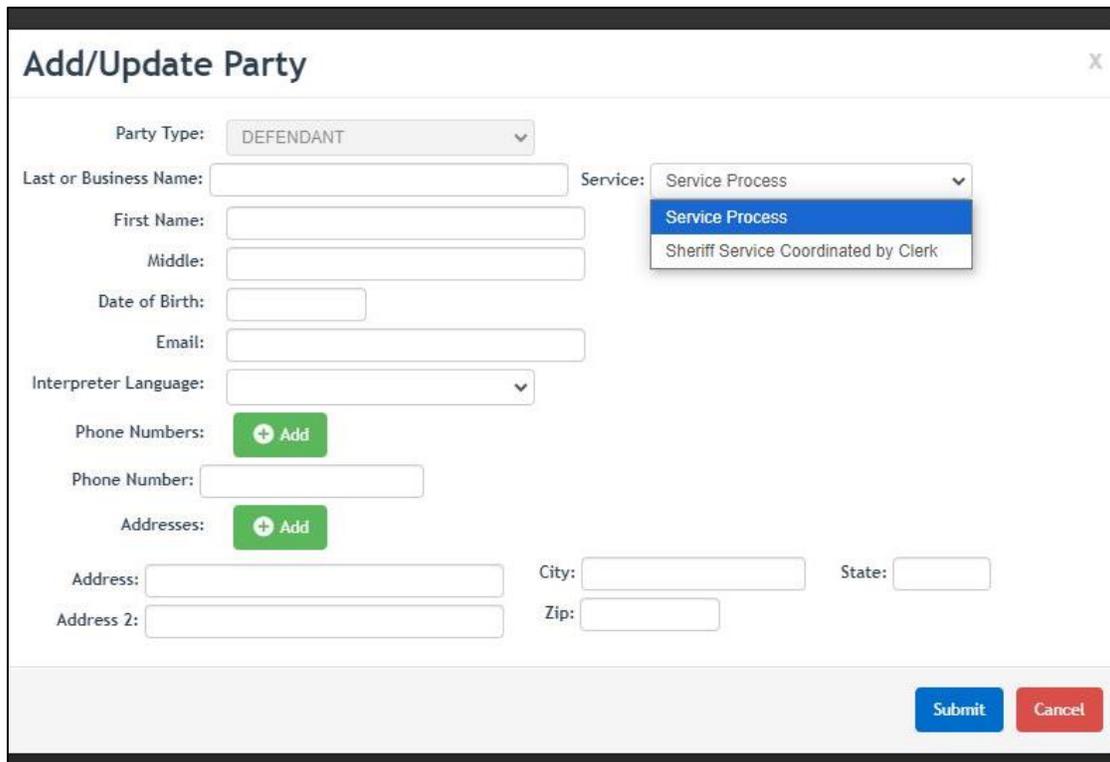


4. Under **Submit New e-File**, select the **Court Type** and the **Case Type** from the drop-down menu.
5. Click **Submit**.
The **Case Parties** screen displays.

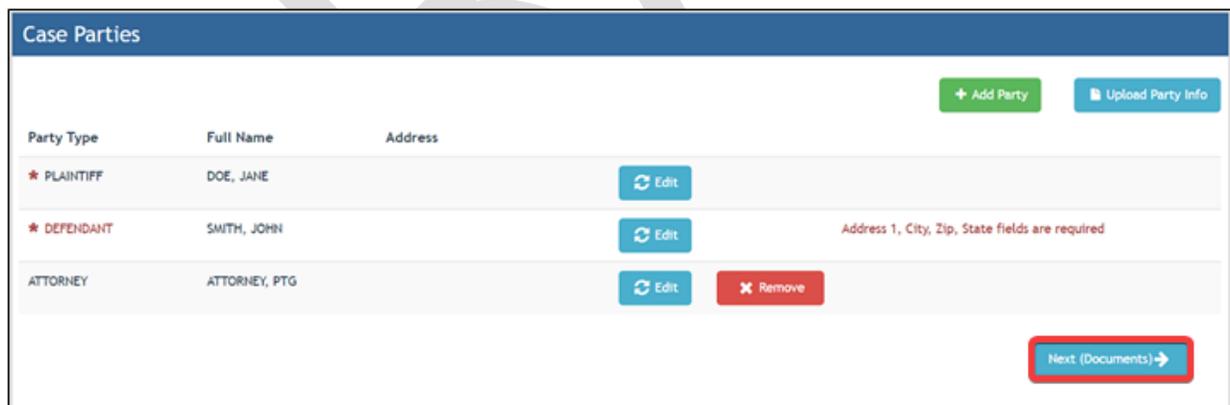


6. Click the **Edit** button for each **Party Type**.

The **Add/Update Party** screen displays.



7. Enter the party information and click **Submit**.
8. Repeat **Steps 6 – 7** until the information for all listed parties has been entered. If additional parties are needed, click the green **Add Party** button on the **Case Parties** screen.
9. Once information has been entered for all parties, at the bottom of the **Case Parties** screen, click **Next (Documents)**.

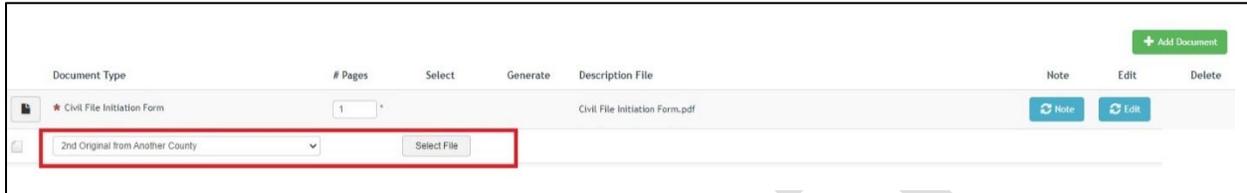


Party Type	Full Name	Address
* PLAINTIFF	DOE, JANE	Edit
* DEFENDANT	SMITH, JOHN	Edit Address 1, City, Zip, State fields are required
ATTORNEY	ATTORNEY, PTG	Edit Remove

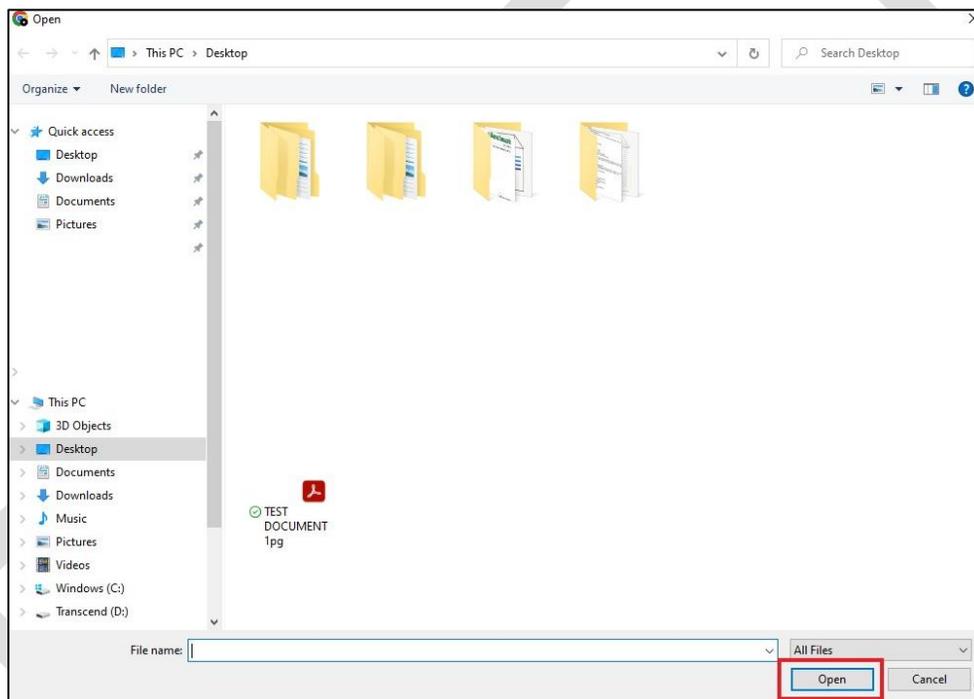
The **e-File Documents** screen displays.

10. Depending on the type of case being filed, a filing form may be required. If a form listed under **Document Type** displays a **red star** next to the form name, the form is required. To open the form, click **Generate**.
The form displays.

11. Some information will auto-populate based on case information previously entered (highlighted in yellow). To edit the form, enter the information in the fields on the left of the screen.
12. Above the form, click **Refresh**. The edits to the form display on the form.
13. Once all information for the form has been entered, click **Save** (top left) to return to the **e-File Documents** screen.
14. To add additional documents for the case, click the green **Add Documents** button on the **e-File Documents** screen.
An additional line for the document displays under **Document Type**.

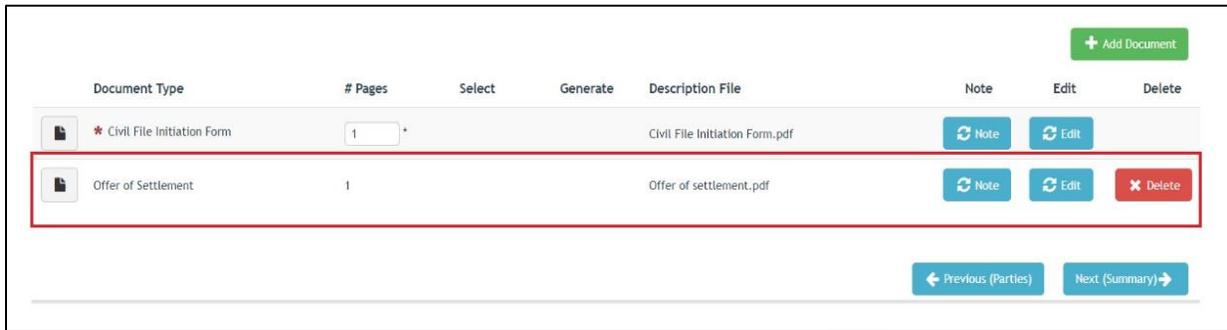


15. Select the **Document Type** from the drop-down menu and click **Select File**. A file search window displays. Only Microsoft Word or PDF files (.docx or .pdf) can be uploaded.



16. Navigate to the file on the computer and click **Open**.

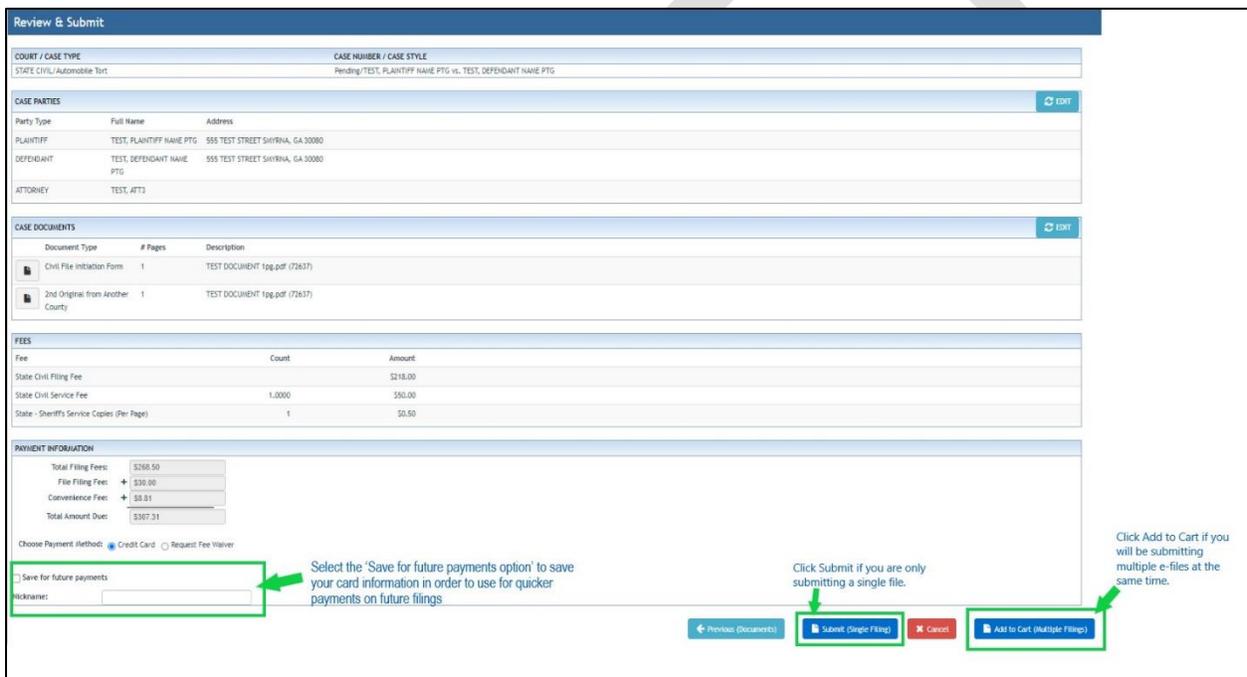
The **e-File Documents** page updates and displays the document.



17. Repeat **Steps 15 – 16** to submit additional documents.

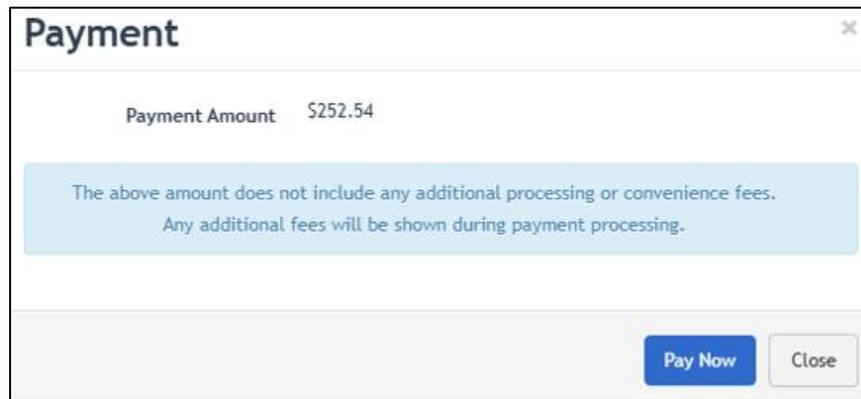
18. Once all documents have been added, at the bottom of the **e-File Documents** page, click **Next (Summary)**.

The **Review & Submit** screen displays.



19. Review the case information for accuracy. To view documents, click the paper icon next to the document name. To make edits, click the **Edit** button next to **Case Parties** or **Case Documents**.

Filing fees will display under **Fees**.



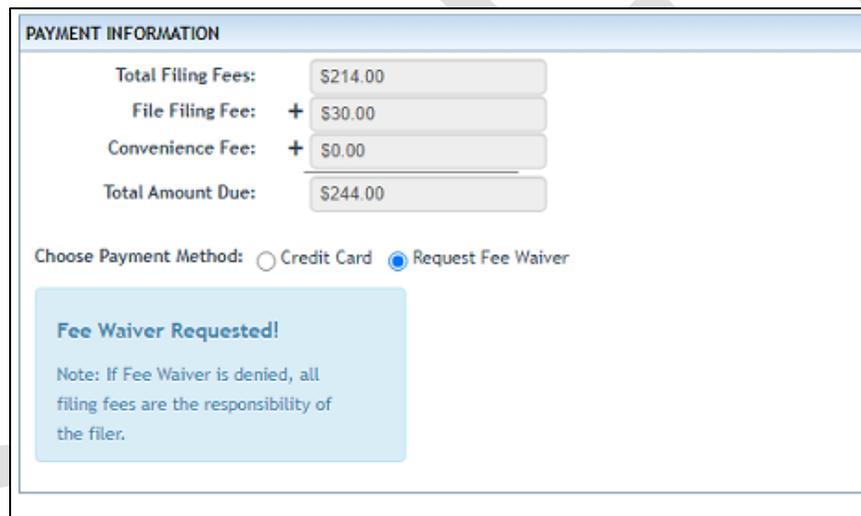
Payment [X]

Payment Amount \$252.54

The above amount does not include any additional processing or convenience fees.
Any additional fees will be shown during payment processing.

Pay Now Close

NOTE: If their client cannot afford the fees, attorneys can select **Request Fee Waiver**. As noted, if the fee waiver is denied, the filing fees will be the responsibility of the filer.



PAYMENT INFORMATION

Total Filing Fees:	\$214.00
File Filing Fee: +	\$30.00
Convenience Fee: +	\$0.00
Total Amount Due:	\$244.00

Choose Payment Method: Credit Card Request Fee Waiver

Fee Waiver Requested!

Note: If Fee Waiver is denied, all filing fees are the responsibility of the filer.

20. If all information is correct, click **Submit**.

NOTE: If bulk filing, do not enter payment information or click **Submit**. Instead, click **Add to Cart**. For further information, see the **Submit New Batch e-File** section of this document.

The nCourt window displays.

21. Enter the credit card information to pay fees.
22. Click **Submit Information**. The **Payment Complete** notice displays.

Payment Complete

Close this tab and return to the Filing Summary tab and click 'OK' to complete the E-Filing process.

23. Close the Payment Complete tab and click **OK**. Once the e-File has been submitted and fees have been paid, the **eFile Submitted** screen displays with the confirmation number.

Submit a Batch e-File

Cases and documents can be submitted in bulk via e-File. Multiple cases and documents can be added to a cart, then all filing fees paid at the same time and all files can be submitted for review by the clerk.

- Once the case information has been added, as shown in the previous section **Submit a New e-File-Attorney**, the **Review and Submit** screen displays.

Review & Submit

COURT / CASE TYPE: STATE CIVIL/Wrongful Death | CASE NUMBER / CASE STYLE: Pending/JONES, BRANDI vs. TEST, JAMES

CASE PARTIES

Party Type	Full Name	Address
PLAINTIFF	JONES, BRANDI	555 TEST STREET SKYRNA, GA 30080
DEFENDANT	TEST, JAMES	555 TEST STREET SKYRNA, GA 30080
ATTORNEY	PRICE, BR	

CASE DOCUMENTS

Document Type	# Pages	Description
Civil File Initiation Form	1	Civil File Initiation Form.pdf (55604)
Offer of Settlement	1	Offer of settlement.pdf (72637)

FEES

Fee	Count	Amount
State Civil Filing Fee		\$218.00
State Civil Service Fee	1.0000	\$90.00
State - Sheriff's Service Copies (Per Page)	1	\$0.50

PAYMENT INFORMATION

Total Filing Fees: \$288.50
 Filing Fee: + \$30.00
 Convenience Fee: + \$8.81
 Total Amount Due: \$307.31

Choose Payment Method: Credit Card Request Fee Waiver

Use saved payment method:
 Save for future payments
 Nickname: _____

Navigation: Previous (Documents) | Submit (Single Filing) | Cancel | **Add to Cart (Multiple Filings)**

- Click **Add to Cart**.
The **e-File Cart** screen displays.

e-File Cart

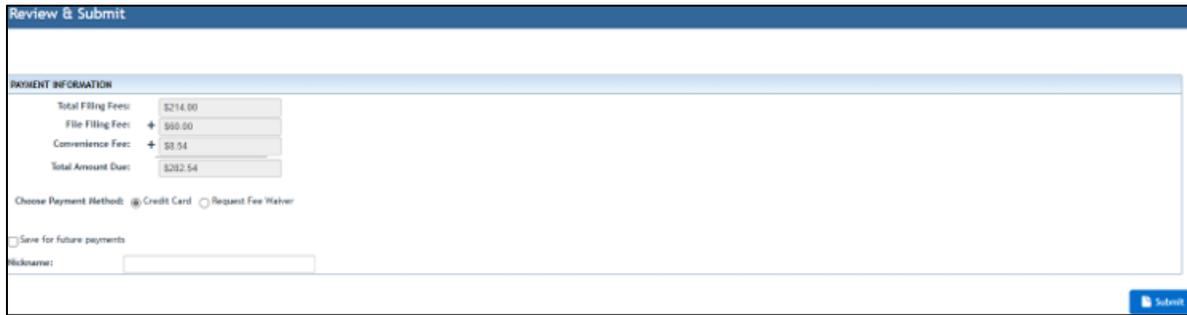
FILES

Use Same Court & Case Type

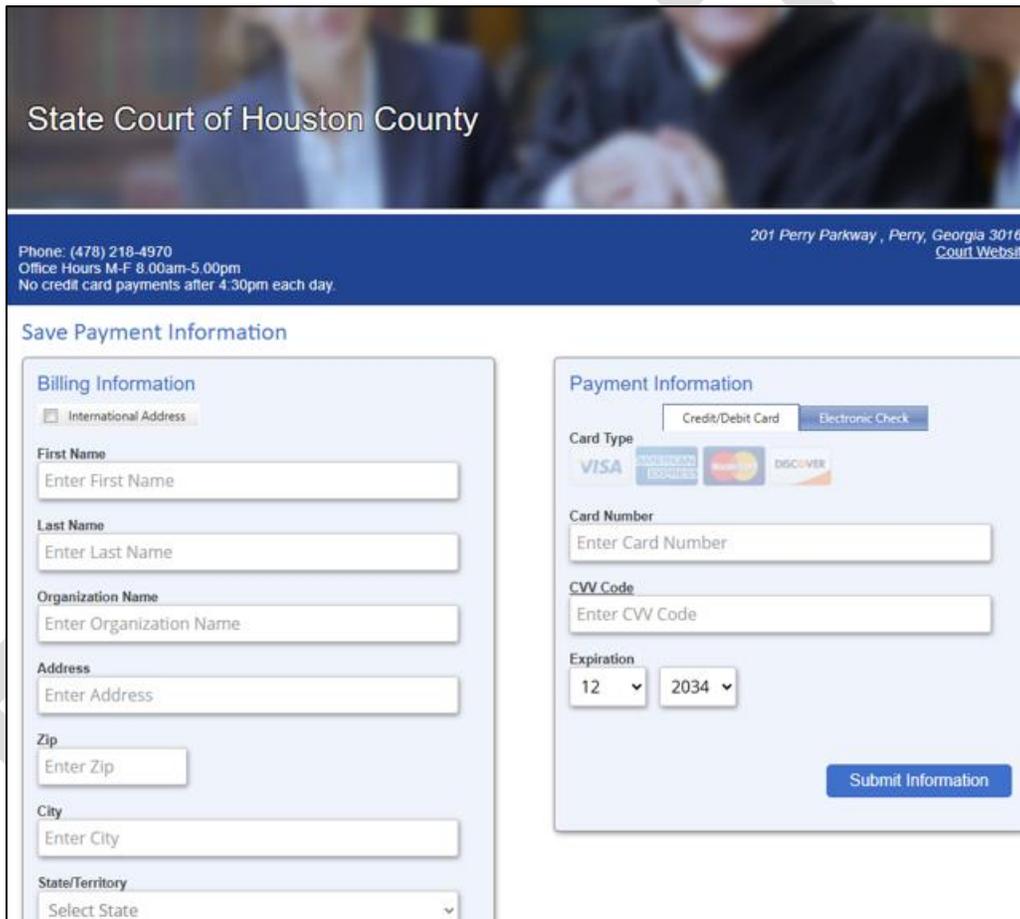
PARTIES	CASE #	COURT / CASE TYPE	DOCUMENT TYPE	AMOUNT DUE	ATTORNEY FILE NUMBER
FOORD MOTOR CREDIT COMPANY LLC BREWSTER, MELISSA LOUISE WOMAN'S HEALTH CARE OF GEORGIA QURESHI, USAMAR H	2024UG0129928	SUPERIOR CIVIL / GARNISHMENT	Acknowledgment	\$0.00	
BROWN, BOBBY HORNBRISTLER, LUCIFER HALLER, MICHAEL		STATE CIVIL / DISPOSSESSORY	Civil File Initiation Form	\$214.00	

- Review the filings in the cart and edit as needed.
 - To add an additional filings to the cart, click **New e-File**. If the checkbox for **Use Same Court & Case Type** is selected, the system opens the page to enter parties to the new case.
 - To edit an e-File in the cart, click the **Edit** button next to the case. From here, additional parties can be added, or documents can be corrected.
 - If an e-File case was added to the cart in error, click **Delete** to remove the item from the cart.
- Once all e-Files have been added and reviewed, click **Submit All**.

The total filing fees will display in the **Payment Information** section.



5. Review the total filing fees and enter the payment information.
6. Click **Submit**. The nCourt screen displays.



7. Enter the **Billing** and **Payment Information**.
8. Click **Submit Information**. The **Payment Complete** notice displays.

Payment Complete

Close this tab and return to the Filing Summary tab and click 'OK' to complete the E-Filing process.

9. Close the Payment Complete tab and click OK. Once the e-File has been submitted and fees have been paid, the **eFile Submitted** screen displays with a confirmation number for each case submitted.



NOTE: The case is not filed until the clerk reviews and accepts the submission.

Add Documents to an Existing Case

Use this option to file documents into an existing case.

1. Log into Benchmark Web.
2. In the menu on the left of the screen, click **e-File** to display the e-File options.



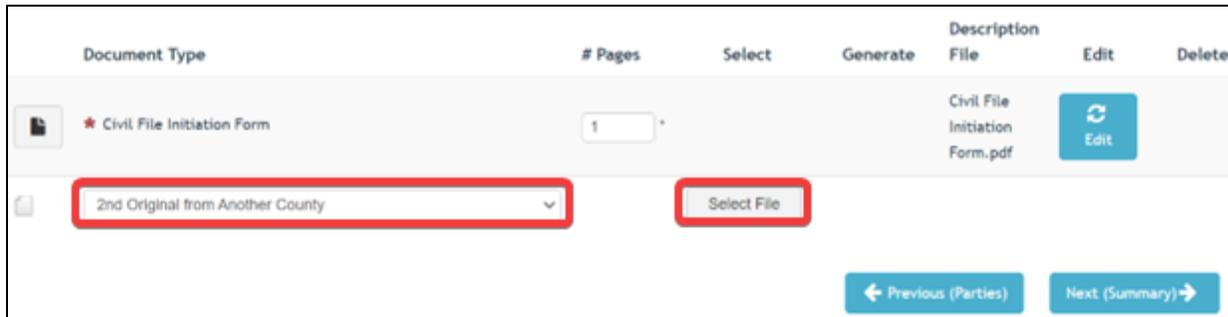
3. Click **Submit New**.
The **e-File** screen displays.

4. Under **Add to Existing Case**, enter the case number the document pertains to and click **Submit**.
A **Summary** of the existing case displays.

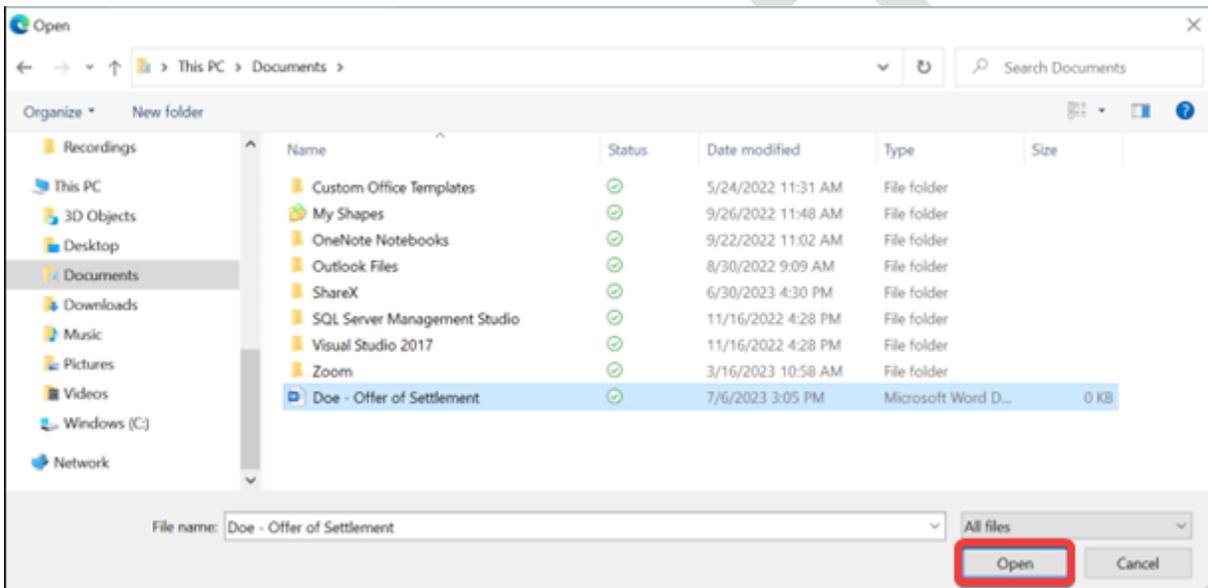
5. In the top right of the screen, click **e-File** and select **Document(s)**.
The **e-File Existing Case** screen displays.

6. Click the green **Add Document** button.

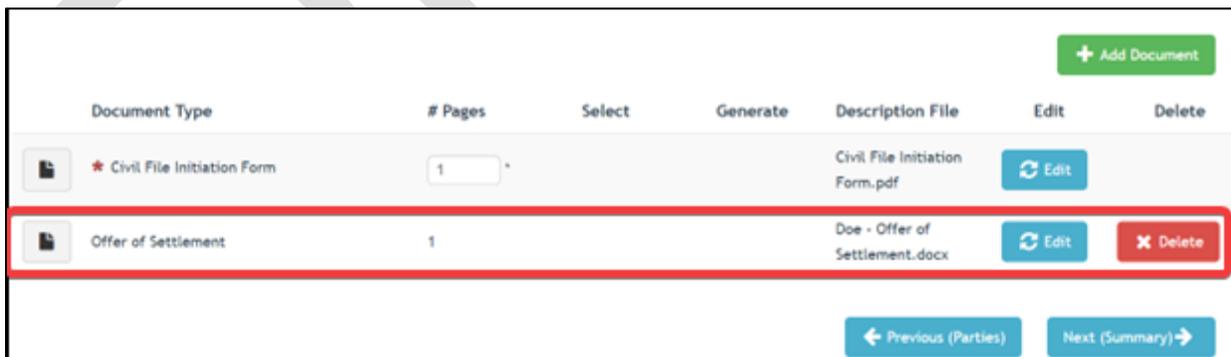
A line with a dropdown menu displays under **Document Type**.



7. Select the **Document Type** from the drop-down menu and click **Select File**.
A file search window displays.



8. Navigate to the file on the computer and click **Open**.
The **e-File Documents** page updates and displays the document.



9. Repeat **Steps 6 – 8** to submit additional documents.
10. Once all documents have been added, at the bottom of the **e-File Documents** page, click **Next (Summary)**.

The **Review & Submit** screen displays.

Review & Submit

COURT / CASE TYPE CASE NUMBER / CASE STYLE
STATE CIVIL/Automobile Tort Pending/TEST, PLAINTIFF NAME PTG vs. TEST, DEFENDANT NAME PTG

CASE PARTIES EDIT

Party Type	Full Name	Address
PLAINTIFF	TEST, PLAINTIFF NAME PTG	555 TEST STREET SHYRNA, GA 30080
DEFENDANT	TEST, DEFENDANT NAME PTG	555 TEST STREET SHYRNA, GA 30080
ATTORNEY	TEST, ATT	

CASE DOCUMENTS EDIT

Document Type	# Pages	Description
Civil File Initiation Form	1	TEST DOCUMENT 1pg.pdf (72637)
2nd Original from Another County	1	TEST DOCUMENT 1pg.pdf (72637)

FEES

Fee	Count	Amount
State Civil Filing Fee		\$218.00
State Civil Service Fee	1,0000	\$50.00
State - Sheriff's Service Copies (Per Page)	1	\$0.50

PAYMENT INFORMATION

Total Filing Fees: \$268.50
Filer Filing Fee: + \$30.00
Convenience Fee: + \$8.01
Total Amount Due: \$307.51

Choose Payment Method: Credit Card Request Fee Waiver

Save for future payments
Nickname:

Previous (Documents) Submit (Single Filing) Cancel Add to Cart (Multiple Filings)

Click Add to Cart if you will be submitting multiple e-files at the same time.

- 11. Review the case information for accuracy. To view documents, click the paper icon next to the document name. To make edits, click the **Edit** button next to **Case Parties** or **Case Documents**. Filing fees will display under **Fees**.

Payment

Payment Amount \$252.54

The above amount does not include any additional processing or convenience fees.
Any additional fees will be shown during payment processing.

Pay Now Close

NOTE: If their client cannot afford the fees, attorneys can select **Request Fee Waiver**. As noted, if the fee waiver is denied, the filing fees will be the responsibility of the filer.

PAYMENT INFORMATION

Total Filing Fees:	\$214.00	
File Filing Fee: +	\$30.00	
Convenience Fee: +	\$0.00	
Total Amount Due:	\$244.00	

Choose Payment Method: Credit Card Request Fee Waiver

Fee Waiver Requested!

Note: If Fee Waiver is denied, all filing fees are the responsibility of the filer.

12. If all information is correct, click **Submit**.

NOTE: If bulk filing, do not enter payment information or click **Submit**. Instead, click **Add to Cart**. For further information, see the **Submit New Batch e-File** section of this document.

The nCourt window displays.

State Court of Houston County

Phone: (478) 218-4970
Office Hours M-F 8.00am-5.00pm
No credit card payments after 4:30pm each day.

201 Perry Parkway , Perry, Georgia 3016
Court Website

Save Payment Information

Billing Information

International Address

First Name

Last Name

Organization Name

Address

Zip

City

State/Territory

Payment Information

Credit/Debit Card Electronic Check

Card Type

Card Number

CVV Code

Expiration

Submit Information

- 13. Enter the credit card information to pay fees.
- 14. Click Submit Information. The **Payment Complete** notice displays.

<p>Payment Complete</p> <p>Close this tab and return to the Filing Summary tab and click 'OK' to complete the E-Filing process.</p>
--

- 15. Close the Payment Complete notice. Once the e-File has been submitted and fees have been paid, the **eFile Submitted** screen displays with the confirmation number.

eFile Submitted
E-FILE FILING SUBMITTED
Confirmation # 25-1174307

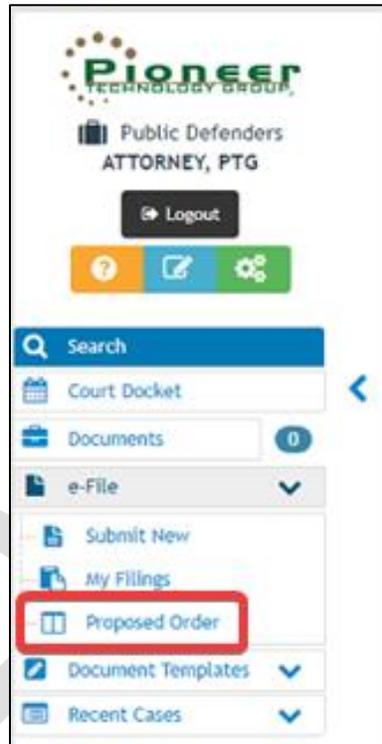
DRAFT

e-File a Proposed Order

NOTE: Proposed Orders ***MUST*** be uploaded and sent directly to the Judge for review.

e-File a Proposed Order via the e-File Options

1. Log into Benchmark Web.
2. In the menu on the left of the screen, click **e-File** to display the e-File options.



3. Click **Proposed Order**.
4. The **Generation - Proposed Order to Judge** screen displays.

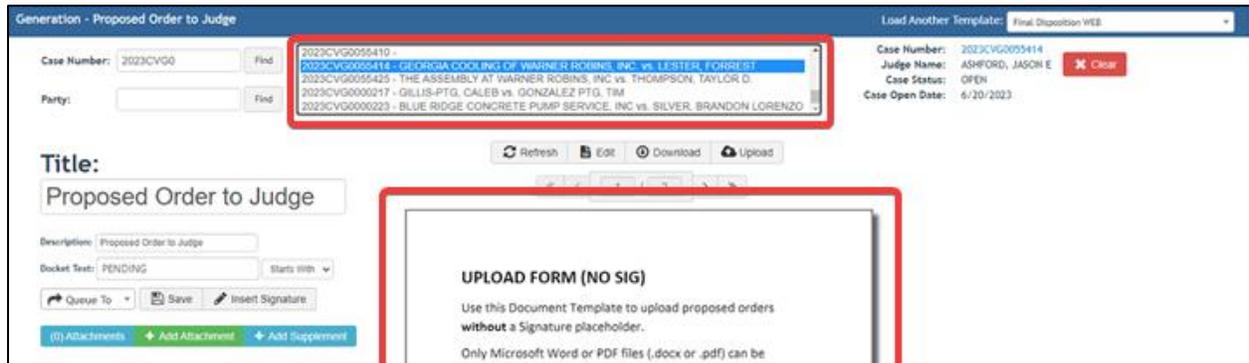


The screenshot shows the 'Generation - Proposed Order to Judge' screen. It features two input fields: 'Case Number:' and 'Party:'. Each field has a 'Find' button next to it. A red rectangular box highlights both 'Find' buttons. To the right of the input fields is a red 'Clear' button with a white 'X' icon.

5. Search for a case. Enter the **Case Number** or **Party Name** and click **Find**.

Note: A partial case number can be entered. All cases containing that partial case number will display in a list. If a partial case number was entered, click to select the case in the list.

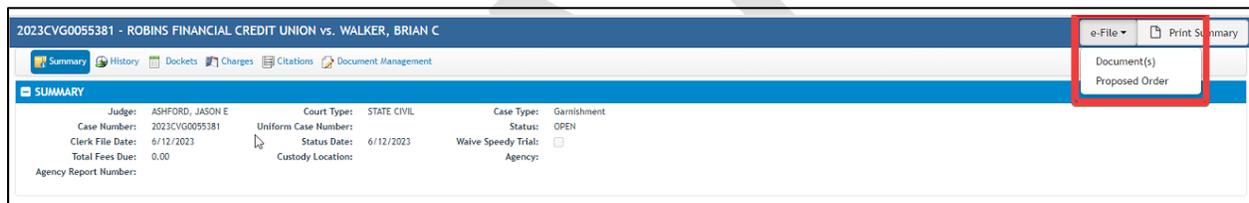
The **Proposed Order to Judge** screen displays.



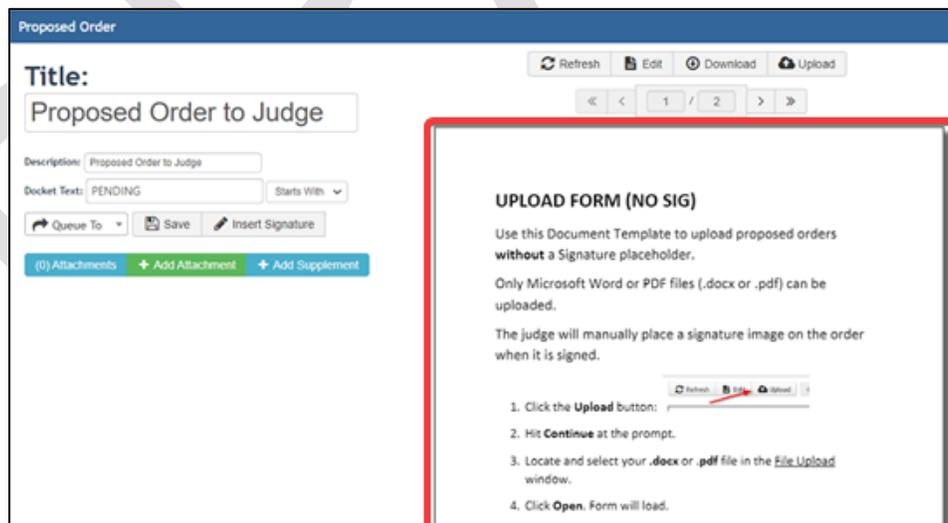
6. Follow the displayed instructions to upload and e-File the **Proposed Order** form.

e-File a Proposed Order from within the Case

1. Log into Benchmark Web and open the case.
2. In the main case screen, in the top right corner, menu on the left of the screen, click **e-File** to display the e-File options.



3. Click **Proposed Order**. The **Proposed Order** screen displays.



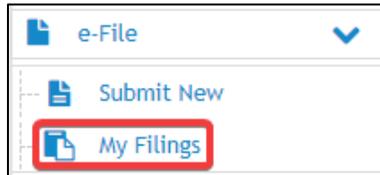
4. Follow the displayed instructions to upload and e-File the **Proposed Order** form.

Navigate Benchmark Web

Use the following instructions to navigate within Benchmark Web.

My Filings

1. Log into Benchmark Web.
2. In the menu on the left of the screen, click **e-File** to display the e-File options.



3. Click **My Filings**. The **e-File Submissions** screen displays a list of all cases and documents filed by the user.

SUBMITTED	CONF #	TYPE	STATUS	CASE #	CASE STYLE	COURT / CASE TYPE	DOCUMENT TYPE	ACCEPTED	REJECTED	REASON	ATTORNEY FILE NUMBER
5/4/2022	27-1174308	Existing	REJECTED	22-J-02264	ACME CORPORATION vs. JENKINS, JOSEPH	MAGISTRATE COURT - CIVIL / GENERAL CIVIL	ANSWER		05/04/2022 01:32 PM	The document was not readable.	
5/4/2022	26-1174308	New	ACCEPTED	22-J-02264	ACME CORPORATION vs. JENKINS, JOSEPH	MAGISTRATE COURT - CIVIL / GENERAL CIVIL	COMPLAINT	05/04/2022 11:44 AM			

At the top of the table is a 'Date Range' filter set to '05/04/2022' to '05/04/2022' with a 'Refresh' button and a search box. At the bottom, there is a 'Show 50 entries' dropdown and navigation buttons for 'First', 'Previous', '1', and 'Next'.

4. Once an e-filing has a case number, click the hyperlink under the **Case #** column to open a summary of the case.

My Open Cases

To view a list of cases assigned to the attorney ID of the logged in attorney, in the menu on the left, click **My Open Cases**.



The list of cases displays.

SUMMARY	NAME	PARTY TYPE	CASE NUMBER	STATUS	EFILE
	RYAN, BUDDY PTG vs. BRYANT, KOBE PTG	ATTORNEY	2024V0130114	OPEN	
	STATE OF GEORGIA vs. COLLIER, MERCEDEZ TYSHEEUNA	ATTORNEY	2024CR0113053	OPEN	
	JONES, BRANDI vs. TEST, JAMES	ATTORNEY	2024V0130130	OPEN	
	TEST, PLAINTIFF NAME PTG vs. TEST, DEFENDANT NAME PTG	ATTORNEY	2024C00056665	OPEN	
	TEST, PLAINTIFF NAME PTG vs. TEST, DEFENDANT NAME PTG	ATTORNEY	2024V0130136	OPEN	
	TEST, PLAINTIFF NAME PTG vs. TEST, DEFENDANT NAME PTG	ATTORNEY	2024C00056696	OPEN	
	JONES1, PLAINTIFF NAME PTG vs. ROCK, DEFENDANT NAME	ATTORNEY	2024V0130187	OPEN	
	JONES, JAMES vs. TEST, DEFENDANT NAME	ATTORNEY	2024C00056760	OPEN	
	TEST 2, PLAINTIFF NAME vs. TEST 2, DEFENDANT NAME	ATTORNEY	2024V0130179	OPEN	
	TEST, JAMES vs. JONES, JAMES	ATTORNEY	2024V0130181	OPEN	

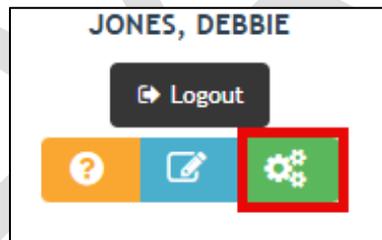
Click the blue hyperlink under the **Case #** column to open a summary of the case.

NOTE: The list of displays cases assigned to the attorney ID, regardless of who submitted the case via e-File.

My Settings

Account preferences and information can be updated from the **Settings** menu.

1. Log into Benchmark web.
2. On the left side of the main screen, click the **Settings** icon.



3. The **Settings** screen displays. Review and edit the sections as desired. Click Save above each section to save any changes.
 - a. **Emails** – Enter up to three emails to send updates on filings.

- b. **Password** – Update the current password under the **Password** section. This can be used to proactively change the password (as opposed to changing the password if the password has been forgotten prior to login).

- c. **Case Summary** – Information displayed on the case summary and the order of display can be selected under the **Case Summary** section.

Case Summary
Save

Dockets View: Standard View

Sections:

ORDER	SECTION	VISIBLE	COLLAPSED		
1	Summary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	↑	↓
2	Parties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	↑	↓
3	Party Dispositions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	↑	↓
4	Charges	<input type="checkbox"/>	<input type="checkbox"/>	↑	↓
5	Events	<input checked="" type="checkbox"/>	<input type="checkbox"/>	↑	↓
6	Fees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	↑	↓
7	Transactions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	↑	↓
8	Dockets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	↑	↓

- i. To hide a section, deselect the checkbox in the **Visible** column. For example, deselecting **Charges** causes charges to be hidden in the **Case Summary** display.

2022CR0109313 - STATE OF GEORGIA vs. HARRISON, ROBERT CHASE
Print Summary

Summary
History
Dockets
Charges
Citations
Document Management

SUMMARY

Judge: ASHFORD, JASON Court Type: STATE CRIMINAL Case Type: Misdemeanor
 Case Number: 2022CR0109313 Uniform Case Number: Status: CLOSED
 Clerk File Date: 6/14/2022 Status Date: 1/5/2023 Waive Speedy Trial:
 Total Fees Due: 0.00 Custody Location: Agency: Agency Report Number:

PARTIES

TYPE	PARTY NAME	ATTORNEY
DEFENDANT	HARRISON, ROBERT CHASE (- 1/5/2023)	BELL, GREG (Main Attorney)
STATE	STATE OF GEORGIA (- 1/5/2023)	SMITH, AMY (Main Attorney)

PARTY DISPOSITIONS

PARTY NAME	CLAIM DATE	CLAIM AMOUNT	JUDGMENT AMOUNT	SATISFIED DATE	DISPOSITION	DISPOSITION DATE
HARRISON, ROBERT CHASE		0.00	0.00			01/05/2023 12:00

EVENTS

DATE	EVENT	JUDGE	LOCATION	RESULT
2/6/2023 9:00 AM	Trial	ASHFORD, JASON	State Court Room 2	CANCELLED
12/6/2022 9:00 AM	Calendar Call	ASHFORD, JASON		
6/16/2022 8:30 AM	Arraignment	ASHFORD, JASON		CANCELLED

OUTSTANDING AMOUNT

COUNT	CODE	DESCRIPTION	ASSESSMENT	PAID	WAIVED	BALANCE	PAYMENT PLAN / JUDGMENT	DUE DATE
1	STCRTBRDFS	State Criminal/Traffic Reckless Driving Fee Schedule	\$1,563.03	\$1,563.00	\$0.03	\$0.00		
						Total Outstanding:	\$0.00	

RECEIPTS

DATE	RECEIPT #	APPLIED AMOUNT
2/15/2023	202301546	\$1,563.00

- ii. Sections in a case summary are collapsed by default. To expand a section in a case summary, deselect the checkbox in the **Collapsed** column.

Case Summary Save

Dockets View: Standard View ▼

Sections:

ORDER	SECTION	VISIBLE	COLLAPSED		
1	Summary	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	↑	↓
2	Parties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	↑	↓
3	Party Dispositions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	↑	↓
4	Charges	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	↑	↓
5	Events	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	↑	↓
6	Fees	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	↑	↓
7	Transactions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	↑	↓
8	Dockets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	↑	↓

- iii. For example, deselecting **Collapsed** for **Parties** causes the **Parties** section to be expanded when a case summary displays.

2022CR0109313 - STATE OF GEORGIA vs. HARRISON, ROBERT CHASE Print Summary

Summary History Dockets Charges Citations Document Management

SUMMARY

PARTIES

TYPE	PARTY NAME	ATTORNEY
DEFENDANT	HARRISON, ROBERT CHASE (- 1/5/2023)	BELL, GREG (Main Attorney)
STATE	STATE OF GEORGIA (- 1/5/2023)	SMITH, AMY (Main Attorney)

PARTY DISPOSITIONS

CHARGES

EVENTS

OUTSTANDING AMOUNT

RECEIPTS

CASE DOCKETS

- iv. To change the order the information displays in a case summary, click the Up/Down arrows next to the section.
- d. **Defaults** – The **Defaults** section can be used to select the default options such as:
 - i. The default **Case Tab** that displays on the **Case Details** view.
 - ii. The default search option used on the **Search** screen.
 - iii. The screen that displays as the **Home** page when logging in.
 - iv. Whether the **Case Docket** viewer displays only dockets with images (enabled) or ALL dockets (disabled).

- e. **Court Docket** – The **Court Docket** section defines the information viewed on the **Court Docket** and the order displayed.

ORDER	COLUMN	VISIBLE
1	Case Information	<input checked="" type="checkbox"/>
2	Active Process	<input checked="" type="checkbox"/>
3	Defendant Name	<input checked="" type="checkbox"/>
4	Plaintiff Name	<input checked="" type="checkbox"/>
5	Case Number	<input checked="" type="checkbox"/>
6	File Date	<input checked="" type="checkbox"/>
7	Statute	<input checked="" type="checkbox"/>
8	Custody Location	<input checked="" type="checkbox"/>
9	Defense Attorney	<input checked="" type="checkbox"/>
10	Event Start	<input checked="" type="checkbox"/>
11	Motion Type	<input checked="" type="checkbox"/>
12	Event Type	<input checked="" type="checkbox"/>
13	Remark	<input checked="" type="checkbox"/>
14	Court Result	<input checked="" type="checkbox"/>
15	Continuances	<input checked="" type="checkbox"/>
16	Plaintiff Attorney	<input checked="" type="checkbox"/>
17	Division name	<input checked="" type="checkbox"/>

To hide a column, deselect the **Visible** checkbox next to the column. To change the order displayed, click the **Up/Down** arrows.

Account Recovery

Forgotten usernames or passwords can be recovered in Benchmark Web.

Recover Username

1. Open the Benchmark Web login page.
2. Under the **Username** field, click **Forgot Username**.

The **Forgot Username** screen displays.

3. Enter the email address associated with the user's Benchmark Web account.
4. Click **Submit**. An email is sent to the associated email address.

5. Check the user's email account for an email from noreply@houstoncountyga.org containing the Username and a link to the Benchmark Web login page.

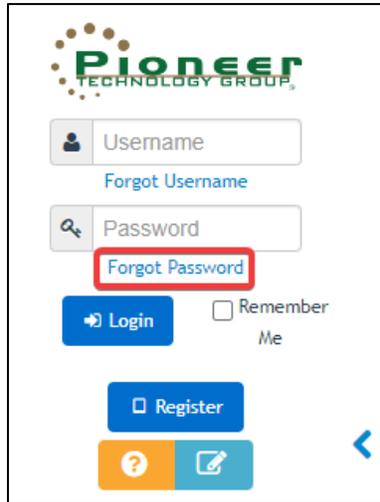
Click the link to return to the login page. The link is only active for 24 hours.

Note: If the email address entered in step 3 is not found in Benchmark Web a notice displays.

Check the email address for errors or review the [Benchmark Web Account Registration and Login](#) section of this document to create an account.

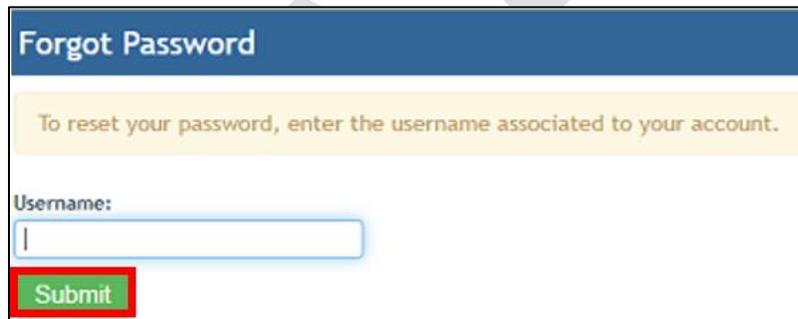
Recover Forgotten Password

1. Open the Benchmark Web login page.
2. Under the **Password** field, click **Forgot Password**.



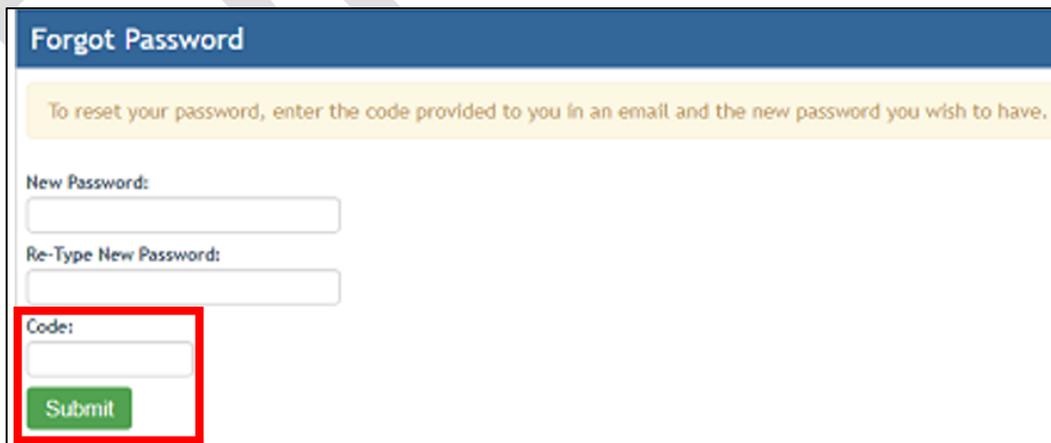
The screenshot shows the Benchmark Web login page. At the top is the Pioneer Technology Group logo. Below it are two input fields: 'Username' and 'Password'. Under the 'Password' field, there is a red box around the 'Forgot Password' link. Below the password field are a 'Login' button, a 'Remember Me' checkbox, and a 'Register' button. At the bottom, there are two icons: a question mark and a pencil, and a blue arrow pointing left.

3. The **Forgot Password** screen displays.



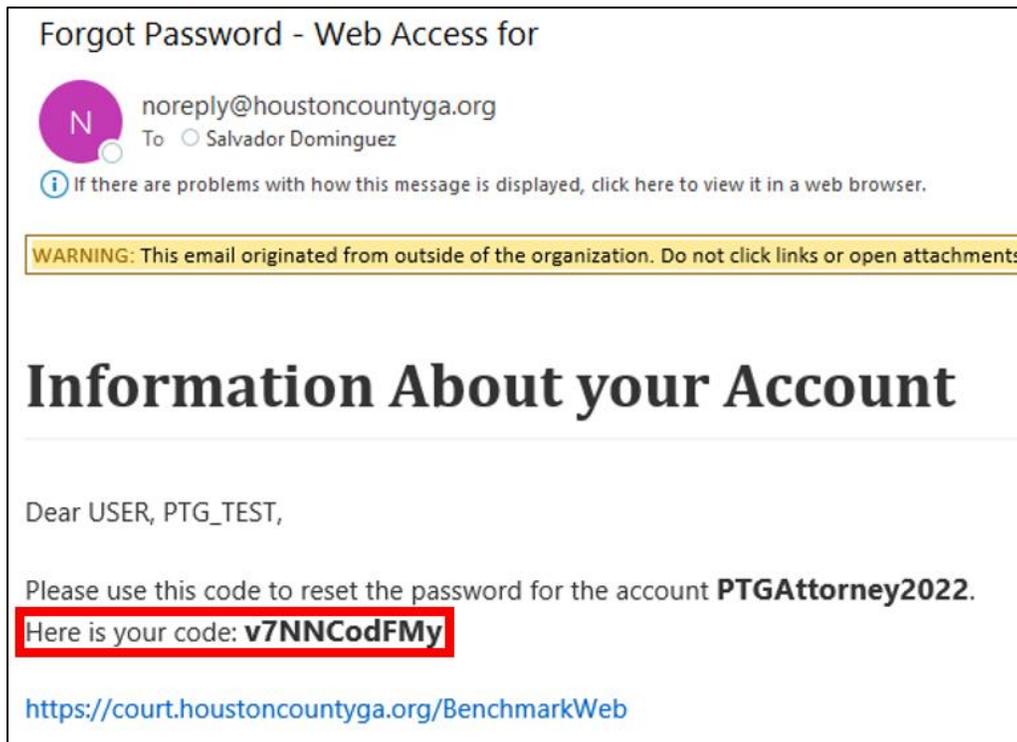
The screenshot shows the 'Forgot Password' screen. At the top is a blue header with the text 'Forgot Password'. Below it is a yellow banner with the text 'To reset your password, enter the username associated to your account.' Below the banner is a 'Username:' label and an input field. At the bottom is a green 'Submit' button highlighted with a red box.

4. Enter the **Username** associated with the user's Benchmark Web account.
5. Click **Submit**. The **Forgot Password** screen updates and an email is sent to the email address associated with the Benchmark Web account.



The screenshot shows the 'Forgot Password' screen. At the top is a blue header with the text 'Forgot Password'. Below it is a yellow banner with the text 'To reset your password, enter the code provided to you in an email and the new password you wish to have.' Below the banner are three input fields: 'New Password:', 'Re-Type New Password:', and 'Code:'. The 'Code:' input field and the green 'Submit' button below it are highlighted with a red box.

6. Check the user's email account for an email from noreply@houstoncountyga.org containing a temporary code to use for the password.



7. Return to the **Forgot Password** screen.
8. Enter a **New Password** in the first field.
9. Confirm the new password by entering it again in the **Re-Type New Password** field.
10. Enter the code from the email in the **Code** field.
11. Click **Submit**. The password is updated.



12. Return to the Benchmark Web login page and enter the **User Name** and new **Password** to log in to Benchmark Web.

Review e-Files

Registered Benchmark Web Users Case List

The Court Clerk can review all submissions for e-file registrations from the E-File case list.

Clerks can use the following instructions to view the list and make edits as needed.

1. From the main Benchmark screen toolbar, go to **Case > By List > E-File > Registered BM Web Users**.

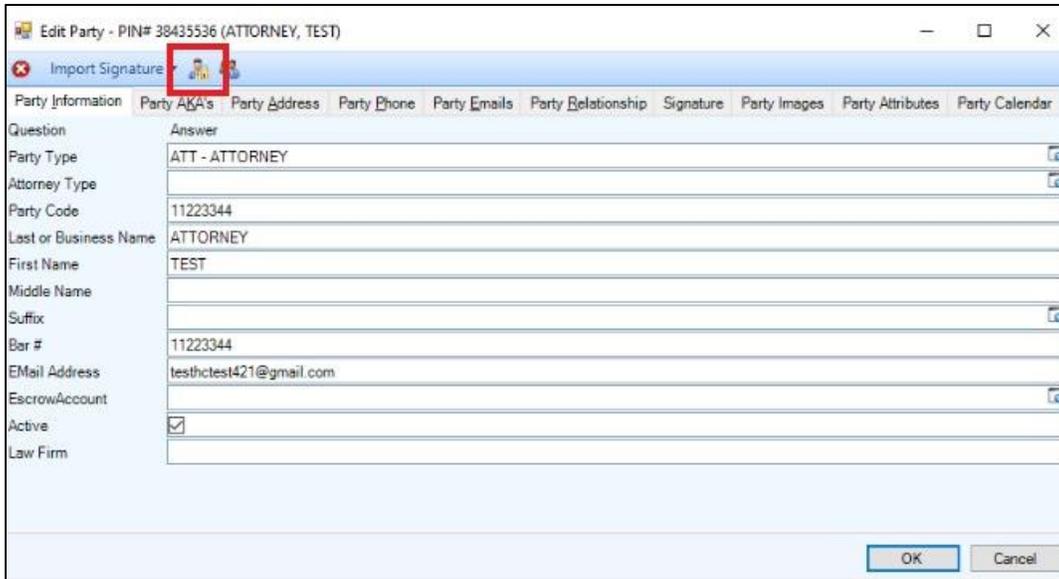


The **Case List** displays.

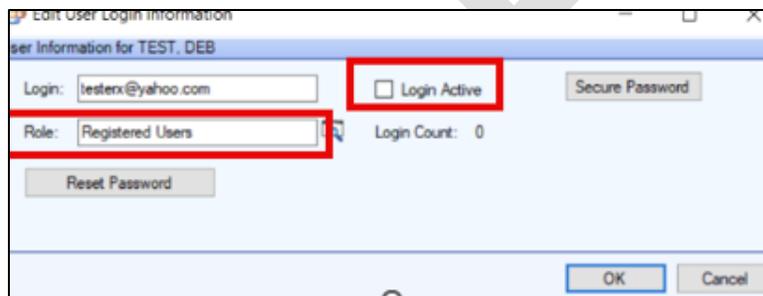
Name	Registered As	UserRoleID	RoleName	Email	Phone	Bar Number	Registration Request Date	PartyID	UserLogin	Active
1 KNIGHT, KEY	Attorney	33	Attorney	krk41102@yahoo.com		315607212	10/3/2024	38435550	krk41102@yahoo.com	<input checked="" type="checkbox"/>
2 GEORGIA, HOWSTON	ProSe	50	Registered Users	thc478529@gmail.com			10/3/2024	38435549	thc478529@gmail.com	<input checked="" type="checkbox"/>
3 QUILL, GAYLE	ProSe	50	Registered Users	gailoquinn1@cox.net			10/3/2024	38435548	gailoquinn1@cox.net	<input checked="" type="checkbox"/>
4 CHESTER, TESTER	ProSe	50	Registered Users				10/2/2024	38435547		<input checked="" type="checkbox"/>
5 FIONA, ADORA	ProSe	50	Registered Users	adorafiona46@gmail.com			10/2/2024	38435546	adorafiona46@gmail.com	<input checked="" type="checkbox"/>
6 OQUINN, GAIL	ProSe	50	Registered Users	thc478529@gmail.com			10/2/2024	38435544	thc478529	<input checked="" type="checkbox"/>
7 TEL, K	Attorney	33	Attorney	krk41102@yahoo.com		256706607	10/2/2024	38435543	krk41102	<input checked="" type="checkbox"/>
8 ATTORNEY, TEST	Attorney	33	Attorney	testhctest421@gmail.com		11223344	10/1/2024	38435536	testhctest421	<input checked="" type="checkbox"/>
9 TEST, ATT3	Attorney	33	Attorney	ATTORNEY1HOUSTON@GMAIL.COM		456789	9/30/2024	38435535	att3	<input checked="" type="checkbox"/>
10 TEST, PROSE1	ProSe	50	Registered Users		444-444-4444		9/30/2024	38435534		<input type="checkbox"/>

This list will include who registered, what they registered as, the role they are in, and if they clicked the activation link included in the confirmation email.

2. To edit an e-File users role, double-click on the user in the case list. The **Edit Party** screen displays.



- To edit login information, click the **Edit User Login** icon in the **Edit Party** toolbar. The **Edit User Login Information** screen displays.

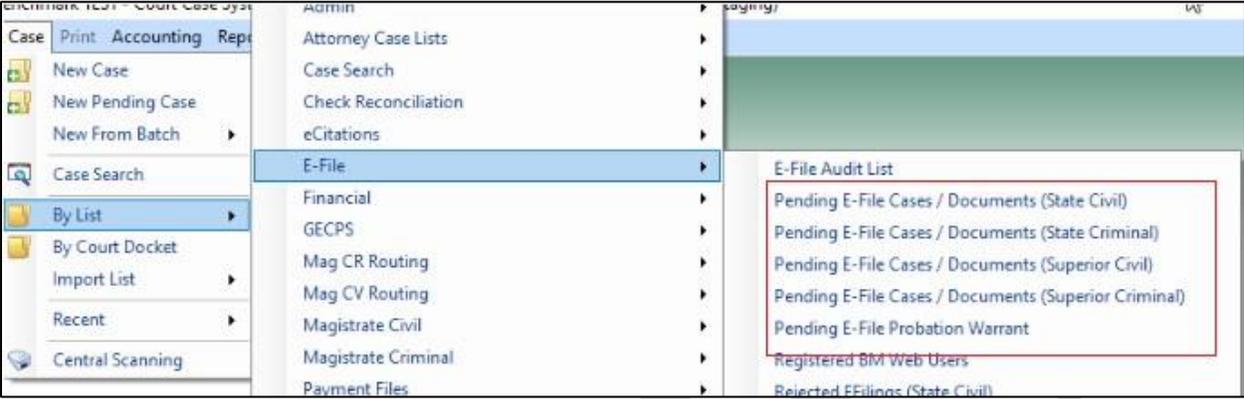


- Update the **Role** field as needed. To view a list of available roles, click the **Search** icon next to the field and double-click the appropriate role from the list.
- Click the **Login Active** checkbox to make the user active in the system.
- Click OK to save the changes and close the **Edit User Login Information** screen.

e-File Review Queue – Clerk

The Clerk can review all cases and documents submitted via e-File via the **Pending e-File Cases/Documents** case lists.

- From the main Benchmark screen toolbar, go to **Case > By List > E-File** and select one of the **Pending E-File Cases/Probation** options.



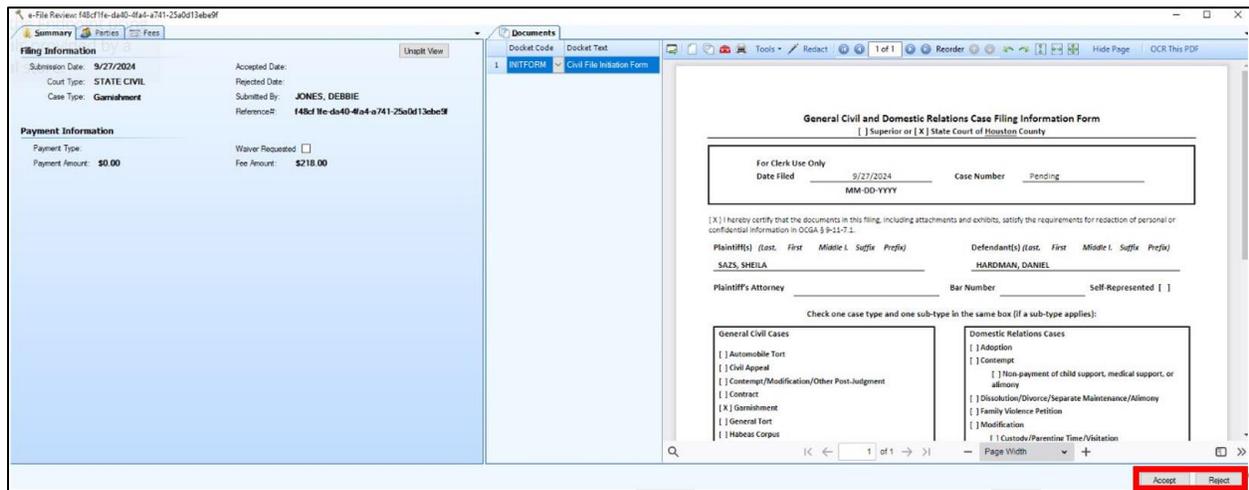
A prompt screen displays to enter search criteria



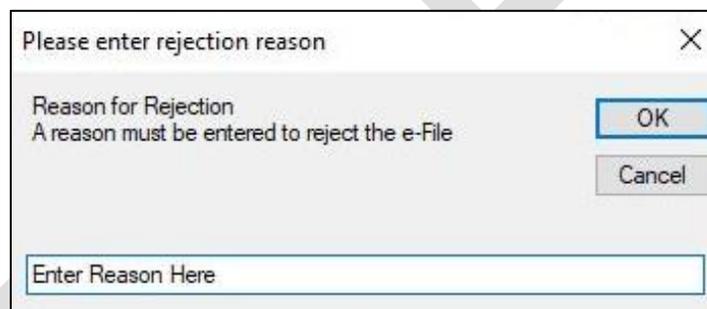
- Enter the search criteria and click **Perform Search**. Pending e-File transactions matching the search criteria display.

FileID	ConfirmationNumber	e-File Type	CaseNumber	Court Type	Case Type	Submitted By	Submission Date	Case Amount Outstanding	Case Amount Paid	Portal Fee	Portal Paid	Waive Requested
1	1246	Existing	2024CV0056843	STATE CIVIL	Wrongful Death	PTG, SCOTT WOLFE	9/19/2024	0.0000	218.0000	0.0000	0.0000	<input checked="" type="checkbox"/>
2	1276	New	PENDING	STATE CIVIL	Automobile Tort	PRICE, BRANDI	9/26/2024	268.5000	0.0000	268.5000	0.0000	<input type="checkbox"/>
3	1282	New	PENDING	STATE CIVIL	Account/Contract/Notes	JONES, DEBBIE	9/27/2024	268.0000	0.0000	268.0000	0.0000	<input type="checkbox"/>
4	1283	New	PENDING	STATE CIVIL	Appeals	JONES, DEBBIE	9/27/2024	218.0000	0.0000	218.0000	0.0000	<input type="checkbox"/>
5	1284	New	PENDING	STATE CIVIL	Automobile Tort	JONES, DEBBIE	9/27/2024	218.0000	0.0000	218.0000	0.0000	<input type="checkbox"/>
6	1285	New	PENDING	STATE CIVIL	Disposessory	JONES, DEBBIE	9/27/2024	218.0000	0.0000	218.0000	0.0000	<input type="checkbox"/>
7	1286	New	PENDING	STATE CIVIL	Domestication Foreign Judgment	JONES, DEBBIE	9/27/2024	268.5000	0.0000	318.5000	0.0000	<input type="checkbox"/>
8	1287	New	PENDING	STATE CIVIL	Domestication Foreign Judgment	JONES, DEBBIE	9/27/2024	269.0000	0.0000	319.0000	0.0000	<input type="checkbox"/>
9	1288	New	PENDING	STATE CIVIL	Garnishment	JONES, DEBBIE	9/27/2024	218.0000	0.0000	218.0000	0.0000	<input type="checkbox"/>
10	1290	Existing	2024CV0056823	STATE CIVIL	Account/Contract/Notes	FAULKNER, JAMES	10/1/2024	0.0000	218.0000	0.0000	0.0000	<input type="checkbox"/>
11	1299	Existing	1299-1458090	STATE CIVIL	Appeals	ATTORNEY, TEST	10/1/2024			218.0000	0.0000	<input type="checkbox"/>
12	1312	Existing	2024PJ0056846	STATE CIVIL	Post Judgment	PRICE, BRANDI	10/1/2024	0.0000	112.5000	51.5000	0.0000	<input type="checkbox"/>
13	1316	Existing	2024PJ0056846	STATE CIVIL	Post Judgment	PRICE, BRANDI	10/1/2024	0.0000	112.5000	50.5000	0.0000	<input type="checkbox"/>

- Review each transaction. Double-click on an entry to view the **Case Summary, Parties, and Documents**.



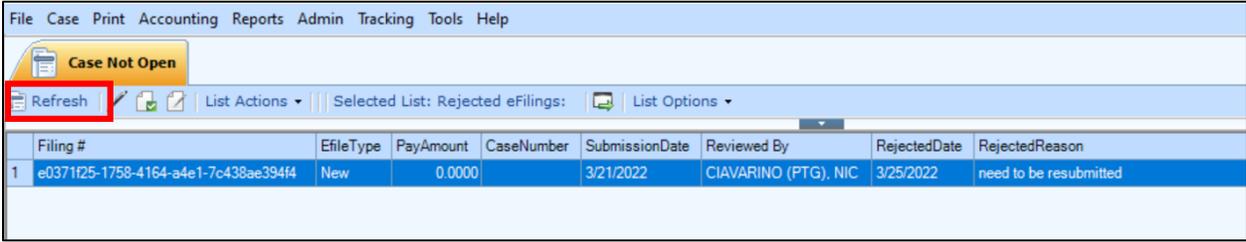
- After review, click **Accept** or **Reject** at the bottom of the screen.
- If a submission is rejected, the **Please enter rejection reason** screen displays.



- Enter a reason for the rejection and click **OK**. The rejected e-filing will display in the **Rejected E-Filings** case list. This list can be viewed from the main Benchmark toolbar by going to **Case > By List > E-Filing – Rejected E-Filings**.



A list of rejected case filings displays.



The screenshot shows a software interface with a menu bar (File, Case, Print, Accounting, Reports, Admin, Tracking, Tools, Help) and a toolbar. A 'Case Not Open' button is visible. The toolbar includes a 'Refresh' button (highlighted with a red box), a 'List Actions' dropdown, and a 'List Options' dropdown. The 'Selected List' is 'Rejected eFilings:'. Below the toolbar is a table with the following data:

Filing #	EfileType	PayAmount	CaseNumber	SubmissionDate	Reviewed By	RejectedDate	RejectedReason
1 e0371f25-1758-4164-a4e1-7c438ae394f4	New	0.0000		3/21/2022	ClAVARINO (PTG), NIC	3/25/2022	need to be resubmitted

Once a filing has been accepted, it can be removed from the case list by clicking **Refresh** in the Case List toolbar.

DRAFT