

**Information on Portal to Submit  
Documents to Chapter 13 Office**

# Document Delivery Trustee Portal

## What is Document Delivery?

-Document Delivery will be providing a secure alternative method using industry standard Secure Socket Layer (SSL) for sending documents to Trustees using Epiq products. This cuts down on having to send and receive large email attachments. Document Delivery portal is primarily setup for Trustees, Debtor Attorneys, and their staff. To be able to use this system for uploading documents, Debtor Attorneys must receive and accept an invitation email from the Trustee's office.

## Web Browsers Requirements:

-The following browsers are compatible with Document Delivery

- Chrome
- FireFox
- Internet Explorer
- Safari
- Netscape

-Note for Windows users: Microsoft Silverlight must be installed and enabled within the browser. Google Chrome users must make sure it is enabled as Chrome tends to disable Plugins by default. If you see the Silverlight message, you will need to turn on Silverlight Plugin by visiting <chrome://flags/#enable-npapi> and then click enable to start the Plugin.

## Needing Registration Email/Opening an Account:

-Debtor Attorneys office's will need to receive the registration invitation email. If your office needs the invitation sent, please contact Eric at [EHoffert@ch13akron.com](mailto:EHoffert@ch13akron.com). In the invitation email there will be two hyperlinks, one for creating an account, and the second for accepting the invitation. Following these instructions and hyperlinks in the email will get your enrolled into the Akron Bankruptcy Trustee's portal and from there you will be able to send documents securely to the Trustee.

Note: End users must register before the link expires.

## Uploading a Document:

-Once logged in you will be taken to the Dashboard. From there, select "Upload Document" in the top right corner of the page (Just to the right of the "Home" icon). To attach the PDF, select the Trustee from drop down, enter the case number and, select your document and drag and drop to the box area to be uploaded then click "next." On the next page, notes can be added if needed. A Document Category **MUST** be selected and then click "Finish to File" to upload and send to Trustee.

*\*\*\*Please Note—If you need any assistance regarding the Document Delivery Portal System Please contact Eric at [EHoffert@ch13akron.com](mailto:EHoffert@ch13akron.com)\*\*\**