

## **DMS E-FILING - FREQUENTLY ASKED QUESTIONS**

### **Do I have to be an attorney to e-file?**

Yes. Unless otherwise ordered by the Commission, only attorneys in good standing with the South Carolina Bar can be approved for an e-filer account with the Public Service Commission.

### **How do I sign up to be an e-filer?**

On the Public Service Commission website, go to My DMS at the top of the site, then find “Register” in the blue box under the Username and Password fields. Complete the requested fields/information. An email will be generated to the PSC notifying them that you are attempting to set up an e-filer account. PSC Staff will confirm attorney status and good standing with the SC Bar. An email reply will then be sent to the attorney informing them that their account has been approved/created.

### **How do I e-file something?**

On the PSC website, click on My DMS and log into your account using your Username and Password. Once you are logged into your e-filing account, you will see various options for e-filing.

For more detailed information, click on DMS in the upper left corner of our website. On the bottom right side of the screen, you will see “DMS Training Modules” in Blue. Click on that link and choose EFile Training for a video explaining how to e-file something. You can access [the video link here](#).

### **How do I unlock my e-filing account?**

In most instances, a locked account will become **unlocked** thirty (30) minutes after the last attempt to sign into the account. If your account does not become unlocked after thirty (30) minutes, you can contact the PSC at 803-896-5100 for additional assistance.

### **How do I get my Password if I've forgotten it?**

On the Commission website, go to My DMS at the top of the site, then find the blue box under the “Forgot Password?” field. Click on “Forgot Password” and enter your email address to request a new “temporary” Password. You will receive an email with a link to reset your password. The link will expire after one hour. Click on the link and go through the steps to change your password.

### **What is the largest size PDF file that I can attach to an e-filing?**

The maximum cumulative PDF file size that can be uploaded with any e-filing is 20 MB. If you have more than one PDF to upload, both must be no more than 20 MB when added together. If you have a PDF over 20 MB, it must be broken apart and uploaded separately.

### **What if I've created multiple accounts for e-filing?**

You must contact Randy Erskine in the Information Technology Department of the Public Service Commission to resolve this error. Randy can be reached at 803-896-5104.