

## eFast Direct FAQ's – Instate Application

**1. The password is case sensitive and requires a minimum of six (6) letters plus one (1) special character. What does a “special character” mean?**

Special characters are the symbols above the numbers on the keyboard, which you access by using the shift key: ! @ # \$ % ^ & \* ( )

**2. What happens if I lose my password?**

You can select the link [Forgot Password](#) on the login menu. You will then be given the opportunity to answer the security question that you entered when creating your account. If you successfully answer the security question, a new password will be emailed to you. If you are unable to answer the security question, we will not be able to retrieve your account and you will be required to start the process over.

**3. What happens if I forget my user name?**

Your user name cannot be retrieved. You will need to start over and create a new account with a new user name.

**4. Will the system lock me out if I have attempted to enter my password several times unsuccessfully?**

Yes. If you enter an incorrect password five (5) times, the system will lock you out. On your fourth attempt, use the [Forgot Password](#) option so that you will not get totally locked out. You will then be emailed a new password.

**5. I forgot my password and used the [Forgot Password](#) option. However, I managed to remember my password. Can I still use my original User Name and password?**

No. When you select the [Forgot Password](#) option, you will be emailed a new password. You must then use your original User Name and the new password provided to you in the email. Your original password is no longer valid.

**6. When I use the [Forgot Password](#) option, why does the system not recognize my answer upon entering the answer to the security question and pressing the Enter key?**

You must either Tab to the SUBMIT button or click on the SUBMIT button in order for a new password to be sent to you.

**7. If I complete Direct App on line only, is my Application considered filed?**

No. In order for your eFast Direct Application to be considered filed you must submit, simultaneously, the following items to the Board of Law Examiners:

- 1) One complete copy of the Final PDF version of your printed answers, with the affidavit portion signed and notarized
- 2) Two (2) signed and notarized Authorization/Release forms
- 3) Handwriting Sample page (prints at the end of your printed answers)
- 4) Filing fees
- 5) Required documents obtained from third parties, if available; otherwise must be submitted within 30 days of receipt of your Application

If items 1 through 4 are not simultaneously submitted to the Board of Law Examiners, or if you submit the Draft version of your printed answers, your Application will be returned unprocessed. All filing deadlines are postmark deadlines.

**8. Why is the pdf version of my Application not being displayed when I go to ‘Print Application’ and select the ‘Build PDF Draft’ or ‘Build PDF Final Version’?**

Pop-up blockers will prevent the display the PDF version of the Application. Disable the pop-up blocker on your computer. Be aware that you may have more than one pop-up blocker on your computer.

**9. On Step 6 (the Affidavit section) of the Application, why am I unable to access the EXPLAIN button beside one of my “Have” answers?**

You must answer all Items on Step 6 (Items A through T), before the program will allow you to go back into the EXPLAIN button.