

Utah Juvenile Court

Instructions for Requesting Access to C.A.R.E. *June 2026*

NOTE: The instructions, required forms, training materials, and other juvenile court eFiling information are available on the Court's website at utcourts.gov/efiling/juvenile.

STEP 1 - AGENCY/FIRM ACCESS REQUEST

Attorneys, agency/firm representatives, designated non-lawyers representing an intervening Indian tribe and/or non-Utah licensed attorneys representing an Indian tribe in an ICWA case must fully complete and submit the Agency/Firm Access Request form to the Trial Court Executive (TCE) or eFiling specialist/C.A.R.E. trainer in their local district.

If the attorney/agency/firm/designated non-lawyer practices in multiple districts, they will only need to request access in their primary district of practice. All requests must identify the name and job title of each employee who requires access to C.A.R.E. Everyone associated with the same firm has access to all cases assigned to an attorney/designated non-lawyer within that firm, providing they have their own C.A.R.E. login and password.

STEP 2 - EFILING SPECIALIST/C.A.R.E. TRAINER CONTACTS THE AGENCY/FIRM

The district eFiling specialist/C.A.R.E. trainer works with the TCE to review the Agency/Firm Access Request. If the Firm does not already exist in C.A.R.E., the eFiling specialist/C.A.R.E. trainer will create the Firm in C.A.R.E. After the Firm is created, the eFiling specialist/C.A.R.E. trainer will contact the agency/firm representative to explain the C.A.R.E. training process, provide eFiling website information, and a copy of the C.A.R.E. Computer Set-up Instructions.

STEP 3 - ATTORNEY/AGENCY/FIRM MAKES ARRANGEMENTS FOR TRAINING

Once the attorney/agency/firm/designated non-lawyer has reviewed the C.A.R.E. Computer Set-up Instructions and has verified they can comply with the required technology, they should contact the eFiling specialist/C.A.R.E. trainer to schedule a training session for their user(s) per local district policy.

STEP 4 - USER COMPLETES THE C.A.R.E. USER AGREEMENT FORM AT THE TRAINING SESSION

The eFiling specialist/C.A.R.E. trainer will review and discuss the available roles for the Users. The eFiling specialist/C.A.R.E. trainer confirms the appropriate roles for the User are selected on the C.A.R.E. Individual User Agreement form. Each User must fully complete, initial, and sign the C.A.R.E. Individual User Agreement form.

STEP 5 - EFILING SPECIALIST/C.A.R.E. TRAINER PROVIDES BASIC C.A.R.E. TRAINING

The eFiling specialist/C.A.R.E. trainer provides basic C.A.R.E. training as outlined in the Certificate of Training. In addition to a basic C.A.R.E. overview, Users will be trained on access and functionality specific to their C.A.R.E. roles. Upon successful completion of the training, each User and the eFiling specialist/C.A.R.E. trainer should sign the Certificate of Training. The eFiling specialist/C.A.R.E. trainer will provide the User with information on the Online Training Program (OTP) modules that are available for partners and any additional training materials and information that may be available, as well as the link to the Court's website (utcourts.gov/efiling/juvenile).

NOTE: Local court practices determine if eFiling specialist/C.A.R.E. trainers provide training for all Users or if the court will train a designated agency/firm representative who is then responsible for training other agency/firm staff.

STEP 6 - USER REQUESTS ACCESS IN C.A.R.E. ON THE C.A.R.E. HOME PAGE

The eFiling specialist/C.A.R.E. trainer will assist the user in requesting access from the C.A.R.E. home page. In addition to entering the identifying information, the user should select the Primary and Secondary court districts/offices where they practice. Based on the selected districts, C.A.R.E. will populate the district's TCE under the System Access Supervisor, which the user should select from the drop-down list.

Users other than JJS staff should leave the Primary JJS Office field blank. All attorneys will need to select FIRM access in C.A.R.E. If the user's firm is not listed, the eFiling specialist/C.A.R.E. trainer will notify the Court's IT department to create the firm. The attorney's Bar number field is required for attorneys ONLY and Court Services will create the attorney profile for the designated non-lawyer or non-Utah licensed attorney representing an Indian tribe.

STEP 7 - REVIEWS OF C.A.R.E. ACCESS REQUEST AND USER AGREEMENT FORMS

The e-filing specialist/C.A.R.E. trainer submits copies of the signed C.A.R.E. Agency/Firm Access Request, C.A.R.E. Individual User Agreement, and Certificate of Training to the TCE for approval. Once approved, the user will be notified by two separate emails using the email they provided in the request access in C.A.R.E. process from the C.A.R.E. home page. The user will receive one email with their login and a separate email with their password information.

NOTE: The attorney is responsible for submitting a Notice of Appearance, or other initiating documentation as appropriate when access to a case is required.

STEP 8 - QUESTIONS, TRAINING, AND TECHNICAL DIFFICULTIES

Additional training materials, Q&A information, and forms are available on the Court's website at www.utcourts.gov/efiling/juvenile. If you still have questions or technical difficulties, you can contact your district's e-filing specialist/C.A.R.E. trainer.

PLEASE REMEMBER: The agency/firm representative is responsible for contacting the TCE to inform them when a user with access to C.A.R.E. leaves the agency/firm so their access can be deactivated as soon as possible.

Trial Court Executives

District	TCE	Email Address	District	TCE	Email Address
1st	Brett Folkman	brettf@utcourts.gov	5th	Cade Stubbs	cades@utcourts.gov
2nd	Krista Airam	kristaa@utcourts.gov	6th	Christopher Morgan	christopherm@utcourts.gov
3rd	Tiffany Power	tiffanyp@utcourts.gov	7th	Travis Erickson	travise@utcourts.gov
4th	Mikelle Ostler	mikelleo@utcourts.gov	8th	Russell Pearson	russellp@utcourts.gov

Primary eFiling/C.A.R.E. Specialists Contact Information

District	Name	Email Address	District	Name	Email Address
1st	Lucy Tracy	lucyt@utcourts.gov	6th	Norm Stauffer	normans@utcourts.gov
2nd	Dominica Williams	dominicaw@utcourts.gov	6th	Linda Ekker	lindae@utcourts.gov
3rd	Kris Olsen	3rdjuvtrainingcoordinator@utcourts.gov	7th	Ashelynn Nelson	ashelynnm@utcourts.gov
3rd	Ben Gardner	benjaminjg@utcourts.gov	8th	Lacy Dickamore	lacyd@utcourts.gov
4th	Lynnette Carter	lynnette@utcourts.gov			
5th	Ricky Petersen	rickyp@utcourts.gov			
5th	Ashley Palmer	ashleylp@utcourts.gov			