

# Tennessee Quest E-Filing

Web address: <https://tn.gawquest.com/equest/efile>

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## Create Account


Before you can use e-filing, you must create an account.

1. Click the **Create an account** button.

**Quest Sign On**  
Please enter your sign on information

Email:\*

Password:\*



Fill in the E-Filing User Detail screen with your information.

Click the **Update** button to save your information


**E-Filing User Detail**

Name:\*

Race:\*

Ethnicity:\*

Sex:\*

Date of Birth:\*  

SSN:

Attorney ID:

Address line 1:\*

Address line 2:

City:\*  State:\*  Zip:

Country:

Phone:

Email Address:\*

Password:\*  Type password again:

## Validate your email

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You will receive an email at the email address you added.

The email will have a link for you to verify your email address. Click on the link.

Updates completed successfully

Email address must be validated before you can use this application. You have been sent an email with instructions.

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### Quest E-file email verification

Thank you for signing up for an account with Quest E-file. We are excited for you to finish the registration process.

Please click the following link (or paste it into your browser window) to verify your email for the application:

[https://tn.gawquest.com/equest/efile?cmd=edit-eidentity\\_-](https://tn.gawquest.com/equest/efile?cmd=edit-eidentity_-)

### Quest Sign On

Please enter your sign on information

Email is now verified. You may sign on and use the application.

Email:\*

Password:\*

This site is best viewed at a resolution of at least 1024x768  
Style sheets and Scripts must be enabled.

You can now sign on by typing your email and password, then click the **Submit** button.

## Forgot my password

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If you have forgotten your password, click the **Forgot my password** button.

1. Type your email address and click the **Update** button.
2. This message will appear.

If a matching user was found with an email address, the password was changed and an email was sent with the new password.

3. You will receive an email with a new **one-time** password.
4. Enter the new password and click the **Submit** button.
5. Click the **Menu** button on the left side of the screen.
6. Click **Update my Information**
7. Type a new password of your choosing, type it again. Click the **Update** button to save.

## Update my Information

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You can update your information at any point by clicking the **Menu** button, then selecting the **Update My Information** option.



## E-Filing Templates


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There are some standard documents that can be created and uploaded. Click the **Menu** button, then select the **E-Filing Templates** option

## New Filings

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1. Click the **Create a new filing** link.
2. Select the **jurisdiction** where you wish to file.
3. You can either file into an existing case or create a new case.



Filing ID	Filing Date	Filed Into	Status	Filing Information
<a href="#">Create a new filing</a>				
1050		GKTDEMO	Not Yet Sent to Clerk	Child Support

## Create a new case

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File into Jurisdiction:	<input type="text" value="GKTDEMO - GKT Demo Environment"/>		
Case Number OR Case Type:*	<input type="text"/>	OR	<input type="text" value="CS - Child Support"/>

4. Select the **case type** that the petition should create.
5. Click the **Update** button at the bottom of the screen to save and continue.



## Adding the E-File Filing Information

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On this screen you will identify yourself, add the party names, and upload the scanned pdf documents you wish to file.

## E-File Filing

Filing ID: 1033 - Not Yet Sent to Clerk

Updates completed successfully  
No files have been attached yet

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File into Jurisdiction: GKT Demo Environment  
Case Type: Child Support (Initial filing)  
Filer type:\* CS - Child Support Services ▾

Case Info:

Name	Role	File #	Notes
<a href="#">Add a name</a>			

Files included:  
(Check the box and press Update to remove)

Delete	File	Type	Notes
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File type:\* - Select - ▾

File to upload (PDF OR JPG) Choose File No file chosen

### Filer type

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Your filer type will determine whether any filing fees apply.

1. Select the type of filer you are
2. Click the **Update** button to save your selection.

### Case info

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You will enter the names of each party along with the role of that person.

1. Click the **Add a name** link to open the **Name Information** screen.
2. Add the information for the first child.
3. Click the **Update** button to save.

**Name Information For Filing ID: 1009**  
Enter as much information as you know

Person's role:\*

Name:\*

Race:\*

Ethnicity:\*

Sex:\*

Date of Birth:

SSN:

Address line 1:

Address line 2:

City:  State:  Zip:

Country:

Phone:

Email Address:

4. Click the **Add a name** link and add the remaining children, petitioner(s), respondent(s).
5. Add the Email address and phone number for the adults if available.
6. You may be asked to add more information to the children or respondent based on the case type.
  - In a Child Support case, when you add a respondent, you will be asked to select the issue that is being requested in the petition as well as the TCSES number.

Statutes:  IV-D Contempt of Court/C (37-1-158 & 29-9-103)  
 IV-D Child Support/C (36-5-801)   
 IV-D Child Support Modification/C (36-5-101 & 36-5-102)  
 IV-D Paternity or Parentage/C (36-2-305 or 36-2-306)  
 Register Foreign Decree/C (36-6-229)

Other identifiers: TCSES#:

**E-File Filing**  
Filing ID: 1009 - Not Yet Sent to Clerk

Updates completed successfully  
No files have been attached yet

File into Jurisdiction: GKT Demo Environment  
Case Type: Child Support (Initial filing)

Case Info: **Add a name**  
**Laura Ingalls (Child)**  
**Mary Ingalls (Child)**  
**Carolyn Ingalls (Petitioner)**  
**Charles Ingalls (Respondent)**

## Subsequent Filing

To file a document into an existing case:

1. Select the **jurisdiction**.
2. Enter the **case number**. Acceptable formats: 2025-CS-3, 25-CS-3
3. Click the **Update** button to save and continue.

File into Jurisdiction:*	GKTDEMO - GKT Demo Environment
Case Number OR Case Type:*	95JC1-2025-CS-3 OR - Select -

The case number and the unique file numbers for the parties are all that will be displayed.

1. Select the **Filer type**
2. Click the **Update** button to save.

E-File Filing				
Filing ID: 1034 - Not Yet Sent to Clerk				
Deleted successfully				
File into Jurisdiction: GKT Demo Environment				
Case Number: 95JC1-2025-CS-14				
Case Type: Child Support				
Filer type:* CS - Child Support Services				
Case Info:				
	Name	Role	File #	Notes
	*** Protected ***	Child	1	
	*** Protected ***	Respondent	5	

## Upload the documents to be filed

1. Select the **File type**
2. Click the **Choose File** button to select the pdf document you wish to file.
3. Click the **Update** button to save.

File type:*	PETITION - Petition
File to upload (PDF OR JPG)	Choose File Blank Petition...edacted.pdf

Follow these steps for each document you wish to file.

## To delete document to be filed

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Files included: (Check the box and press Update to remove)	Delete	File	Type	Notes
	<input type="checkbox"/>	<b>pets blank.pdf</b>	Initial Petition	
	<input checked="" type="checkbox"/>	<b>summons.pdf</b>	Summons	

If you need to remove a filed document, simply check the box next to it to mark it for deletion, then click the **Update** button to delete that document.

Please note that clicking the **Delete** button at the bottom of the screen will remove the entire filing.

## Service

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After you upload the document and click the **Update** button, a **Sheriff Service** option will appear next to each person listed. If you do not select this option, it lets the clerk know that you will be handling service yourself.

Case Info:	Sheriff Serve	Name	Role	File #	Notes
	<input type="checkbox"/>	*** Protected ***	Child	76	You have opted to serve this person
	<input checked="" type="checkbox"/>	*** Protected ***	Respondent	77	You have opted to serve this person

If you would like the sheriff to serve someone, simply check the box next to their name, and click the **Update** button to save.

## Send to the Clerk

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Once you've finished uploading all your filings, click the **Send** button at the bottom of the screen to submit them to the Clerk. If you need to exit without sending, click the **Cancel** button to return to the **List Filings** screen.



## Filing Fees

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Depending on what you are filing, a filing fee may apply. The amount due will be displayed. Click on the word **Card number** and type in your credit card number. Click **MM/YY** and enter the card's expiration date. Click **CVC** and enter the cards CVC number. Click the **Confirm Payment** button.

X

We will now place a hold on your credit card for the amount of the total filing fee. You will only be charged if the clerk accepts your filing, otherwise the hold will automatically expire in 7 days.

Filing cost: \$104.00  
Processing Fee: \$3.42  
Total Filing Fee: \$107.42

Card number MM / YY CVC



## List Filings Screen

The List Filings screen will tell you the status of your filed documents.

You can narrow the list to a specific filing ID, filing status, date range, or jurisdiction.

1. Enter the criteria
2. Click the **Submit** button to see the results.

If you click on the filing ID number link, you can view the documents returned by the clerk.

List Filings				
Karlene Sue Thompson				
User ID: EFILE-1002	Filing ID: <input type="text"/>	Filing status: <span style="border: 1px solid black; padding: 2px;">-- Select --</span>		
Filings between: <input type="text" value="3/2/2025"/>	and <input type="text"/>	Filed into: <span style="border: 1px solid black; padding: 2px;">-- Select --</span>		
<input type="button" value="Submit"/>				
Filing ID	Filing Date	Filed Into	Status	Filing Information
<b>Create a new filing</b>				
1009	3/10/2025 7:11:33 AM	GKTDEMO	Accepted by Clerk	2025CS000008 Child Support Laura Ingalls (Child) Mary Ingalls (Child) Carolyn Ingalls (Petitioner) Charles Ingalls (Respondent) Karlene Sue Thompson (Child Support Attorney)
1008	3/10/2025 7:19:58 AM	GKTDEMO	Awaiting Clerk Response	95JC1-2025-CS-3 Child Support Child (32) Petitioner (33) Respondent (34) Karlene Sue Thompson (FILER)
<b>Total matches: 2</b>				

## Sign off

When you are finished using the E-File system, click the **Menu** button, then select **Sign off**.

