**Section 101.1000 Electronic Filing and E-Mail Service**

a) The Board provides the opportunity to file and access documents electronically through its Clerk's Office On-Line (COOL). COOL is located on the Board's website (pcb.illinois.gov). The Board has taken steps designed to ensure the integrity and security of COOL in compliance with State policies developed under the Electronic Commerce Security Act [5 ILCS 175].

b) To file an electronic document in a Board proceeding, a person must upload the document on COOL. Electronic filing is not accomplished by sending a document to the e-mail address of the Clerk or hearing officer.

c) Except as provided in Section 101.302(h)(3), (h)(4), and (j) and Section 101.1050, all documents must be filed through COOL. However, if filing through COOL is not practicable, the Board, the hearing officer, or the Clerk may grant permission to file in paper.

d) Generally, the Clerk's Office will not accept paper documents for filing; however, the Clerk's Office will convert paper-filed documents into electronic documents and place them on COOL, when permission to file a paper document is granted under subsection (c).

e) All documents filed with the Board may be served by e-mail except for enforcement complaints, administrative citations, and EMSA statements of deficiency. (See Section 101.304(c) and Section 101.1060.)

(Source: Amended at 43 Ill. Reg. 9674, effective August 22, 2019)