Odyssey File & Serve™

User Guide – Release 3.7

OFS-FS-200-3285 v.1

March 2014

Copyright and Confidentiality

Contents

1 System Overview

Topics Covered in this Chapter

This system enables registered users to file documents with the court anytime, anywhere, 24 hours a day, seven days a week. This highly automated, scalable system provides customers the opportunity to transition from an inefficient paper-based process to a streamlined technology-based electronic filing (e-filing) system.

Release 3.7 New Features

This section lists the new features for Release 3.7.

Note: Features vary based on your system configuration.

Forgot Password Reset Option

The Forgot Password features now displays a confirmation or an error message to the user when a password is successfully reset, or an invalid or incorrect answer was given.

Subsequent Filing – Non-Integrated

Filers can now to submit subsequent filings for cases that are not yet indexed in locations that use a non-bidirectional CMS integration. This feature allow users who cannot locate a case because it is not part of the case index to file into the case as if it were found using the **Case Search** option.

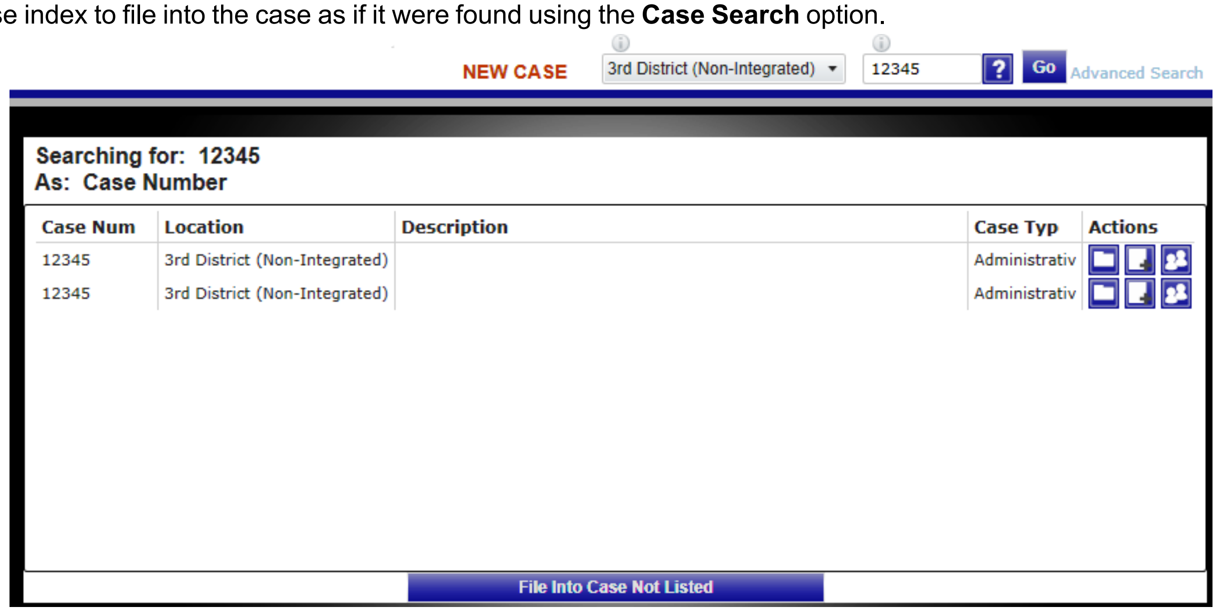

Figure 1.1 – Case Search Results

Confidential Parties

The system is enhanced to hide party and contact information of protected parties of a case.

This enhancement allows the following areas of Case Party data records to be hidden:

- Party Name: This includes the party's first, middle, and last name, the party's prefix or suffix, and the party's business name (as applicable for a given party).
- Party Contact Information: This includes the party's phone number, address, address ID, and any address information.
- Hide All: This hides all party records mentioned, including party name and contact information sections.
- Hide Party: This hides the party's entire case record information as a whole and masks the information an end user sees.

Maximum Envelope/Filing Size

Previously, the filing size was 25 MB per document, but nothing validated this on the envelope level, and the system would normally time out.

Uploaded documents or envelopes that exceed the site's configured document size are now rejected with an error message that notifies the filer of the maximum envelope size.

Before You Begin

Before you begin, there are several items you should be aware of to assist you with the successful operation of your software.

Note: Depending on your setup, all features may not be available. As a result, your screen may vary from what is shown in the document.

System Requirements

This section describes the recommended system requirements to successfully use the system.

- **Browser Requirements** – The system supports current versions of the Windows operating system using Internet Explorer 7 or above or Firefox. If your browser does not meet these minimum requirements, please contact your network administrator.
- **Connection Requirements** – A high-speed Internet connection is recommended.
- **Minimum Screen Resolution** – For best results, a setting of 1024x768 or better is highly recommended. If necessary, users can set their monitors to 800x600 pixels, but doing so may compromise the graphic display.
- **Document Format** – PDF is the only format allowed for attaching documents when using the system.

Page Navigation

The following sections describe how to navigate the system and populate data fields throughout the filing process.

Navigate with Breadcrumbs

Breadcrumbs are a visual representation of the page you are currently on in the filing process. As you complete a page and move to the next page, the next page title illuminates to show you where you are in the process.

Note: Breadcrumb navigation requires information to be entered in a sequential order. You cannot move to the next breadcrumb until all of the required information on the current or previous page is completed.

Figure 1.2 – Breadcrumb Navigation

Populate the Data Table

The Data Title is populated using information entered or selected when completing the forms throughout the filing process.

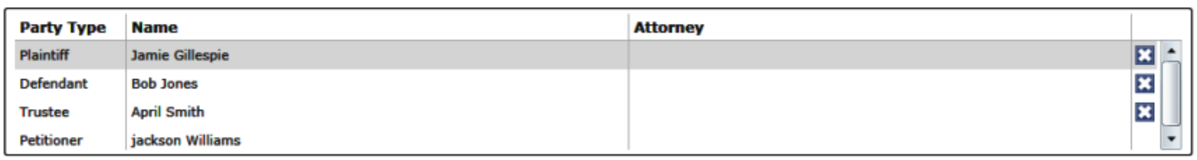

Figure 1.3 – Data Table

Enter User Information

The user information you enter or select populates the Data Table.

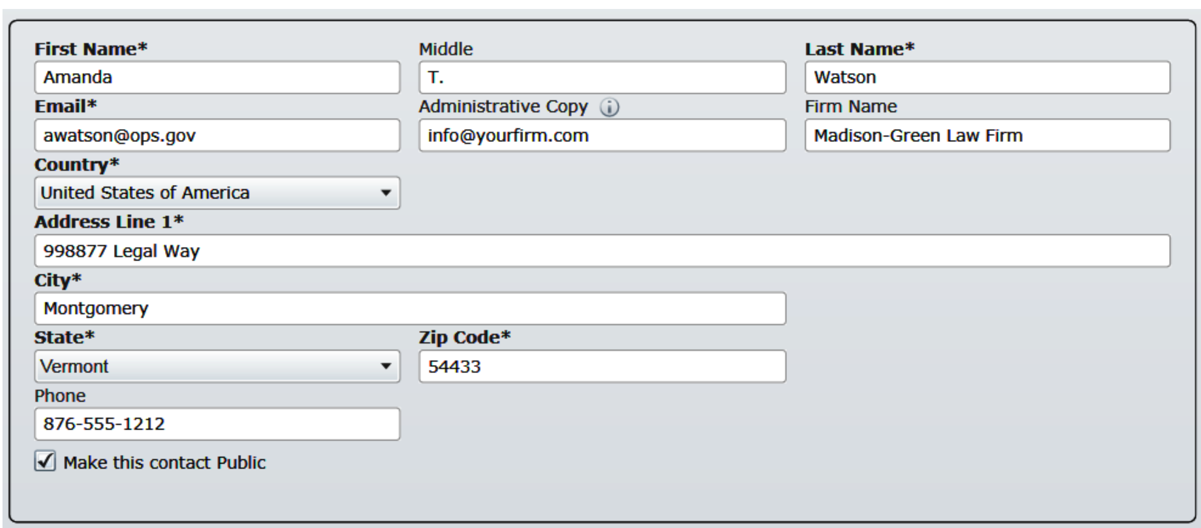

Figure 1.4 – Data Fields

Resume Filing

At any point in the filing process, the system automatically saves a draft of the page on which you have completed all required fields. This feature allows you to stop work on a filing and resume the filing at a later time. To resume filing of a saved draft, click the WORKSPACE link at the top of the page, find your case on the *FILINGS* screen, and click the icon to resume your filing.

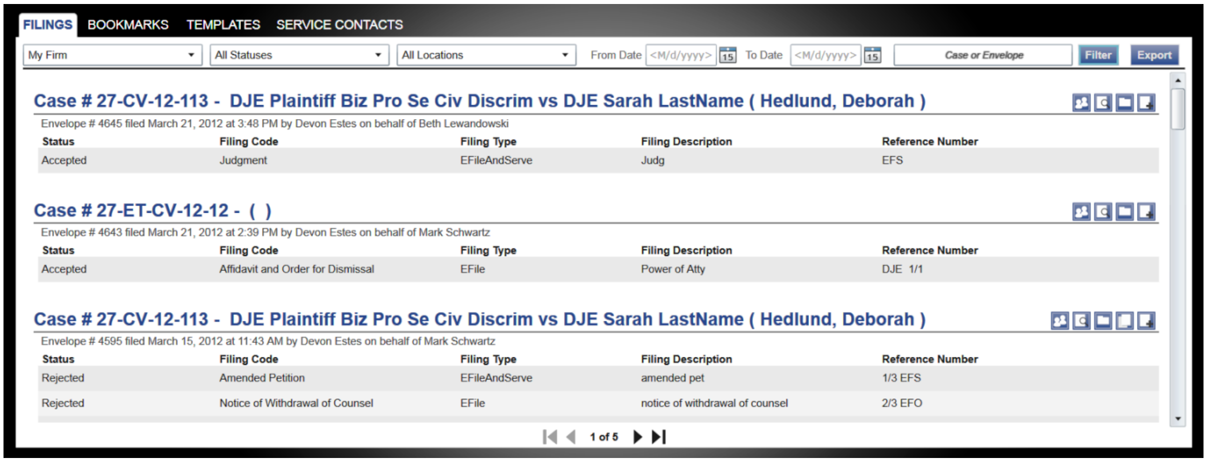

Figure 1.5 – Work Space

Error Messages

The system displays several error messages to alert users when required information is not entered or invalid information is provided.

Enter Data in Required Fields

Required fields are those that contain an asterisk (*) next to the field name. If the information is not entered in the required fields, you will receive error messages when you try to advance to the next page.

Note: Required fields may vary in different sections.

Look for a field outlined in red in your form. When you place the cursor on the outline of the field, a required field message is displayed.

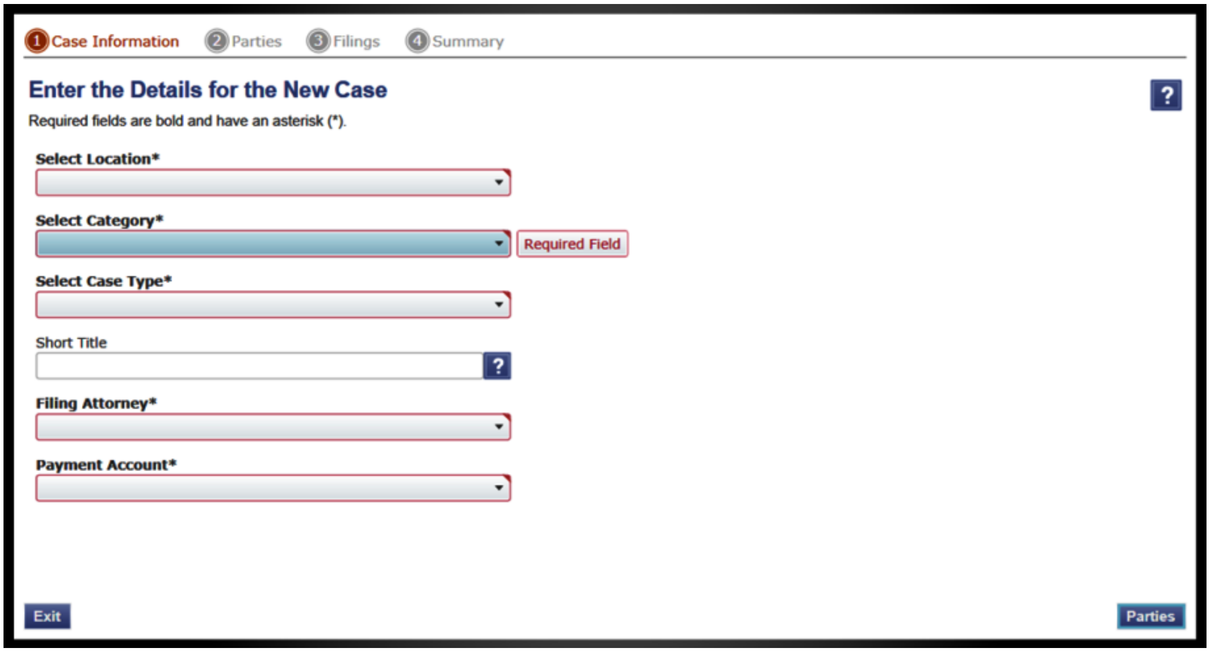

Figure 1.6 – Required Field Error Message

Receive Error Messages

When the system displays an invalid error message, this means a required field must be populated to continue.

If the screen does not change when a navigation button is selected, look for a field outlined in red in your form. Place the cursor on the outline of the field, and an error message displays.

Figure 1.7 – Invalid Entry Error Message

2 File & Serve Home Page

The home page serves as the gateway to the system. From this screen, you can register, log in, read your court's **Message of the Day**, access the user guides, view training sessions, and get contact information for Technical Support.

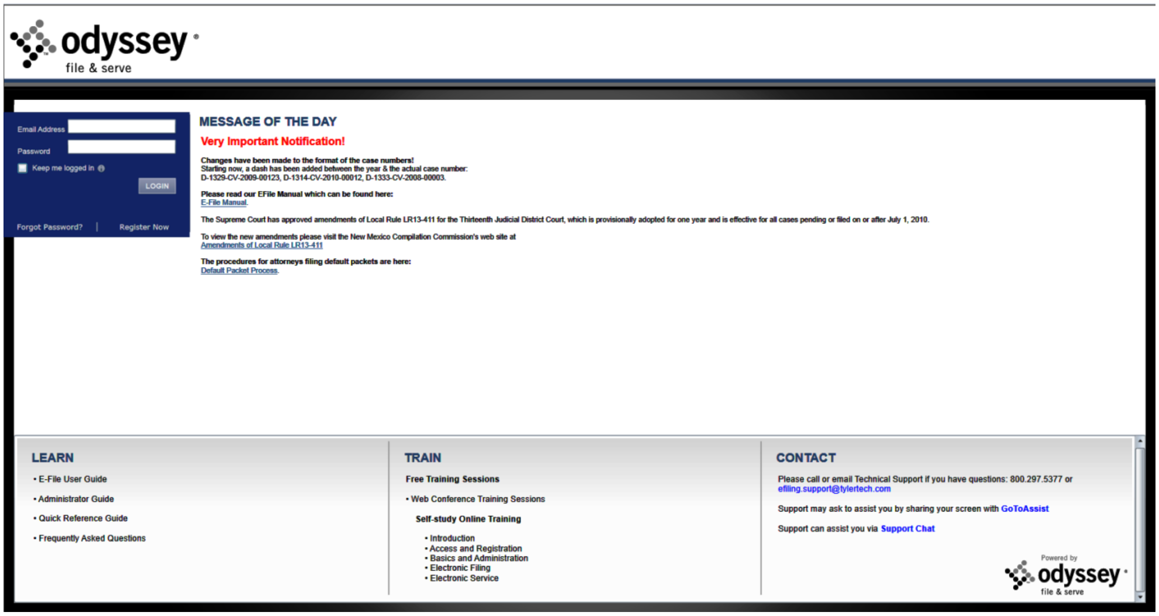

Figure 2.1 – File & Serve Home Page

Message of the Day

The **Message of the Day** provides important messages from the court. Check this section daily for important messages from the court.

Login

The **Login** area allows the user to log in and use the system. Users can log in to by entering their e-mail address and password.

Register Now

The *Register Now* link allows is a user to register in the system using their name, contact, and payment information. The system requires all users – whether Firm Administrators, attorneys, or individuals representing themselves – to be registered in the system.

Forgot Password

The *Forgot Password* link allows a user to request their password information be re-sent to them in cases where they have forgotten their password.

Keep Me Logged In

The *Keep me logged in* checkbox allows a user to remain logged into the system for future access.

Learn

The **Learn** section has links to the user documentation. The following types of documents available to help you answer many of your day-to-day operation questions:

- The **User Guide** provides step-by-step instructions on using the system. The user guide covers activities such as logging in to the system, searching for existing cases, selecting the e-file and serve options, performing an e-file and serve, and changing user settings and password.
- The **Firm Administrator Guide** is specifically for the Firm Administrator. This guides covers administrative functions such as registering the firm; managing user, payment, and attorney accounts; and creating and editing the firm's contact lists.
- The **Quick Reference Guide** (QRG) provides only the steps needed to complete common tasks such as logging in to the system, searching for a case, initiating a new case, filing into an existing case, and reviewing the filing status.
- The **Frequently Asked Questions** (FAQ) guide lists the most frequently asked questions from the users. The FAQ covers questions pertaining to functionality.

Train

Free regularly scheduled online training is available. You can register for training online and download user manuals.

- The **Web Conference Training Sessions** are scheduled according to the needs of the courts. Locate your specific court by scrolling through the list of training sessions for your court.
- **Self-study Online Training** is available by clicking on the link and choosing the topic of your choice.

Contact

The File & Serve Technical Support Team is available to assist all users by calling 800–297–5377 Monday through Friday between the hours of 7 a.m. to 9 p.m. Central Time. You can also contact a Technical Support Representative with your questions by sending an email to efiling.support@tylertech.com or by using the File & Serve Chat option.

3 File & Serve Registration

Topics Covered in this Chapter

Registering as a User with an Existing Firm

You can register as a user if your Firm Administrator has already registered with the system and approved users to self-register.

Note: You must know your firm's name to set up your account. The Firm Administrator may not allow users to self register. If this is the case, the firm's name is not available when searching, and you must contact the Firm Administrator to be registered.

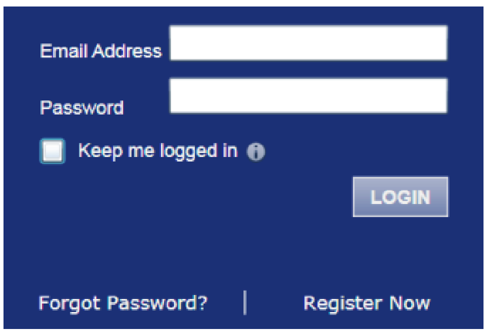

Figure 3.1 – Login Window

Perform the following steps to register as a user in the firm:

1. Click the Register Now link on the login screen.

   The **Registration Wizard** opens.
   Note: There is no fee to sign up for the product.

   Note: Registration options vary by site.

2. Select the User with an Existing Firm option.
3. Click the Next button to select your firm, or click the Cancel button to cancel the registration process.
4. Type your **Firm Name**, or click the Search button to view a list of all available firms.
5. Select your firm's name from the list.
6. Click the Next button to enter your account information; click the Previous button to return to the previous screen; or click the Cancel button to cancel the registration process.

   Note: An asterisk (*) indicates required information.
7. Complete the **User Information** form.
8. Enter a simple **Security Question** in the field provided. (Example: `What was your high school mascot?`)

Figure 3.2 – Security Question Field

9. Enter a **Security Answer** in the field provided.

Figure 3.3 – Security Answer Field

Note: Select I am also an Attorney ☑ if you are an attorney, and then enter your attorney number in the field. Attorney number formats vary by site; refer to your court's website for information on how to enter your attorney number.

Figure 3.4 – Attorney Number Field

Note: Click the Verify button if prompted. This verifies your attorney number is in the system.

10. Click the Register button. The system displays the **Your Registration is Complete.** message on the screen.
11. Record the login details displayed for your records.
12. Click the Finish button.
13. Go to your e-mail inbox to access your registration confirmation e-mail.

Note: You must verify your e-mail address to complete the registration process. A verification e-mail (from no-reply@tylerhost.net) will be sent to you. Open the e-mail and click the link to confirm your e-mail address. If you don't see the e-mail in your inbox, check your junk mail folder for the e-mail.

Your registration is now complete. Once you have received your e-mail confirmation, return to the login screen to log in.

Registering as an Independent User

You can register as an "independent user" if you are a single user of the system, meaning a user not associated with any firm or being represented by any firm.

Note: Refer to your local court's website before registering as an independent user, as registration options may vary.

Perform the following steps to register as an independent user:

1. Click the Register Now link.

Note: There is no fee to sign up for e-filing.

2. Select the ⊙ An Independent User option.

3. Click the Next button to continue; click the Previous button to go back; or click the Cancel button to cancel the registration process.
4. Read the **Usage Agreement** before proceeding.
5. Select the I Agree check box to accept and agree to the terms listed on your screen.
6. Click the Next button to continue; click the Previous button to go back; or click the Cancel button to cancel the registration process.
7. Complete the **Contact Information** form.
8. Click the Next button to continue; click the Previous button to go back; or click the Cancel button to cancel the registration process.
9. Complete the **User Information** form.
10. Enter a question in the **Security Question** field.

    Note: Your security question is required to restore your password in case you forget your password.
11. Enter a response in the **Security Answer** field.
12. Click the Register button.

    The message **Your Registration is Complete** displays on the screen.
13. Click the Finish button.

    Note: You must verify your e-mail address to complete the registration process. A verification e-mail (from no-reply@tylerhost.net) will be sent to you; open the e-mail and click the link to confirm your e-mail address. If you don't see the e-mail in your inbox, check your junk mail folder for the e-mail.

    Your registration is complete, go to your home page to log in.

Resetting your Password

If you have forgotten your password, you can reset your password by entering the e-mail address provided during registration and clicking the Forgot Password? link.

Note: Your password is case-sensitive. Make sure your caps lock is not on.

Note: You can unlock your account by using the Forgot Password? option and reset your password without having to contact the Firm Administrator if a security question is associated with the account.

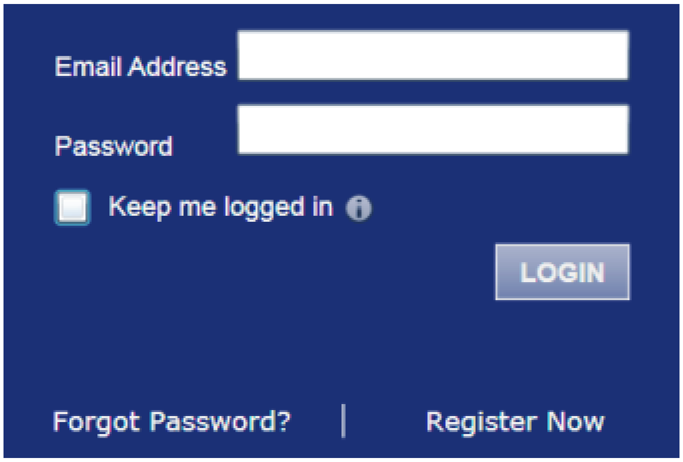

Figure 3.5 – Login Window

1. Click the Forgot Password? link on the **Login** window.

   The **Reset Password** window opens.

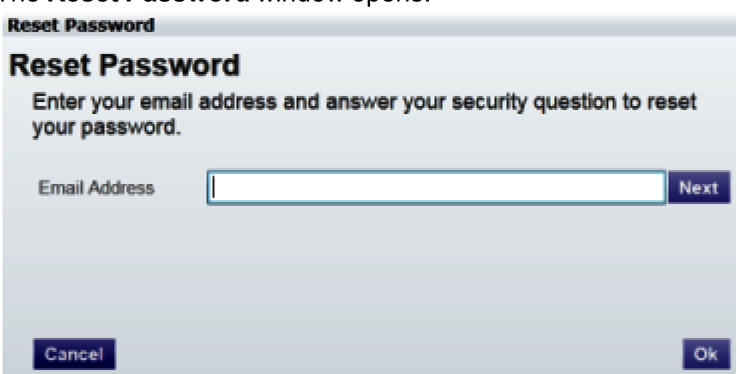

Figure 3.6 – Reset Password – E-mail Address

2. Type the e-mail address you provided during the registration process in the **E-mail Address** field.

   Note: An error message stating No user is registered with that email address displays if the system cannot is unable to find your email address.

3. Click the **Next** button to continue.

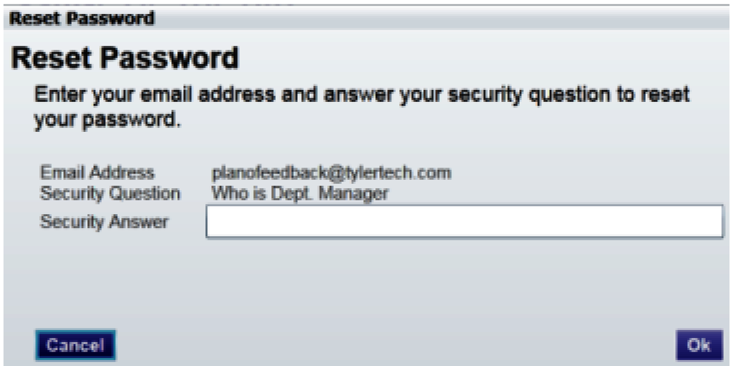

Figure 3.7 – Reset Password – Security Answer

4. Type your answer in the **Security Answer** field.
5. Click the Ok button, or click the Cancel button to cancel the reset password process.

   The system displays this message: **A password reset link has been sent to the email address associated with your account. If you do not see the password reset email in your Inbox, please check to see if it was delivered to your spam folder.**
6. Go to your email inbox.
7. Locate the email from no-reply@tylerhost.net.
8. Click the link labeled **Click <u>here</u>** to reset your password.

   You will be prompted to choose a new password.
9. Enter a new password in the *New Password* field.
10. Re-enter your new password in the *Repeat New Password* field.
11. Click the *Change Password* button.

    A confirmation screen displays: **Your password has been changed successfully.**

4 Login and Logout

Topics Covered in this Chapter

All users are required to log in to e-file and serve a document or to check the status of an existing filing. It is also a best practice for users to log out after they have completed their transactions.

Logging in

You can log in by using your e-mail address and password provided during the registration process. You must log in to be able to e-file or e-serve.

Note: Click Register Now to register if you have not registered before.

Perform the following steps to log in:

1. Go to your home page.
2. Enter your e-mail address and password (case-sensitive) in the fields provided.

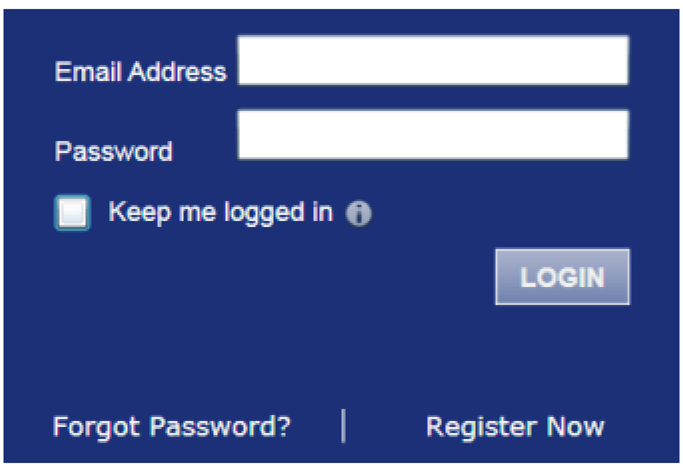

Figure 4.1 – Login Area

3. Select the Keep me logged in check box to stay logged in. This keeps you logged in until you click the logout link to logout.
4. Click the LOGIN button.

   Note: After several failed attempts to log in to the system, your account is locked. You can unlock your account by using the Forgot Password? option and reset your password without having to contact the Firm Administrator if a security question is associated with the account.

   Once you have successfully logged in, you can begin to e-file and e-serve.

Logging Out

This section describes how to properly log out.

Perform the following steps to log out:

1. Click the LOGOUT link at the top right corner of the page to automatically log out.

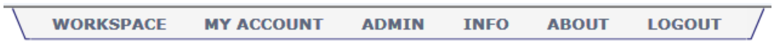

Figure 4.2 – Logout Link

2. Return to the home page to log in to the system.

5 Workspace

The **Workspace** page displays the links to access the **Filings**, **Bookmarks**, **Templates**, and **Service Contacts** pages.

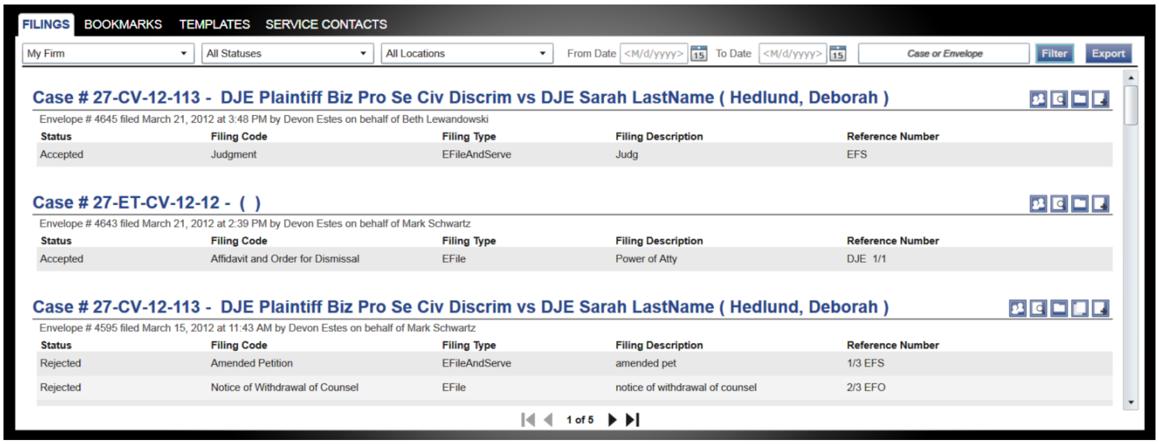

Figure 5.1 – The Workspace

Workspace

You can access the **Workspace** after you have successfully logged in. Click the WORKSPACE link at the top-right corner of the page. This will take you to the **Workspace** page.

The **Workspace** pages are used to view recent filings, manage templates, file into existing cases, manage case service contacts, bookmark cases, view the details of the case, copy the envelope to use in another filing, or cancel a filing (prior to court approval).

From the **Workspace** screen, you can perform the following tasks.

New Case

Use the **New Case** link located at the top of your screen for filing a new case, page 19.

Case Search

You can search for a case by selecting a location using the drop-down menu and entering a case number in the **Case Number** field, then click the Go button. You can also search for a case by using the *Advanced Search* option.

Figure 5.2 – Case Search Options

Filings

From the **Filings** screen, you can perform the following tasks:

- View the status of your filing
- Check the filing type
- Get a document description
- See the number assigned to your case

- View case details
- Filter the Filing Queue, page 36
- Add service contacts to a case, page 43
- View envelope details, page 29
- Copy the envelope, page 39
- Resume the filing process, page 41

Bookmarks

The **Bookmarks** screen displays a list of case numbers and descriptions for the cases you have bookmarked. Only you and your firm (depending on the firm setup) may see this information. Neither the public nor any other firm will be able to see your case list.

From the **Bookmarks** screen, you can perform the following tasks:

- View a list of bookmarked cases
- Refresh the cases list
- Filter the cases list
- File into an existing case, page 28
- Remove a case from the bookmark list
- Add service contacts to the bookmarked case

Service Contacts

From the **Service Contacts** screen, you can perform the following tasks:

- Add service contacts to a case, page 43
- View service contact details, page 49
- View the attached cases list, page 52
- Replace service contacts on the case, page 53
- Deactivate a service contact, page 54

6 Templates

Users can establish and manage filing templates that simplify the filings for common parties, events, and documents when filing a new case.

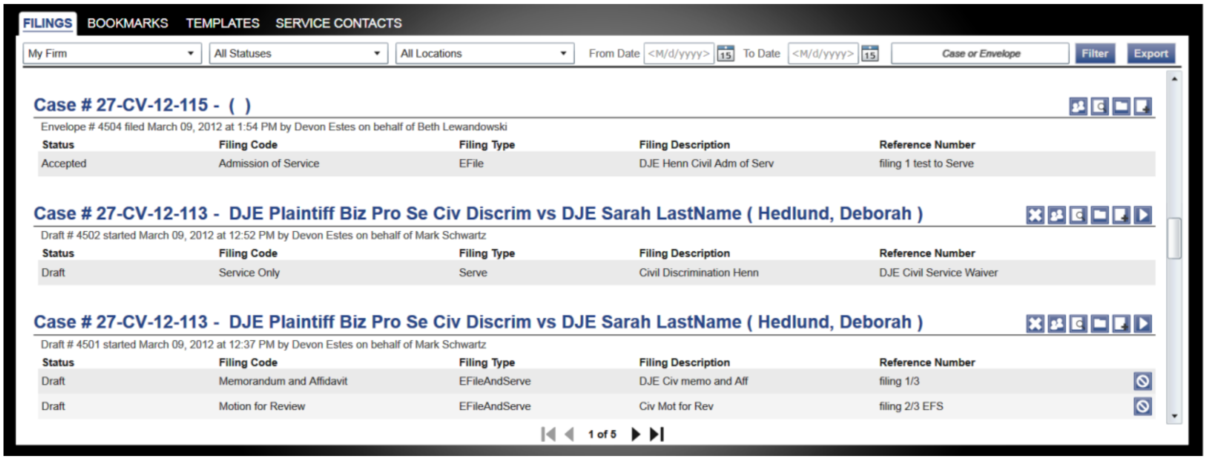

Figure 6.1 – Templates Screen

Using the **Templates** screen, filers are able to create, manage, and use a filing template recently created.

When creating a new filing using a template, the information can be modified as needed for the particular filing. The modification will not affect the original template. Templates created by an individual filer are accessible by all users within the firm.

From the **Templates** screen, you can perform the following tasks:

- Save commonly used templates to the **My Favorites** folder for easier access to the template. **Note: When searching for a saved template, the *Template Name* field is the only required field.**
- To view the templates saved in **My Favorites**, select **My Favorites** from the drop-down list, and then click the Filter button.
- To view the templates saved by your firm, select **My Firm** from the drop-down list, and then click the Filter button.
- To select a location, use the drop-down list to filter by location, and then click the Filter button.
- To select a case type, use the drop-down list to filter by case types, and then click the Filter button.
- To select a filing code, use the drop-down list to filter by filing codes, and then click the Filter button.

- Click the  icon to add the template to your favorites.
- Click the  icon to view the template details.
- Click the  icon to file using an existing template.
- Click the  icon to edit the template.
- Click the  icon to delete the template.

7 Case Initiation

Topics Covered in this Chapter

♦ Filing a New Case
♦ Entering Party Details
♦ Entering Filing Details
♦ Viewing the Case Summary

Initiate a case using the NEW CASE link located at the top of your screen.

Figure 7.1 – New Case Link

Click the **New Case** link at the top of the page to open the **Case Information** page and to begin the case initiation process for e-filing.

Note: A payment account must exist before you can submit a filing.

Filing a New Case

File a new case using the **Case Information** screen.

A payment account and a filing attorney must be set up prior to filing a new case. Contact your Firm Administrator to set up the accounts prior to starting the filing process.

Perform the following steps to file a new case:

1. Click the NEW CASE link.

Figure 7.2 – New Case Link

The **Case Information** page opens.

Figure 7.3 – Case Information Page

2. Complete the details for the new case form using the drop-down list.

   Note: An asterisk indicates required fields.

3. Click the **Parties** button to save the case information and continue.

Note: Once you click the Parties button, a draft of the pages where all of the required fields have been completed is automatically saved. This feature allows you to stop work on a filing and resume the filing at a later time. To resume filing a saved draft, click the WORKSPACE link at the top of the page, find your case on the Filings screen, and click the icon.

Entering Party Details

Each case requires a party type.

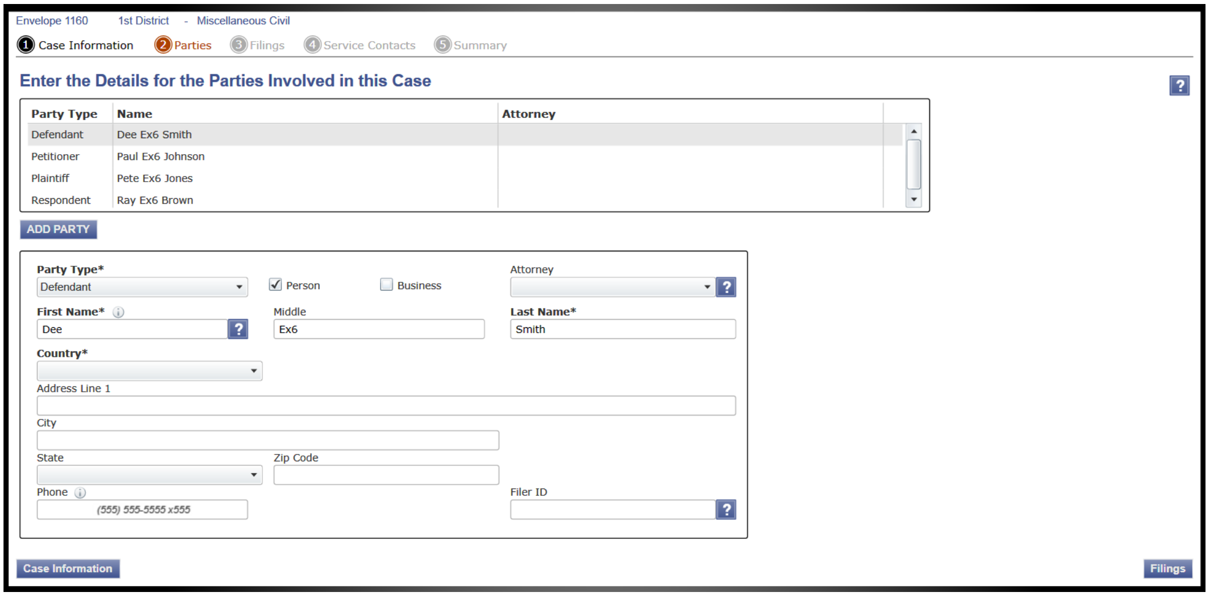

Figure 7.4 – Parties Page

Note: An asterisk (*) indicates a required field. You must complete all required information for the party types in the fields provided.

Perform the following steps to enter the details for the parties involved in the case:

1. Click the  button from the **Case Information** page to enter the party details for the case.
2. Choose the party type by selecting either **Plaintiff** or **Defendant** under the **Party Type** column. You can also select the party type using the drop-down list in the **Party Type** field.
3. Select the country using the **Country** drop-down list.

Note: Foreign address fields are now added to the current data requirements of the address block in system to allow for non-U.S. addresses.

- The following will apply when the country listed is Canada:
  - The **State** field will display as **Province**.
  - If **Provinces** are configured, then the **Province** field will consist of a drop-down list of Canadian codes; otherwise, the **Province** field will consist of a free-form text box.
  - The **City** field will display as **Municipality**.
  - The **Zip Code** field will display as **Postal Code**.
- The following will apply when other foreign countries are selected:
  - The **State** field will display as **Region**.
  - If **Regions** are configured, then the **Region** field will consist of a drop-down list with these codes; otherwise, the **Region** field will consist of a free-form text box.
  - The **City** field will display as **Municipality**.
  - The **Zip Code** field will display as **Postal Code**.

4. Enter the party information in the fields provided.

   If you want to add another party to the filing, click the ADD PARTY button, and enter the party information in the required fields.

5. Click the Filings button to save the party details, or click the Case Information button to return to the previous screen.

Entering Filing Details

The **Filing Details** screen allows you to enter the filing details and calculate the fees associated with the filing.

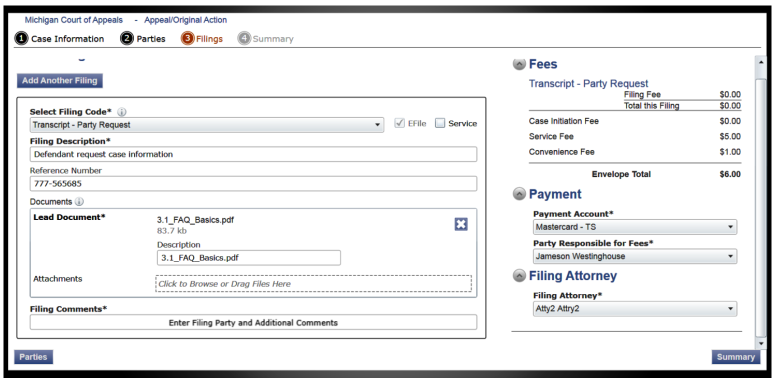

Figure 7.5 – Entering Filing Details Screen

Perform the following steps to enter the filing details for the case:

1. Click the Filings button from the **Parties** screen to enter the filing details.
2. Select the filing code using the **Select Filing Code** drop-down menu.
3. Select the **EFfile** check box to select the e-file option.
4. Enter a brief description of the filing associated with the filing code previously selected in the **Filing Description** field.
5. Type a reference number of your choice that you can refer back to for this filing in the **Reference Number** field.

   Note: A reference number is a customer created number and is for internal purposes only. Most courts do not see or refer to the reference number field for the filing. This is an optional field.

6. Select the **Lead Document** for this filing.

   a. Click *Click to Browse or Drag Files Here* to select a **Lead Document**.

      This opens Windows Explorer on your computer.

   b. Select a document to upload from the files on your computer.

      Note: Only one document can be uploaded as a lead document.

   c. Click Open to attach the file.

d. Wait as the attachment uploads.

e. Type a description of the uploaded attachment.

f. Select a security option for the attachment.

g. To delete the uploaded attachment, click the icon.

7. Select the **Attachments** to upload for this filing.

a. Click *Click to Browse or Drag Files Here* to select an attachment.

This opens Windows Explorer on your computer.

b. Select the attachments to upload from the files on your computer.

Note: Multiple documents can be uploaded as attachments simultaneously.

The system provides a way to upload a file type that is not converted into PDF format. Users can download and view the files externally using the RTF document format.

The Auxiliary Filing feature enables filers to upload an editable RTF version of a document to the court. For example, many courts require documents to be in PDF format; however, a judicial officer may want an editable version of the document sent to the court to be able to modify the document in the Proposed Orders. As a result, the filer would submit both the PDF and the RTF versions of the same document. The RTF version is used only if the judge is making changes to the filing.

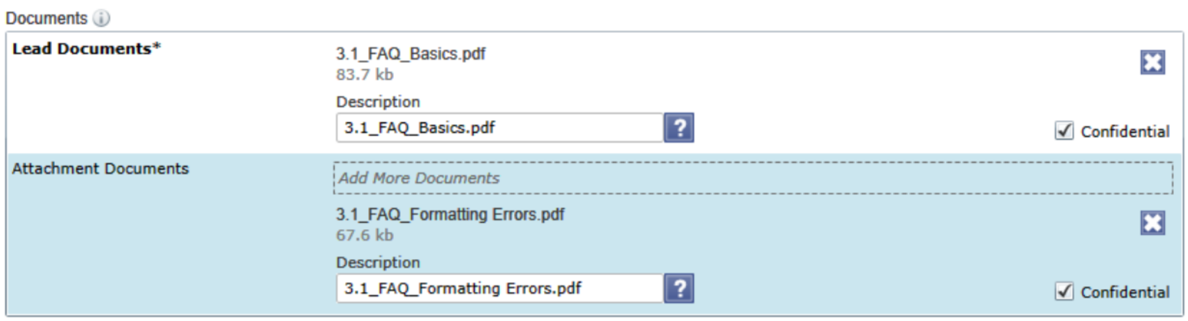

Figure 7.6 – Uploading an Attachment

c. Click Open to attach the file.

d. Wait as the attachment uploads.

e. Type a description of the uploaded attachment.

f. Select a security option for the attachment.

g. To delete the uploaded attachment, click located under **Confidential**.

8. Enter the **Filing Comments** for the court reviewer to read.

9. Click the Add Another Filing button to add more documents to this envelope.

10. Review the filing **Fees** located on the right side of the screen.

Note: Your credit card is authorized when submitted; however, the transaction fees will not post to the credit card account until the court accepts the filing. Once the filing is accepted, the total filing fee to be submitted for the filing is displayed.

11. Select a payment account to use to pay the filing fees.

12. Select the party responsible for the filing fees.
13. Select a filing attorney.
14. Click the **Summary** button to save the filing details when you are done, or click the **Parties** button to return to the previous screen.

Viewing the Case Summary

The **Summary** page displays the case information, parties involved in the case, filing details, fees, payments, and filing attorney for the case.

The **Parties** and **Filings** pages must be complete before you can view the case summary. A payment account must be assigned to the case to complete the filing process.

Perform the following steps to view the case summary:

1. Click the **Summary** button from the **Filings** screen to view the case summary.

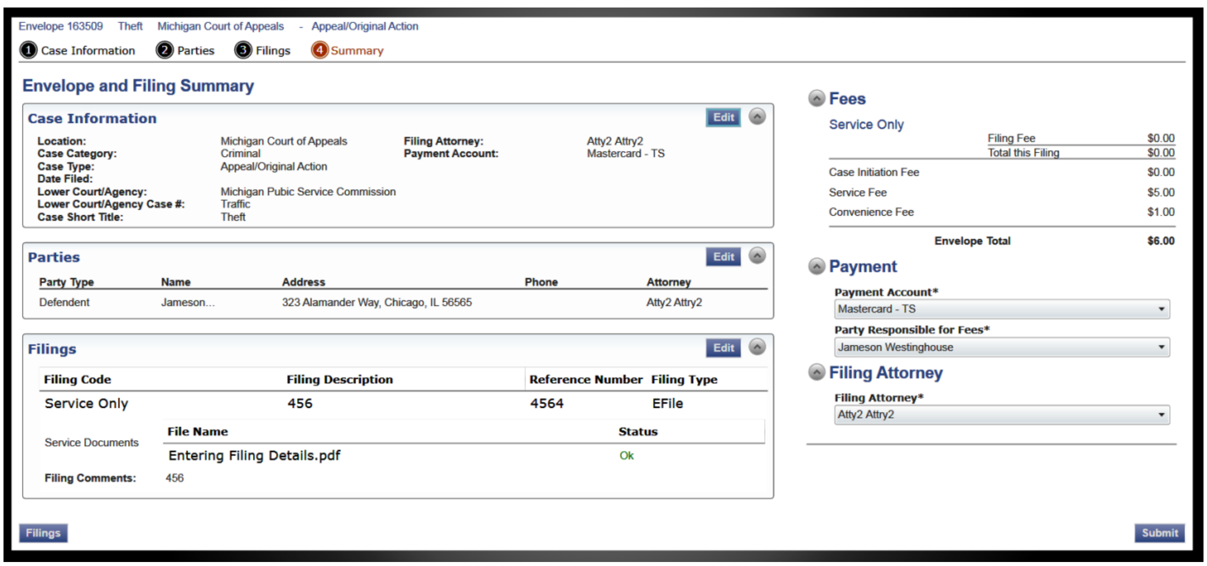

Figure 7.7 – Envelope and Filing Summary Page

The **Envelope and Filings Summary** window opens. Here, you can view the **Case Information**, the **Parties** involved in the case, **Filing** codes, the filing **Fees**, the **Payment** accounts, and the **Filing Attorney** for the case.

2. Click the **Submit** button to submit your filing, or click the **Filings** button to take you back to the **Filings** screen.

8 Case Search

Topics Covered in this Chapter

Search for a case by selecting a location, entering a case number or a party name.

Searching for a Case

You can search for by selecting a location and then entering the case number or the party name in the search field.

Figure 8.1 – Case Search Option

Perform the following steps to search for a case:

1. Click the drop-down arrow to select a location.
2. Type the exact case number assigned by the court, or type the party's name in the search field.

   No wildcards can be used in the search field.
3. Click the  button.

   The result screen displays the case meeting the criteria entered in the search field.

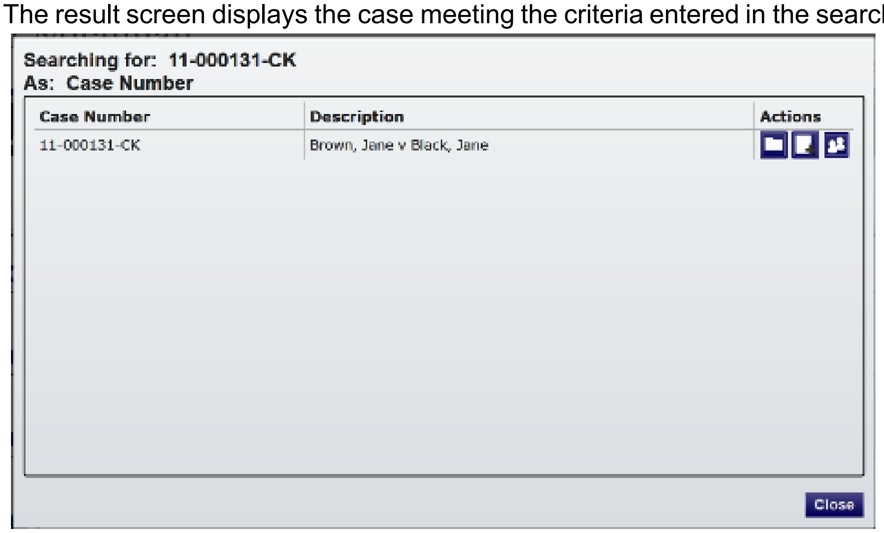

Figure 8.2 – Case Search Results

4. Select an icon under the **Actions** column and perform actions as necessary, or click the  button if you choose not to perform any further actions.

Advanced Search

The **Advanced Search** feature provides the ability to search by party name using a person or a business name. The **Advanced Search** feature includes the ability to filter a search by party name based on the location or the case type.

Performing an Advanced Search by Person

An asterisk (*) indicates a required field. **Note: Color themes may vary by site.**

Complete the following steps to perform an **Advanced Search** using the **Person** option:

1. Click the **Advanced Search** link in the **New Case** section at the top of the screen to open the *Advanced Search* dialog box.

   The *Advanced Search* dialog box opens.

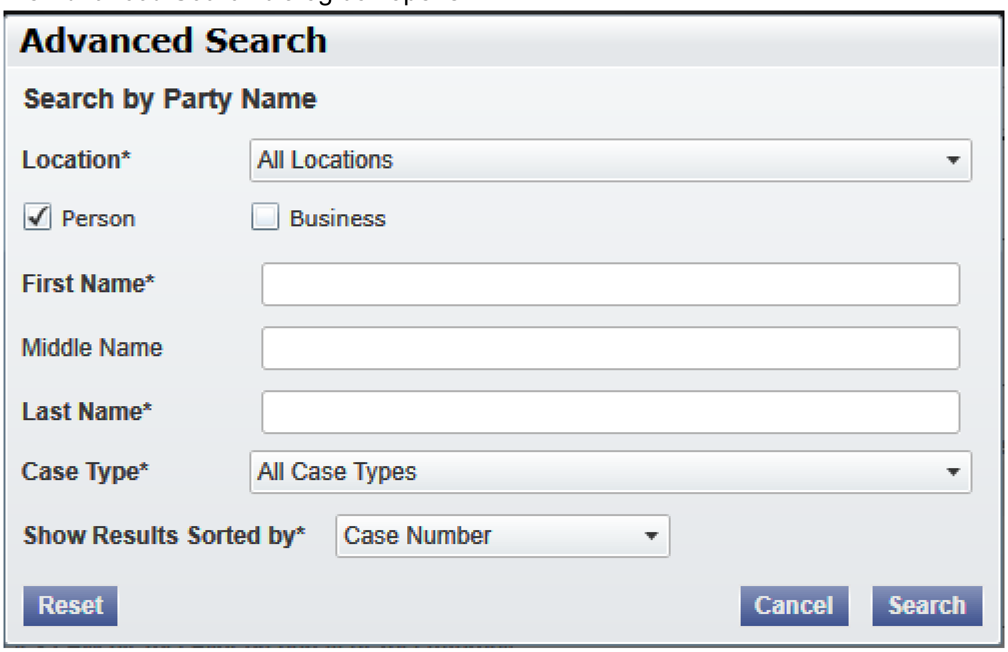

Figure 8.3 – Advanced Search Dialog Box

2. Select the **Person** check box.

   Note: Check boxes are configurable. This option may vary by site. For example, some clients may only have businesses in CMS, so a check box is not required.

3. Complete the fields in the *Advanced Search* dialog box.
4. Click the **Search** button to continue or the **Cancel** button to cancel. Click the **Reset** button to reset the form.

The search results are displayed.

Performing an Advanced Search by Business

An asterisk (*) indicates a required field. **Note: Color themes may vary by site.**

Complete the following steps to perform an *Advanced Search* using the **Business** option:

1. Click the **Advanced Search** link in the **New Case** section at the top of the screen to open the *Advanced Search* dialog box.

   The *Advanced Search* dialog box opens.

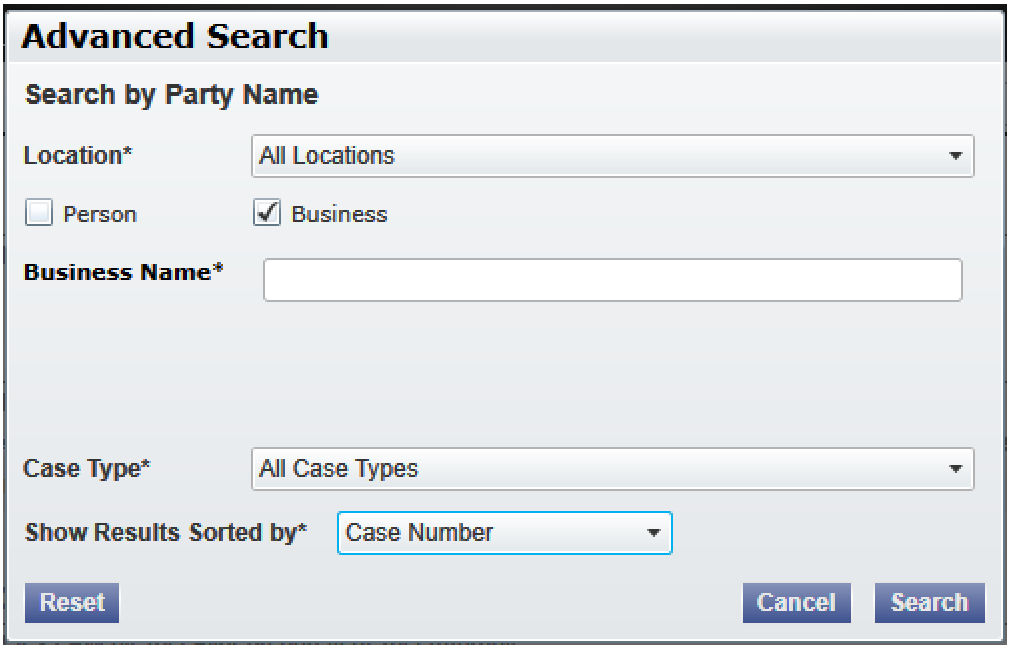

Figure 8.4 – Advanced Search Dialog Box

2. Select the **Business** check box.

   Note: Check boxes are configurable. This option may vary by site. For example, some clients may only have businesses in CMS, so a check box is not required.

3. Complete the fields in the *Advanced Search* dialog box.
4. Click the **Search** button to continue, or the **Cancel** button to cancel. Click the **Reset** button to reset the form.

The search results are displayed.

9 Subsequent Filing

Topics Covered in this Chapter

♦ Filing into an Existing Case

Once a new case has been created by the courts, you can file into the existing case. Filing into an existing case is also called subsequent filing.

Filing into an Existing Case

You can file into an existing case once you have initiated a case.

The procedures that follow describe the three different ways to access a case to file into the case.

Perform the following steps to access your case to begin a subsequent filing.

1. Click the WORKSPACE link at the top of the page.

Note: This will take you to the Filings screen.

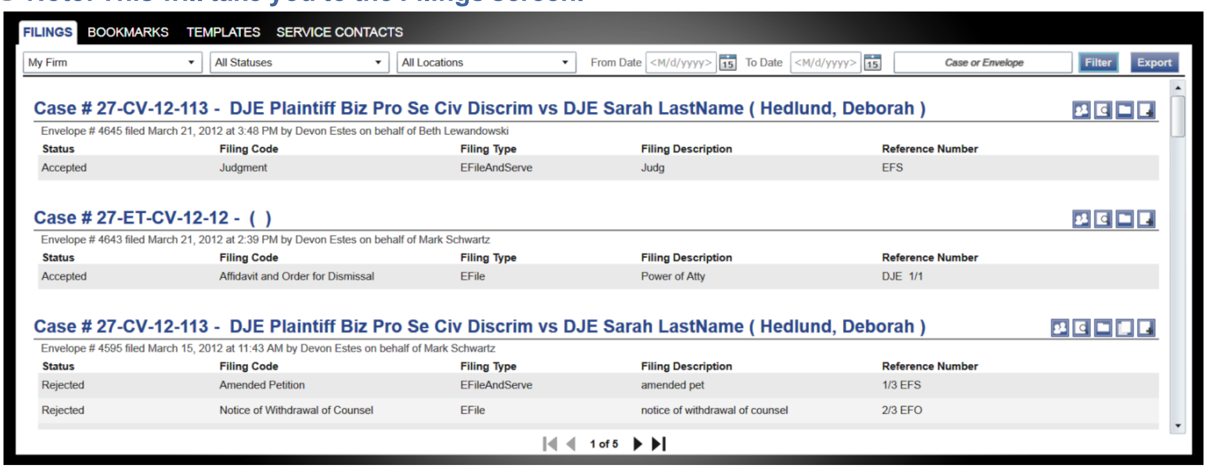

Figure 9.1 – Filing Screen

a. Locate your case on the **Filings** screen.

b. Click the icon to file into the case.

c. Complete the filing details.

File Into Case Not Listed

Filers can submit subsequent filings for cases that are not yet indexed in locations that use a non-bidirectional CMS integration. This feature allow users who cannot locate a case because it is not part of the case index to file into the case as if it were found using the **Case Search** option.

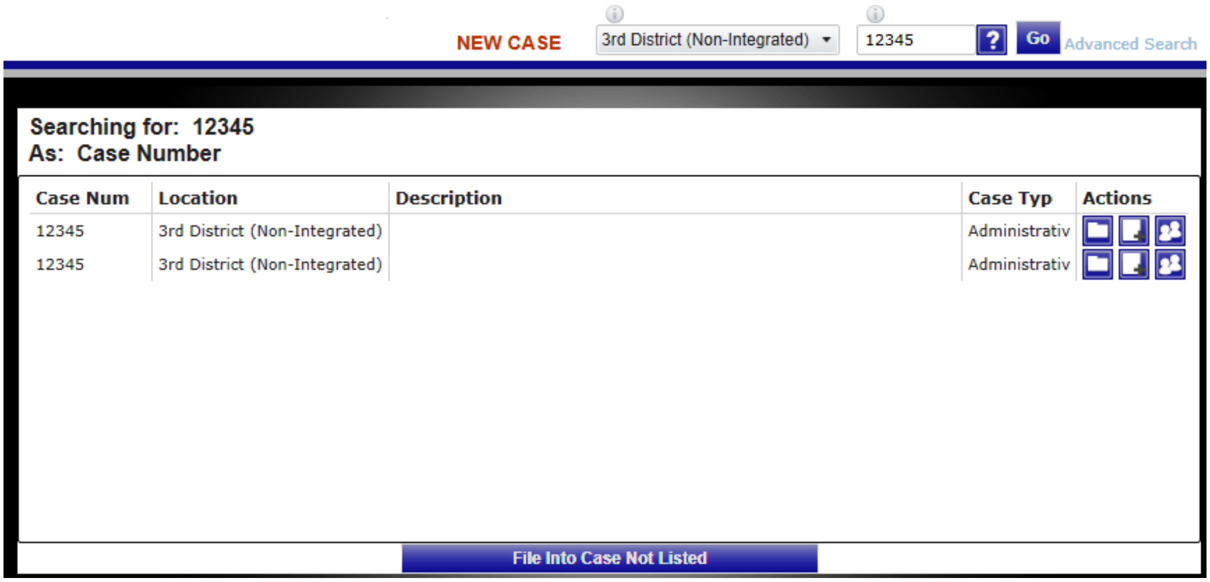

Figure 9.2 – Case Search Results

Perform the following steps to file into a case not listed in the search results:

1. Select a location using the drop-down list.
2. Type a case number in the case number search field.
3. Click the *Go* button.

   The system displays an error message stating case not found.
4. Click the *File Into Case Not Listed* button.

Viewing the Envelope Details

From the **Filings** screen, you can see the information entered for the envelope, the filing details, and the documents submitted.

Perform the following steps to view the envelope details:

1. Click the WORKSPACE link at the top of the page.

   Note: This will take you to the Filings screen.

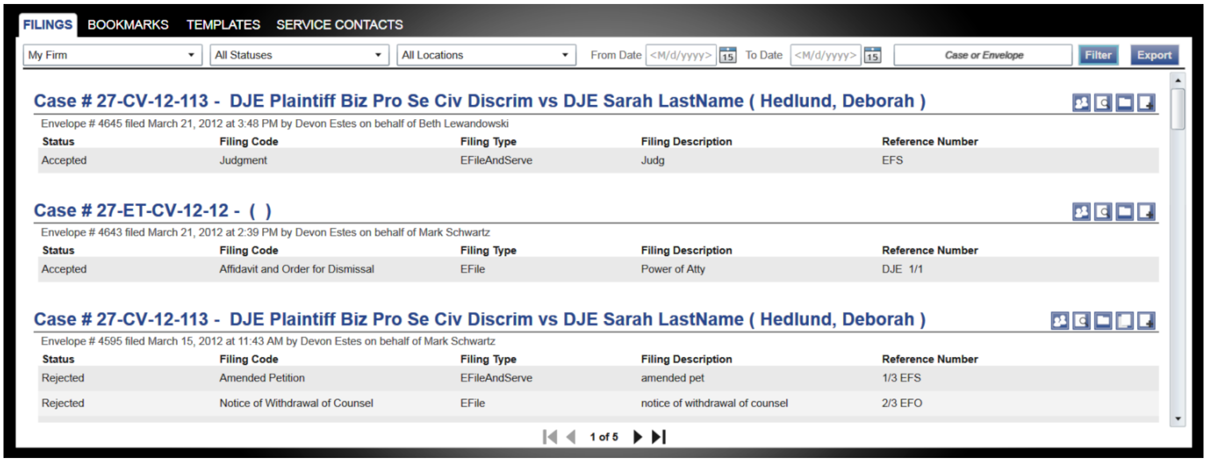

Figure 9.3 – Filing Screen

2. Locate your case on the **Filings** screen.

3. Click the  icon for the details of the envelope you want to view.

   This action opens the **Envelope Details** window. Here, you can view the **Case Information**, the **Fees**, the **Payment** information, the **Service** type, the case type, and the documents attached to the case.
   Note: If the Service check box was selected during the filing process, the type of service is displayed.

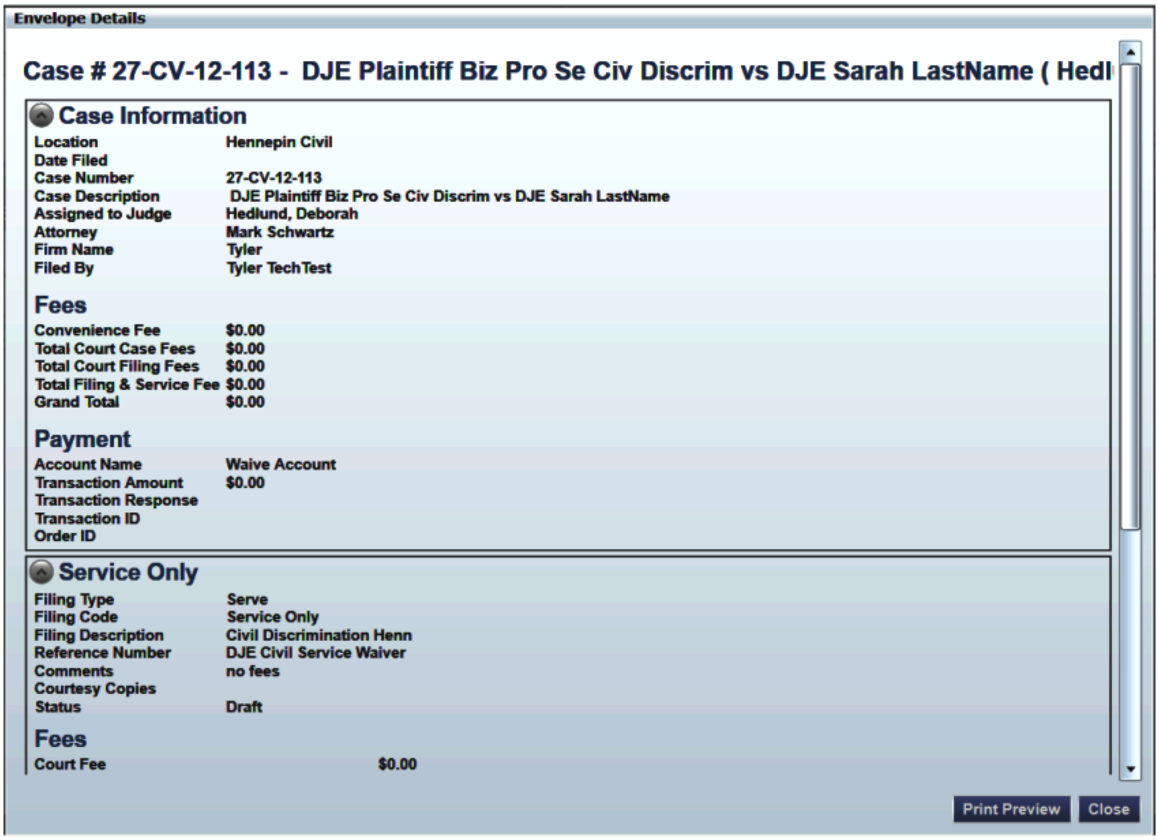

Figure 9.4 – Envelope Details Screen

4. Click the Print Preview button to open a printable version of the envelope details, or click the Close button when you are done to take you back to the **Filings** screen.

10 My Account

Topics Covered in this Chapter

The **My Account** page displays the **Change Password** and the **Manage Notifications** tabs.

You can change your password and your security question using the **Login – Change Password** form.

You can manage the e-mail notifications that you wish to receive using the **Manage Notifications** tab.

Changing the User Password

You can change your password using the **Login – Change Password** screen.

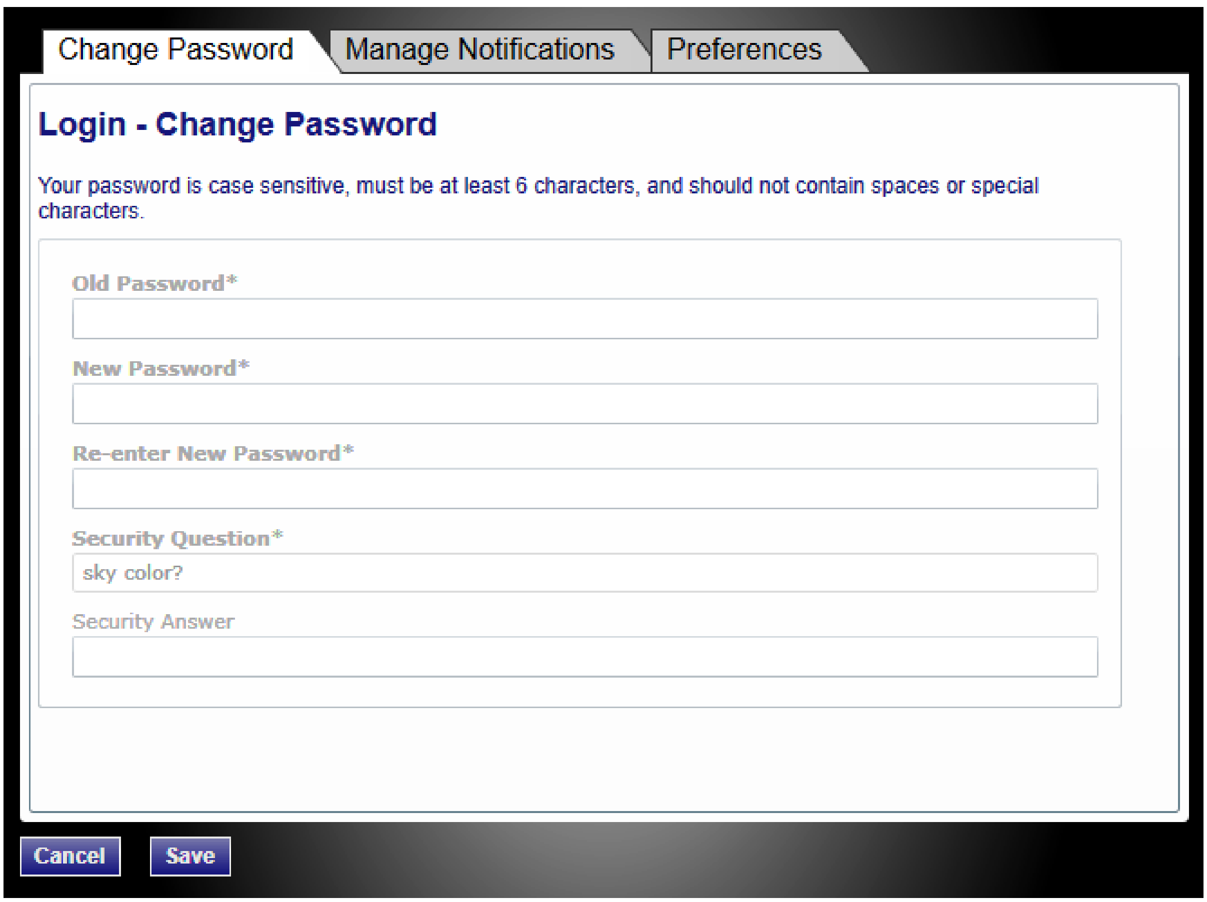

Figure 10.1 – Login – Change Password Screen

Note: Your password is case sensitive and must be at least six characters in length.

Perform the following steps to change the user password:

1. Click the MY ACCOUNT link at the top of the page.

   The Change Password tab opens the **Login – Change Password** screen.
2. Complete the **Login – Change Password** form by entering your account information.

   Note: You can unlock your account by using the Forgot Password? option, resetting your password without having to contact the Firm Administrator if a security question is associated with the account.
3. Click Save to change your password, or click Cancel to exit without changing your password.

Changing the Security Question

You can change your security question.

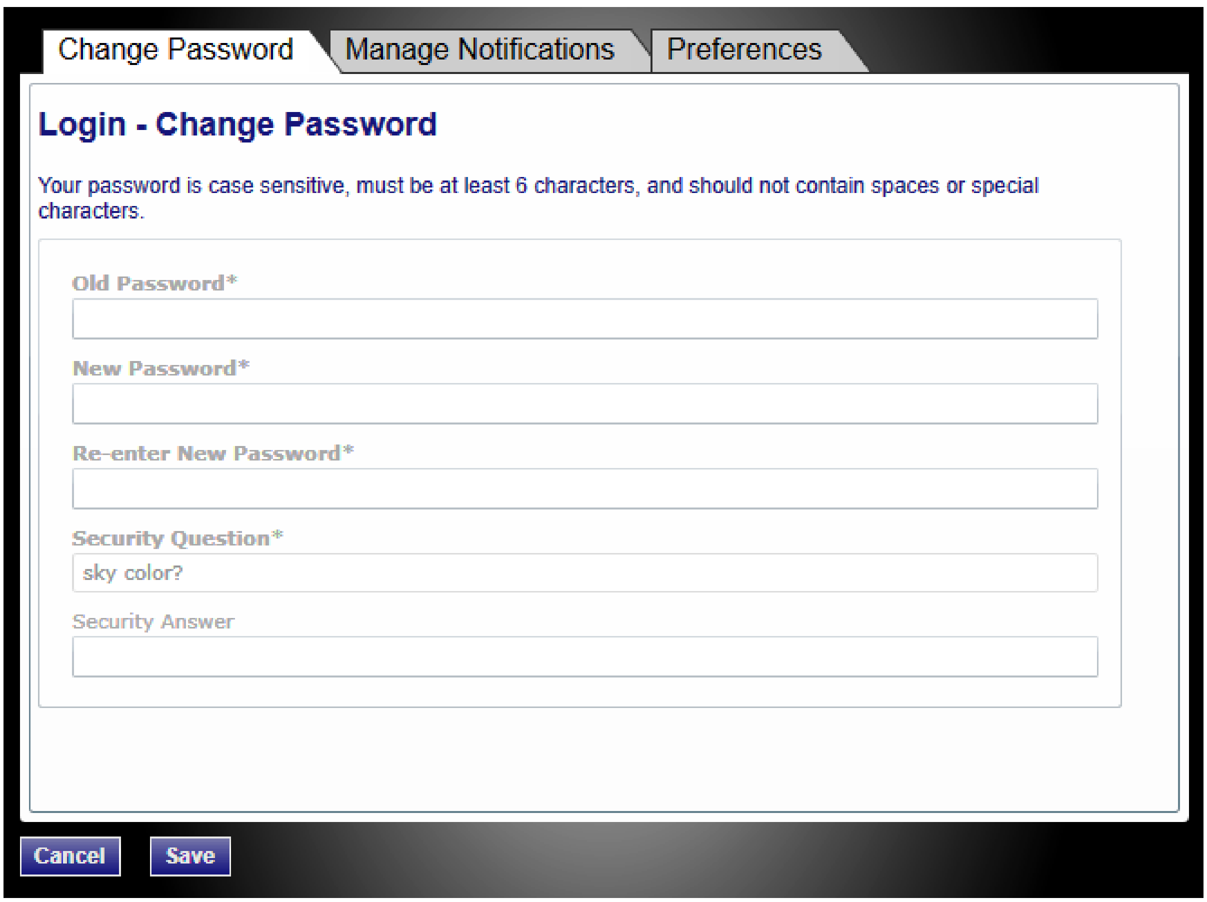

Figure 10.2 – Change the Security Question

Perform the following steps to change the security question:

1. Click the MY ACCOUNT link at the top of the page.

   The Change Password tab opens the **Login – Change Password** screen.

2. Change your security question and answer by entering your new information in the **Security Question** and **Security Answer** fields.
3. Click **Save** to change your password, or click **Cancel** to exit without changing your password.

11 Bookmarks

The **Bookmark** screen displays a list of case numbers and descriptions for the cases you have bookmarked. Only you and your firm (depending on the firm setup) may see this information. Neither the public nor any other firm will be able to see your case list.

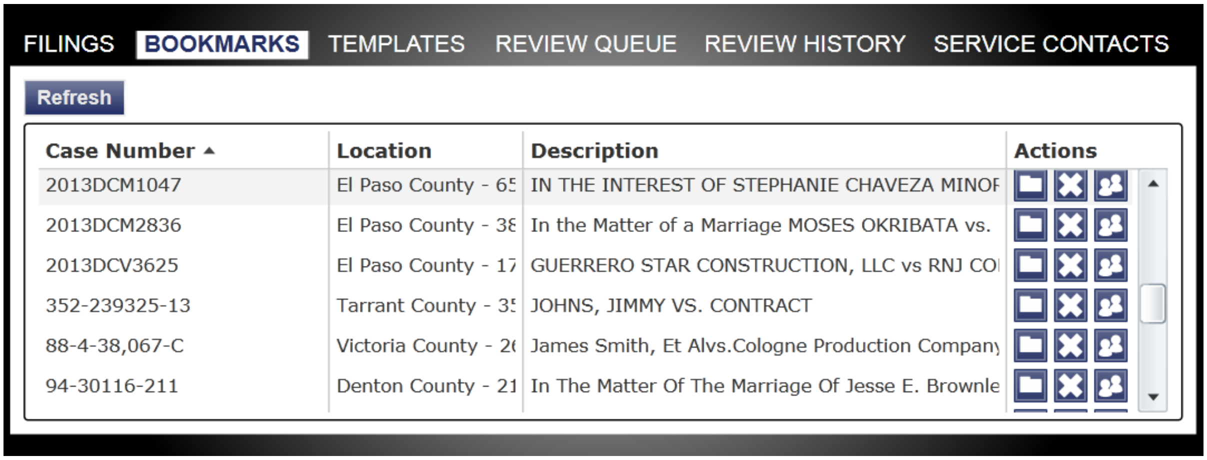

Figure 11.1 – Bookmark Cases

View Bookmarked Cases

You can view a list of your bookmarked cases, filter the bookmarked cases list, file into an existing case, remove the bookmarked case from the case list, and add service contacts to the case using the **Bookmarks** screen.

Refreshing the Bookmarked Cases List

You can manually refresh the **Bookmarks** screen as changes are made to the system. Click the **Refresh** button to refresh the **Bookmarks** page.

Filtering the Bookmarked Cases List

You can filter the bookmarked cases list by clicking on the arrows in the *Case Number*, *Location* and the *Description* columns.

Filing into an Existing Case

Click the icon under the **Actions** column on the **Bookmarks** screen when filing into an existing case, page 28.

Removing a Case from the Bookmark List

You can remove a case from the bookmarked case list by clicking the icon under the **Actions** column on the **Bookmarks** screen.

Add Service Contact to the Case

You can add service contacts to the case selected by clicking the icon under the **Actions** column on the **Bookmarks** screen.

12 Filings

Topics Covered in this Chapter

After you have uploaded and submitted your filing, the filing is displayed in the **Filings** queue. From here, you can view the status of your filing, check the filing type, get a document description, see your number assigned to the case, review the details of the case, and cancel a filing.

View Filings

You can access the **Filings** screen after initiating a case, filing into a subsequent case, or by going to the **Filing** screen directly.

Click the WORKSPACE link at the top of the page. This will take you to the **Filings** screen.

Use the **Filings** screen to perform many of the tasks associated with e-filing. From the **Filing** screen, you can manage your firm's service contacts on a case, view the details of the case, add subsequent filings to a case, bookmark the case as a frequently accessed case, resume (continue) the filing process of a case saved as a draft, and cancel a filing.

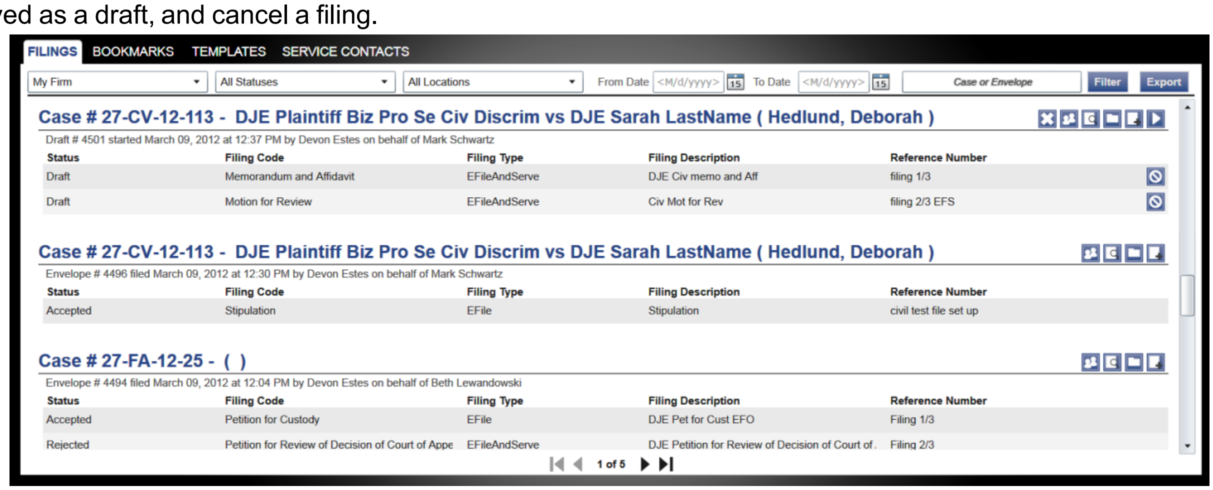

Figure 12.1 – Filings Screen

Filtering the Filings Queue

The **Filings** queue screen displays the status of each filing. The status information is located in the status column on the **Filings** screen. You will only see the status for the filings that you or your firm have submitted when logged on to the system, not all filings related to a case.

Note: Only you and your firm may see this information.

1. Select **Filings** on the toolbar.

   All relevant information is displayed concerning your filings.

2. Select the filter parameters using the drop-down lists, or enter specific information in the search fields.

Note: For the From Date or the To Date, click the 15 icon to select dates from a calendar, or you can type the dates manually (for example, `9/9/2010`).

Figure 12.2 – Select the Dates Using the Calendar

3. Click **Filter** to filter the search.

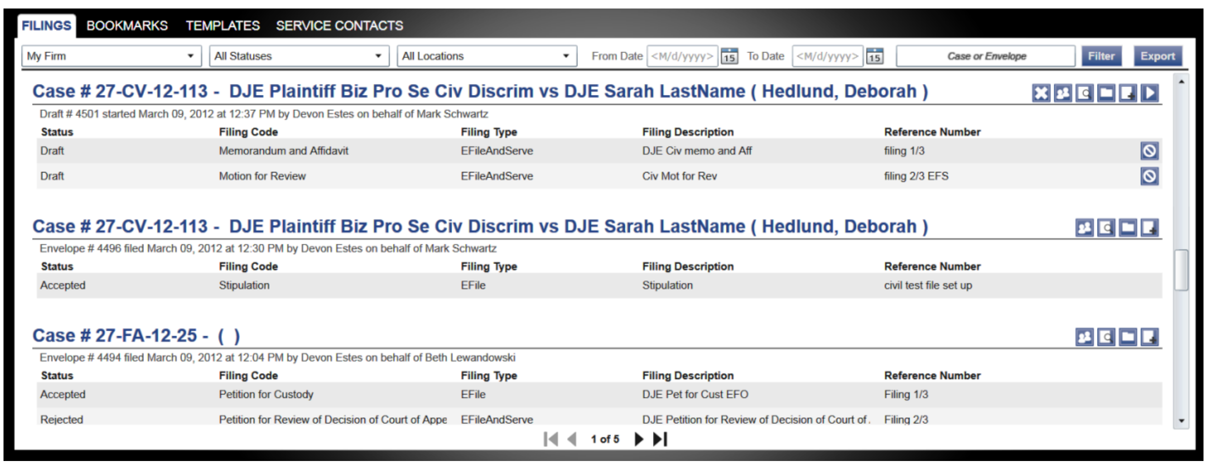

Figure 12.3 – Filings Screen

Note: To clear the filter, select Filings on the toolbar.

A list of cases meeting your search criteria is displayed.

Exporting E-filing Transactions

You can export a copy of the filings in the **Filings** queue to your computer using the **Export** option.

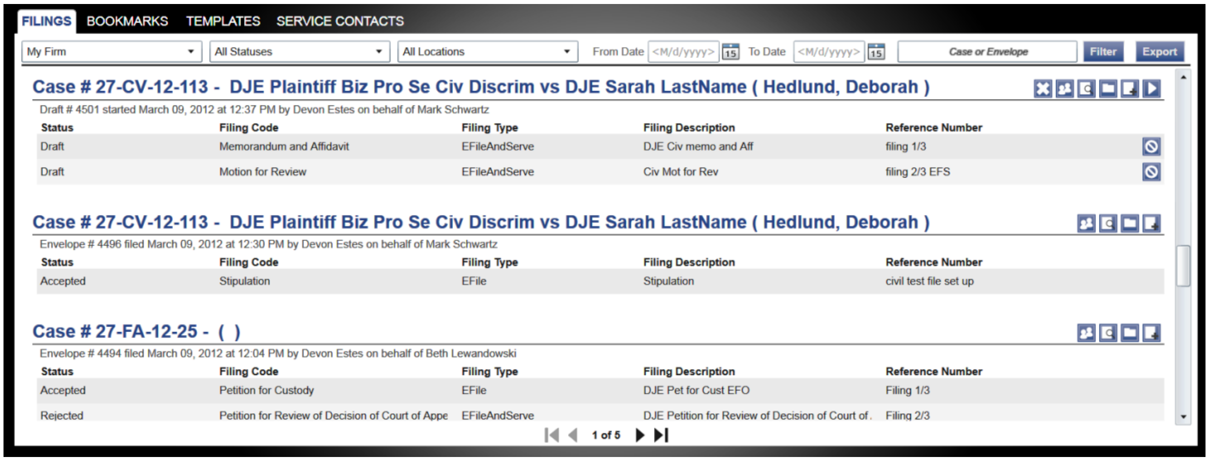

Figure 12.4 – Filings Screen

Perform the following steps to export a copy of your filings to your computer:

1. Select the **Filings** tab on the toolbar.
2. Click the **Export** button.

   The Windows Explorer window opens on your screen. This will allow you to export your filings to a Microsoft Office XML file.
3. Type a file name in the **File name** field provided.

Figure 12.5 – File Name Field

4. Click the **Save** button to save the filings to your computer, or click the **Cancel** button to cancel.

The files are saved on your computer.

Viewing the Export File

Once the file has been exported, navigate to the location where the file was saved and open the file. Depending on what operating system (Windows or Mac) and programs installed on your computer, your options here will vary. If Microsoft Excel (or a similar application) is installed on your computer, using it is the simplest way to view the data.

When the XML file is opened, there will be two worksheets – one named Envelopes and one named Filings. Most users find the Envelopes worksheet easier to use for reconciliation of credit card statements, as the Filings worksheet will contain multiple rows of data for envelopes created with multiple filings. Currently, the Export contains the following fields in the Envelopes worksheet: Order ID, Case, Case Description (Case Style), Filed Date, Court Fee, Service Fee, Convenience Fee, Total Fee, Response, Capture Date, Accept Date, Account, Responsible Party, Envelope #, Reference Number.

Using Microsoft Excel (or a similar application) provides the ability to sort, filter, and total data exported. Once the data has been sorted and filtered as appropriate, the 'Total Fee' column can be totaled using a formula. The Reference Number field is designed to be a way to link the client file in your office back to the filings created and is used for internal purposes only. When e-filing a document and using the Reference Number in this manner, it will assist in assist in reconciliation of charges to client files.

Copying the Envelope

You can copy an envelope to create another envelope using the icon on the **Filings** screen if cancelled the envelope, or your filing has been rejected by the courts. You can also copy the envelope if there is an error in your filing and you want to create another filing.

Perform the following steps to copy the envelope:

1. Click the **Filings** link on the menu.

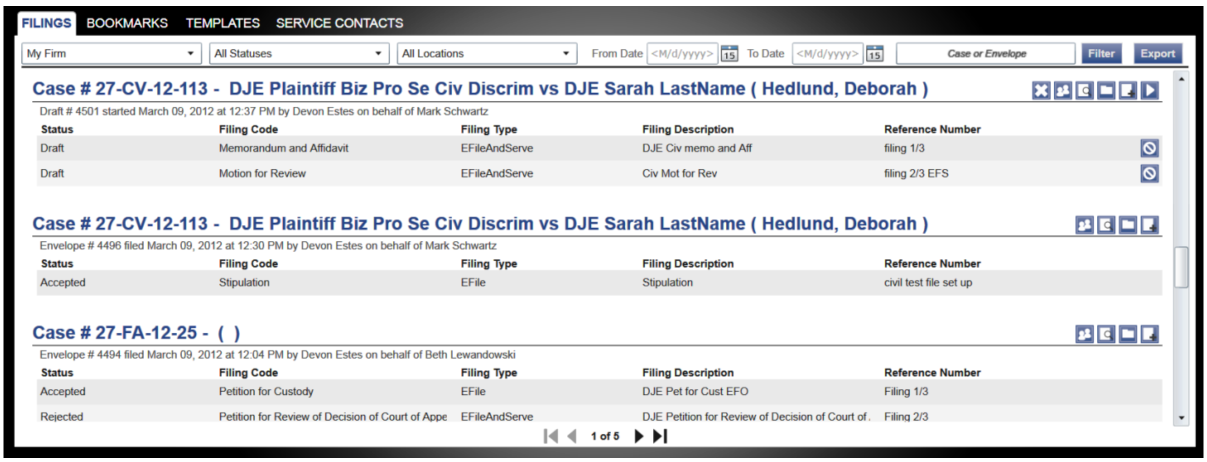

Figure 12.6 – Filings Screen

2. Select a case to copy on the **Filings** screen.

3. Click the icon on the selected case to copy the envelope.

Adding Service Contacts to the Firm

You can add service contacts to the **Service Contacts** list.

Perform the following steps to add service contacts to the **Service Contacts** list:

1. Click the SERVICE CONTACTS link at the top of the window.

   This opens the **Service Contacts** page.

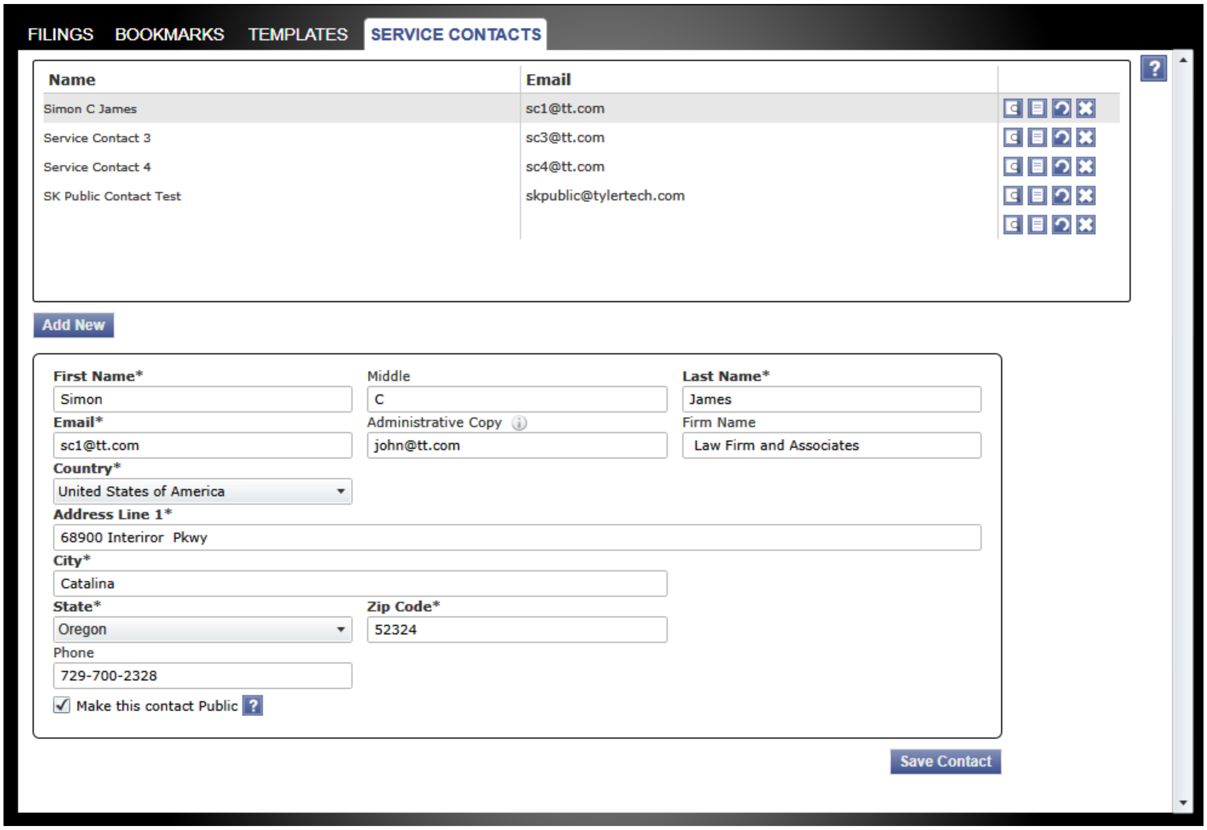

Figure 12.7 – Adding Service Contacts Form

2. Click the **Add New** button in the middle of the window.

   The **Add Service Contacts** form opens.
3. Complete the **Add Service Contacts** form by providing the applicable information.

   Note: An asterisk (*) indicates required information.
4. Type an e-mail address in the **Administrative Copy** field.

   A courtesy copy of the service notification is sent to the e-mail address entered in this field. The administrative e-mail is an optional e-mail for the delivery of service. Delivery to this address is not considered a determining factor for the completion of e-service.
5. Select the **Make this contact Public** check box to make the contact available to any filer.

   Note: Selecting this check box is helpful when the contact is the defendant in a court action.
6. Click the **Save** button to save the contact to the **Service Contacts** list.

   The new contact information displays in the **Service Contact** list.

Resuming the Filing Process

You can resume the filing process after logging out of the system or exiting the filing process by accessing your case using the **Filings** link to access the **Filings** screen.

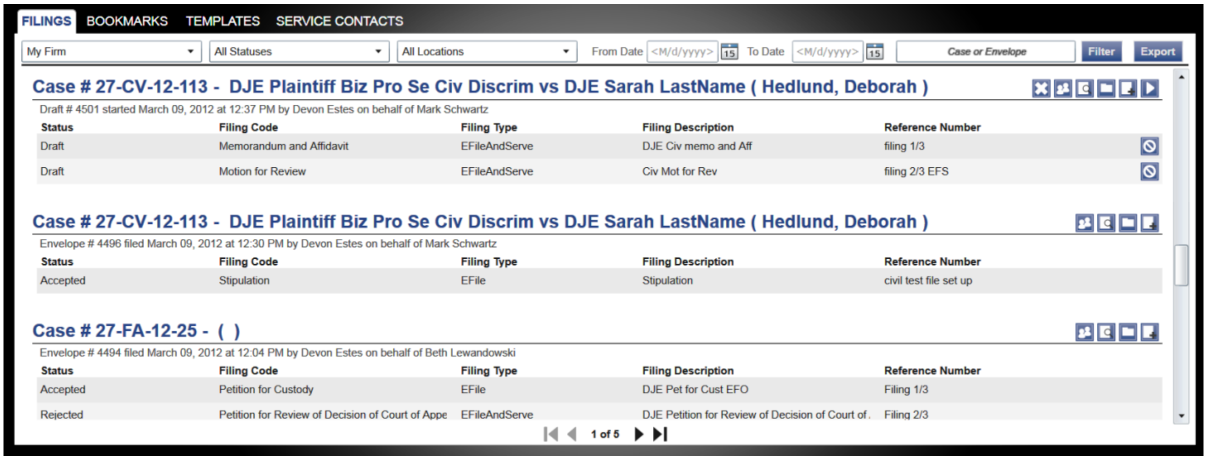

Figure 12.8 – Filings Screen

Perform the following steps to resume the filing process on the case:

1. Select **Filings** on the toolbar.
2. Select a case or an envelope on the **Filings** screen to resume a filing.
3. Click the  icon for the selected case to resume the filing process. This opens the last saved pages in your envelope or case to continue the filing process.

Canceling a Filing

You can cancel a filing you have submitted before it is accepted by the courts. Once the filing status changes to “Under Review” or “Accepted,” a filing cannot be canceled.

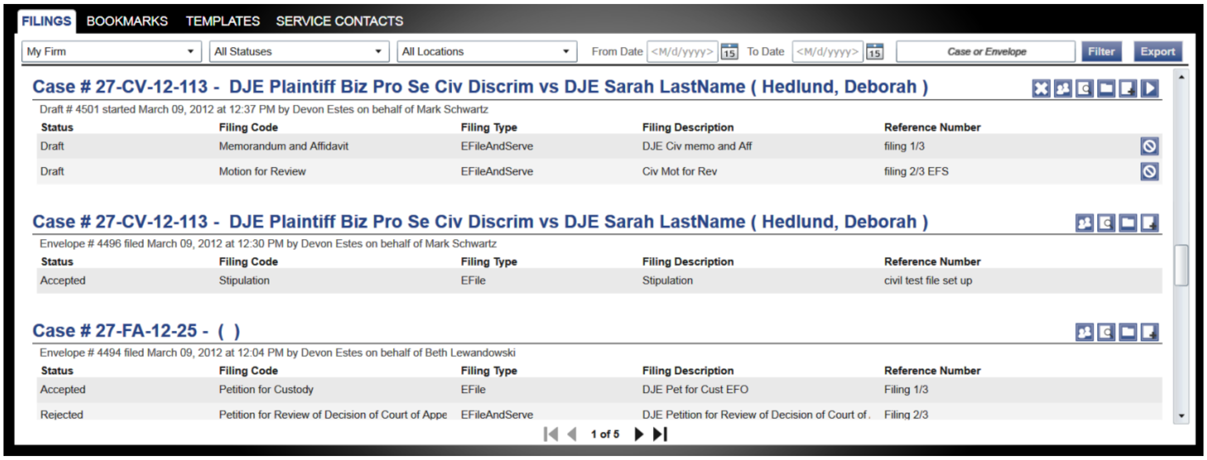

Figure 12.9 – Filings Screen

Perform the following steps to cancel the filing:

1. Click **Filings** on the toolbar.
2. Select a case or an envelope on the **Filings** screen to cancel.
3. Click the  icon for the selected case to cancel the filing.

13 Service Contacts

Topics Covered in this Chapter

You can add service contacts to the case using the **Service Contacts** link.

Adding Service Contacts to a Case

You can add service contacts to a case.

Perform the following steps to add a service contact to a case:

1. Click the WORKSPACE link at the top of the screen.

   This action opens the **Filings** window.

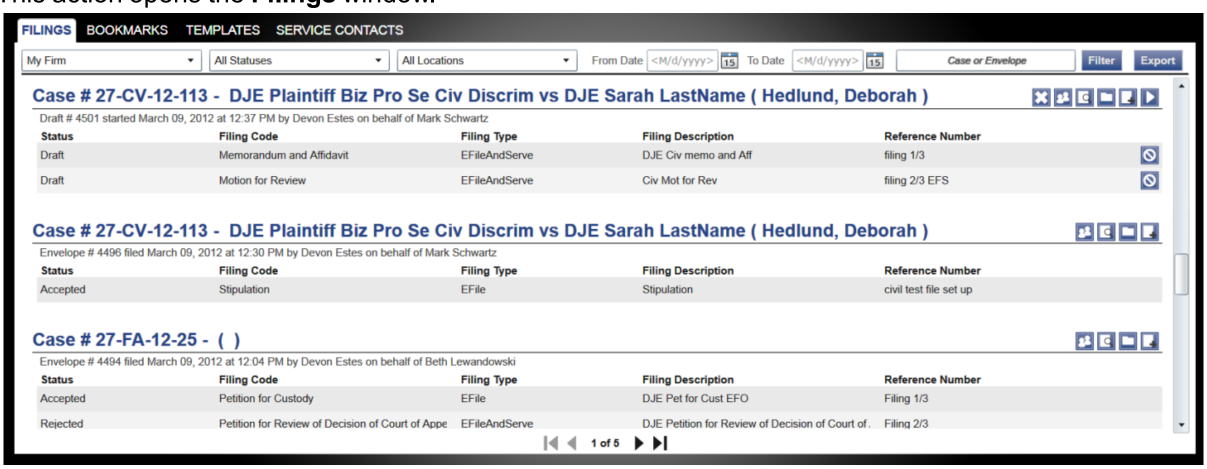

Figure 13.1 – Filings Window

2. Locate the case that you want to add service contacts.

3. Click the icon to add a service contact to the selected case.

   This opens the **Service Contacts** tab.

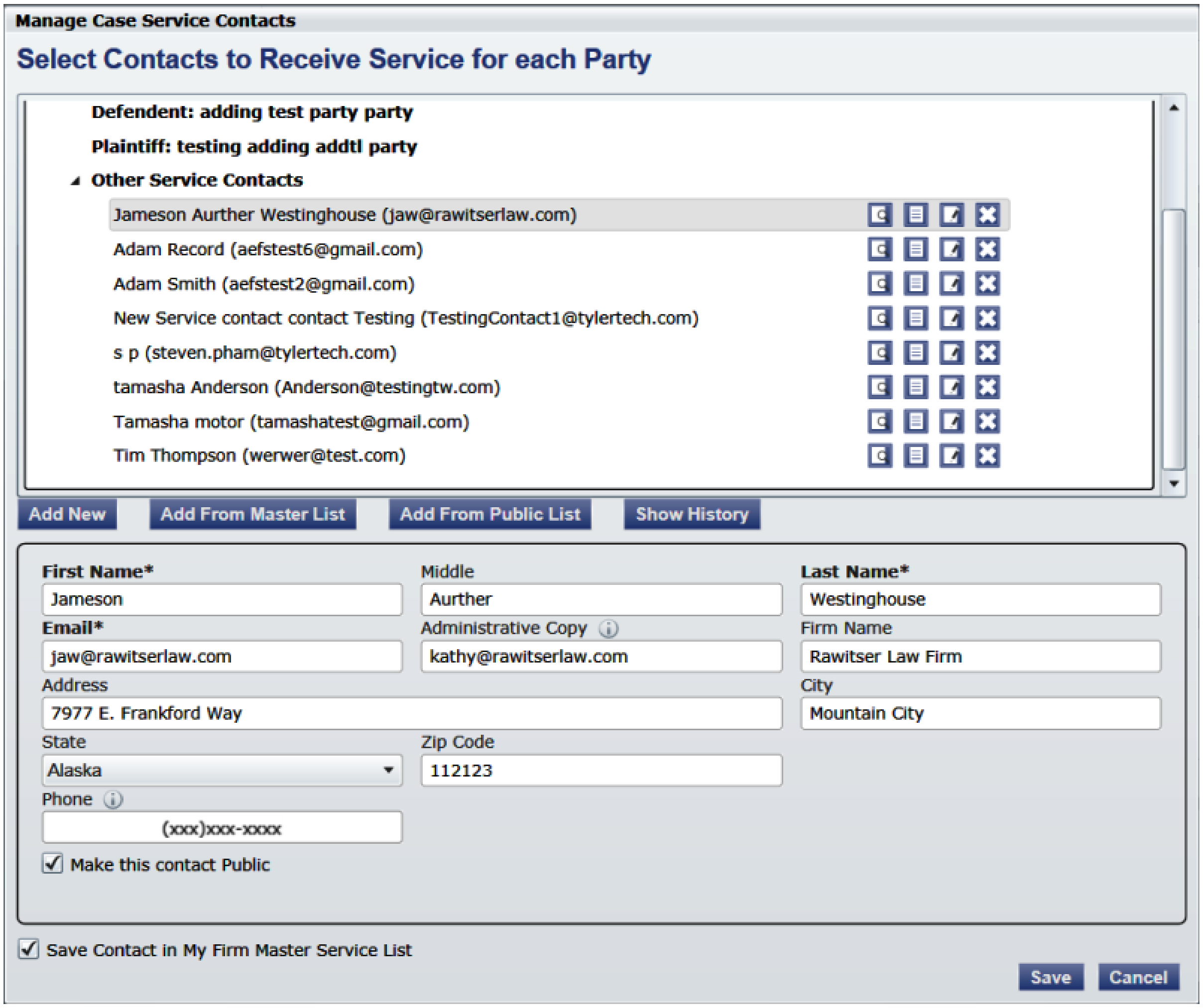

Figure 13.2 – Service Contacts Tab

4. Select the name of the service contact to add to the case, or click the **Add New** button in the middle of the window to add a new service contact.

   Note: If there is no email address next to the name of the service contact, the contact cannot be served. You will need to add an email address or add a new service contact to the case.

   The fields required to add a service contact displays.

5. Complete the add service contact fields by providing the applicable information.

   Note: An asterisk (*) indicates required information.

6. Type an e-mail address in the **Administrative Copy** field.

   The administrative e-mail is an optional additional e-mail for the delivery of service. Delivery to this address is not considered a determining factor for the completion of e-service.

7. Select the **Make this contact Public** check box to make the contact public.
8. Select the **Save Contact in My Firm Master Service List** check box to save the contact to the firm's master service list.
9. Click the **Save** button to save the contact.

Adding Service Contacts from Master List

You can add service contacts to the **Case Service Contacts** list from the Master List.

Perform the following steps to add service contacts to the **Case Service Contacts** list:

1. Click the WORKSPACE link at the top of the screen.

   This action opens the **Filings** window.

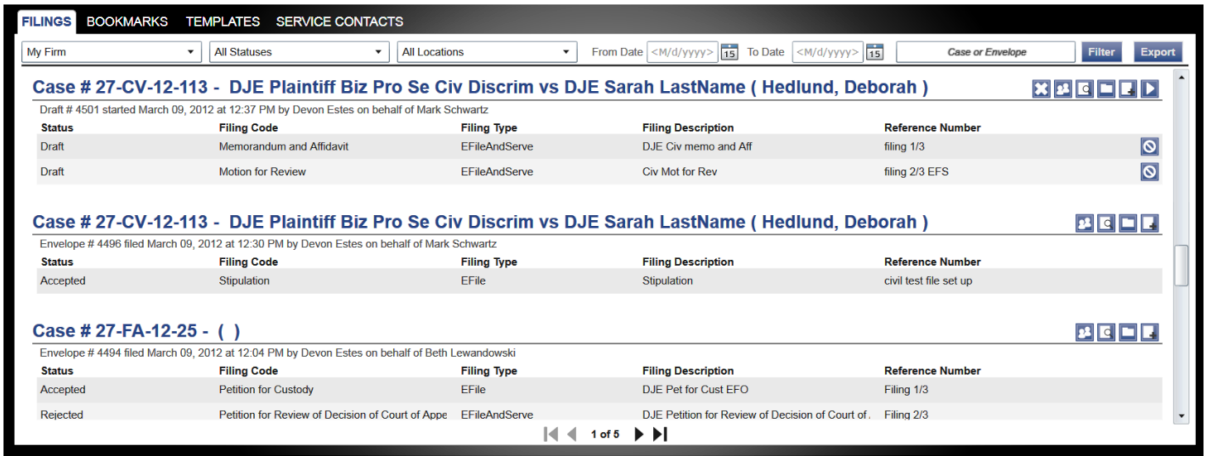

Figure 13.3 – Filings Window

2. Locate the case that you want to add the service contact to.

3. Click the icon to view the service contact information.

   This opens the **Service Contacts** tab.

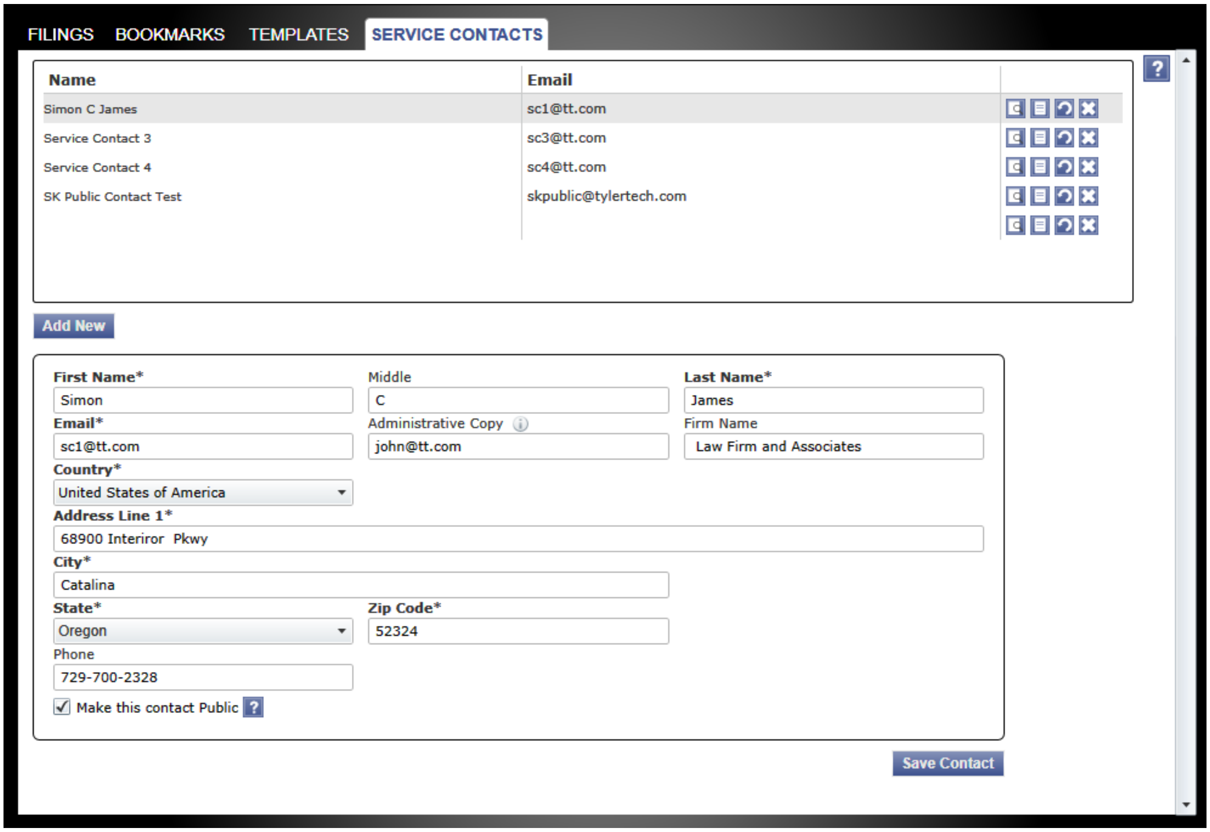

Figure 13.4 – Service Contacts Tab

4. Click the **Add From Master List** button.

   This action opens the **Add Service Contact form from Master List** window.

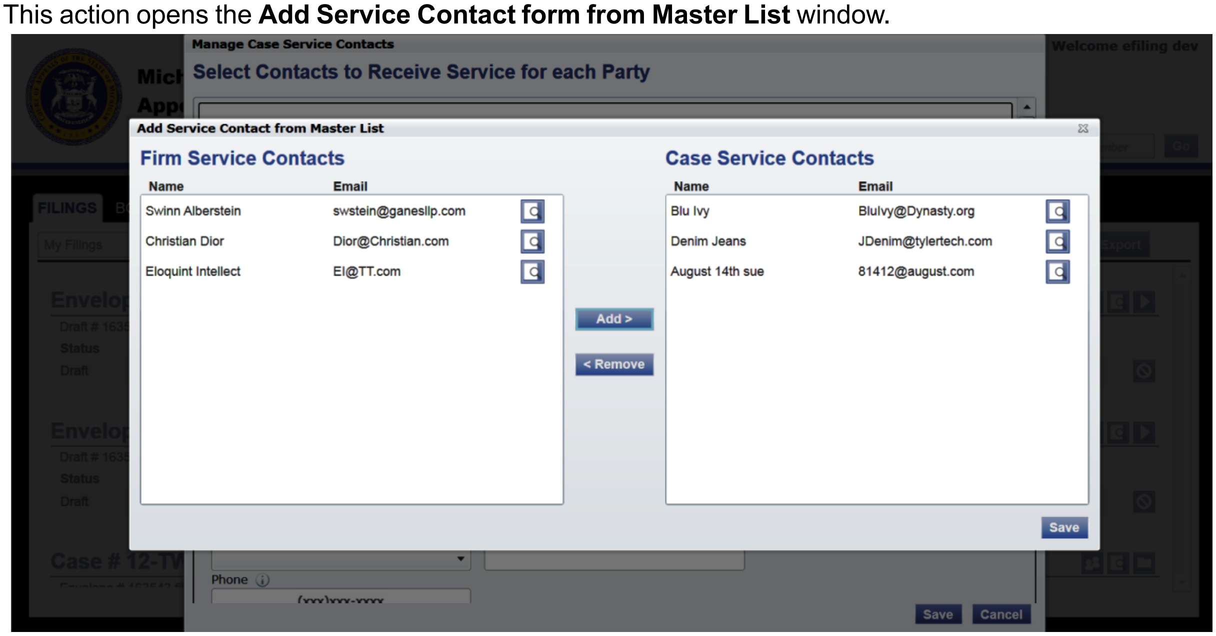

Figure 13.5 – Add Service Contact from Master List Window

5. Select the service contact from the **Firm Service Contacts** list.

6. Click the **Add >** button to add the service contact to the **Case Service Contacts** list.

   The new contact information displays in the **Case Service Contacts** list.

7. Select a contact from the **Case Service Contacts** list and click the **< Remove** button to remove the contact from the **Case Service Contacts** list.

8. Click the **Save** button to save the **Case Service Contacts** list.

Adding Service Contacts from Public List

You can add service contacts to the **Case Service Contacts** list from the public list of contacts.

Perform the following steps to add service contacts to the **Case Service Contacts** list:

1. Click the WORKSPACE link at the top of the screen.

   This action opens the **Filings** window.

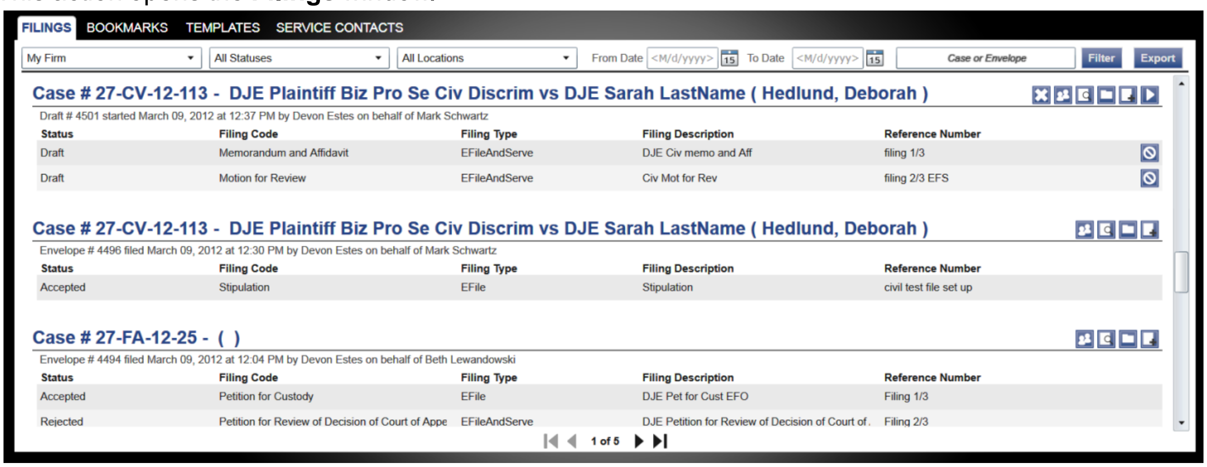

Figure 13.6 – Filings Window

2. Locate the case that you want to add the service contact to.

3. Click the icon to view the service contact information.

   This opens the **Service Contacts** tab.

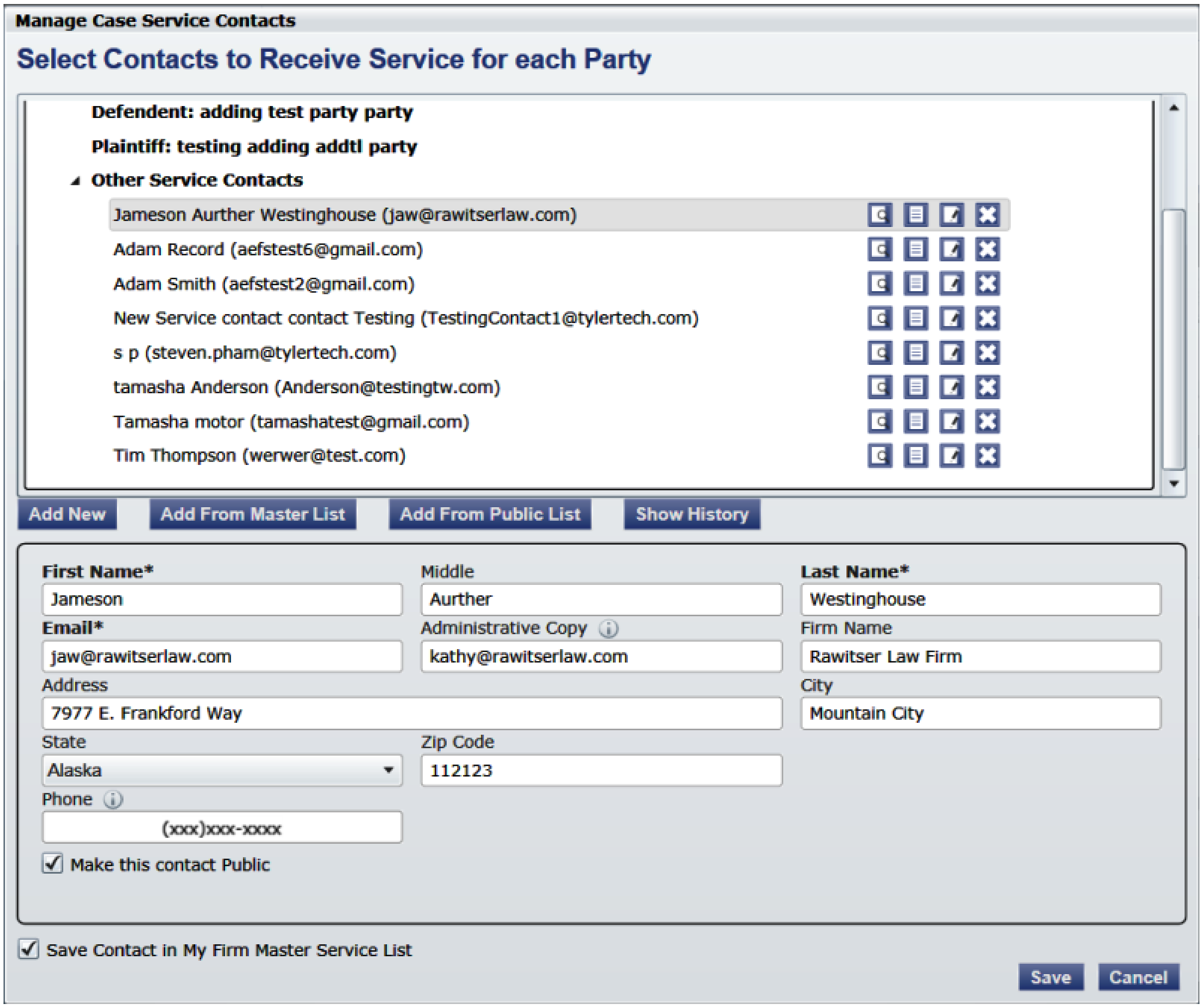

Figure 13.7 – Service Contacts Tab

4. Click the **Add From Public List** button.

   This action opens the **Add Service Contact from Public List** window.

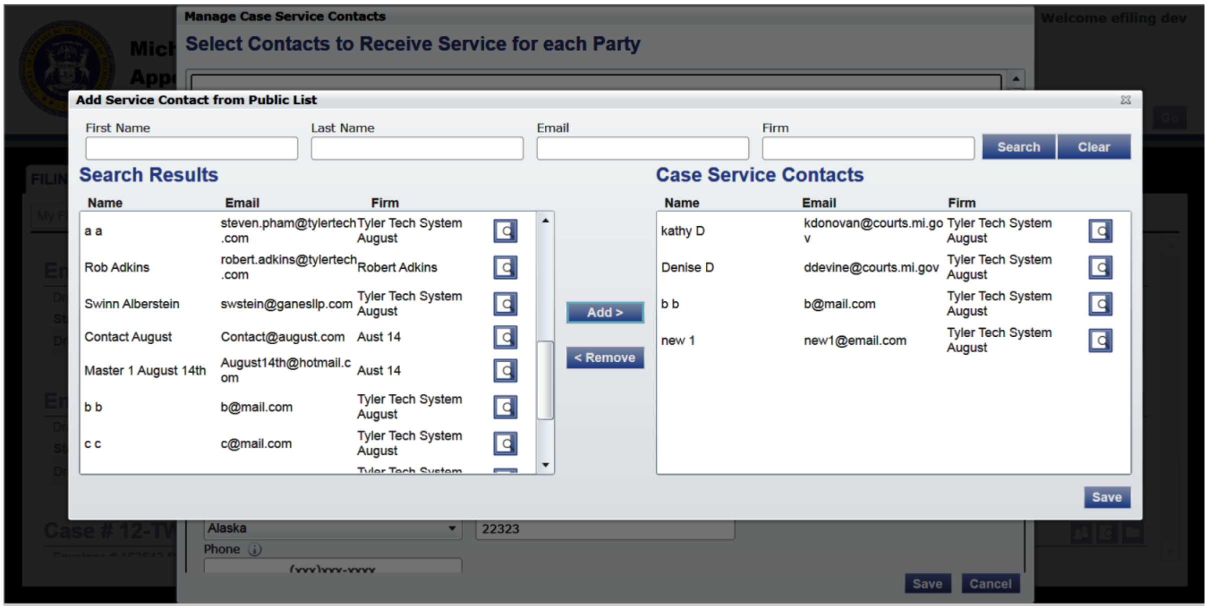

Figure 13.8 – Add Service Contact from Public List Window

5. Enter the name, e-mail address, or firm name in the fields provided, and then click the Search button to search for a specific service contact, or click the Search button to display all service contacts available.
6. Select the service contact from the **Search Results** list.
7. Click the Add > button to add the service contact to the **Case Service Contacts** list.

   The new contact information displays in the **Case Service Contacts** list.
8. Select a contact from the **Case Service Contacts** list and click the < Remove button to remove the contact from the **Case Service Contacts** list.
9. Click the Save button to save the **Case Service Contacts** list.

Viewing Service Contacts History

You can view the history of the service contacts attached to a case.

Perform the following steps to view the service contact's history:

1. Click the WORKSPACE link at the top of the screen.

   This action opens the **Filings** window.

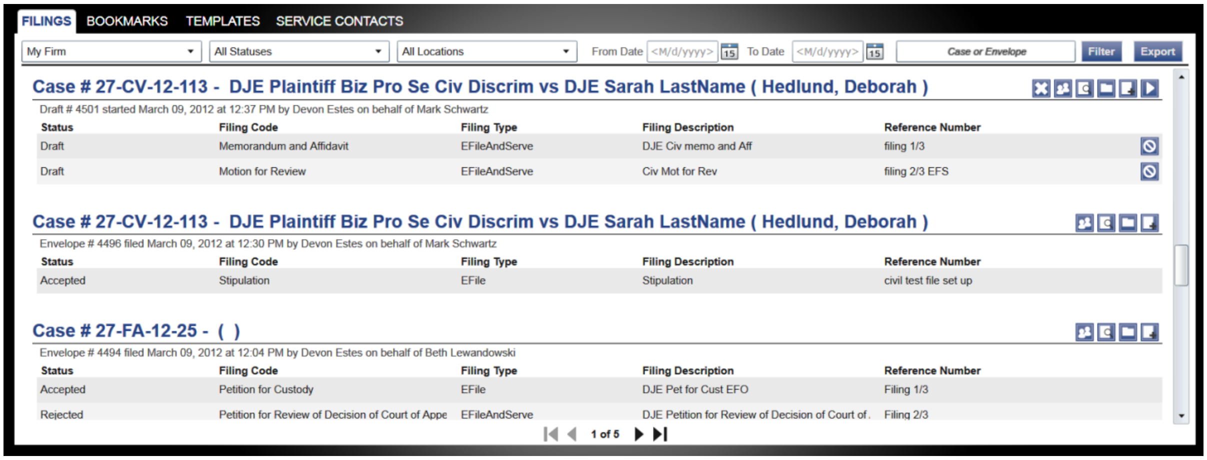

Figure 13.9 – Filings Window

2. Locate the case that you want to view the contact's service history.
3. Click the  icon to view the service contact information.

   This opens the **Service Contacts** tab.

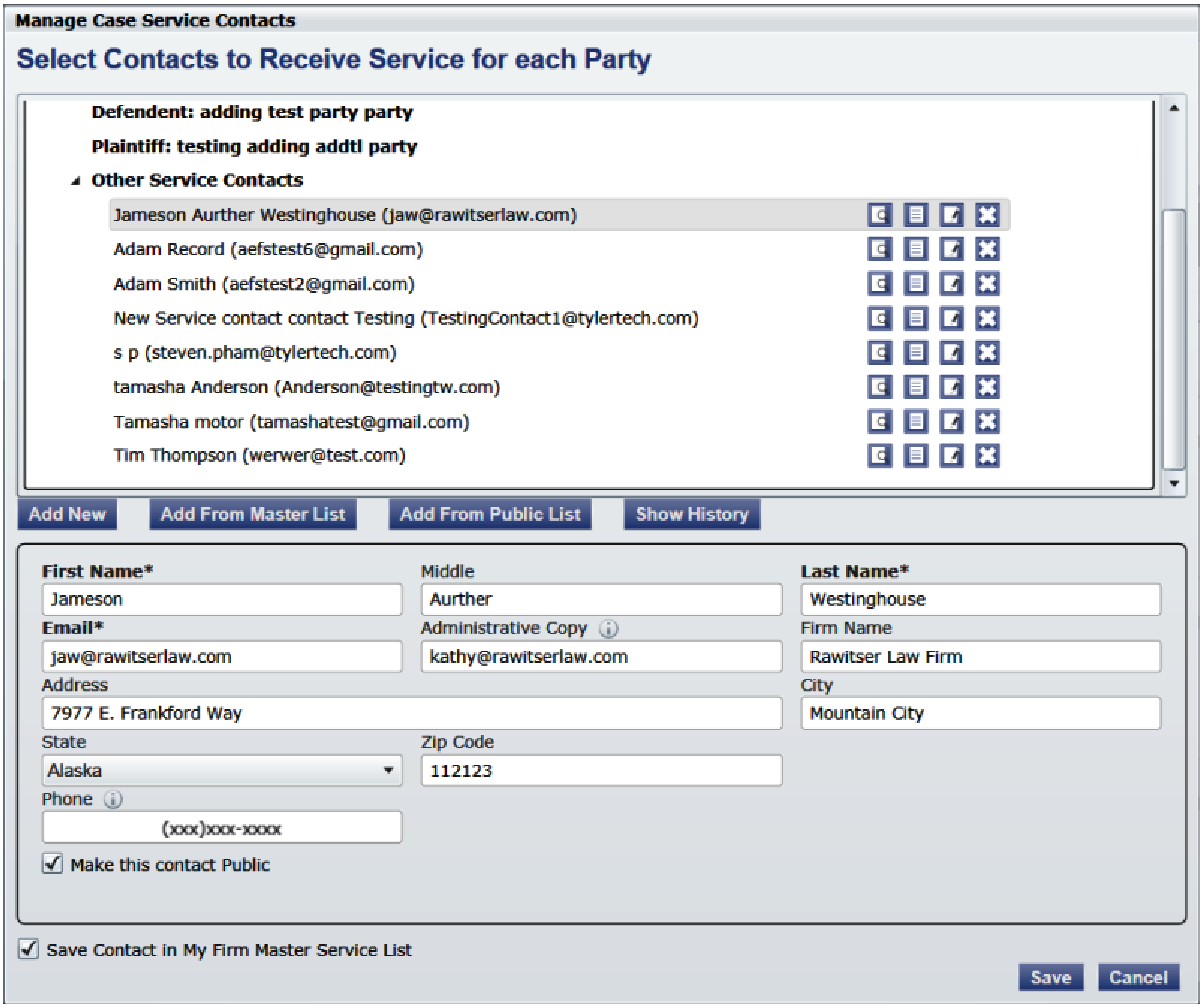

Figure 13.10 – Service Contacts Tab

4. Select a service contact from the list.
5. Click the **Show History** button to view the history of the contact selected.

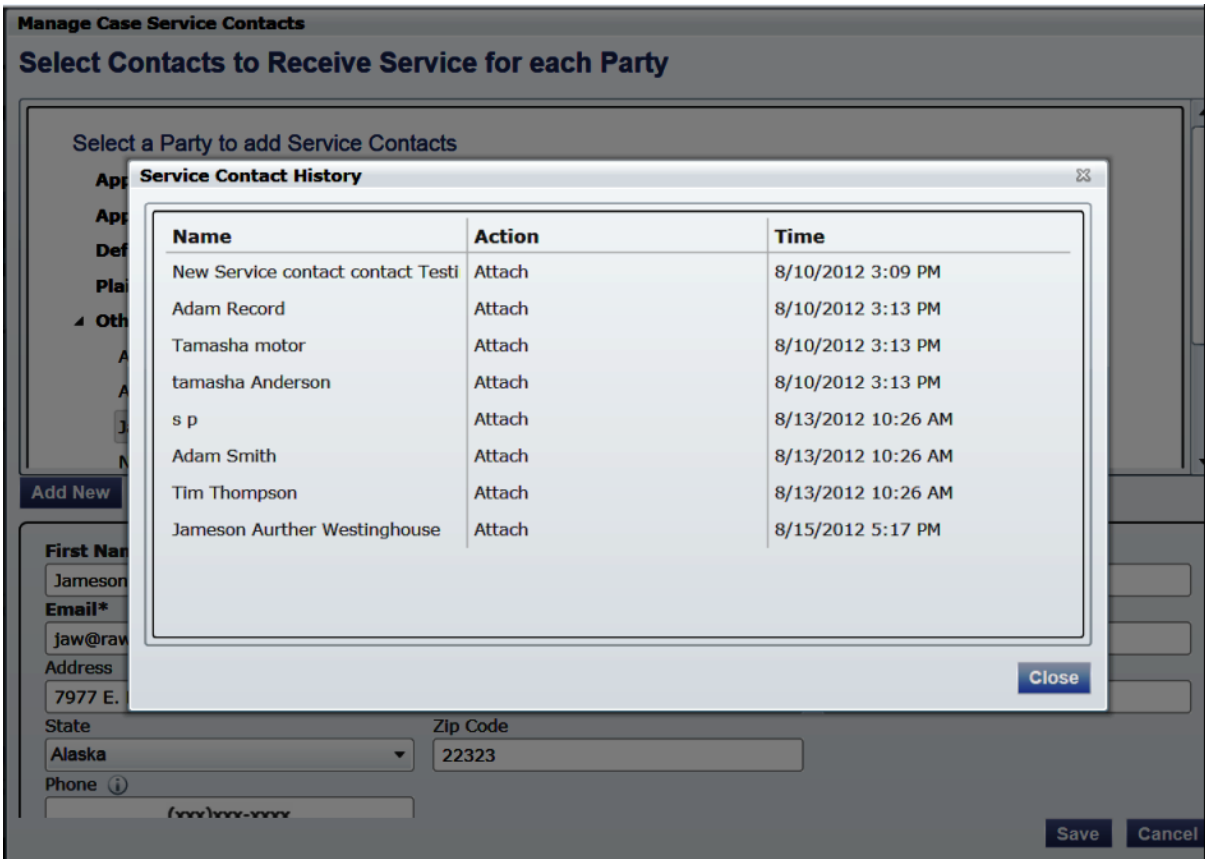

Figure 13.11 – View Service Contact History

6. Click the Close to close the window and return to the service contacts page.

Viewing the Attached Cases List

You can view the **Attached Case** list for the service contacts on the **Service Contacts** list.

Perform the following steps to view the **Attached Case** list for the service contacts on the **Service Contact** list:

1. Click the SERVICE CONTACTS link at the top of the window. This opens the **Service Contacts** page.

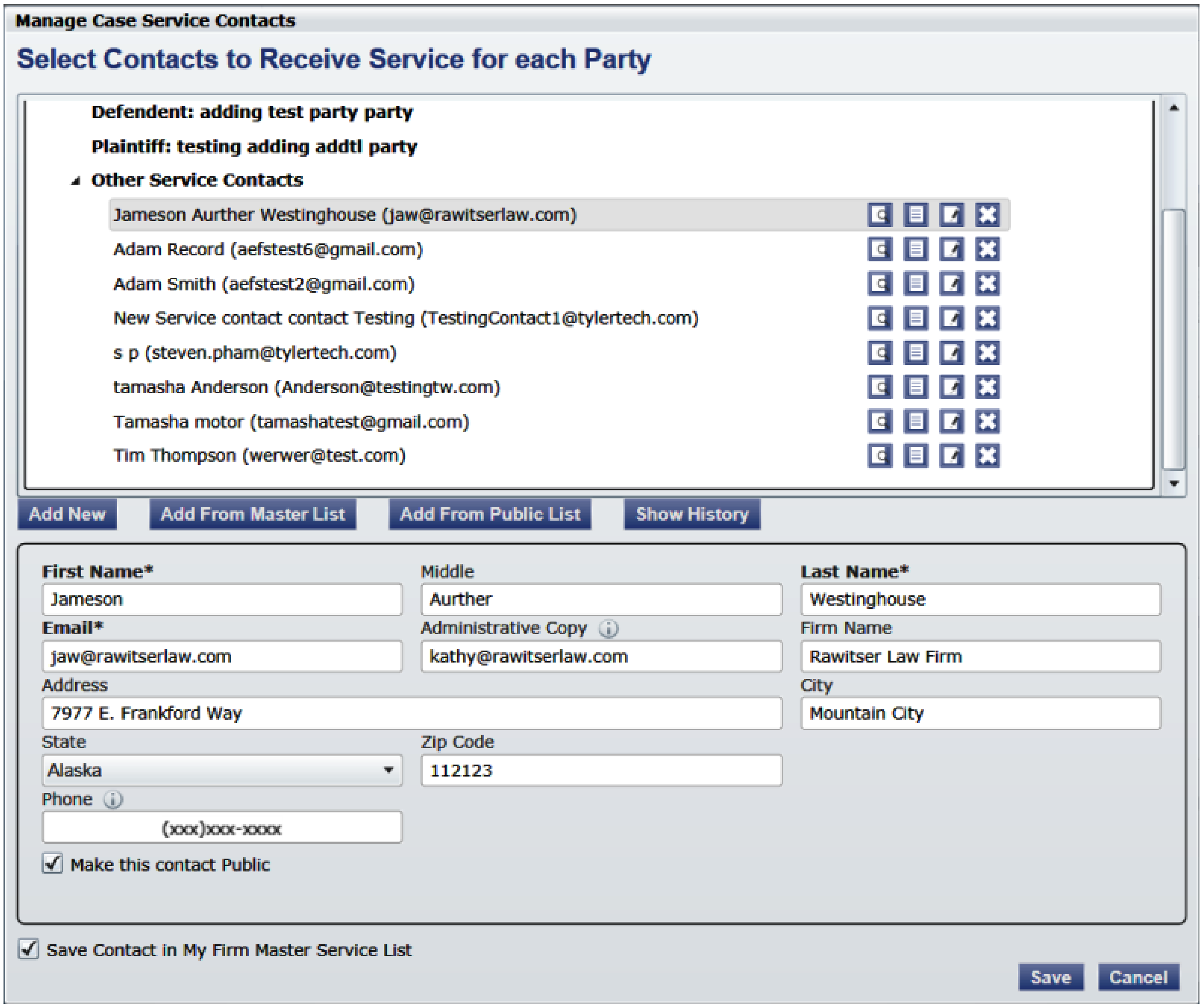

Figure 13.12 – Add New Firm Service Contact Form

2. Click the icon for that service contact.
3. The **Attached Cases** screen appears.
4. Click the Close button to return to the **Service Contacts** list.

Replacing Service Contacts on the Case

You can replace service contacts on case and in the **Service Contacts** list.

Perform the following steps to replace a service contacts on the **Service Contacts** list:

1. Click the SERVICE CONTACTS link at the top of the window. This opens the **Service Contacts** page.

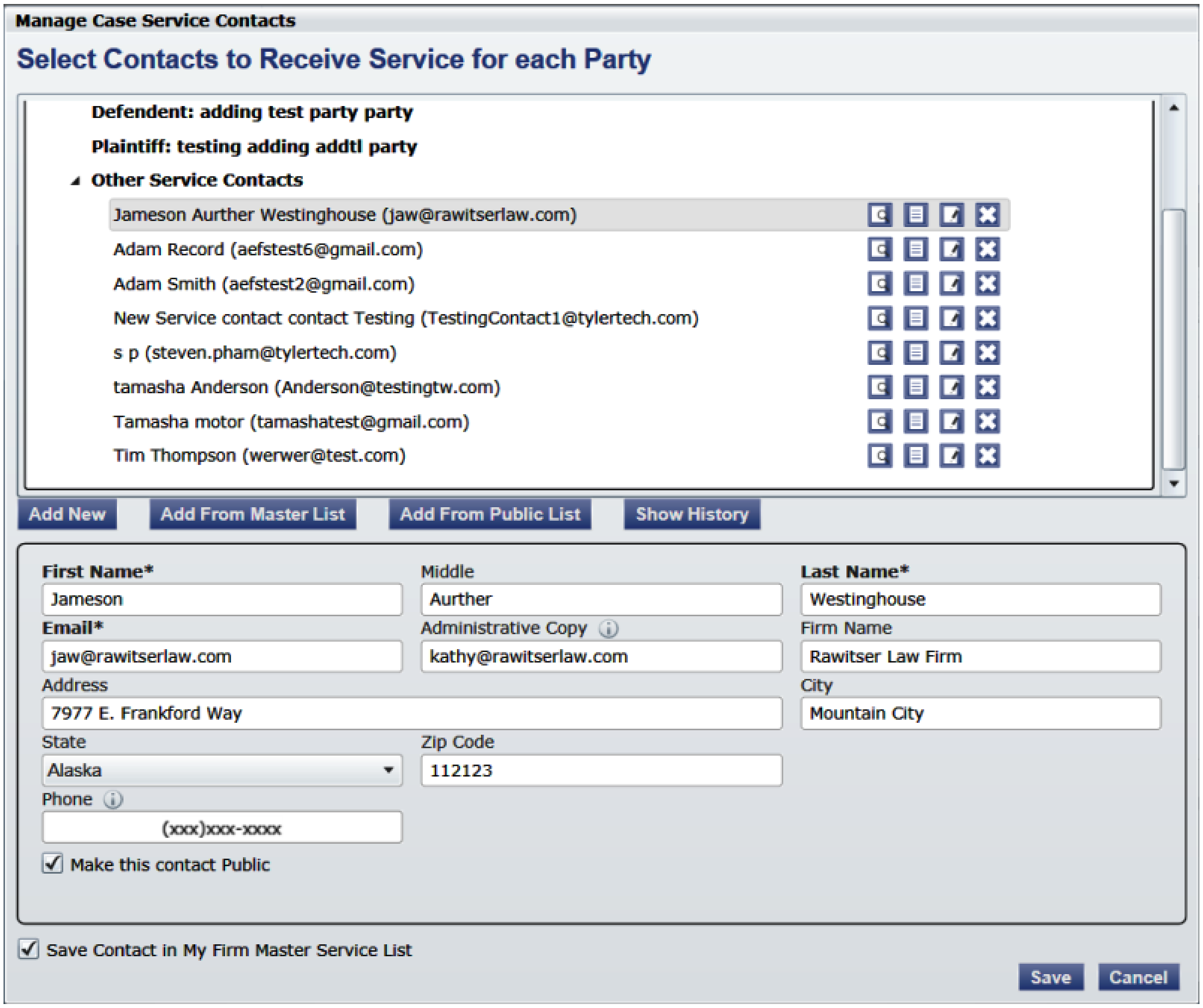

Figure 13.13 – Replacing Service Contacts Form

2. Click the icon for that service contact.
3. The **Replace Service Contact** form screen appears.

Note: A notification is sent to service contacts being removed from a case.

4. Click the Save Contact button to save the contact to the **Service Contacts** list.
5. The new contact information is displayed in the **Service Contact** list.

Deactivating a Service Contact on the Case

You can deactivate a service contacts on the case in the **Service Contacts** list.

Perform the following steps to deactivate a service contacts on the **Service Contacts** list:

1. Click the SERVICE CONTACTS link at the top of the window. This opens the **Service Contacts** page.

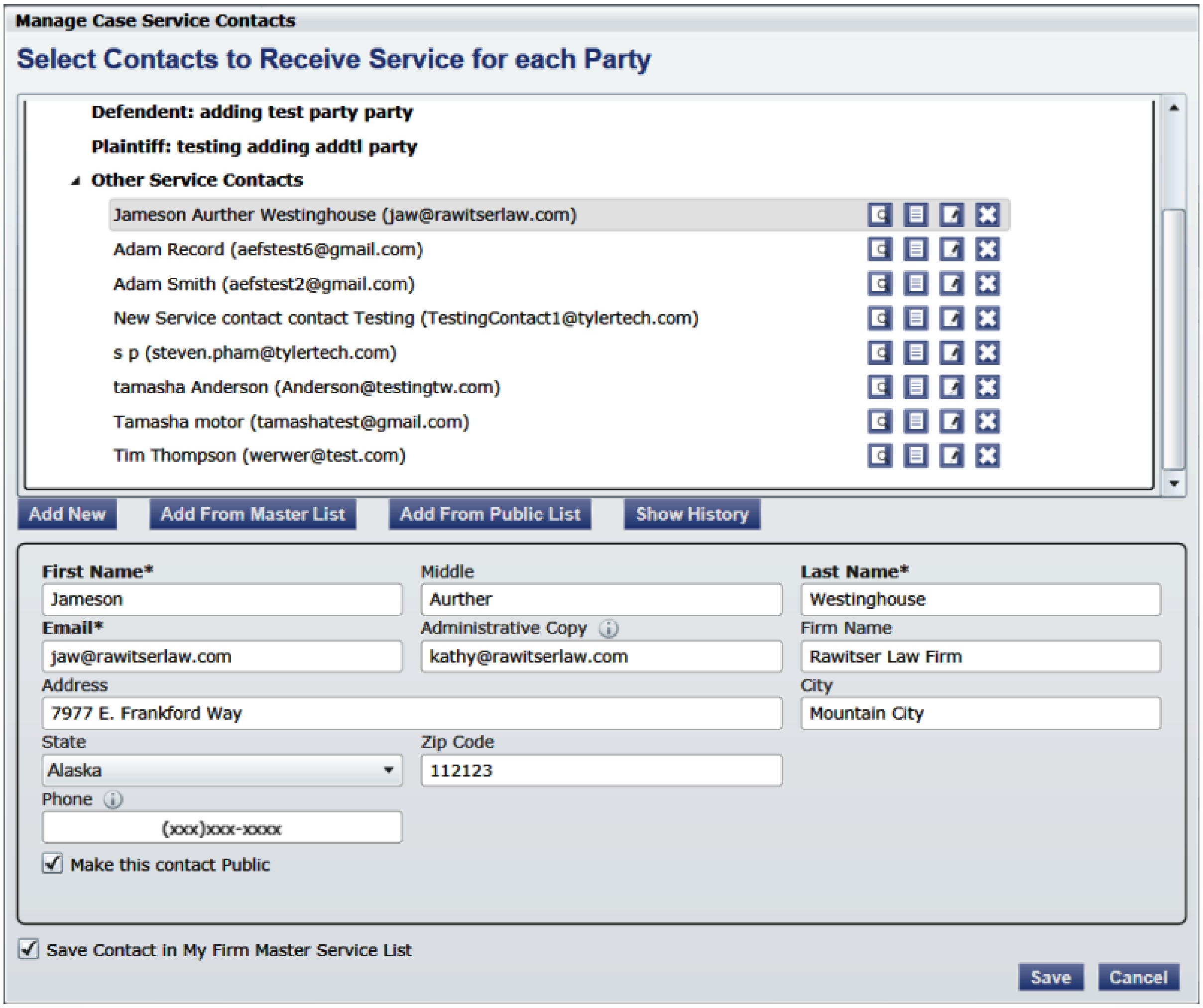

Figure 13.14 – Deactivating Service Contacts Form

2. Click the icon for that service contact. This removes a service contact from the **Service Contacts** list.

Note: A notification is sent to service contacts being removed from the case. This also removes the administrator's e-mail attached to the contact.