



Individual Filer User Guide

Odyssey® File & Serve™ 2021.5

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Publishing History

Document Publication Number	Revision	Date	Changes Made
OFS-FS-200-4494 v.1	Initial	July 2019	Document Creation
OFS-FS-200-4494 v.2	Second	December 2019	<p>The following changes were made:</p> <ul style="list-style-type: none">• Added sections for templates, bookmarks, and the Redaction feature.• Added a procedure for non-indexed subsequent filing.• Added a procedure for entering case information for a civil case.• Added a procedure for entering case cross references to a filing.• Added a procedure for entering a filing with a motion type code.• Added a section for client support and feedback.• Updated the description and screen shots of the Dashboard and the drop-down menu for filer actions.• Updated screen shots throughout the document to reflect minor software changes.
OFS-FS-200-4494 v.3	Third	February 2020	<p>The following changes were made:</p> <ul style="list-style-type: none">• Added a procedure for filing a new case with a Will Filed date.• Added a procedure for entering the date of death on the <i>Parties</i> page.

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			<ul style="list-style-type: none"> Added a procedure for entering a filing with an Ad Damnum amount. Added a procedure for entering a filing with a Claim Amount. Added a procedure for entering a filing with an Estate Value. Updated the <i>Parties</i> page. Updated the procedure for entering a filing. Updated the Redaction section. Added a procedure for copying an envelope. Updated the <i>Fees</i> page. Updated the <i>Summary</i> page.
OFS-FS-200-4494 v.4	Fourth	April 2020	<p>The following changes were made:</p> <ul style="list-style-type: none"> Added the Return Date feature. Added the Hearing Date feature. Added a note throughout the document regarding the Party Responsible for Fees field.
OFS-FS-200-4494 v.5	Fifth	June 2020	<p>The following changes were made:</p> <ul style="list-style-type: none"> Added the Reports feature. Added the Dashboard button to the <i>Case Search</i> page.
OFS-FS-200-4494 v.6	Sixth	September 2020	<p>The following changes were made:</p> <ul style="list-style-type: none"> Updated release number to match the current software release Added browser support for Microsoft® Edge® to the “System Requirements” section
ESO-FS-200-4494 v.7	Seventh	December 2020	<p>The following changes were made:</p>

Document Publication Number	Revision	Date	Changes Made
			<ul style="list-style-type: none"> Added a note to the envelope details section regarding newly-added parties for subsequent filings Added a note in all existing case topics indicating that the Add Party button is configurable for subsequent filings Added a new screen shot for the <i>File into Existing Case</i> window when the Party Name search option is not displayed. Information was added to the following topics: <ul style="list-style-type: none"> Orientation Dashboard Page Filing into an Existing Case from the Case Search Page Filing into an Existing Case from the Dashboard Page Filing into a Non-Indexed Case Added a section describing the new Zendesk Help icon Changed the document numbering to reflect new standards
ESO-FS-200-4494 v.8	Eighth	December 2020	<p>The following changes were made:</p> <ul style="list-style-type: none"> Updated the screen shot for the <i>Reports</i> page Added the document security option to the "Creating a Service Only Filing" topic
ESO-FS-200-4494 v.9	Ninth	February 2021	<p>The following changes were made:</p> <ul style="list-style-type: none"> Added information regarding the new <i>Start Filing</i> page

Document Publication Number	Revision	Date	Changes Made
			<ul style="list-style-type: none"> • Added information about the new Mail Service fees • Added information about tracking certified mail for a filing on the <i>Envelope Details</i> page • Updated the Service Contacts section to include information about the service method drop-down list on the <i>Service</i> page • Updated the “Creating a Service Only Filing” topic • Updated the “Filing into an Existing Case from the Dashboard Page” topic
ESO-FS-200-4494 v.10	Tenth	March 2021	<p>The following changes were made:</p> <ul style="list-style-type: none"> • Reordered chapters to better represent normal usage during a case filing • Updated the <i>Upload Documents</i> page to include all document types that are now supported for uploading • Added the case level address feature • Revised the “Viewing the Envelope Details” topic • Created separate topic for viewing mail service fees in the envelope details

Document Publication Number	Revision	Date	Changes Made
ESO-FS-200-4494 v.11	Eleventh	May 2021	<p>The following changes were made:</p> <ul style="list-style-type: none">• Added bulk filing to this release• Added the ability to add a service contact that is not associated with any party on the case to an initial filing
ESO-FS-200-4494 v.12	Twelfth	July 2021	<p>The following changes were made:</p> <ul style="list-style-type: none">• Added the vacation letter (or leave of absence) feature• Added the capability to collect additional data on the <i>Case Information</i> page. The data that is collected is then transferred to forms used in civil and family cases.• Added the Service of Process feature. The data that is collected is then transferred to forms used in civil and family cases.• Updated the case search sections to include the use of the ENTER button for case searches

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About This Guide

The purpose of this user guide is to provide users with details on how to use a product or a feature or functionality within the product.

User guides may include the following elements:

- User interface (dialog boxes and pages)
- Reports
- Tools

Audience

This document is intended for the following personas:

- Clients
- Tyler Client Services





Documentation Conventions

The format style applied to text enables readers to quickly determine the nature of information or an action they are to take.

Text Style	Description	Example
Bold	Shorthand notation for a menu, menu item, optional cascading menu, or selected tab Objects to click or select, including buttons, check boxes, options in a drop-down list, elements, fields, and section header name	On the Main Menu, click Tools → Options → Forms . Click License Key Editor .
Fixed-Width	User interface (UI) input typed exactly as shown Server names, file names, path names, application programming interface (API) names, XML settings in configuration files, databases, command names, system calls, and data structures and types	Type the value <code>Boston</code> in the City field. Run the <code>tables.sql</code> script for the <code>jcpBasketB</code> database.
<i>Italics</i>	Page and dialog box names Document titles Variable data to be replaced by an appropriate value	Return to the <i>Home</i> page. Refer to the <i>Navigation Guide</i> . Type the <i>filename</i> .
"Quotation marks"	Chapter within a document Rights on a role Job tasks within a job definition	Refer to the "Logic Rules" chapter. Feature requires the "Print the Event Listing Report" right.

Documentation Notes

Each documentation note provides information or action items regarding that area of the document.

Icon	Note Type	Description
	Note	Notes provide extra details about a topic or step.
	Caution	Caution messages indicate that a specific action could cause an error in the system.
	Warning	Warning messages indicate that a specific action could cause an interruption of service.
	Danger	Danger messages indicate that a specific action could damage the database infrastructure or hardware.

1 System Overview

Topics covered in this chapter

- ◆ Release 2021.5 Enhancements
- ◆ Before You Begin

The Odyssey® File & Serve™ 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 clients the opportunity to transition from an inefficient, paper-based process to a streamlined, technology-based electronic filing (e-filing) system.

Release 2021.5 Enhancements

The following enhancements were made to the Odyssey® File & Serve™ system for Release 2021.5.

Feature/Update	Description/Location in Document
The vacation letter (or leave of absence) feature was added to this release.	Vacation Letter (or Leave of Absence) , page 219
The capability to collect additional data on the <i>Case Information</i> page was added. Also, the Service of Process feature was added. The data that is collected is then transferred to forms used in civil and family cases.	Auto Generated Documents , page 101
The Case Search feature was updated to allow users to press ENTER to perform a case search.	The following topics were updated: <ul style="list-style-type: none">• File into an Existing Case, page 124• Filing into an Existing Case from the Case Search Page, page 128• Filing into an Existing Case from the Dashboard Page, page 132• Filing into a Non-Indexed Case, page 136• Filing into Multiple Existing Cases Using Case Search, page 209

Before You Begin

This guide is intended for individual filers (pro se/self-represented litigants).

Before you begin, review this information to successfully operate the software.

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

System Requirements

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

- **Browser Requirements**—The system supports Chrome™; Mozilla® Firefox®; Microsoft® Edge®; or Safari® application programs. If your browser does not meet these minimum requirements, please contact your network administrator.

Note: Internet Explorer® is not a supported browser and may not work as expected.

- **Operating Systems**—The system supports Microsoft® Windows®, Linux®, Chrome OS™, Android™, iOS, and OS X® desktop class operating system software.
- **Minimum Hardware Requirements**—The system supports the following hardware:
 - Intel® Core™ Duo processors or Advanced Micro Devices, Inc. (AMD) processors manufactured in 2012 or later
 - 2 gigabytes (GB) of random-access memory (RAM)
 - 1366 x 768 resolution screens for desktop computers, or 1280 x 720 resolution screens for mobile devices
- **Recommended Hardware Requirements**—Tyler recommends the following hardware:
 - Intel® Core™ i3 or AMD A6 processors with at least a 2.0 GHz clock speed
 - 4 GB of RAM
 - 1920 x 1080 resolution for both desktop computers and mobile devices
- **Connection Requirements**—A high-speed Internet connection is recommended.
- **Document Format**—The following document formats are supported:
 - Adobe® PDF
 - Adobe TIFF
 - Microsoft Windows Media Video (WMV)
 - Microsoft Word (DOCX, DOC)
 - MPEG (MPG)
 - WordPerfect® (WPD)
 - XML

Page Navigation

The following section describes how to navigate the system and populate data fields throughout the filing process.

Using the Mouse

You can use the mouse to move from field to field on a page, as well as to make selections from drop-down lists in a field. When you have completed the required fields on a specified page, you can save your entries and move to the next page by clicking the navigation button in the lower right corner of the page. If you skipped a required field on that page, the system prompts you to enter data in that field before moving to the next page.

Using the Keyboard

As you complete the pages for your filing, you can navigate from one field to the next by pressing TAB. When you have completed the required fields on a specified page, you can save your entries and move to the next page by pressing TAB after the last field.

Error Messages

The system displays several error messages to alert you when you have not entered required information or you have entered invalid information.

Enter Data in Required Fields

Required fields are indicated by a red asterisk. If you have not entered information 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.

Orientation

When you sign in to Odyssey File & Serve, the *Dashboard* page is displayed. From here, you can select various filing options.

Dashboard Page

From the *Dashboard* page, you can start a filing, access your filing history, access your draft filings, perform a case search, access the cases you have bookmarked, and access your saved templates.

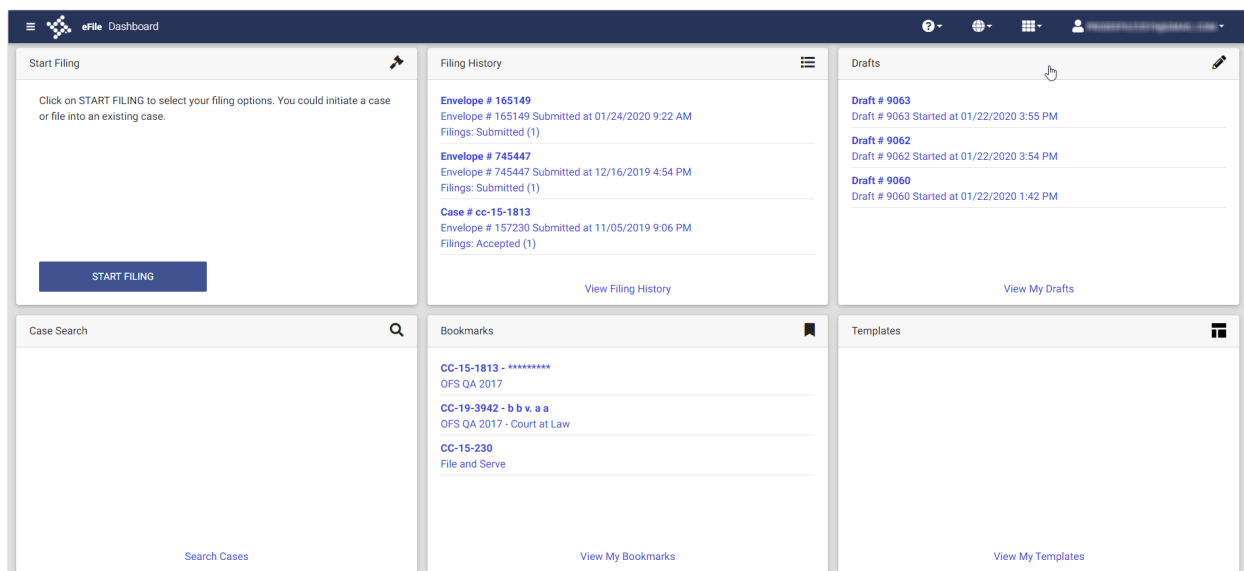


Figure 1.1 – Dashboard Page

Case Search

On the Dashboard menu, click **Case Search**. From here, you can search for an existing case or file into an existing case. Advanced search features are available if you search by either a party name or a business name.

The screenshot shows a window titled "File into Existing Case" with a close button (X) in the top right corner. On the left, there is a "Location" dropdown menu with "Select..." and a red asterisk. Below it is a red error message: "Location is Required." Underneath is a section "Search for a Case by" with two radio buttons: "Case Number" (selected) and "Party Name". Below this is a light blue box stating "Case number format is default." At the bottom left is a "Case Number" input field with a red asterisk and a red error message: "Case Number is Required." On the right side of the window is a large magnifying glass icon. At the bottom right are "CANCEL" and "SEARCH" buttons.

Figure 1.2 – File into Existing Case Window—Includes Party Name Option

Note: Your system may be configured to only search by case number. With this optional configuration, the Party Name option is not displayed.

This screenshot is similar to Figure 1.2 but the "Party Name" radio button is not visible. The "Case Number" radio button is selected. The "Location" dropdown and "Case Number" input field both show red error messages: "Location is Required." and "Case Number is Required." respectively. The magnifying glass icon and "CANCEL"/"SEARCH" buttons are also present.

Figure 1.3 – File into Existing Case Window—Excludes Party Name Option

If your search does not produce any results, click  to return to the *Dashboard* page.

The screenshot shows the "eFile Case Search" header. Below the header is a search bar with a "REFINE SEARCH" button on the right. At the bottom left of the search area is a "← DASHBOARD" button.

Figure 1.4 – Case Search Page with No Search Results Displayed

Filing History

On the Dashboard menu, click **Filing History**. From here, you can view your filing history. You can also view the details for a specified case, file into an existing case, or view the service contacts attached to the case.

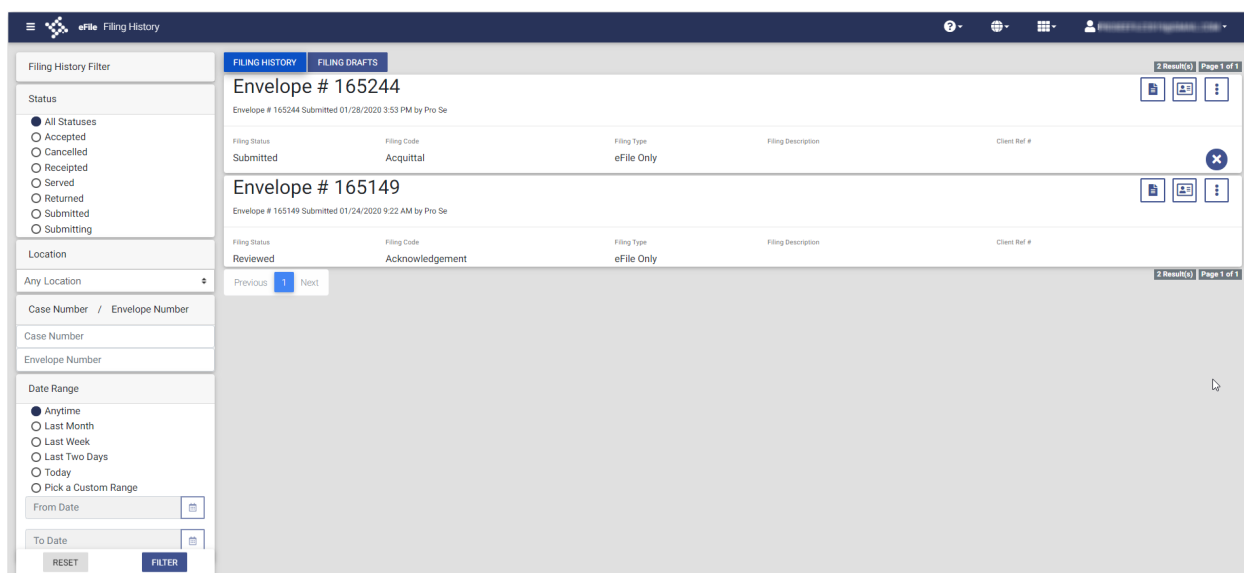


Figure 1.5 – Filing History Page

Filing Drafts

On the Dashboard menu, click **Filing Drafts**. From here, you can view a list of your draft filings, resume a draft filing, delete a draft filing, or file into an existing case.

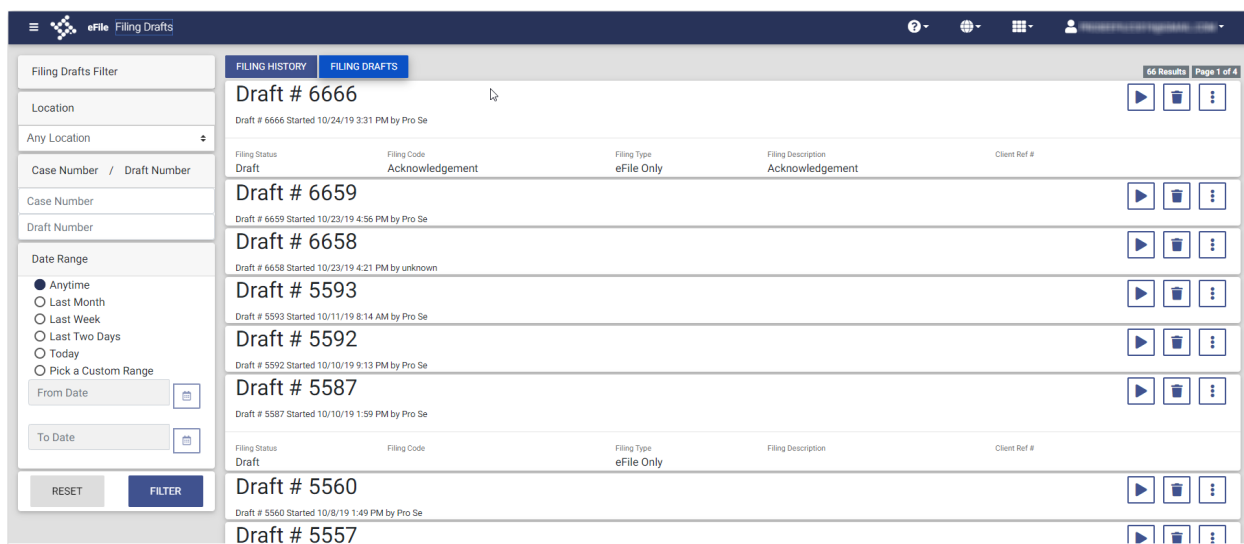


Figure 1.6 – Filing Drafts Page

Bookmarks

On the Dashboard menu, click **Bookmarks**. From here, you can access the cases that you have bookmarked. You can file into an existing case, view the service contacts attached to the case, file into the case with a template, or remove the bookmark from the case.

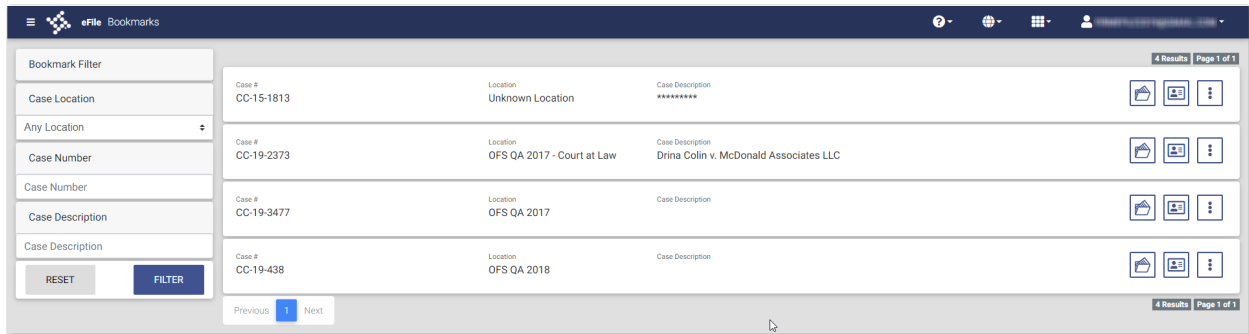


Figure 1.7 – Sample Bookmarks Page

Templates

On the Dashboard menu, click **Templates**. From here, you can access the templates that you previously created. You can use a template to create a new case filing, edit an existing template, copy a template, or delete a template.

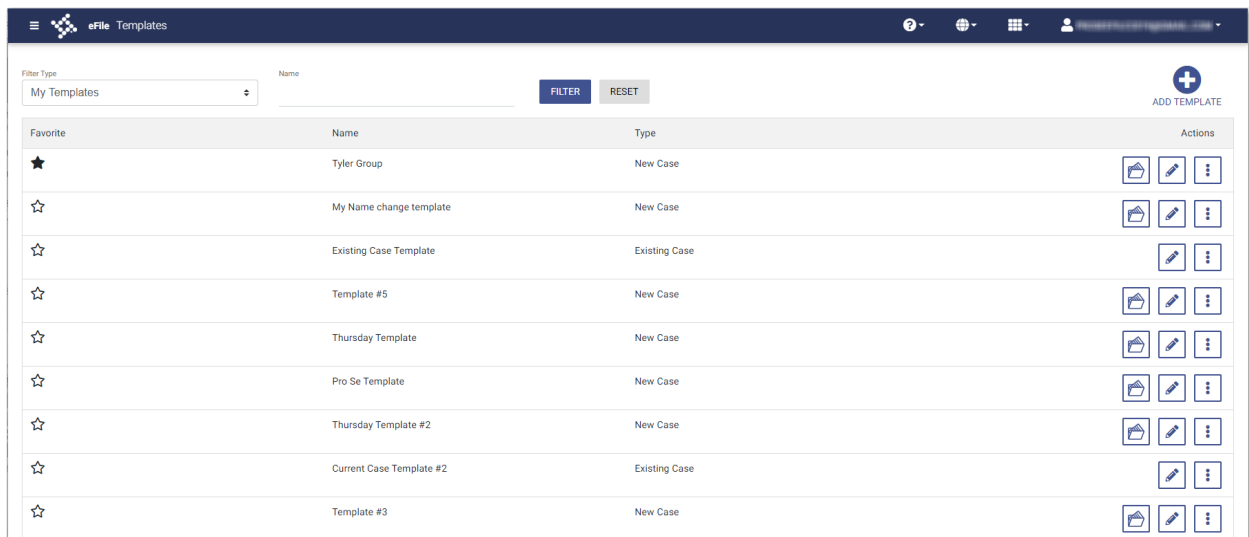


Figure 1.8 – Templates Page

My Payment Accounts

On the Dashboard menu, click **My Payment Accounts**. From here, you can view your existing payment accounts, add a new payment account, edit an existing account, or delete an existing account.

Figure 1.9 – Payment Accounts Page

My Service Contacts

On the Dashboard menu, click **My Service Contacts**. From here, you can view your service contacts, add a new service contact, edit an existing service contact, view the attached cases for a specified service contact, or delete a service contact.

Figure 1.10 – Service Contacts Page

My Information

On the Dashboard menu, click **My Information**. From here, you can view or edit your personal information.

Figure 1.11 – My Information Page

Account Settings

On the Dashboard menu, click **Account Settings**. From here, you can change your system password.

Old Password *

Old Password is Required.

New Password *

Re-enter New Password

New Password is Required.

Password must be 8 characters long and include numbers, special characters and at least one capital letter.

SAVE

Figure 1.12 – Account Settings Page

Reports

On the Dashboard menu, click **Reports**. From here, you can generate a report that can be used to reconcile financial transactions for envelopes and filings that you submitted.

Reports

Useful when reconciling financial transactions against envelopes submitted during a selectable time frame up to 60 days. * Provides envelope and filing level information specific to fees. * Delivered in an Excel spreadsheet to allow for filtering and searching.

Location

☒ All **SELECT**

Status

☒ All Statuses
☒ Accepted
☒ Cancelled
☒ Receipted
☒ Returned

☒ Reviewed
☒ Served
☒ Submission Failed
☒ Submitted

Date From *

Date From is Required.

Date To *

Date To is Required.

CANCEL **DOWNLOAD REPORT**

Figure 1.13 – Reports Page

2 E-Filing Overview

Topics covered in this chapter

♦ Filing Queue Status

This section describes the e-filing process.

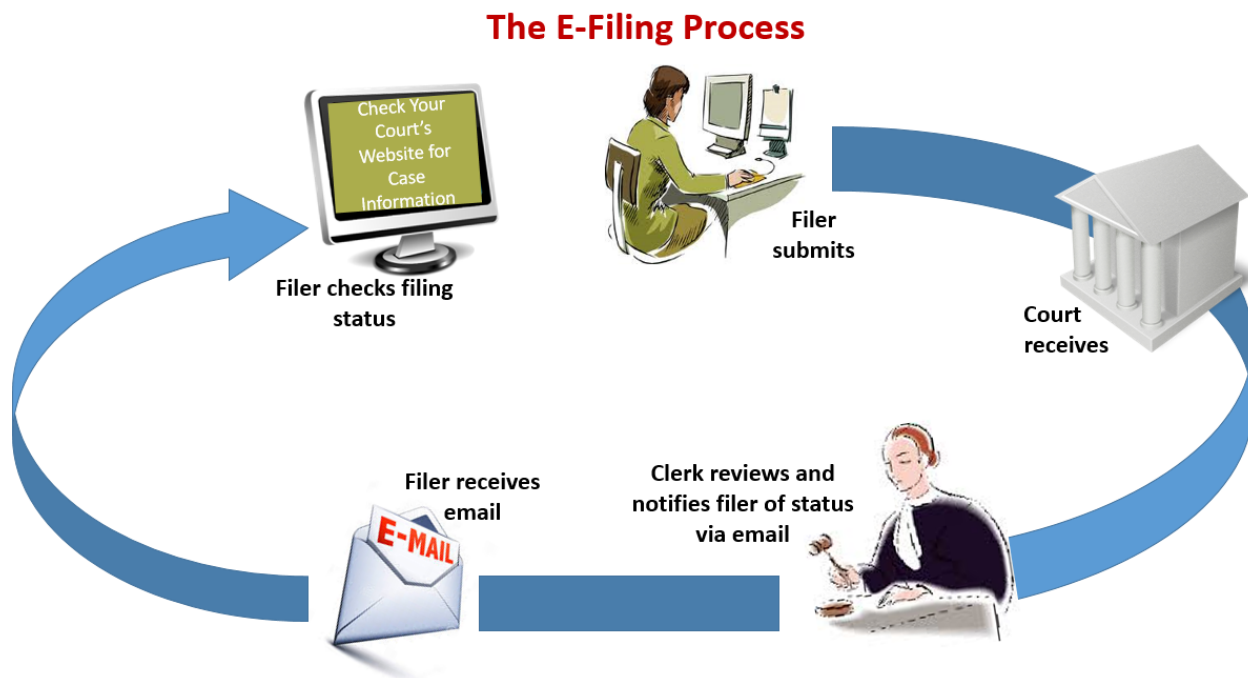


Figure 2.1 – The E-Filing Process

Once a user has registered to use Odyssey® File & Serve™, he or she can electronically submit documents (referred to as “filings”) to the court. When the user submits the filing, the filing is electronically delivered to the clerk's inbox. The clerk then reviews the filing and either accepts, rejects, or returns the filing.

If the clerk accepts the filing, the case is docketed and set to appear in the clerk's case management system. An email is sent to the filer with the case status, along with any pertinent information regarding the case. If the option for service was selected during the filing, service is electronically sent to the contacts on the case.

If the filing is rejected, an email is sent to the filer with a reason for the rejection. In addition, a status of Rejected is displayed on the *Filing History* page.

If the filer has questions regarding the filing or case, it is recommended that the filer contact the local court.

Filing Queue Status

The filing queue status lets you know where you are in the e-filing process. The key represents the status listed for your filing.

The following filing status key table describes the status associated with each filing type.

Note: EFO – EFile Only; EFS – EfileAndServe; SO – Service Only

Status	Filing Type	Definition
Draft	EFO, EFS, SO	The filer has entered full or partial filing data, but has not yet submitted the filing.
Submitting	EFO, EFS, SO	The filer has submitted the filing, and all of the data is being verified.
Submitted	EFO, EFS, SO	The filing was submitted successfully and is in the Review Queue, but the clerk has not yet started the review. The filer can cancel one or more filings that are in this status.
Court Processing	EFO, EFS, SO	Some additional action needs to be taken by the court.
Under Review	EFO, EFS	A clerk reviewer has selected a filing from a queue. Note: Once a filing reaches the Under Review status, it cannot return to the Submitted status. Selecting the End Review retains the Under Review status and returns the filing to the queue.
Received	EFO, EFS	The filing has been acknowledged by the court as received, but it is not being transmitted to the case management system to become part of the court record. The filing may or may not be part of the proposed order work flow.
Accepted	EFO, EFS	The reviewer has reviewed the filing and accepted it.
Rejected	EFO, EFS	The reviewer has reviewed the filing and rejected it.
Returned	EFO, EFS	The reviewer has reviewed and returned the filing because the filer must take additional action.
Served	SO	Service Only filings are completed.

Status	Filing Type	Definition
Service Incomplete (Service Only filings)	SO	One or more servings failed; the service was incomplete. Example: The email or domain was rejected.
Canceled	EFO, EFS, SO	The filer has canceled the filing. The filer can cancel only draft and submitted filings.
Submission Failed	EFO, EFS	A file format or billing error has occurred when the filer submitted the filing. Failure specifics are available on the <i>Details</i> page, and the filer is notified of the specifics through email.

3 Landing Page

Topics covered in this chapter

- ◆ Registering as an Individual Filer
- ◆ Resetting Your Password
- ◆ Changing the User Password
- ◆ Updating User Information

The *Landing* page serves as the gateway to the system. From this page, you can register or sign in to the application.

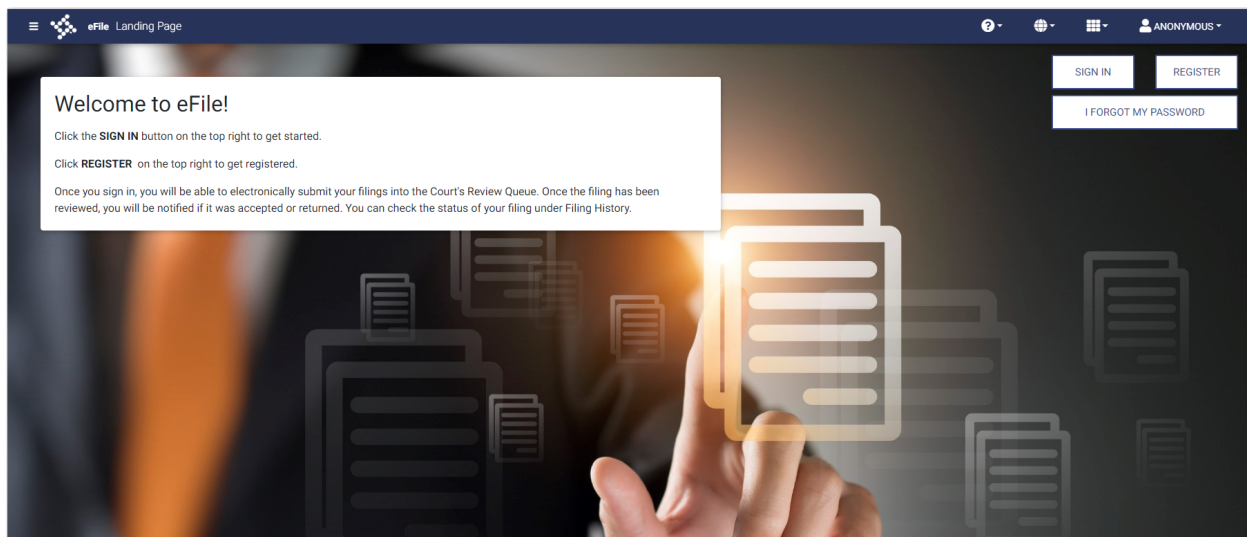


Figure 3.1 – eFile Landing Page

Registering as an Individual Filer

You can register as an individual filer if you are a single user of the system. The term “single user” refers to a user who is neither associated with nor represented by any firm.

Note: Refer to your local court’s website before registering as an individual filer, as registration options may vary.

To register as an individual filer:

1. On the *Landing* page, click .

The *Registration - Select Type* page is displayed.

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

Figure 3.2 – Registration – Select Type Page

2. Click

INDIVIDUAL

The *Registration - User Information* page is displayed.

Figure 3.3 – Registration - User Information Page

3. Complete the required fields, and then click

NEXT

The *Registration - Firm/Contact Information* page is displayed.

4. Complete the address and phone number fields.

The screenshot shows the 'eFile Registration - Firm/Contact Information' page. The 'Contact Information' tab is selected. The form contains the following fields and messages:

- Country:** United States (dropdown)
- Address Line 1:** Address Line 1 is Required.
- Address Line 2:** (empty)
- City:** City is Required.
- State:** Select. State is Required.
- Zip Code:** Zip Code is Required.
- Phone Number:** Phone Number is Required.
- Agreement:** ☐ I agree to the [Terms and Conditions](#). You must accept the Terms and Conditions.
- Buttons:** USER INFORMATION (tab), SUBMIT (button)

Figure 3.4 – Registration - Firm/Contact Information Page

5. Select the **I agree to the Terms and Conditions** check box.

Note: Tyler recommends that you click the link to read the Terms and Conditions before selecting the check box. The Terms and Conditions are displayed in a separate tab in your browser. After you have read the Terms and Conditions, close the tab and return to the *Registration* page.

The screenshot shows the 'eFile Terms And Conditions' page. The 'eFile Usage Agreement' is displayed, starting with a welcome message and a list of sections:

- Section 1. Definitions
- Section 2. License; Restrictions on Use
- Section 3. Access to the Tyler Internet Site
- Section 4. Limitations on Use
- Section 5. Fee Schedule
- Section 6. Proprietary Rights
- Section 7. Disclaimers and Limitations
- Section 8. Your Warranties and Indemnification
- Section 9. Limitations of Liability
- Section 10. Arbitration
- Section 11. Miscellaneous

The text continues with detailed legal definitions and terms of service.

Figure 3.5 – Example of Terms and Conditions

6. After you have completed all fields and selected the **I agree to the Terms and Conditions** check box,

click  .

The *Registration - Success* page is displayed.

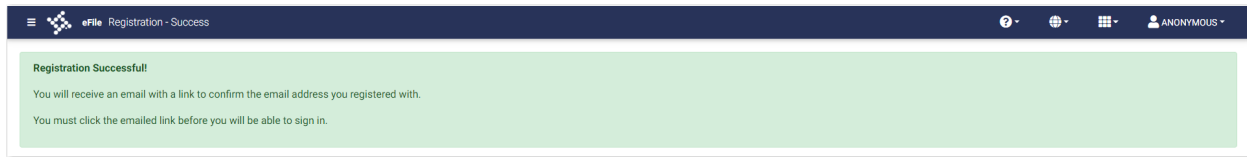


Figure 3.6 – Registration - Success Page

7. Check your inbox for the activation email from Odyssey File & Serve.

Note: You must verify your email address to complete the registration process. A verification email (from Odyssey File & Serve) will be sent to you. Open the email and click the link to confirm your email address. If you do not see the email in your inbox, check your junk mail folder for the email.

After you verify your email address, your registration is complete. You can now navigate to the *eFile Landing* page to sign in.

Resetting Your Password

To reset your password:

1. On the Odyssey File & Serve *Landing* page, click

I FORGOT MY PASSWORD

The *Reset Password* window is displayed.

Figure 3.7 – Reset Password Window

2. Type the email address that you provided during the registration process in the **Email Address** field.
3. Select the **I'm not a robot** check box.

A window is displayed from which you must select specified images.

4. Click the requested images, and then click

VERIFY

Note: If you do not select the correct images, a new window is displayed, from which you can try again.



5. After selecting the correct images, click

A new *Reset Password* window is displayed, directing you to check your email to complete the password reset process.

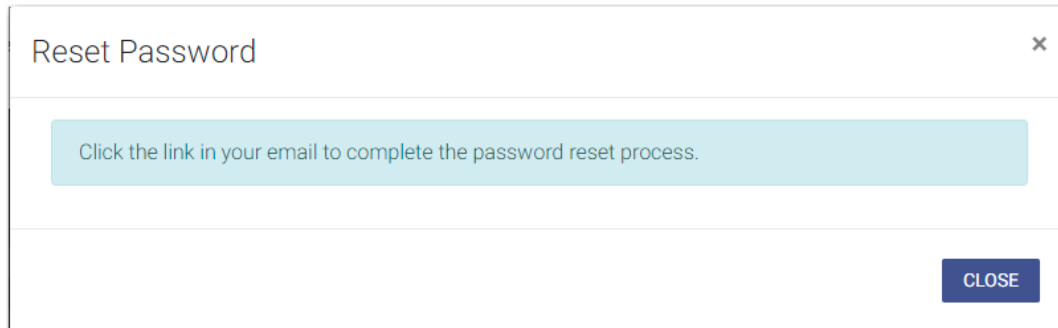


Figure 3.8 – Reset Password Window – Complete Reset Process

6. Check your email inbox.
7. Locate the email from Odyssey File & Serve.

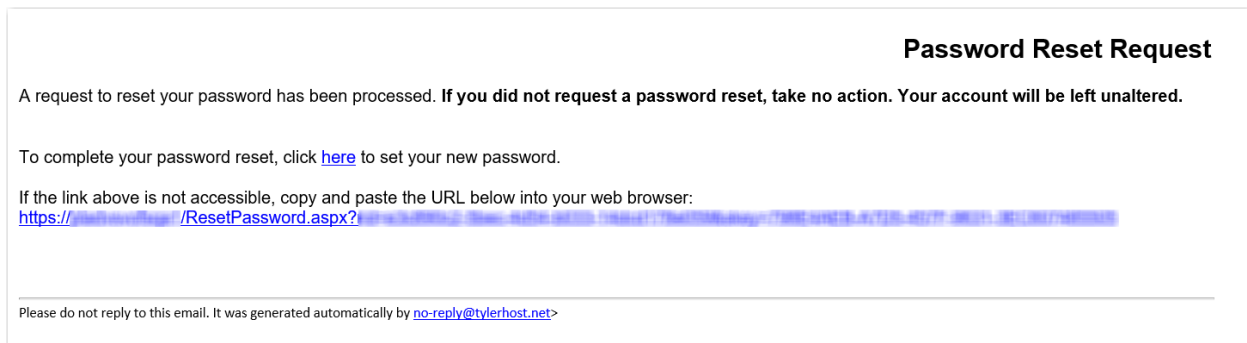


Figure 3.9 – Example of Password Reset Request Email

8. Click the link that is labeled **here** to reset your password.

You are prompted to create a new password.

9. Type a new password in the **New Password** field.

Note: Your password is case-sensitive and must be at least eight characters in length with at least one lowercase letter, one uppercase letter, and one number or symbol.

10. Retype your new password in the **Repeat New Password** field.
11. Click **Change Password**.

A confirmation page displays the following message: Your password has been changed successfully.

Changing the User Password

You can change your password on the *Account Settings* page.

To change your password:

1. On the Dashboard menu, click **Account Settings**.

The *Account Settings* page is displayed.

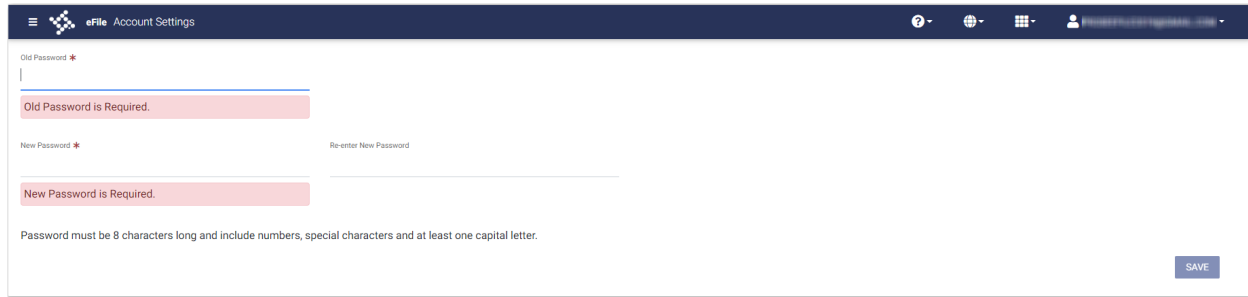
The screenshot shows the 'eFile Account Settings' page. It features three password input fields: 'Old Password', 'New Password', and 'Re-enter New Password'. The 'Old Password' and 'New Password' fields have red error messages below them that read 'Old Password is Required.' and 'New Password is Required.' respectively. A note at the bottom states: 'Password must be 8 characters long and include numbers, special characters and at least one capital letter.' A 'SAVE' button is located in the bottom right corner.

Figure 3.10 – Account Settings Page

2. Type the old password in the **Old Password** field.
3. Type the new password in the **New Password** field.

Note: Your password is case sensitive and must be at least eight characters in length with at least one lowercase letter, one uppercase letter, and one number or symbol.

4. Retype the new password in the **Re-enter New Password** field.

5. Click .

Your password is changed.

Updating User Information

You can update your personal information.

To update your personal information:

1. On the Dashboard menu, click **My Information**.

The *My Information* page is displayed.

The screenshot shows a web interface titled "eFile My Information". The form contains the following fields and values:

- Country: United States
- Address Line 1: 1234 Main st
- Address Line 2: (empty)
- City: Plano
- State: Texas
- Zip Code: 75024
- Phone Number: 9727133770

A blue "SAVE" button is located in the bottom right corner of the form.

Figure 3.11 – Sample My Information Page

2. Update any information as needed, and then click  .

4 Sign In and Sign Out

Topics covered in this chapter

- ♦ Signing In
- ♦ Signing Out

All users are required to sign in to Odyssey File & Serve to be able to e-file and e-serve documents or to check the status of an existing filing. It is also a best practice for users to sign out after they have completed their transactions.

Signing In

Sign in to the application by using the email address and password that you provided during the registration process. You must sign in to be able to e-file or e-serve documents.


A rectangular button with a thin blue border and the word "REGISTER" in blue capital letters.

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

To sign in to the application:

1. Navigate to the Odyssey File & Serve *Landing* page.

A rectangular button with a thin blue border and the words "SIGN IN" in blue capital letters.

2. Click .
3. Type your email address and password (which is case-sensitive).

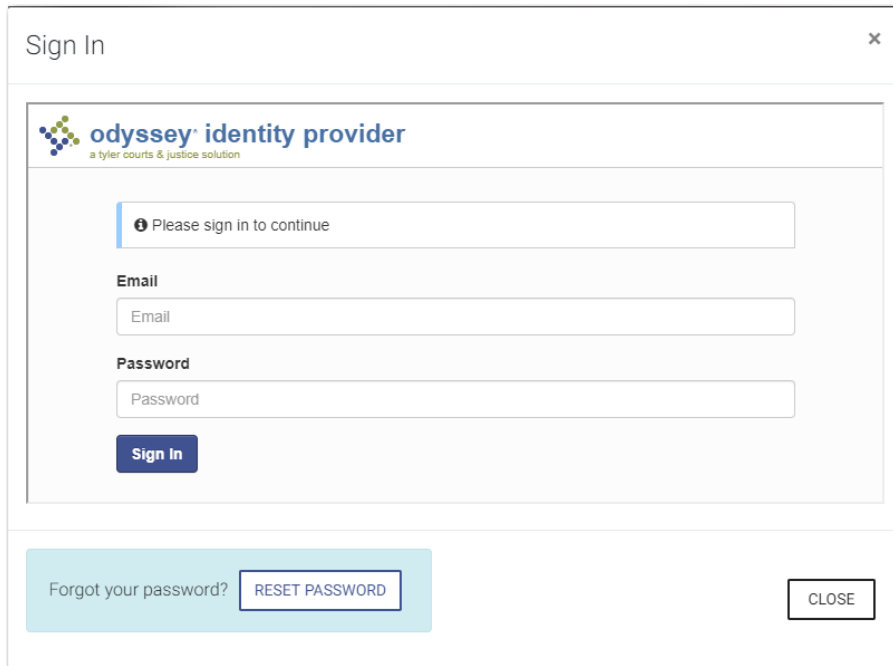
A screenshot of a 'Sign In' dialog box. At the top left is the 'odyssey identity provider' logo with the tagline 'a tyler courts & justice solution'. Below the logo is a message box that says 'Please sign in to continue'. Underneath are two input fields: 'Email' and 'Password'. A blue 'Sign In' button is positioned below the password field. At the bottom left, there is a link 'Forgot your password?' next to a 'RESET PASSWORD' button. At the bottom right is a 'CLOSE' button.

Figure 4.1 – Sign In Page

4. Click  .

Note: After you make several failed attempts to sign in to the system, your account is locked. You can unlock your account by clicking **Forgot Password?**.

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

Signing Out

This section describes how to sign out of Odyssey File & Serve.

To sign out of the application:

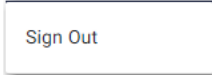
1. From the drop-down list at the top of the page, click  .



Figure 4.2 – Sign Out Drop-Down List

You are now signed out of the application.

5 Dashboard

Topics covered in this chapter

◆ Dashboard Page

The Dashboard provides a drop-down menu for filer actions.

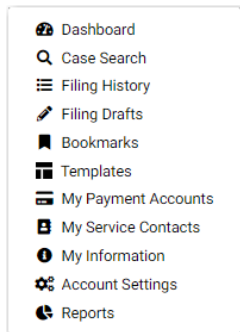


Figure 5.1 – Dashboard

From here, you can perform the following actions:

- Access the *Dashboard* page to start a filing, perform a case search, view your filing history, view your draft filings, access the cases you have bookmarked, and access the templates you have created.
- File into an existing case on the *Case Search* page.
- Access the *Filing History* page to view a list of your case filings.
- Access the *Filing Drafts* page to view a list of your draft filings.
- Access the *Bookmarks* page to view a list of cases that you have bookmarked for quick access.
- Access the *Templates* page to locate an existing template and quickly begin a new case filing.
- Access the *Payment Accounts* page to set up and manage payment accounts.
- Access the *Service Contacts* page to add and manage your service contacts list.
- View and update your profile information on the *My Information* page.
- Access the *Account Settings* page to change your password.
- Access the *Reports* page to generate reports for envelopes and filings that you submitted.

Dashboard Page

From the *Dashboard* page, you can start a new filing, perform a case search, access your filing history, access your draft filings, view cases that you have bookmarked, and locate an existing template or create a new template to use in a new case filing.

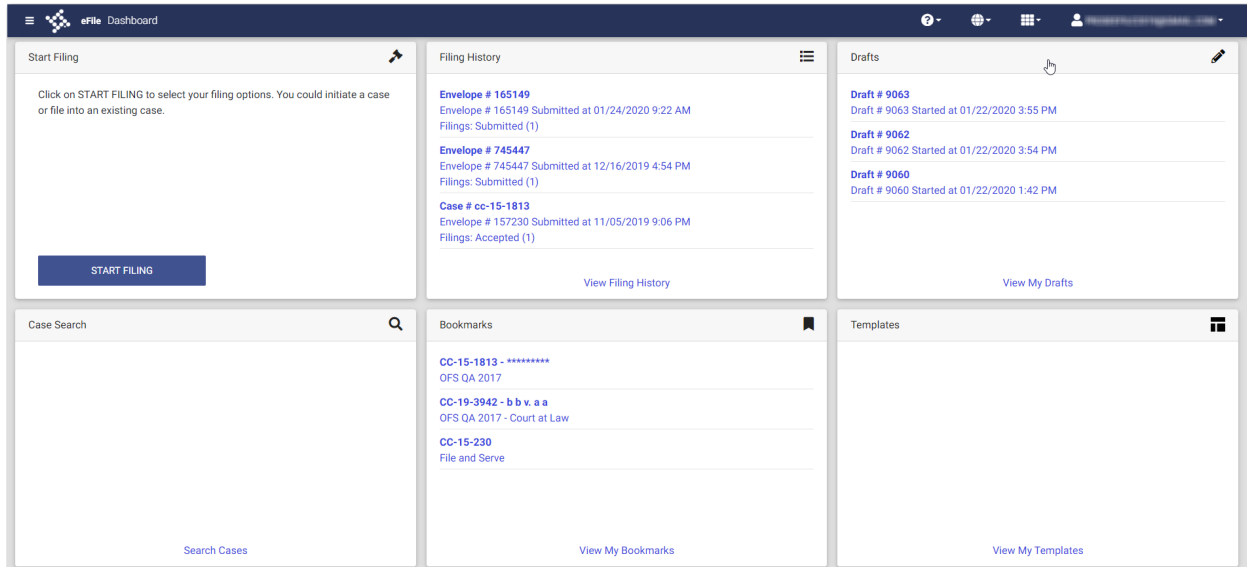


Figure 5.2 – Dashboard Page

Account Setup

The first time that you access the *Dashboard* page, a warning message is displayed directing you to set up a payment account. The message continues to be displayed every time that you access the *Dashboard* page until you have set up a payment account.

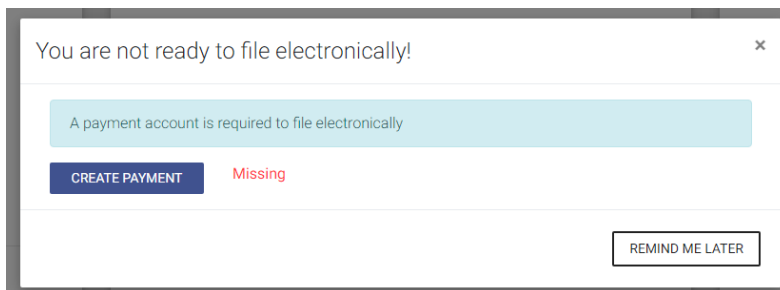
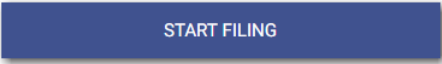


Figure 5.3 – Warning Message

Start Filing

Click  to start a new case filing or to file into an existing case.

Note: While you are entering a case filing, click  to view the case number or draft number.

Filing History

Click **See Filing History** to access the *Filing History* page. From here, you can view the status of your filing, check the filing type, get a document description, see the number assigned to your case, review the details of the case, view the service contacts attached to a case, and cancel a filing.

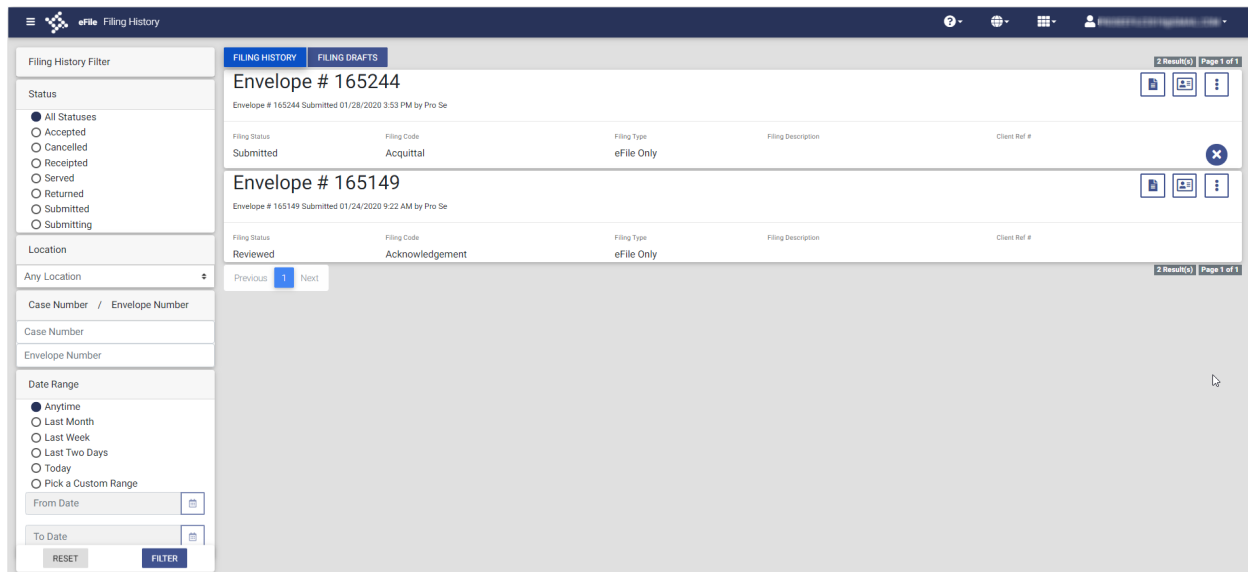


Figure 5.4 – Filing History Page

Drafts

Click **View My Drafts** to access the *Filing Drafts* page. From here, you can view your draft filings, resume a filing, or cancel a draft filing.

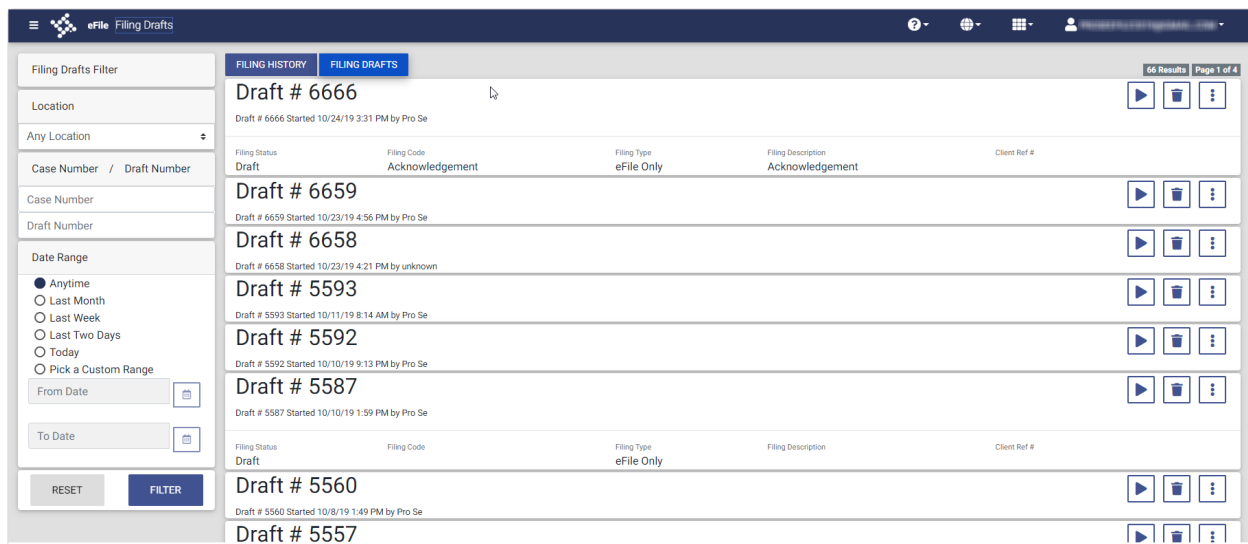


Figure 5.5 – Filing Drafts Page

Case Search

Click **Search Cases** to search for a case in the system. From here, you can search for an existing case or file into an existing case. Advanced search features are available if you search by either a party name or a business name.

The screenshot shows a window titled "File into Existing Case" with a close button (X) in the top right corner. On the left, there is a "Location" dropdown menu with a red asterisk and a "Select..." placeholder. Below it is a red error message: "Location is Required." Underneath is a section titled "Search for a Case by" with two radio buttons: "Case Number" (selected) and "Party Name". Below the radio buttons is a light blue box containing the text "Case number format is default." Below that is a "Case Number" input field with a red asterisk and a red error message: "Case Number is Required." On the right side of the window is a large magnifying glass icon. At the bottom right are two buttons: "CANCEL" and "SEARCH".

Figure 5.6 – File into Existing Case Window—Includes Party Name Option

Note: Your system may be configured to only search by case number. With this optional configuration, the Party Name option is not displayed.

This screenshot is similar to Figure 5.6 but with the "Party Name" radio button option removed. The "Location" dropdown and "Case Number" input field are present with their respective error messages. The "Case number format is default." message is still in the light blue box. The magnifying glass icon and "CANCEL" and "SEARCH" buttons are also present.

Figure 5.7 – File into Existing Case Window—Excludes Party Name Option

If your search does not produce any results, click  to return to the *Dashboard* page.

The screenshot shows the top of the "eFile Case Search" page. The header bar is dark blue with the "eFile Case Search" logo on the left and several icons on the right. Below the header, there is a light gray bar containing a "← DASHBOARD" button on the left and a "REFINE SEARCH" button on the right.

Figure 5.8 – Case Search Page with No Search Results Displayed

Bookmarks

Click **Bookmarks** to access a list of cases that you have bookmarked for quick access.

eFile Bookmarks				4 Results Page 1 of 1
Bookmark Filter	Case #	Location	Case Description	
Case Location	CC-15-1813	Unknown Location	*****	
Any Location	Case #	Location	Case Description	
Case Number	CC-19-2373	OFS QA 2017 - Court at Law	Drina Colin v. McDonald Associates LLC	
Case Number	Case #	Location	Case Description	
Case Description	CC-19-3477	OFS QA 2017		
Case Description	Case #	Location	Case Description	
RESET FILTER	CC-19-438	OFS QA 2018		
	Previous 1 Next			4 Results Page 1 of 1

Figure 5.9 – Sample Bookmarks Page

Templates

Click **Templates** to locate a template to use in your case filing or to create a new template for future use.

eFile Templates				ADD TEMPLATE
Filter Type	Name		FILTER RESET	
My Templates				
Favorite	Name	Type	Actions	
★	Tyler Group	New Case		
☆	My Name change template	New Case		
☆	Existing Case Template	Existing Case		
☆	Template #5	New Case		
☆	Thursday Template	New Case		
☆	Pro Se Template	New Case		
☆	Thursday Template #2	New Case		
☆	Current Case Template #2	Existing Case		
☆	Template #3	New Case		

Figure 5.10 – Templates Page

6 Payment Accounts

Topics covered in this chapter

- ♦ Adding a Waiver Payment Account
- ♦ Adding a Credit Card Payment Account
- ♦ Adding an E-Check Payment Account
- ♦ Editing a Payment Account
- ♦ Deleting a Payment Account

You must set up a payment account before you can submit a filing to the court.

You can set up a payment account from the Dashboard menu. Click **My Payment Accounts**. The *Payment Accounts* page opens. On that page, you can manage your payment accounts. You can add a new account, edit an existing account, or delete an existing account.

Adding a Waiver Payment Account

To set up a waiver payment account:

1. On the Dashboard menu, click **My Payment Accounts**.

The *Payment Accounts* page is displayed.

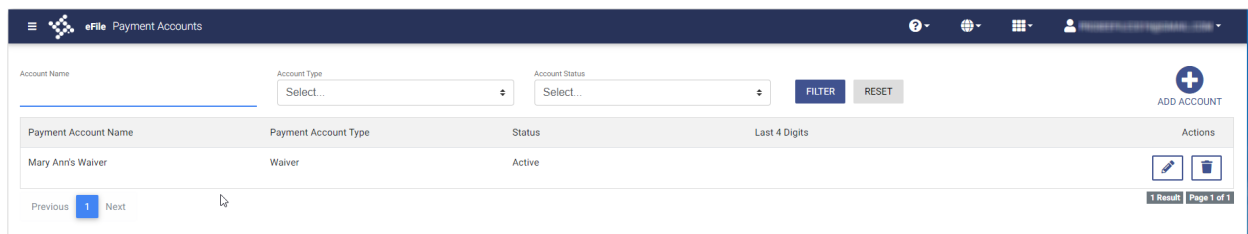


Figure 6.1 – Payment Accounts Page

2. Click .

A new pane is displayed.

Figure 6.2 – New Payment Account Window

3. Type a name for the payment account in the **Account Name** field.

4. Select the **Waiver** option, and then click .

The new account is added to the list of your other payment accounts.

Adding a Credit Card Payment Account

To set up a credit card payment account:

1. On the Dashboard menu, click **My Payment Accounts**.

The *Payment Accounts* page is displayed.

Figure 6.3 – Payment Accounts Page

2. Click .

A new pane is displayed.

Payment Account Name	Payment Account Type	Status	Last 4 Digits	Actions
Active				
Account Name *				
Create a new:				
<input checked="" type="radio"/> Waiver <input type="radio"/> Credit Card or Bank Account				
Account Name is Required.				
CANCEL CREATE WAIVER				
Waiver	Waiver	Active		
First Previous 1 Next Last				
1 Result(s) Page 1 of 1				

Figure 6.4 – New Payment Account Window

3. Type a name for the payment account in the **Account Name** field.

4. Select the **Credit Card or Bank Account** option, and then click

ENTER INFORMATION

The *Enter Information* window is displayed.

Enter Information

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Payment Information

Method of Payment

☒ Credit Card ☐ e-Check

Figure 6.5 – Enter Information Window

5. Select the **Credit Card** option.

The *Payment Information* pane is displayed.

Enter Information

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Payment Information

Method of Payment

☒ Credit Card
☐ e-Check

Cardholder Information
Enter the information as it appears on the Cardholder Account. The fields marked with a red asterisk (*) are required fields.

Card Type *

Card Number *

Exp Month MM * **Exp Year** YYYY *

CVV Code * [CVV Help](#)

Name on Card *
Maximum of 30 characters

Address Type ☒ US ☐ Foreign

Address Line 1 *
Street address, P.O. box, company name, c/o

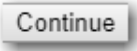
Address Line 2 *
Apartment, suite, unit, building, floor, etc.

City *

State *

Zip Code *

Figure 6.6 – Payment Information Pane

6. Select the card type from the **Card Type** drop-down list.
7. Type the card number in the **Card Number** field.
8. Type the expiration month of the credit card in the **Exp Month** field.
9. Type the year the credit card expires in the **Exp Year** field.
10. Type the CVV code in the **CVV Code** field.
11. Type the cardholder's name in the **Name on Card** field.
12. Select the address type, and then complete the required address fields.
13. After completing all of the required fields, click .

The Verify Billing Information pane is displayed.

Enter Information

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Verify Billing Information

Billing Detail

Card Type	MASTERCARD
Card Number	*****5454
Exp Date	02/20
CVV Code	****
Name on Card	Joe Smith
Address Type	US
Address Line 1	123 Main St.
Address Line 2	
City	Plano
State	TX
Zip Code	75024

Terms and Conditions
This is a confidential and secure site that does not disseminate confidential information to third parties. By setting up this account you agree to comply with this site's terms and conditions.

Figure 6.7 – Verify Billing Information Pane

14. Review the information you have entered. If it is correct, click . If it is not correct, click and make any necessary changes.

The new account is added to the list of your other payment accounts.

Adding an E-Check Payment Account

Note: Your court may not accept e-check payment accounts. The ability to use an e-check account is configured by Tyler and may not be available on your system.

To set up an e-check payment account:

1. On the Dashboard menu, click **My Payment Accounts**.

The *Payment Accounts* page is displayed.

The screenshot shows the 'eFile Payment Accounts' interface. At the top, there are filter dropdowns for 'Account Name', 'Account Type' (with a 'Select...' button), and 'Account Status' (with a 'Select...' button). To the right of these are 'FILTER' and 'RESET' buttons. Below the filters is a table with the following columns: 'Payment Account Name', 'Payment Account Type', 'Status', 'Last 4 Digits', and 'Actions'. The table contains one row: 'Mary Ann's Waiver', 'Waiver', 'Active'. To the right of this row are two icons: a pencil and a trash can. At the bottom left of the table are 'Previous', '1', and 'Next' buttons. At the bottom right are '1 Result' and 'Page 1 of 1' indicators. An 'ADD ACCOUNT' button with a plus icon is located in the top right corner.

Figure 6.8 – Payment Accounts Page

2. Click .

A new pane is displayed.

The screenshot shows the 'New Payment Account Window'. It features a form with the following elements: a header bar with 'Active' status; a form area with an 'Account Name' field (marked with a red asterisk) and a 'Create a new:' section with two radio buttons: 'Waiver' (selected) and 'Credit Card or Bank Account'; a red error message 'Account Name is Required.' below the name field; and 'CANCEL' and 'CREATE WAIVER' buttons at the bottom right. Below the form is a table with columns: 'Payment Account Name', 'Payment Account Type', 'Status', 'Last 4 Digits', and 'Actions'. The table contains one row: 'Waiver', 'Waiver', 'Active'. To the right of this row are two icons: a pencil and a trash can. At the bottom left of the table are 'First', 'Previous', '1', 'Next', and 'Last' buttons. At the bottom right are '1 Result(s)' and 'Page 1 of 1' indicators.

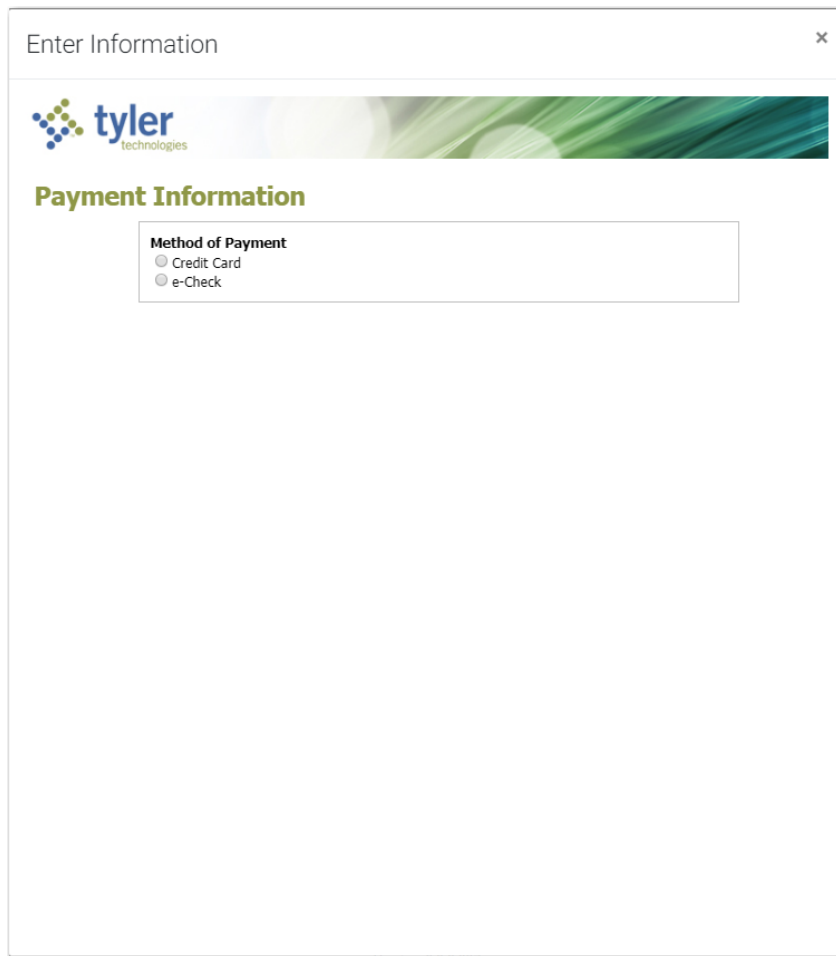
Figure 6.9 – New Payment Account Window

3. Type a name for the payment account in the **Account Name** field.

4. Select the **Credit Card or Bank Account** option, and then click



The *Enter Information* window is displayed.



The screenshot shows a web application window titled "Enter Information" with a close button (X) in the top right corner. Below the title bar is a header area featuring the "tyler technologies" logo on the left and a green abstract graphic on the right. The main content area is titled "Payment Information" in bold green text. Below this title is a white rectangular box containing the heading "Method of Payment" and two radio button options: "Credit Card" and "e-Check". The "e-Check" option is selected, indicated by a filled radio button.

Figure 6.10 – Enter Information Window

5. Select the **e-Check** option.

The Payment Information pane is displayed.

Enter Information

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Payment Information

Method of Payment

☐ Credit Card

☒ e-Check

Account Holder Information
Enter the information as it appears on the Account. The fields marked with a red asterisk (*) are required fields.

Account Type ▼ *

Account Number *

Routing Number * [Routing Number Help](#)

Name on Account *

Maximum of 30 characters

Address Type ☒ US ☐ Foreign

Address Line 1 *

Street address, P.O. box, company name, c/o

Address Line 2

Apartment, suite, unit, building, floor, etc.

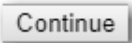
City *

State ▼ *

Zip Code *

Continue

Figure 6.11 – Payment Information Pane

6. Select the account type from the **Account Type** drop-down list.
7. Type your account number in the **Account Number** field.
8. Type the bank routing number in the **Routing Number** field.
9. Type your name in the **Name on Account** field.
10. Select the address type, and then complete the required address fields.
11. After completing all of the required fields, click .

The Verify Billing Information pane is displayed.

Enter Information

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Verify Billing Information

Billing Detail

Account Type	Checking
Account Number	****5678
Routing Number	113000023
Name on Account	Joe Smith
Address Type	US
Address Line 1	123 Main St.
Address Line 2	
City	Plano
State	TX
Zip Code	75024

Terms and Conditions
This is a confidential and secure site that does not disseminate confidential information to third parties. By setting up this account you agree to comply with this site's terms and conditions.

Figure 6.12 – Verify Billing Information Pane

12. Review the information you have entered. If it is correct, click . If it is not correct, click and make any necessary changes.

The new bank account is added to the list of your other payment accounts.

Editing a Payment Account

After you have set up a payment account, you can change the status of the account from active to inactive. You can also change the name of the account.

Note: If you need to change any other information in the payment account, you cannot edit it. You must delete the account and then add it back with the new information.

To change the status or the name of an existing payment account:

1. On the Dashboard menu, click **My Payment Accounts**.

The *Payment Accounts* page is displayed.

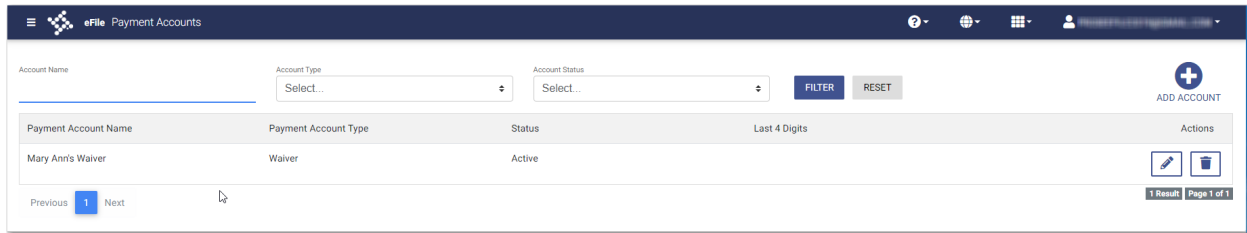


Figure 6.13 – Payment Accounts Page

2. Locate the payment account for which you want to change the status or the name, and then click



Note: If the current status of the specified account is active, the Active check box is selected.

3. To change the status to inactive, clear the check box. If you want to change the name of the account, type the new name. Then, click

SAVE

The status of the payment account changes to Inactive. If you changed the name, the new name is displayed.

4. To return the payment account to active status, click



Then, click

SAVE

The status of the payment account changes back to Active status.

Deleting a Payment Account

You can delete an existing payment account that you no longer want. If you need to make changes to an existing payment account, you must delete it and then add it back.

To delete an existing payment account:

1. On the Dashboard menu, click **My Payment Accounts**.

The *Payment Accounts* page is displayed.

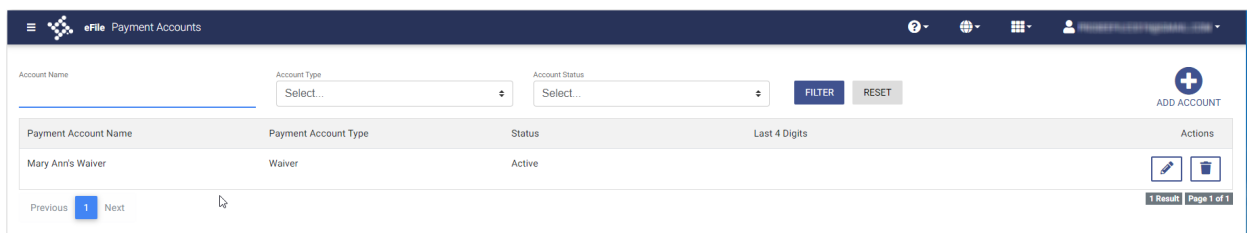

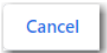


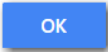
Figure 6.14 – Payment Accounts Page

2. Locate the payment account that you want to delete, and then click



The warning message is displayed: Are you sure you want to delete the payment account "xyz"?

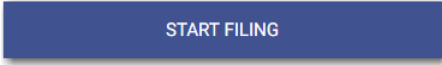
3. Click  to delete the account, or click  to cancel the action.

If you clicked , a confirmation message is displayed, and the account is deleted.

7 Case Initiation

Topics covered in this chapter

- ◆ Starting a New Case Filing
- ◆ Uploading Documents for a New Case Filing
- ◆ Entering Case Information
- ◆ Collecting Address Information at the Case Level
- ◆ Entering Case Information for a Civil Case
- ◆ Filing a New Case with Case Cross References
- ◆ Filing a New Case with a Will Filed Date
- ◆ Entering Party Details
- ◆ Entering Date of Death on Parties Page
- ◆ Entering Filing Details
- ◆ Capability for Filing a Return Date
- ◆ Selecting a Return Date for a Case Filing
- ◆ Reverify the Return Date
- ◆ Reverifying a Return Date
- ◆ Capability for Filing Hearing Date
- ◆ Scheduling a Hearing Date for a New Case Filing
- ◆ Scheduling a Hearing for an Existing Case Filing
- ◆ Entering a Filing with an Ad Damnum Amount
- ◆ Entering a Filing with a Motion Type Code
- ◆ Entering a Filing with a Claim Amount
- ◆ Entering a Filing with an Estate Value
- ◆ Entering Payment Information
- ◆ Entering Payment Information for Per-Page Optional Service Fee
- ◆ Submission Agreements
- ◆ Viewing the Envelope Summary
- ◆ Viewing Case Address Information on the Summary Page

You can initiate a case from the *Dashboard* page by clicking . This action begins the case initiation process for e-filing. From here, you can start a new case or file into an existing case.

Note: While you are entering a case filing, click  to view the case number or draft number.

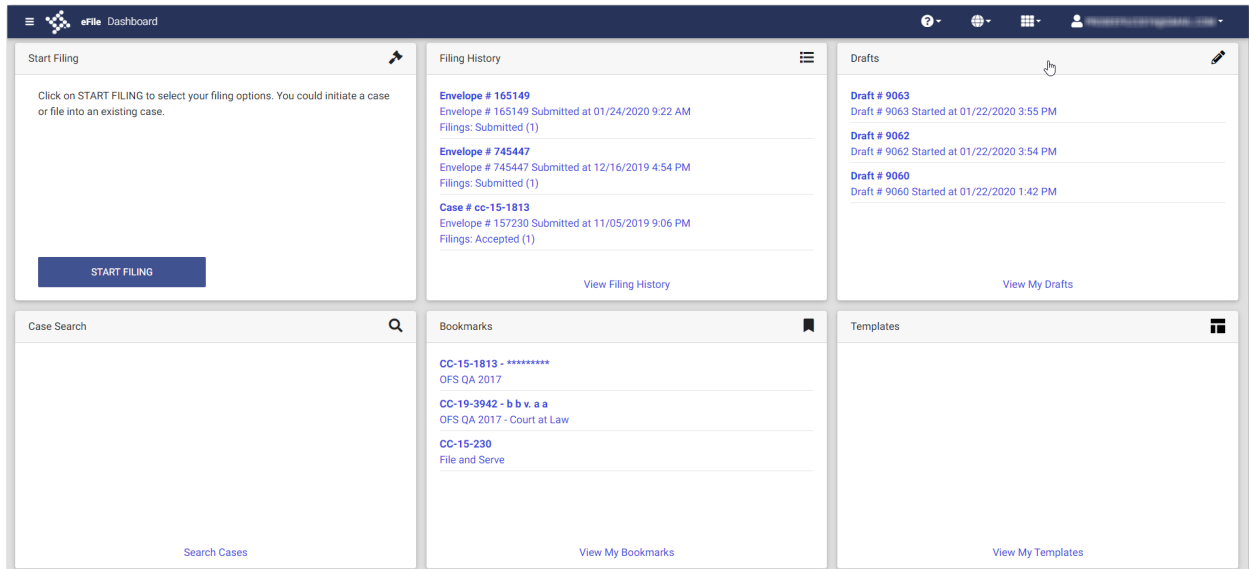


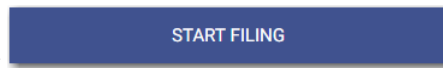
Figure 7.1 – Dashboard Page

Starting a New Case Filing

Start a new case filing from the *Dashboard* page.

To start a new case filing:

1. On the *Dashboard* page, click



The *Start Filing* page is displayed.

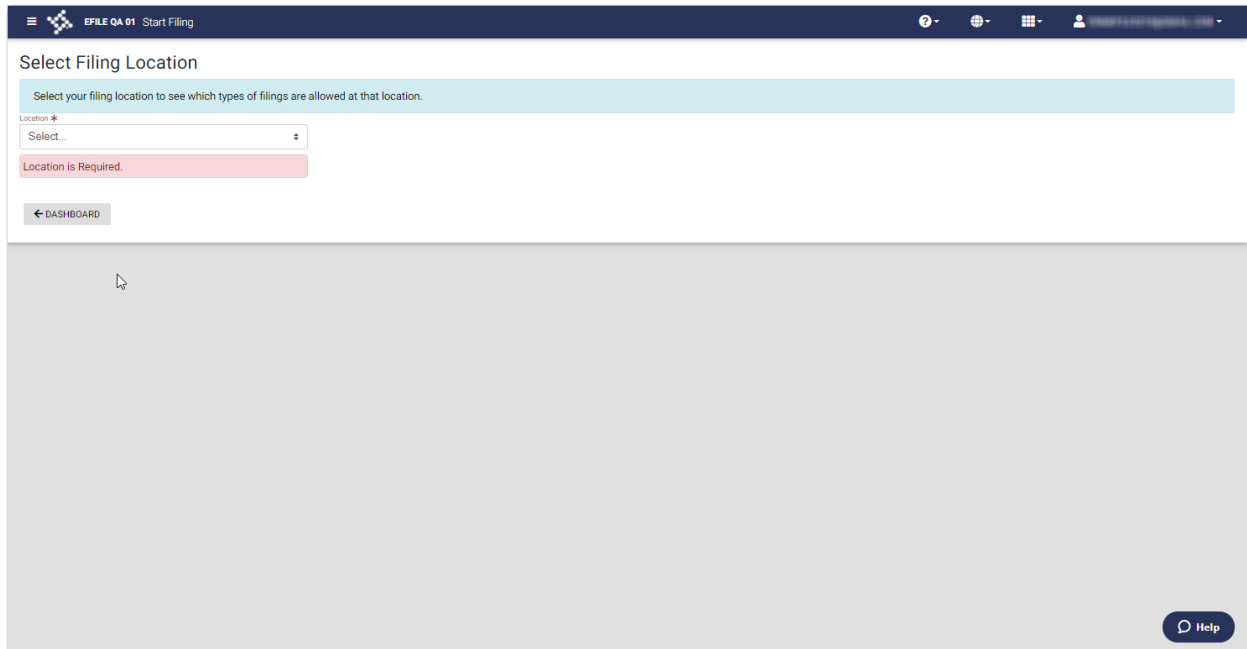


Figure 7.2 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and the Existing Case panes are displayed.

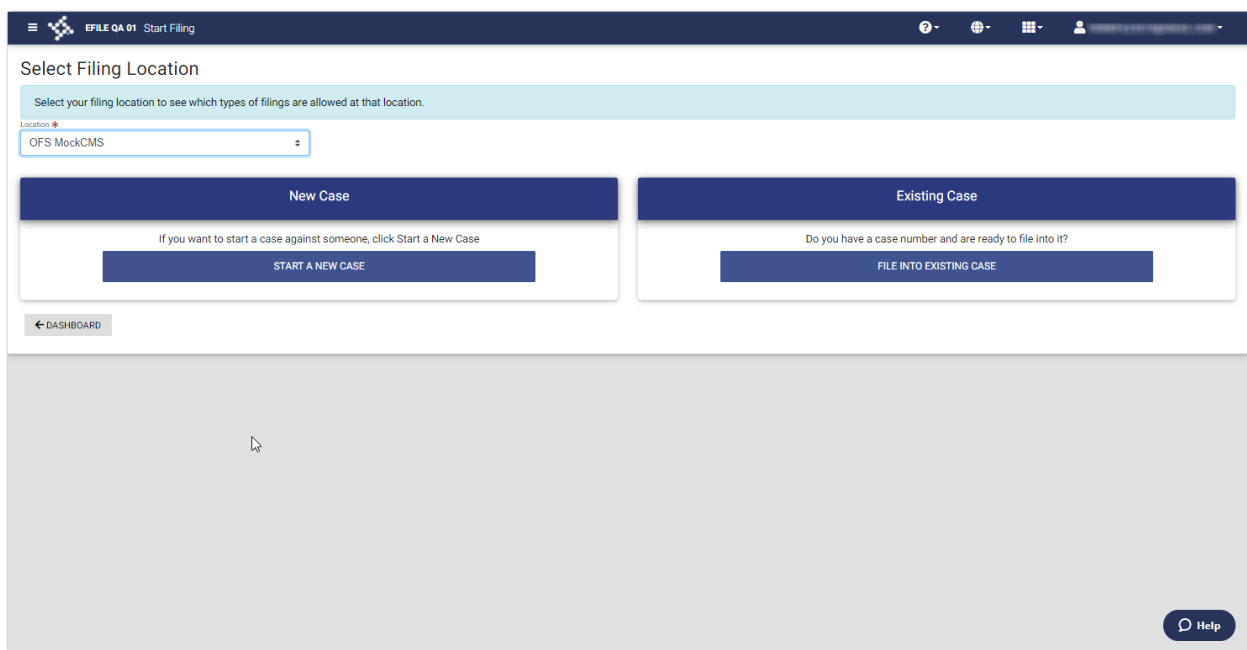
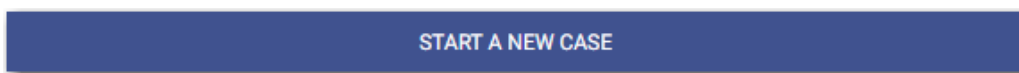


Figure 7.3 – Start Filing Page with Case Panes Displayed

3. Click

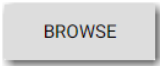


The *Upload Documents* page is displayed.

Uploading Documents for a New Case Filing

You can upload your lead document and any attachments before you enter the filing information.

To upload your documents:

1. Click  to look for the documents that you want to upload on the *Upload Documents* page.

Note: The types of documents that can be uploaded are based on the configuration.

Note: While you are entering a case filing, click  to view the case number or draft number.

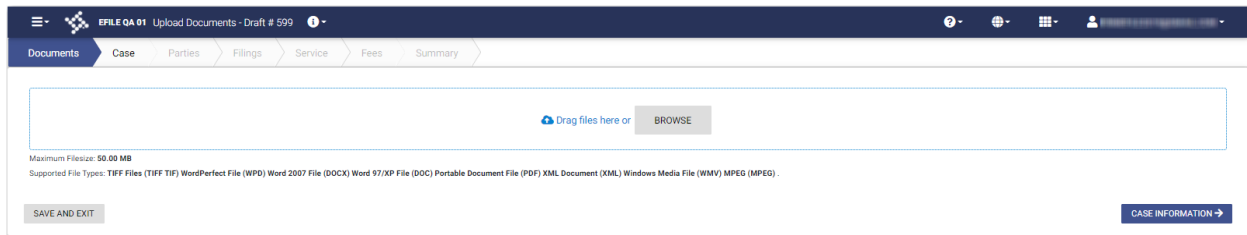


Figure 7.4 – Upload Documents Page

2. Select each document to be uploaded.
3. Click  to continue with your filing.

The *Case Information* page is displayed.

Note: Your document will continue to upload as you proceed through the case filing.

Entering Case Information

Before you can file a new case, you must set up a payment account.

Figure 7.5 – Case Information Page

Note: At any time while the *Case Information* page is displayed, you can click

← UPLOAD DOCUMENTS

to begin uploading your documents. You will be prompted to upload your documents when you are entering information on the *Filings* page.



Note: While you are entering a case filing, click to view the case number or draft number.

To enter case information:

1. On the *Case Information* page, select the case category from the **Case Category** drop-down list.
2. Select the case type from the **Case Type** drop-down list.
3. Select the case subtype, if applicable, from the **Case Sub Type** drop-down list.

PARTIES →

SAVE AND EXIT

4. Click to save your work and continue, or click to save your work and exit the filing.

Collecting Address Information at the Case Level

When filers create certain types of cases, they can provide address information in the case filing.

Note: This feature is configured by Tyler and may not be available on your system.

Figure 7.6 – Sample Case Information Page—Case Address Pane Blank

Note: At any time while the *Case Information* page is displayed, you can click

← **UPLOAD DOCUMENTS**

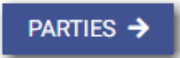
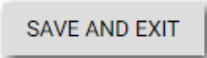
to begin uploading your documents. You will be prompted to upload your documents when you are entering information on the *Filings* page.

Note: While you are entering a case filing, click  to view the case number or draft number.

To collect address information at the case level:

1. On the *Case Information* page, select the case category from the **Case Category** drop-down list.
2. Select the case type from the **Case Type** drop-down list.
3. In the Case Address pane, complete all required address fields.

Figure 7.7 – Sample Case Information Page—Case Address Pane Completed


4. Click  to save your work and continue, or click  to save your work and exit the filing.

Entering Case Information for a Civil Case

Note: The Procedures/Remedies and Damage Amount features are configured by Tyler and may not be available on your system.

Before you can file a new case, a payment account must be set up.

Note: At any time while the *Case Information* page is displayed, you can click

 to begin uploading your documents. You will be prompted to upload your documents when you are entering information on the *Filings* page.

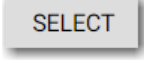
Note: While you are entering a case filing, click  to view the case number or draft number.

To enter case information:

1. On the *Case Information* page, select **Civil** from the **Case Category** drop-down list.

Figure 7.8 – Case Information Page


2. Select the case type from the **Case Type** drop-down list.
3. Select the case subtype, if applicable, from the **Case Sub Type** drop-down list.

4. Click .

The *Select Procedures / Remedies* window is displayed.

Select	Procedure / Remedy
<input type="checkbox"/>	Appeal
<input type="checkbox"/>	Class Action
<input type="checkbox"/>	Garnishment

Figure 7.9 – Select Procedures / Remedies Window

5. Select the appropriate Procedure / Remedy, and then click .
6. Select the amount of damages you are seeking from the **Damage Amount** drop-down list.

The screenshot shows the 'Case Information' page with the following fields filled out:

- Location:** OFS MockCMS
- Case Category:** Civil
- Case Type:** Damages - \$10.50
- Case Sub Type:** Select...
- Procedures / Remedies:** Class Action
- Damage Amount:** Over \$5000

Buttons at the bottom include '← UPLOAD DOCUMENTS', 'SAVE AND EXIT', and 'PARTIES →'.

Figure 7.10 – Sample Completed Case Information Page

7. Click **PARTIES →** to save your work and continue, or click **SAVE AND EXIT** to save your work and exit the filing.

Filing a New Case with Case Cross References

You can include case cross references in your case filing if the feature is configured on your node.

Note: The Case Cross Reference number feature is configured by Tyler and may not be available on your system.

The screenshot shows the 'Case Information' page with the following fields and error messages:

- Location:** OFS MockCMS
- Case Category:** Select... (Error: Case Category is Required.)
- Case Type:** Select... (Error: Case Type is Required.)

Buttons at the bottom include '← UPLOAD DOCUMENTS', 'SAVE AND EXIT', and 'PARTIES →'.

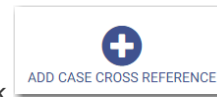
Figure 7.11 – Case Information Page

To file a new case that uses case cross references:

1. On the *Case Information* page, select **Civil** from the **Case Category** drop-down list.
2. Select the appropriate case type from the **Case Type** drop-down list.
3. Select the case subtype, if applicable, from the **Case Sub Type** drop-down list.
4. Select the damages amount, if applicable, from the **Damages Amount** drop-down list.
5. In the **Case Cross Reference Type** section, type the six-digit case cross reference number in the **Case Cross Reference Id** field.

Figure 7.12 – Sample Case Information Page with the Case Cross Reference Type Section Displayed

6. If you have additional case cross reference numbers to add, click



A blank row in the **Case Cross Reference Type** section is displayed.

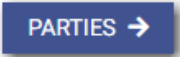
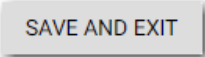
7. Select the appropriate option from the **Case Cross Reference Type** drop-down list. Then, type the six-digit case cross reference number in the **Case Cross Reference Id** field.

Note: If any case cross reference numbers are required, the Case Cross Reference Type(s) will be auto-populated.

8. Continue adding case cross reference numbers until you are done.

The screenshot shows a web application interface for filing a case. At the top, there are tabs: Documents, Case (selected), Parties, Filings, Service, Fees, and Summary. Below the tabs, there are several dropdown menus: Location (OFS QA 2017), Case Category (Civil), Case Type (City Ordinance Cases - \$10.50), Case Sub Type (Select...), and Damage Amount (Select...). There is also a 'SELECT' button under 'Procedures / Remedies'. On the right, there is a '+ ADD CASE CROSS REFERENCE' button. Below this is a table with three columns: Case Cross Reference Type, Case Cross Reference Id, and Action. The table contains two rows of data, both with a '*' icon in the first column. The first row has 'Warrant Number (CM)' and '123456'. The second row has 'Warrant Number (CM)' and '345678'. Below the table, there are two more rows: 'Case Cross Reference Number' with '124567' and 'Uniform Case Number' with '567432'. At the bottom, there are buttons for '← UPLOAD DOCUMENTS', 'SAVE AND EXIT', and 'PARTIES →'.

Figure 7.13 – Example of a Case Information Page with Case Cross Reference Numbers Added

9. Click  to save your work and to continue, or click  to save your work and to exit the filing.

Filing a New Case with a Will Filed Date

You can file a new case and enter the date on which the will was filed with the court.

Note: This feature is configured by Tyler and may not be available on your system.

To file a new case and enter the date on which the will was filed:

1. On the *Dashboard* page, click . The *Start Filing* page is displayed.

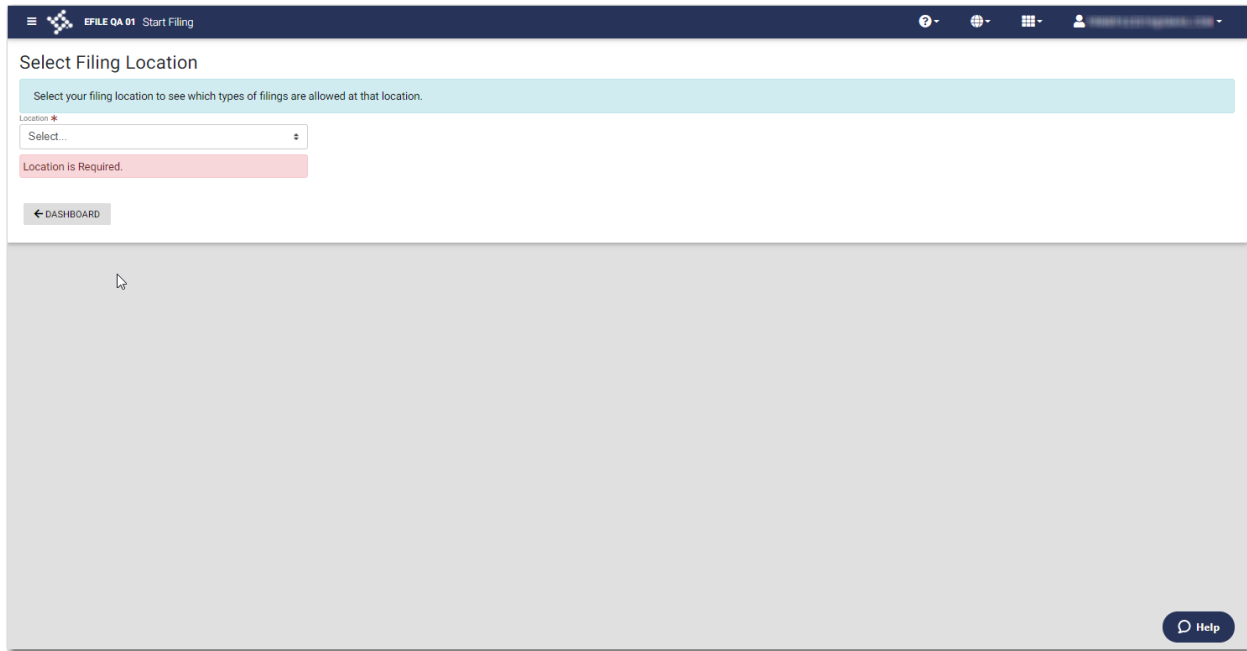


Figure 7.14 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and the Existing Case panes are displayed.

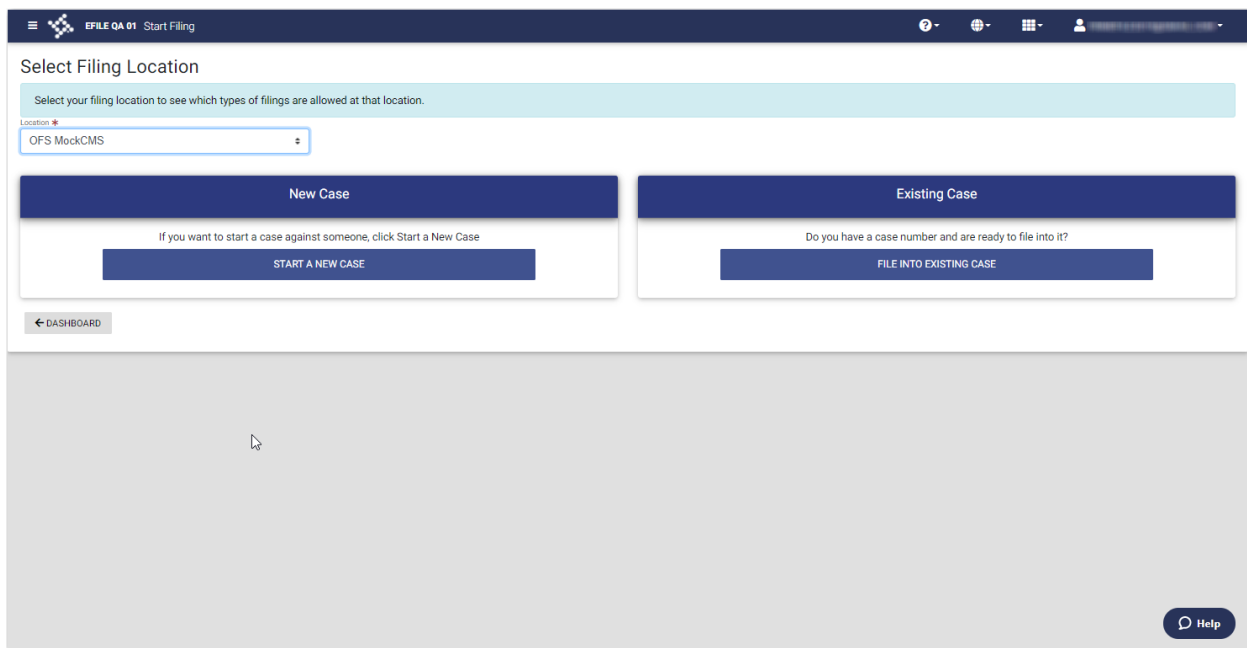
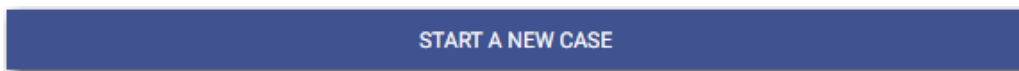


Figure 7.15 – Start Filing Page with Case Panes Displayed

3. Click



The *Upload Documents* page is displayed.

Note: While you are entering a case filing, click  to view the case number or draft number.

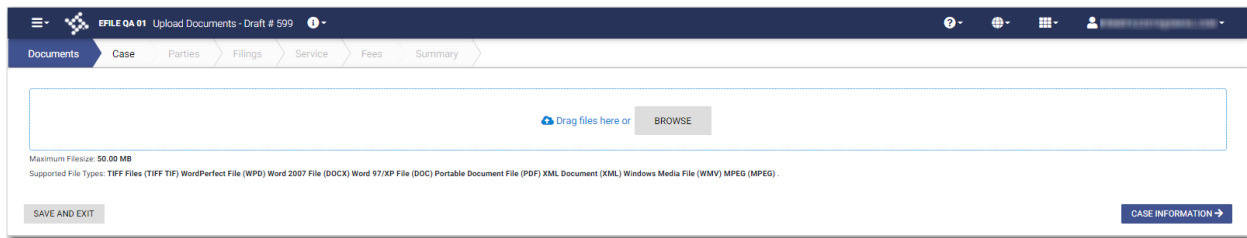
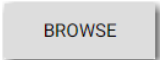


Figure 7.16 – Upload Documents Page

- Click  to look for the documents that you want to upload.

Note: The types of documents that can be uploaded are based on the configuration.

- Select each document to be uploaded.

- Click  to continue with your filing.

Note: Your document will continue to upload as you proceed through the case filing.

The *Case Information* page is displayed.

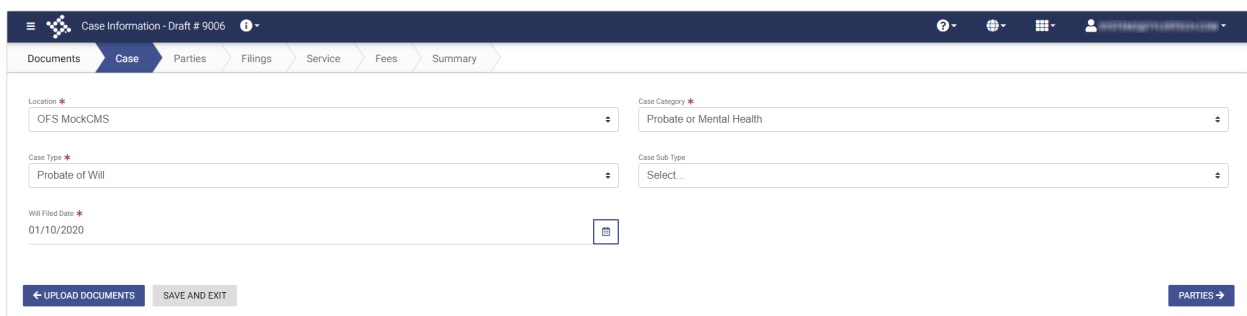


Figure 7.17 – Example of the Will Filed Field on the Case Information Page

- Select the category from the **Case Category** drop-down list.

Note: In the example, “Probate or Mental Health” is selected.

- Select the case type from the **Case Type** drop-down list.

Note: In the example, “Probate of Will” is selected.

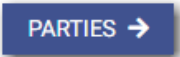
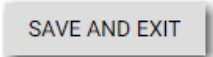
Note: The category and case type that you select determine which fields will be displayed next.

- Select the case subtype from the **Case Sub Type** drop-down list.

Note: The items in this list are determined by the case type you selected.

- Type a date in the **Will Filed Date** field, or click the calendar to select a date from the calendar.

Note: The Will Filed Date feature is configured by Tyler and may not be available on your system.

11. Click  to save your work and to continue, or click  to save your work and to exit the filing.

Entering Party Details

Each case requires a party type.

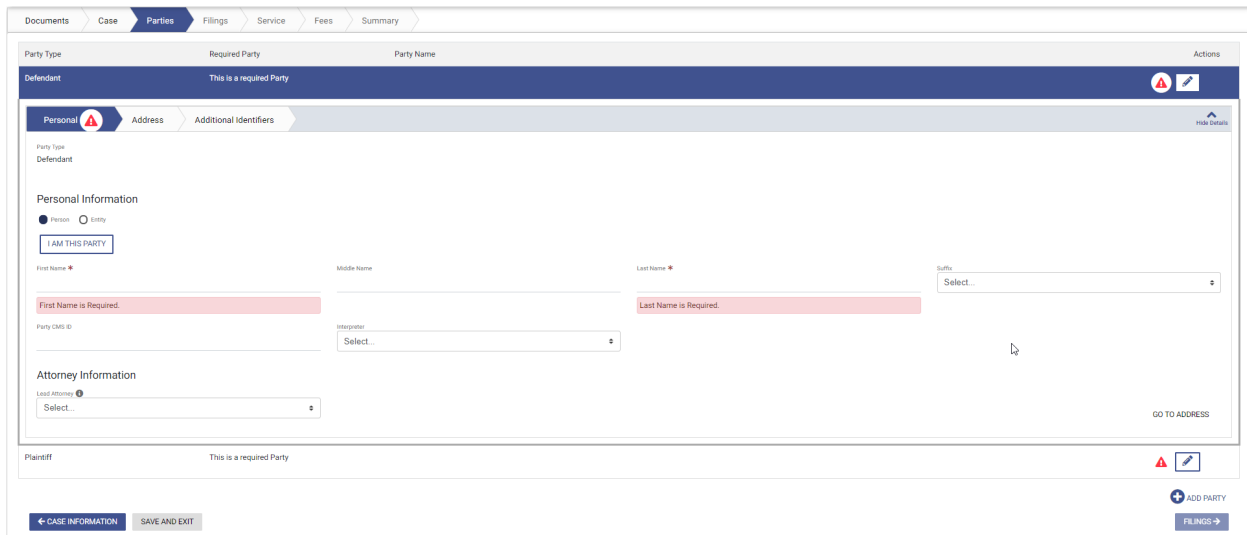



Figure 7.18 – Personal Tab on the Parties Page


Note: While you are entering a case filing, click  to view the case number or draft number.

To enter the details for the parties involved in the case:

1. On the **Personal** tab, select **Person** or **Entity**.
2. Complete the **First Name**, **Middle Name** (if applicable), and **Last Name** fields. If you are the first party, click . Also, if appropriate, select the party's suffix from the **Suffix** drop-down list.

Your name will be entered in the fields.

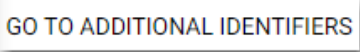
3. Type the party case management system ID in the **Party CMS ID** field, if appropriate.
4. Select a language from the **Interpreter** drop-down list, if appropriate.
5. Select **Pro Se** for the filing attorney.

6. Click  to enter the address information for the first party.

Party Type	Required Party	Party Name	Actions
Defendant	This is a required Party	Kay Defendant	
<div> <div>Personal</div> <div>Address</div> <div>Additional Identifiers</div> </div> <div> <div>Country</div> <div>United States</div> <div>Address Line 1</div> <div>Address Line 2</div> <div>City</div> <div>State</div> <div>Select...</div> <div>Zip Code</div> <div>Phone Number</div> <div>GO TO ADDITIONAL IDENTIFIERS</div> </div>			
Plaintiff	This is a required Party	John Plaintiff	

Figure 7.19 – Address Tab on the Parties Page


7. Enter the country, address, city, state, ZIP code, and phone number for the first party.

8. Click  to add more information for the specified party.

Party Type	Required Party	Party Name	Actions
Defendant	This is a required Party	Kay Defendant	
Plaintiff	This is a required Party	John Plaintiff	
<div> <div>Personal</div> <div>Address</div> <div>Additional Identifiers</div> </div> <div> <div>Date of Birth</div> <div>MM/DD/YYYY</div> <div></div> </div>			

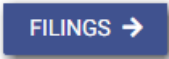
Figure 7.20 – Additional Identifiers Tab on the Parties Page

9. Type the party's date of birth in the **Date of Birth** field, or click  to select the date from the calendar.

10. Click  to enter information for the other required party.

11. Complete all of the required fields for the second party.

12. If you have another party to add to the case, click . Continue to add parties until all parties have been added to the case.

13. Click  to save your work and to continue.

Note: If you decide to save the draft, you can stop working on the filing and resume work at a later time. To resume filing a saved draft, navigate to the *Dashboard* page. In the Drafts pane, click View

My Drafts. Locate the specified draft, and then click .

Entering Date of Death on Parties Page

You can enter the date of death for a party when the feature is configured on your system.

Note: The Date of Death feature is configured by Tyler and may not be available on your system.

Note: Your screens may vary from the examples provided.

Figure 7.21 – Example of the Personal Tab on a Parties Page

To enter the date of death on the *Parties* page:

1. On the *Dashboard* page, click

START FILING

The *Start Filing* page is displayed.

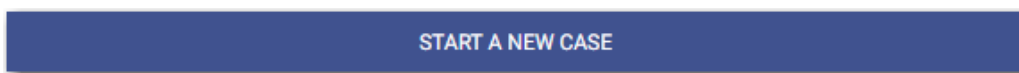
Figure 7.22 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and the Existing Case panes are displayed.

Figure 7.23 – Start Filing Page with Case Panes Displayed

3. Click



The *Upload Documents* page is displayed.

Note: While you are entering a case filing, click  to view the case number or draft number.

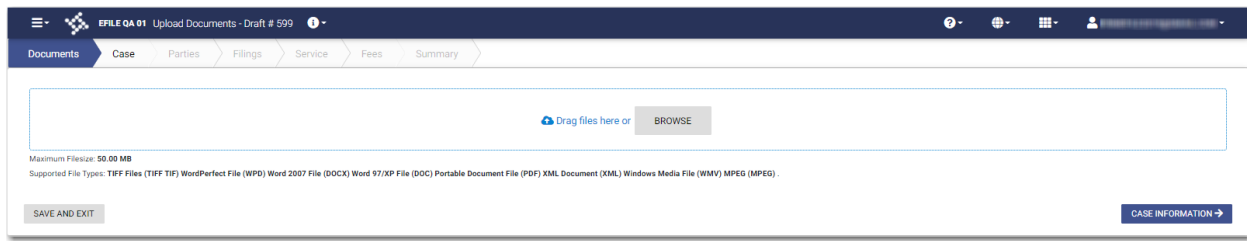
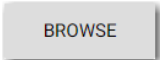


Figure 7.24 – Upload Documents Page

4. Click  to look for the documents that you want to upload.

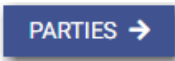
Note: The types of documents that can be uploaded are based on the configuration.

5. Select each document to be uploaded.

6. Click  to continue with your filing.

Note: Your document will continue to upload as you proceed through the case filing.

The *Case Information* page is displayed.

7. Complete the required sections on the *Case Information* page, and then click .
8. Select the **Person** or **Entity** option.

Note: If Tyler has configured the **Date of Death** feature on your system, you may have the **Decedent** and **Deceased** options available in the **Party Type** drop-down list.

9. Complete the **First Name**, **Middle Name** (if applicable), and **Last Name** fields. Also, if appropriate, select the party's suffix from the **Suffix** drop-down list.
10. Type the party case management system ID in the **Party CMS ID** field, if appropriate.
11. Select a language from the **Interpreter** drop-down list, if appropriate.

12. Click  to select the filing attorney.

The *Attorneys* window is displayed.

The screenshot shows the 'Attorneys' window with a 'Lead Attorney' tab selected. At the top, there are input fields for 'First Name', 'Last Name', and 'Bar Number', followed by 'FILTER' and 'RESET' buttons. Below these is a table with columns 'Add', 'Name', and 'Bar Number'. The table contains three rows: Abby Carmichael, Perry Mason, and Jack Stone, all with '123' in the 'Bar Number' column. Each row has an unchecked checkbox in the 'Add' column. At the bottom of the table, there are 'Previous', '1', and 'Next' buttons, along with a status bar indicating '3 Result(s)' and 'Page 1 of 1'. At the very bottom of the window are 'CANCEL' and 'LEAD ATTORNEY' buttons.

Add	Name	Bar Number
<input type="checkbox"/>	Abby Carmichael	123
<input type="checkbox"/>	Perry Mason	123
<input type="checkbox"/>	Jack Stone	123

Figure 7.25 – Attorneys Window

13. Select the lead attorney for the first party on the case.

14. Select the additional attorneys for the case, and then click

LEAD ATTORNEY

The *Lead Attorney* window is displayed with the attorneys that you selected. The lead attorney is indicated.

The screenshot shows the 'Lead Attorney' window with the 'Lead Attorney' tab selected. At the top, there are tabs for 'Attorneys' and 'Lead Attorney'. Below these is a table with columns 'Remove', 'Name', and 'Lead Attorney'. The table contains two rows: Abby Carmichael and Perry Mason. Both rows have a checked checkbox in the 'Remove' column. The 'Lead Attorney' column has a radio button for Abby Carmichael and a selected radio button (indicated by a filled circle) for Perry Mason. At the bottom of the table, there are 'ATTORNEYS', 'CANCEL', and 'SAVE' buttons.

Remove	Name	Lead Attorney
<input checked="" type="checkbox"/>	Abby Carmichael	<input type="radio"/>
<input checked="" type="checkbox"/>	Perry Mason	<input checked="" type="radio"/>

Figure 7.26 – Lead Attorney Window

15. Click

SAVE

The attorneys that you selected are listed on the *Parties* page.

16. Click

GO TO ADDRESS

to enter the address information for the first party.

Party Type	Required Party	Party Name	Lead Attorney	Actions
Defendant	This is a required Party	Eleanor Defendant	Perry Mason	
Plaintiff	This is a required Party	Thomas Plaintiff	Sam Smith	

Personal

Address

Additional Identifiers

Hide Details

Country: United States

Address Line 1:
Address Line 2:

City:
State: Select...
Zip Code:

Phone Number:

GO TO ADDITIONAL IDENTIFIERS

Figure 7.27 – Example of the Address Tab on a Parties Page

17. Complete the required fields on the **Address** tab, and then click

GO TO ADDITIONAL IDENTIFIERS

Parties - Draft # 9006

Documents Case Parties Filings Service Fees Summary

Party Type	Required Party	Party Name	Lead Attorney	Actions
Petitioner	This is a required Party	John Doe	Perry Mason	

Personal

Address

Additional Identifiers

Hide Details

Date of Birth: 04/15/1980
Date of Death: 01/02/2020

Respondent: Mary Smith
Respondent: Tim Cook

CASE INFORMATION SAVE AND EXIT

+ ADD PARTY
FILINGS

Figure 7.28 – Example of the Additional Identifiers Tab on a Parties Page (Includes the Date of Death Field)

18. Type a date in the **Date of Birth** field, or click to select a date from the calendar.

19. Type a date in the **Date of Death** field, or click to select a date from the calendar.

20. Click to enter information for any other required party.

21. Complete all of the required fields for the second party.

22. If you have another party to add to the case, click . Continue to add parties until all parties have been added to the case.

23. Click to save your work and to continue.

Entering Filing Details

You can enter the filing details and calculate the fees associated with the filing.

Figure 7.29 – Filings Page

Note: While you are entering a case filing, click  to view the case number or draft number.

To enter the filing details:

1. Select the filing type from the **Filing Type** drop-down list.
2. Select the filing code from the **Filing Code** drop-down list.
3. Type a description in the **Filing Description** field.
4. Type a client reference number in the **Client Reference Number** field.
5. If you have any comments for the court regarding the filing, type them in the **Comments to Court** field.

6. if you need to apply any optional services for the filing, click .

The **Optional Services** tab is displayed.

Not Selected		Selected
Zero Fee Service	\$1	<input type="button" value="→"/>
Split Fee Service	\$10	<input type="button" value="→"/>
Certified Copies	?? x \$5	<input type="button" value="→"/>
Per Page Fee Service	?? x	<input type="button" value="→"/>
Once Per Party	\$10	<input type="button" value="→"/>
Priority Processing	?? x \$4	<input type="button" value="→"/>
Placeholder Service 1		<input type="button" value="→"/>
Placeholder Service 2 with a long description to trigger horizontal scrolling		<input type="button" value="→"/>
Placeholder Service 3		<input type="button" value="→"/>
Placeholder Service 4		<input type="button" value="→"/>
TOGA Decline Error	\$200	<input type="button" value="→"/>
Broken Fee	\$10	<input type="button" value="→"/>
Per Page Fee No Multiplier		<input type="button" value="→"/>

GO TO COMMUNICATION

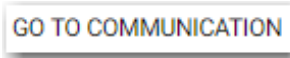
Figure 7.30 – Sample Optional Services Tab

7. To select the applicable optional services, click .

Some optional services require that you type the number of services that you need. For those services, the Multiplier will calculate the amount.

Note: If you decide that you do not want to use an optional service that you have selected, click



8. Click  to specify the recipient of the courtesy or preliminary copies. You must type a valid email address for the recipient.

9. Click  to associate parties with the filing.

The *Associate Parties to this Filing* window is displayed.

Associate Parties to this Filing

First Name: _____ Last Name: _____ Entity: _____ Party Type:

Select	Party Name	Party Type
<input type="checkbox"/>	Phil Defendant	Defendant
<input type="checkbox"/>	Susan Plaintiff	Plaintiff

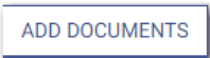
Previous **1** Next

2 Result(s) Page 1 of 1

Figure 7.31 – Associate Parties to this Filing Window

10. Type the name of the party that you want to associate with the filing.
11. Select the relationship of the party from the **Party Type** drop-down list.
12. Select the check box for the party to which the associated party should be connected.

13. Click .

14. In the Upload Documents pane, click .

Note: The filing code that you enter determines the name of the component that is displayed in the Upload Documents pane. You may see a component other than “Lead Document” and “Attachments.”

Note: If you previously uploaded a document that you did not select and use in a filing, the document will be deleted after a period of time. The number of days that a document is kept before it is deleted is configurable, but all unused documents will be deleted after 365 days. If your document has been deleted, a message is displayed in the Upload Documents pane. You will be directed to upload another document for your filing.

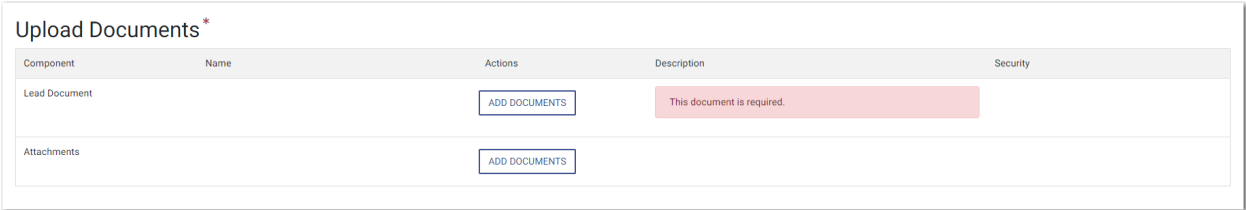


Figure 7.32 – Upload Documents Pane

The *Select document(s) for Lead Document* window is displayed.

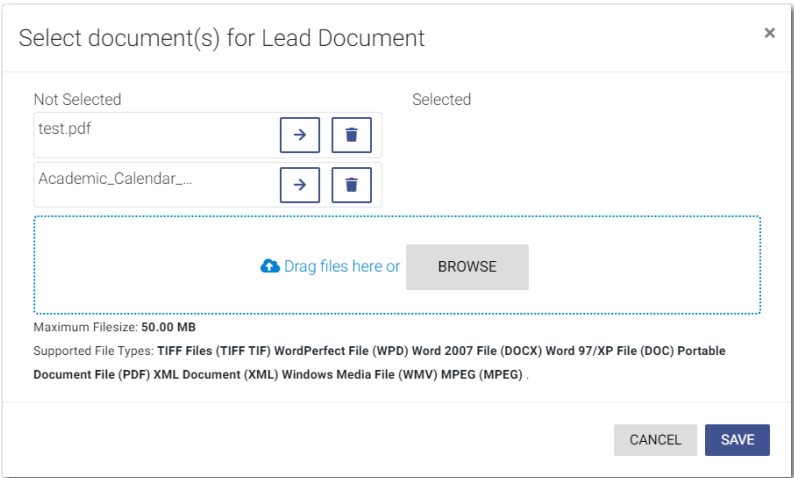

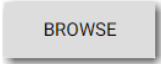


Figure 7.33 – Select document(s) for Lead Document Window

Note: If you have already uploaded a lead document, the document is listed in the window.

15. Click  to select the lead document if a document has already been uploaded. Click  to look for a document to upload or to locate additional lead documents.

Note: If you want to delete a document that you previously uploaded, click .

16. After you have added all of your lead documents, click

SAVE

17. If you have attachments to add to the filing, click

ADD DOCUMENTS

in the **Attachments** section.

18. If you want to add security to any of the documents, select an option from the **Security** drop-down list.

19. If you want to add another filing, click



.. Then, repeat the same steps for the next filing.

20. After you have added all of the filings, click either

SERVICE →

or

SKIP TO FEES

Capability for Filing a Return Date

Filers can select a date by which the respondent must respond to the filing. Filers select the return date on the *Summary* page of a case filing.

Note: This feature is configured by Tyler and may not be available on your system.

The screenshot shows a 'Return Date' section with a checkbox for 'Out Of State Service'. Below it is a date input field. To the right of the field is a 'VERIFY' button. A red error message at the bottom states: 'Return date must be verified.'

Figure 7.34 – Return Date Pane

After selecting a return date, you must click

VERIFY

to check whether the selected date is available. If the selected date is verified, a confirmation message is displayed.



Figure 7.35 – Return Date Verified Message

If the selected date is not verified, the system may change the date. If the date is changed, the new date will be displayed.

The screenshot shows the 'Return Date' section with the 'Out Of State Service' checkbox. The date input field now contains '04/06/2020'. The 'VERIFY' button is still present.

Figure 7.36 – Sample Return Date Pane with Valid Date Displayed

If you select an invalid return date, an error message is displayed.


Return Date

Out Of State Service

☐

Return Date

01/13/2020



VERIFY

Return Date must be on or after 04/06/2020.

Return date must be verified.

Figure 7.37 – Return Date Pane with Error Message Displayed

Selecting a Return Date for a Case Filing

Note: This feature is configured by Tyler and may not be available on your system.

To select a return date for a case filing:

1. From the *Dashboard* page, click

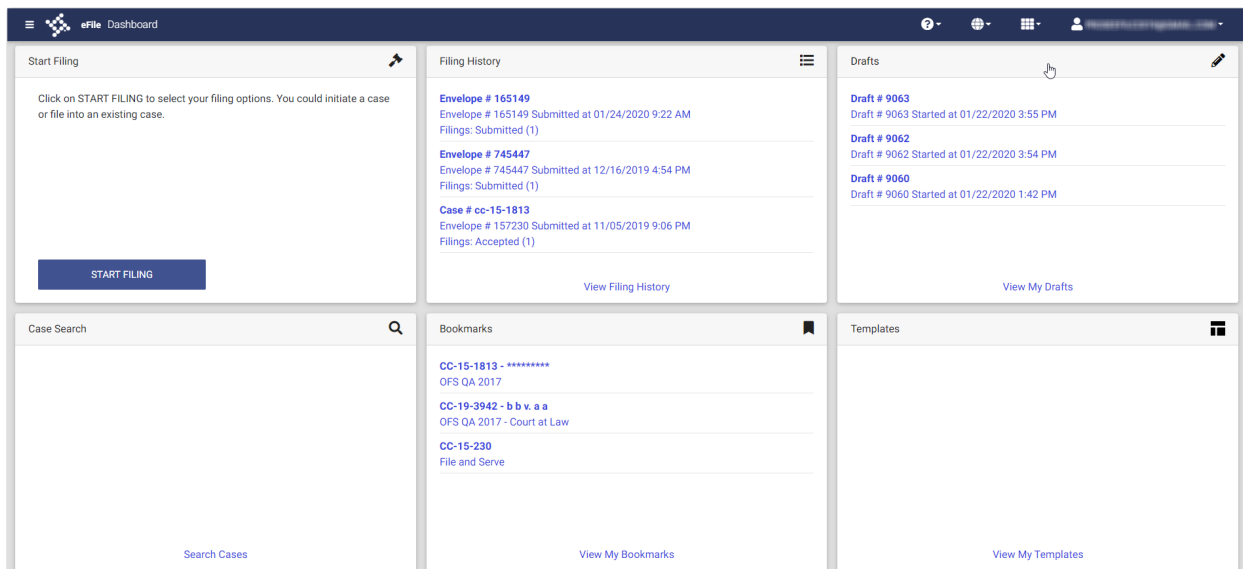
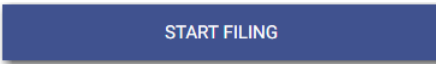


Figure 7.38 – Dashboard Page

The *Start Filing* page is displayed.

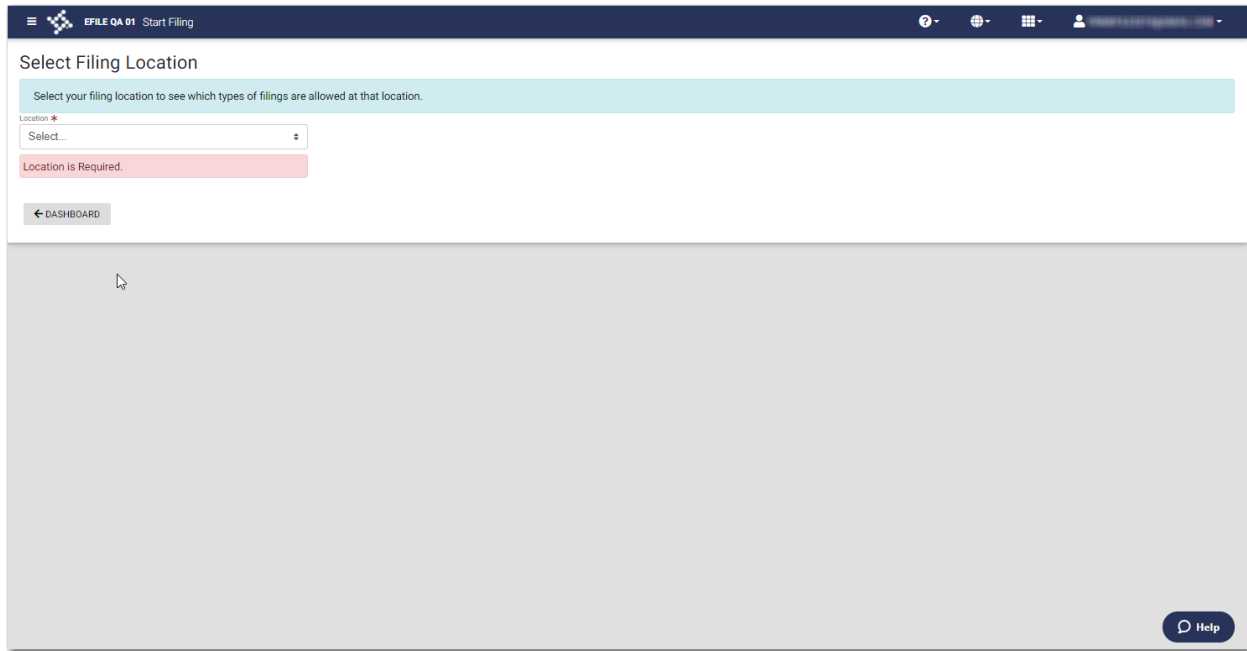


Figure 7.39 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and the Existing Case panes are displayed.

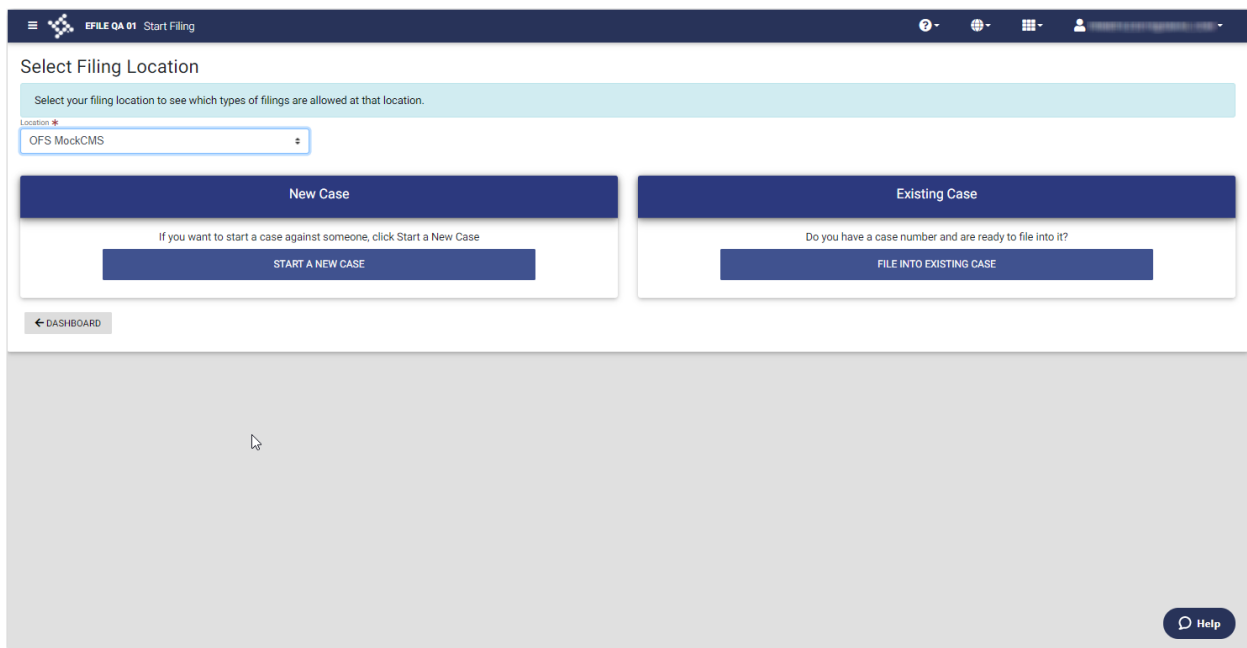
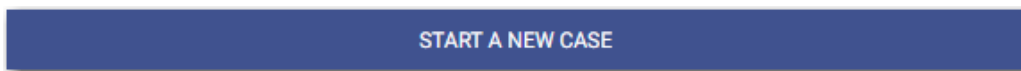
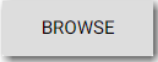


Figure 7.40 – Start Filing Page with Case Panes Displayed

3. Click




The *Upload Documents* page is displayed.

4. Click  to look for the documents that you want to upload.
5. Select each document to be uploaded.

6. Click  to continue with your filing.

The *Case Information* page is displayed.


Note: Your document will continue to upload as you proceed through the case filing.

7. Complete the details for the case by completing the fields on the *Case Information* page, and then click .

The *Parties* page is displayed.

8. Complete the fields on the *Parties* page, and then click .

The *Filings* page is displayed.

9. Complete the fields on the *Filings* page, and then click .

The *Service* page is displayed.

10. Select the service contacts, and then click .

The *Fees* page is displayed.

11. Complete the fields on the *Fees* page, and then click .

The *Summary* page is displayed.

Documents
Case
Parties
Filings
Service
Fees
Summary

Return Date

☐

Return Date must be verified

Submission Agreements

Case

Case #OF'S MockCMS
CategoryCivil
TitleMalpractice

Parties

Parties

Count: 0

View All

Filings

Filing Type	Filing Code	Client Ref #	Filing Description
efile Only	Acknowledgement		
Document Lead Document	Document redacted.pdf	Document Acknowledgement	Security
Document Original			

Service

Service

Count: 0

None

Fees

Payment Agreement	Filing Method	Party Name	Fee Code
Cash Payment	Perry Mason	ABC Company	Default

Return Date

Agreements

Case

Parties

Filings

Service

Fees

SUBMIT

Calculating Fees...

FEES

SAVE AND EXIT

SUBMIT

Figure 7.41 – Return Date Pane on the Summary Page

12. On the *Summary* page, to select a return date:

- a. If the respondent is located out of state, select the **Out of State Service** check box.


Return Date

Out Of State Service

☒

Return Date

04/10/2020



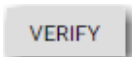
VERIFY

Figure 7.42 – Out of State Service Check Box Selected in the Return Date Pane

- b. Type a date in the **Return Date** field, or click to select a date from the calendar.



- c. Click



If the selected date is verified, a confirmation message is displayed.



Figure 7.43 – Return Date Verified Message

If the selected date is not verified, the system may change the date. If the date is changed, the new date will be displayed in the **Return Date** field.

Figure 7.44 – Sample Return Date Pane with Valid Date Displayed

13. Verify the rest of the information on the *Summary* page, and then submit your filing.

Reverify the Return Date

The system forces a user to reverify the return date if the user navigates away from the *Summary* page before submitting the filing. When the user returns to the *Summary* page, the user must reverify the return date before the filing can be submitted.

Note: This feature is configured by Tyler and may not be available on your system.

Reverifying a Return Date

Note: This feature is configured by Tyler and may not be available on your system.

To reverify the return date:

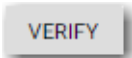
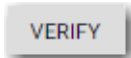
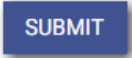
1. After making changes in your case filing, navigate to the *Summary* page.

Note: You must reverify the return date that you previously selected.

If the date you previously selected is still available, the date is displayed in the **Return Date** field.

If the date you previously selected is no longer available, a new date is displayed in the **Return Date** field.

Figure 7.45 – Return Date Pane

2. Click  to verify the date that is displayed, or type a new date, and then click .
3. When all of the information on the *Summary* page is correct, click .

Capability for Filing Hearing Date

Filers can search for available hearing dates and then select a specified date. The hearing date is reserved in the system.

Note: This feature is configured by Tyler and may not be available on your system.

Filers can select a hearing date in a couple of ways:

- The filer completes a case filing and then submits it. Then the filer is prompted to select a hearing date and time.
- After a filing has been submitted, if a hearing was not previously scheduled, the filer can view the envelope details and then select a hearing date and time.

The filer schedules a hearing date and time on the *Schedule Hearing* page.

Select	Date	Start	End
<input type="radio"/>	04/14/2020	8:00 AM	9:00 AM
<input type="radio"/>	04/14/2020	9:00 AM	10:00 AM
<input type="radio"/>	04/14/2020	10:00 AM	11:00 AM
<input type="radio"/>	04/14/2020	11:00 AM	12:00 PM
<input type="radio"/>	04/14/2020	12:00 PM	1:00 PM
<input type="radio"/>	04/14/2020	1:00 PM	2:00 PM
<input type="radio"/>	04/14/2020	2:00 PM	3:00 PM
<input type="radio"/>	04/14/2020	3:00 PM	4:00 PM
<input type="radio"/>	04/14/2020	4:00 PM	5:00 PM
<input type="radio"/>	04/15/2020	8:00 AM	9:00 AM

Previous 1 2 3 4 5 Next

45 Result(s) Page 1 of 5

DO NOT SCHEDULE SAVE

Figure 7.46 – Sample Schedule Hearing Page

If the filer does not want to schedule a hearing at this time, the filer can click

DO NOT SCHEDULE

Scheduling a Hearing Date for a New Case Filing

You can schedule a hearing after completing all fields in a case filing and then submitting your filing.

Note: This feature is configured by Tyler and may not be available on your system.

Note: The example screens may differ from the screens displayed in your system.

To schedule a hearing for a new case filing:

1. From the *Dashboard* page, click

START FILING

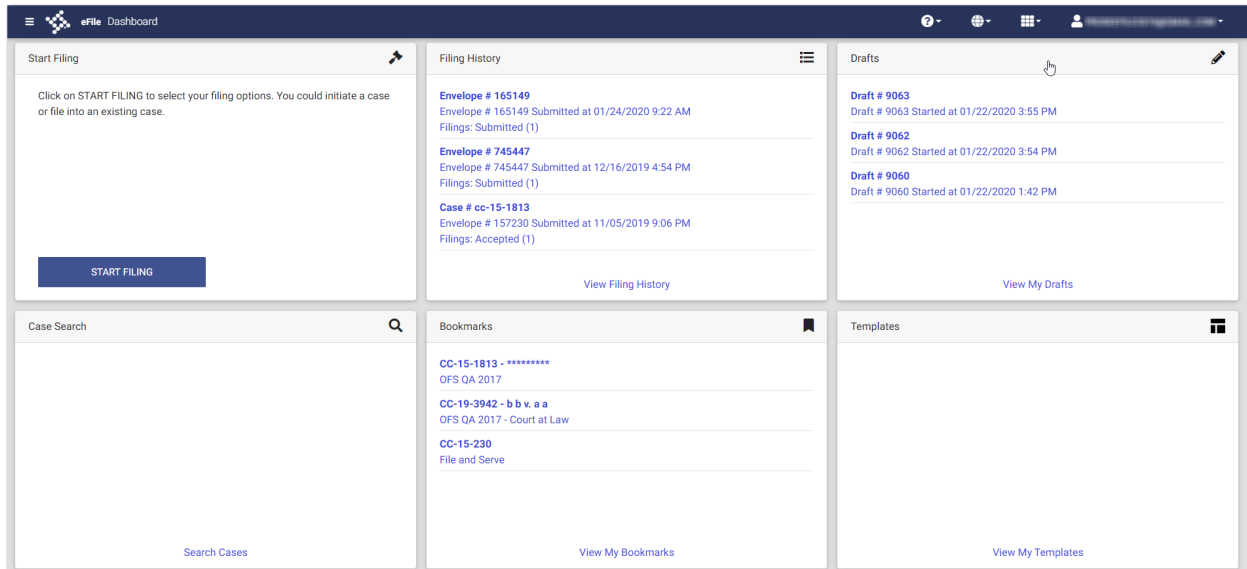


Figure 7.47 – Dashboard Page

The *Start Filing* page is displayed.

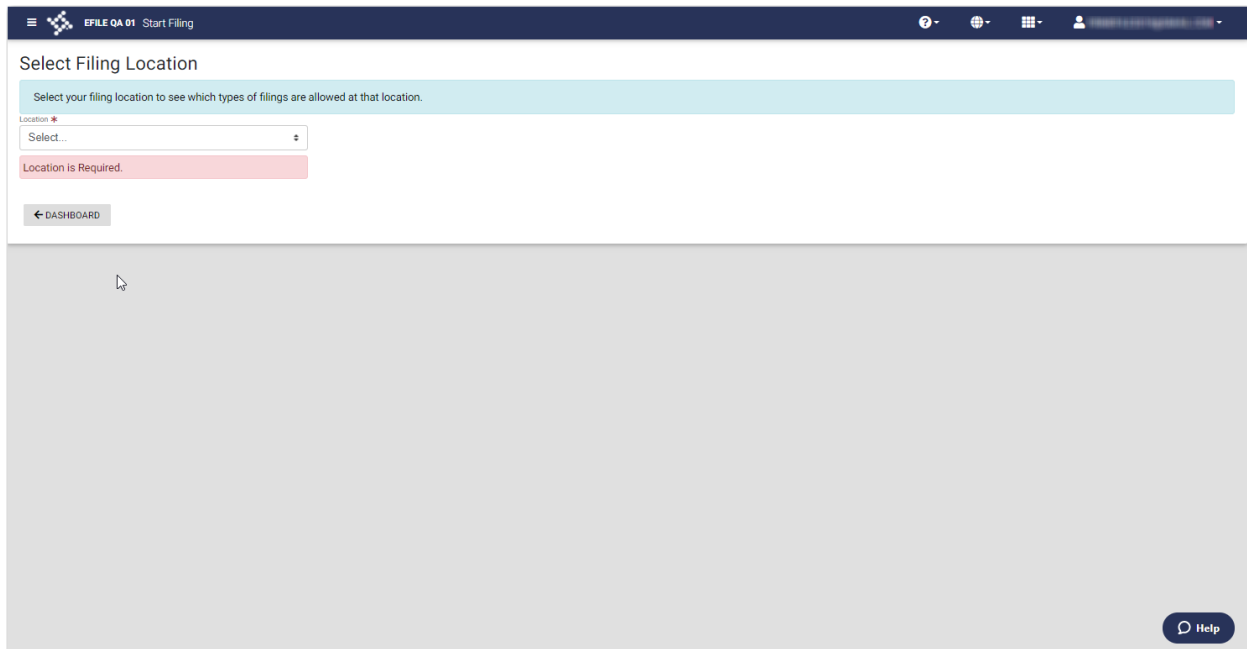


Figure 7.48 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and the Existing Case panes are displayed.

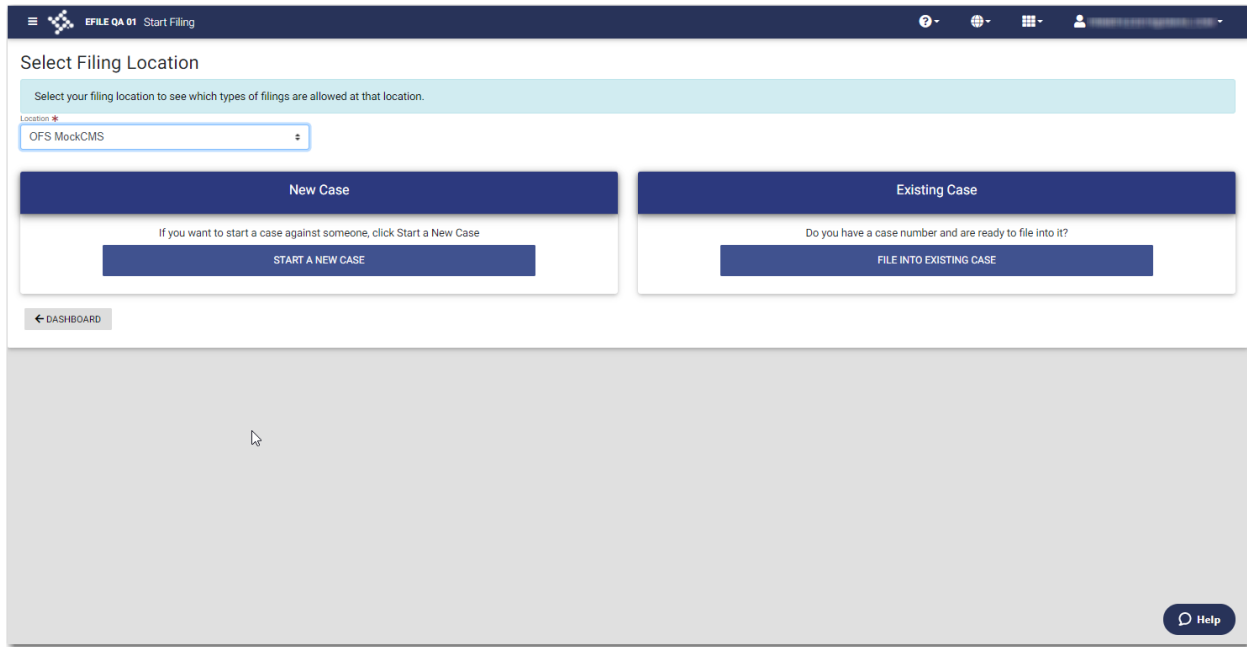


Figure 7.49 – Start Filing Page with Case Panes Displayed

3. Click

START A NEW CASE

The *Upload Documents* page is displayed.

4. Click
5. Select each document to be uploaded.

BROWSE

6. Click

CASE INFORMATION →

The *Case Information* page is displayed.

Note: Your document will continue to upload as you proceed through the case filing.

Figure 7.50 – Case Information Page

7. Complete the details for the case by completing the fields on the *Case Information* page, and then click

PARTIES →

The *Parties* page is displayed.

Figure 7.51 – Parties Page

8. Complete the fields on the *Parties* page, and then click

FILINGS →

The *Filings* page is displayed.

Documents Case Parties **Filings** Service Fees Summary Hearing

Filing Code Client Ref # Filing Description Actions

Details Optional Services Communication

Filing Type * eFile Only Filing Code * Select... Filing Code is Required.

Filing Description Client Reference Number

Comments to Court

GO TO OPTIONAL SERVICES

Filing on behalf of ASSOCIATED PARTIES

Upload Documents * Select a filing code before uploading documents.

PARTIES SAVE AND EXIT SKIP TO FEES SERVICE

Figure 7.52 – Filings Page

9. Complete the fields on the *Filings* page, and then click

SERVICE →

The *Service* page is displayed.

Documents Case Parties Filings **Service** Fees Summary Hearing

Add Service Contacts: FROM MY FIRM FROM PUBLIC LIST ADD NEW CONTACT

Parties		Service Contacts	
Type: Petitioner	Name: Harry Jones	Name	Email/Mail
		No service contacts	
Type: Respondent	Name: Eleanor Smith	Name	Email/Mail
		No service contacts	

FILINGS SAVE AND EXIT FEES

Figure 7.53 – Service Page

10. Select the service contacts, and then click

FEES

The *Fees* page is displayed.

11. Complete the fields on the *Fees* page, and then click

SUMMARY →

The *Summary* page is displayed.

The screenshot shows the 'Summary' page of a case filing system. The top navigation bar includes 'Documents', 'Case', 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'. The 'Summary' tab is active. The page is divided into several sections: 'Return Date' with a date selector and a 'SUBMIT' button; 'Submission Agreements' with a table of agreements; 'Case' with case details; 'Parties' with a list of parties; 'Filings' with a table of filings; 'Service' with a table of service records; and 'Fees' with a table of fees. A 'SUBMIT' button is located at the bottom right of the page.

Figure 7.54 – Summary Page

12. Complete any required fields on the *Summary* page, and verify all of the information. Then, click

SUBMIT

The *Schedule Hearing* page is displayed.

The screenshot shows the 'Schedule Hearing' page for Envelope #183167. The page has a header with 'eFile Schedule Hearing' and a navigation bar. The main content area contains a table with columns 'Select', 'Date', 'Start', and 'End'. The table lists available hearing times for 04/14/2020 and 04/15/2020. At the bottom left, there is a 'DO NOT SCHEDULE' button. At the bottom right, there is a 'SAVE' button. The page also shows a pagination bar with 'Previous', '1', '2', '3', '4', '5', 'Next' and a status bar indicating '45 Results Page 1 of 5'.

Select	Date	Start	End
<input type="radio"/>	04/14/2020	8:00 AM	9:00 AM
<input type="radio"/>	04/14/2020	9:00 AM	10:00 AM
<input type="radio"/>	04/14/2020	10:00 AM	11:00 AM
<input type="radio"/>	04/14/2020	11:00 AM	12:00 PM
<input type="radio"/>	04/14/2020	12:00 PM	1:00 PM
<input type="radio"/>	04/14/2020	1:00 PM	2:00 PM
<input type="radio"/>	04/14/2020	2:00 PM	3:00 PM
<input type="radio"/>	04/14/2020	3:00 PM	4:00 PM
<input type="radio"/>	04/14/2020	4:00 PM	5:00 PM
<input type="radio"/>	04/15/2020	8:00 AM	9:00 AM

Figure 7.55 – Sample Schedule Hearing Page

13. Select the hearing date and time that you want from the options listed, and then click

SAVE

A confirmation message is displayed, and then the *Dashboard* page is displayed.

Note: You can view the scheduled hearing date in the envelope details.

DO NOT SCHEDULE

Note: If you want to schedule your hearing at another time, click

Scheduling a Hearing for an Existing Case Filing

You can schedule a hearing for a case filing for which no hearing was previously scheduled, and the court has not yet reviewed the envelope.

Note: This feature is configured by Tyler and may not be available on your system.

To schedule a hearing for an existing case filing:

1. On the Dashboard menu, click **Filing History**.

The *Filing History* page is displayed.

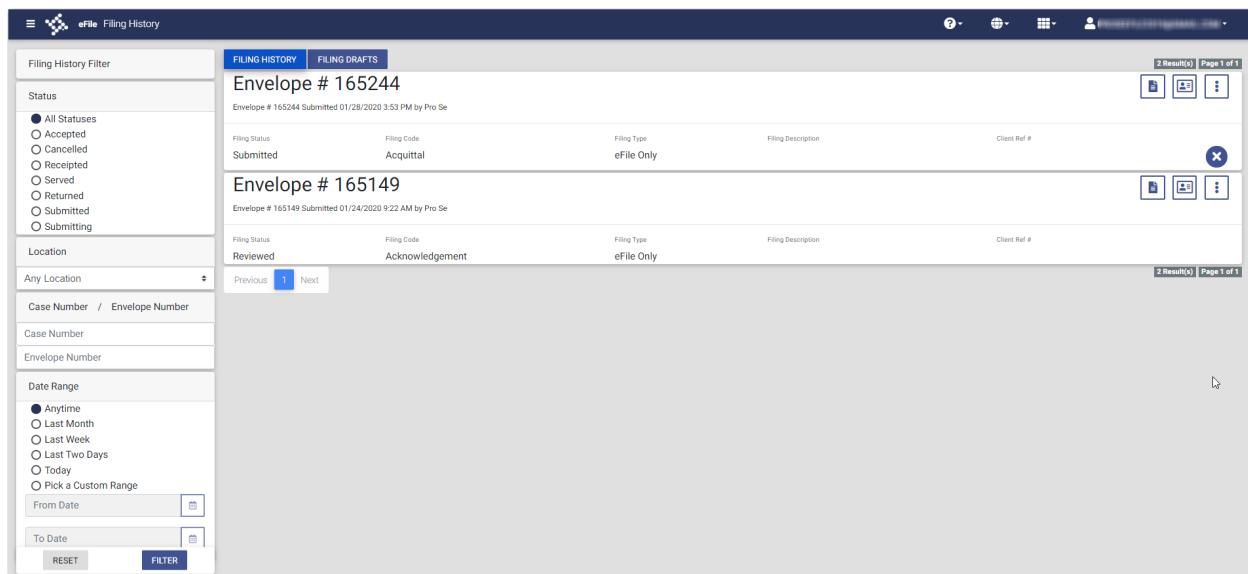


Figure 7.56 – Filing History Page

2. Locate the specified case for which you want to schedule a hearing.

3. Click .

The envelope details are displayed.

Details - Envelope # 183169 PRINT SCHEDULE HEARING CLOSE

Case

Location OFS MockCMS	Category Family	Type Division Of Property
-------------------------	--------------------	------------------------------

Parties
Count: 2 Show All

Filings

Filing Type eFile Only	Filing Code Acknowledgement	Client Ref #	Filing Description
Submitted Date 04/14/2020 5:18 PM	Status Submitted	Review Date	
Component Lead Document	Document Name redactthis.pdf	Description	Security
Download Version Original			

Service
Count: 0
None

Fees

Payment Account Waiver	Filing Attorney Peter John Parker	Party Responsible for Fees George Jones	Filing Type Default
Order ID	Transaction Response	Transaction Amount \$0.00	Transaction ID


Total \$0.00
Waiver Selected

SCHEDULE HEARING CLOSE

Figure 7.57 – Sample Envelope Details Page

4. Click


The *Schedule Hearing* page is displayed.

 eFile Schedule Hearing Info Help Grid User: [Name] [Logout]

Schedule Hearing for Envelope #183167

Select	Date	Start	End
<input type="radio"/>	04/14/2020	8:00 AM	9:00 AM
<input type="radio"/>	04/14/2020	9:00 AM	10:00 AM
<input type="radio"/>	04/14/2020	10:00 AM	11:00 AM
<input type="radio"/>	04/14/2020	11:00 AM	12:00 PM
<input type="radio"/>	04/14/2020	12:00 PM	1:00 PM
<input type="radio"/>	04/14/2020	1:00 PM	2:00 PM
<input type="radio"/>	04/14/2020	2:00 PM	3:00 PM
<input type="radio"/>	04/14/2020	3:00 PM	4:00 PM
<input type="radio"/>	04/14/2020	4:00 PM	5:00 PM
<input type="radio"/>	04/15/2020	8:00 AM	9:00 AM

Previous 1 2 3 4 5 Next 45 Results Page 1 of 5

DO NOT SCHEDULE SAVE

Figure 7.58 – Sample Schedule Hearing Page

5. Select the hearing date and time that you want from the options listed, and then click



A confirmation message is displayed, and then the *Dashboard* page is displayed.

Note: You can view the scheduled hearing date in the envelope details.

Entering a Filing with an Ad Damnum Amount

You can enter an Ad Damnum (damage) amount when that amount has been specified by the court. The **Ad Damnum** field is displayed on the *Fees* page. You can enter the amount of damages in the **Ad Damnum** field. When the Ad Damnum amount is set, an appropriate fee will be applied.

Note: The Ad Damnum feature is configured by Tyler and may not be available on your system.

To enter filing details:

1. On the *Filings* page, select a filing type from the **Filing Type** drop-down list.

Figure 7.59 – Filings Page

2. Select the appropriate filing code from the **Filing Code** drop-down list.

Note: In the example provided, the “Agreement (w/ Ad Damnum)” filing code is displayed. The wording in your system’s configuration may differ from the example.

3. Type a description of the filing in the **Filing Description** field.
4. Type a client reference number in the **Client Reference Number** field.
5. Type any relevant comments in the **Comments to Court** field.

GO TO OPTIONAL SERVICES

6. if you need to apply any optional services for the filing, click

The **Optional Services** tab is displayed.

Not Selected		Selected
Zero Fee Service	\$1	
Split Fee Service	\$10	
Certified Copies	?? x \$5	
Per Page Fee Service	?? x	
Once Per Party	\$10	
Priority Processing	?? x \$4	
Placeholder Service 1		
Placeholder Service 2 with a long description to trigger horizontal scrolling		
Placeholder Service 3		
Placeholder Service 4		
TOGA Decline Error	\$200	
Broken Fee	\$10	
Per Page Fee No Multiplier		

GO TO COMMUNICATION

Figure 7.60 – Sample Optional Services Tab

7. To select the applicable optional services, click .
- Some optional services require that you type the number of services that you need. For those services, the Multiplier will calculate the amount.

Note: If you decide that you do not want to use an optional service that you have selected, click



8. Click  to specify the recipient of the courtesy or preliminary copies. You must type a valid email address for the recipient.

9. Click  to associate parties with the filing.

The *Associate Parties to this Filing* window is displayed.

Associate Parties to this Filing

First Name: _____ Last Name: _____ Entity: _____ Party Type:

Select	Party Name	Party Type
<input type="checkbox"/>	Phil Defendant	Defendant
<input type="checkbox"/>	Susan Plaintiff	Plaintiff

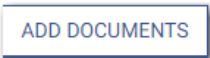
Previous **1** Next

2 Result(s) Page 1 of 1

Figure 7.61 – Associate Parties to this Filing Window

- Type the name of the party that you want to associate with the filing.
- Select the relationship of the party from the **Party Type** drop-down list.
- Select the check box for the party to which the associated party should be connected.

13. Click .

14. In the Upload Documents pane, click .

Note: The filing code that you enter determines the name of the component that is displayed in the Upload Documents pane. You may see a component other than “Lead Document” and “Attachments.”

Note: If you previously uploaded a document that you did not select and use in a filing, the document will be deleted after a period of time. The number of days that a document is kept before it is deleted is configurable, but all unused documents will be deleted after 365 days. If your document has been deleted, a message is displayed in the Upload Documents pane. You will be directed to upload another document for your filing.

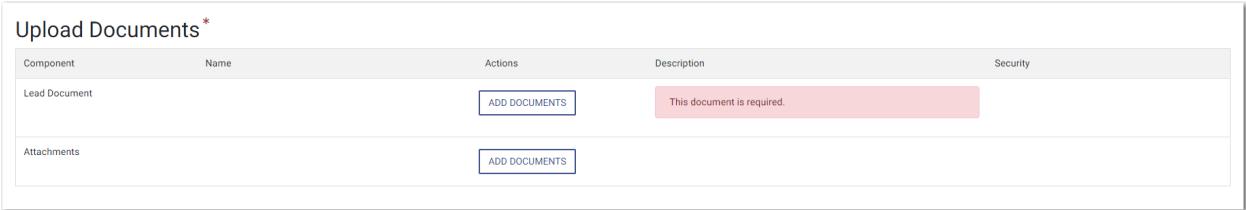


Figure 7.62 – Upload Documents Pane

The *Select document(s) for Lead Document* window is displayed.

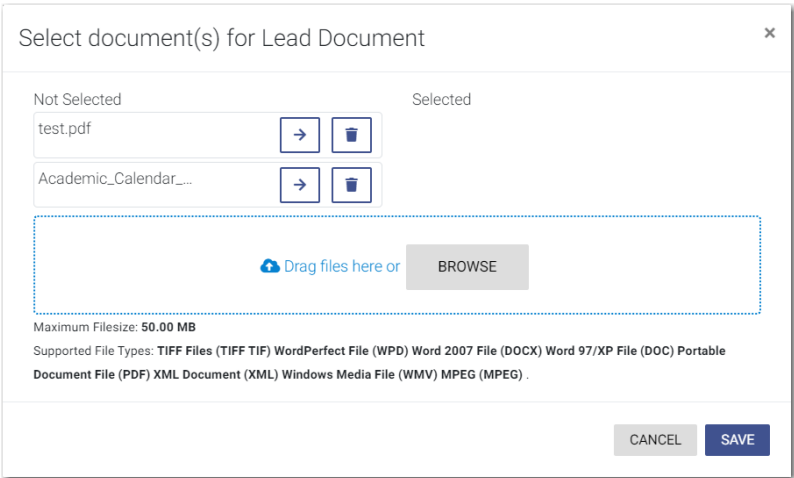

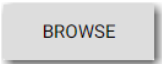



Figure 7.63 – Select document(s) for Lead Document Window

Note: If you have already uploaded a lead document, the document is listed in the window.

15. Click  to select the lead document if a document has already been uploaded. Click  to look for a document to upload or to locate additional lead documents.

Note: If you want to delete a document that you previously uploaded, click .

16. After you have added all of your lead documents, click

SAVE

17. If you have attachments to add to the filing, click

ADD DOCUMENTS

18. If you want to add security to any of the documents, select an option from the **Security** drop-down list.

19. If you want to add another filing, click

NEXT FILING

20. After you have added all of the filings, click

SERVICE →

The **Service** page is displayed.

21. Select the service contacts, and then click

FEES

The **Fees** page is displayed.

The screenshot shows the 'Fees' page for a filing draft #9112. The page has a dark blue header with navigation tabs: Documents, Case, Parties, Filings, Service, Fees (selected), and Summary. Below the header, there are several sections with red error messages indicating required information: 'Ad Damnum is Required.', 'Payment Account is Required.', 'Filing Attorney is Required.', and 'Party Responsible for Fees is Required.'. There are also informational messages about expired payment methods. At the bottom, there is a 'CALCULATE FEES' button and navigation links for 'SERVICE CONTACTS', 'SAVE AND EXIT', and 'SUMMARY'.

Figure 7.64 – Fees Page

22. On the **Fees** page, type the amount of damages for the case in the **Ad Damnum** field.

23. Select the payment account from the **Payment Account** drop-down list.

24. Select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.

Note: If there are no fees associated with your filing, you may not be required to make a selection in the **Party Responsible for Fees** field.

25. Select the filing attorney from the **Filing Attorney** drop-down list.

Note: All users may not see the **Filing Attorney** field.

26. Select the filer type from the **Filer Type** drop-down list.

27. Click

CALCULATE FEES

The fees for the filing are displayed.

Fees - Draft # 9112

Documents > Case > Parties > Filings > Service > **Fees** > Summary

Ad Damnum *
6000

Payment Account *
Test Account

4 active Payment Method(s) are not listed due to being expired.

Filing Attorney *
Tim Cook

Party Responsible for Fees *
Doreen Plaintiff

SEARCH

Filer Type
Default

CALCULATE FEES

Damages

Case Initiation Fee \$10.50
Sub Total \$10.50

Agreement (w/ Ad Damnum)

Filing Fee \$40.00
Sub Total \$40.00

Service Fees

Total Service Fees \$1.00
Convenience Fee \$1.31
Total Court Service Fees \$3.31
Sub Total \$3.31

Grand Total \$53.81

← SERVICE CONTACTS SAVE AND EXIT **SUMMARY** →

Figure 7.65 – Sample Ad Damnum Fees on the Fees Page

28. Click **SUMMARY** to review and complete your filing.

Entering a Filing with a Motion Type Code

You can enter a filing for a specific motion type.

Note: This feature is configured by Tyler and may not be available on your system.

Figure 7.66 – Filings Page

To enter a filing with a Motion Type code:

1. On the *Filings* page, select the filing type from the **Filing Type** drop-down list.
2. Select a Motion filing code from the **Filing Code** drop-down list.

The **Motion Type** drop-down list is displayed with a list of applicable Motion Types.

Figure 7.67 – Sample Motion Type Drop-Down List

3. Select the appropriate Motion Type from the drop-down list.
4. Type a description of the filing in the **Filing Description** field.
5. Type a client reference number in the **Client Reference Number** field.
6. If you have any comments for the court regarding the filing, type them in the **Comments to Court** field.

GO TO OPTIONAL SERVICES

7. if you need to apply any optional services for the filing, click

The **Optional Services** tab is displayed.

Not Selected		Selected
Zero Fee Service	\$1	<input type="checkbox"/>
Split Fee Service	\$10	<input type="checkbox"/>
Certified Copies	?? x \$5	<input type="checkbox"/>
Per Page Fee Service	?? x	<input type="checkbox"/>
Once Per Party	\$10	<input type="checkbox"/>
Priority Processing	?? x \$4	<input type="checkbox"/>
Placeholder Service 1		<input type="checkbox"/>
Placeholder Service 2 with a long description to trigger horizontal scrolling		<input type="checkbox"/>
Placeholder Service 3		<input type="checkbox"/>
Placeholder Service 4		<input type="checkbox"/>
TOGA Decline Error	\$200	<input type="checkbox"/>
Broken Fee	\$10	<input type="checkbox"/>
Per Page Fee No Multiplier		<input type="checkbox"/>

GO TO COMMUNICATION

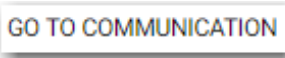
Figure 7.68 – Sample Optional Services Tab

8. To select the applicable optional services, click .

Some optional services require that you type the number of services that you need. For those services, the Multiplier will calculate the amount.

Note: If you decide that you do not want to use an optional service that you have selected, click



9. Click  to specify the recipient of the courtesy or preliminary copies. You must type a valid email address for the recipient.

10. Click  to associate parties with the filing.

The *Associate Parties to this Filing* window is displayed.

Associate Parties to this Filing

First Name: _____ Last Name: _____ Entity: _____ Party Type:

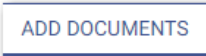
Select	Party Name	Party Type
<input type="checkbox"/>	Phil Defendant	Defendant
<input type="checkbox"/>	Susan Plaintiff	Plaintiff

Previous **1** Next 2 Result(s) Page 1 of 1

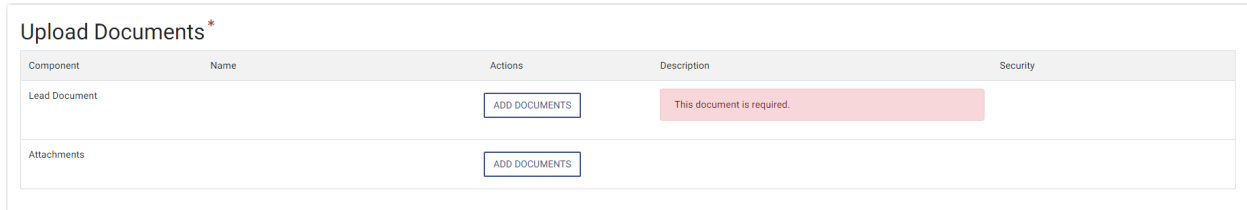
Figure 7.69 – Associate Parties to this Filing Window

11. Type the name of the party that you want to associate with the filing.
12. Select the relationship of the party from the **Party Type** drop-down list.
13. Select the check box for the party to which the associated party should be connected.

14. Click .

15. In the Upload Documents pane, click .

Note: The filing code that you enter determines the name of the component that is displayed in the Upload Documents pane. You may see a component other than “Lead Document” and “Attachments.”





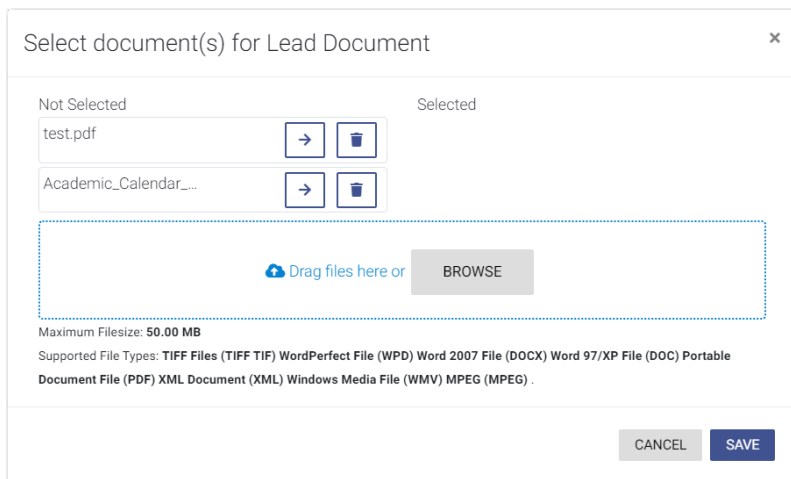
Component	Name	Actions	Description	Security
Lead Document			This document is required.	
Attachments				



Figure 7.70 – Upload Documents Pane



The *Select document(s) for Lead Document* window is displayed.




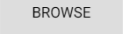
Select document(s) for Lead Document

Not Selected

test.pdf  

Academic_Calendar_...  

Selected

 Drag files here or 

Maximum Filesize: 50.00 MB

Supported File Types: TIFF Files (TIFF TIF) WordPerfect File (WPD) Word 2007 File (DOCX) Word 97/XP File (DOC) Portable Document File (PDF) XML Document (XML) Windows Media File (WMV) MPEG (MPEG)




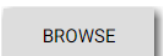

 

Figure 7.71 – Select document(s) for Lead Document Window

Note: If you have already uploaded a lead document, the document is listed in the window.

16. Click  to select the lead document if a document has already been uploaded. Click  to look for a document to upload or to locate additional lead documents.

Note: If you want to delete a document that you previously uploaded, click .

17. After you have added all of your lead documents, click .

18. If you have attachments to add to the filing, click  in the **Attachments** section.

19. If you want to add security to any of the documents, select an option from the **Security** drop-down list.

NEXT FILING

20. If you want to add another filing, click . Then, repeat the same steps for the next filing.

SERVICE →

SKIP TO FEES

21. After you have added all of the filings, click either or .

Figure 7.72 – Example of a Filings Page with a Motion Filing Code Selected

Entering a Filing with a Claim Amount

Filers can enter the Claim Amount when that amount has been specified by the court. The **Claim Amount** field is displayed on the *Fees* page. Filers can enter the amount in the **Claim Amount** field. When the Claim Amount is set, an appropriate fee will be applied.

Note: The Claim Amount feature is configured by Tyler and may not be available on your system.

To enter filing details:

1. On the *Filings* page, select a filing type from the **Filing Type** drop-down list.

The screenshot shows the 'Filings' page with the 'Details' tab selected. The page has a top navigation bar with 'Documents', 'Case', 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'. Below this, there's a sub-navigation bar with 'Details', 'Optional Services', and 'Communication'. The 'Details' section includes a 'Filing Code' dropdown, a 'Filing Description' text field, a 'Client Reference Number' field, and a 'Comments to Court' text area. There's also an 'Upload Documents' section with a table for document management. At the bottom right, there's a 'GO TO OPTIONAL SERVICES' button.

Component	Name	Actions	Description	Security
Lead Document	test.pdf	<input checked="" type="checkbox"/> REMOVE/REACT	Description: test.pdf	Select...
Attachments		ADD DOCUMENTS		

Figure 7.73 – Example of a Filings Page

2. Select the appropriate filing code from the **Filing Code** drop-down list.
3. Type a description of the filing in the **Filing Description** field.
4. Type a client reference number in the **Client Reference Number** field.
5. Type any relevant comments in the **Comments to Court** field.

6. If you need to apply any optional services for the filing, click [GO TO OPTIONAL SERVICES](#).
The **Optional Services** tab is displayed.

The screenshot shows the 'Optional Services' tab. It features a table with two main sections: 'Not Selected' and 'Selected'. The 'Not Selected' section lists various services with their costs and a multiplier. The 'Selected' section has a blue arrow button for each service. At the bottom right, there's a 'GO TO COMMUNICATION' button.

Not Selected	Selected
Zero Fee Service \$1	→
Split Fee Service \$10	→
Certified Copies ?? x \$5	→
Per Page Fee Service ?? x	→
Once Per Party \$10	→
Priority Processing ?? x \$4	→
Placeholder Service 1	→
Placeholder Service 2 with a long description to trigger horizontal scrolling	→
Placeholder Service 3	→
Placeholder Service 4	→
TOGA Decline Error \$200	→
Broken Fee \$10	→
Per Page Fee No Multiplier	→

Figure 7.74 – Sample Optional Services Tab

7. To select the applicable optional services, click [→](#).
Some optional services require that you type the number of services that you need. For those services, the Multiplier will calculate the amount.

Note: If you decide that you do not want to use an optional service that you have selected, click



GO TO COMMUNICATION

8. Click **GO TO COMMUNICATION** to specify the recipient of the courtesy or preliminary copies. You must type a valid email address for the recipient.

ASSOCIATED PARTIES

9. Click **ASSOCIATED PARTIES** to associate parties with the filing.

The *Associate Parties to this Filing* window is displayed.

Select	Party Name	Party Type
<input type="checkbox"/>	Phil Defendant	Defendant
<input type="checkbox"/>	Susan Plaintiff	Plaintiff

Figure 7.75 – Associate Parties to this Filing Window

10. Type the name of the party that you want to associate with the filing.
11. Select the relationship of the party from the **Party Type** drop-down list.
12. Select the check box for the party to which the associated party should be connected.

SAVE

13. Click **SAVE**.

ADD DOCUMENTS

14. In the Upload Documents pane, click **ADD DOCUMENTS**.

Note: The filing code that you enter determines the name of the component that is displayed in the Upload Documents pane. You may see a component other than “Lead Document” and “Attachments.”

Note: If you previously uploaded a document that you did not select and use in a filing, the document will be deleted after a period of time. The number of days that a document is kept before it is deleted is configurable, but all unused documents will be deleted after 365 days. If your document has been deleted, a message is displayed in the Upload Documents pane. You will be directed to upload another document for your filing.

Upload Documents*

Component	Name	Actions	Description	Security
Lead Document		<div>ADD DOCUMENTS</div>	<div>This document is required.</div>	
Attachments		<div>ADD DOCUMENTS</div>		

Figure 7.76 – Upload Documents Pane

The *Select document(s) for Lead Document* window is displayed.

Select document(s) for Lead Document

Not Selected

test.pdf

→

🗑

Academic_Calendar_...

→

🗑

Selected

Drag files here or

BROWSE

Maximum Filesize: 50.00 MB

Supported File Types: TIFF Files (TIFF TIF) WordPerfect File (WPD) Word 2007 File (DOCX) Word 97/XP File (DOC) Portable Document File (PDF) XML Document (XML) Windows Media File (WMV) MPEG (MPEG)

CANCEL

SAVE

Figure 7.77 – Select document(s) for Lead Document Window

Note: If you have already uploaded a lead document, the document is listed in the window.

- BROWSE
15. Click

→

 to select the lead document if a document has already been uploaded. Click

BROWSE

 to look for a document to upload or to locate additional lead documents.

Note: If you want to delete a document that you previously uploaded, click

🗑

.

16. After you have added all of your lead documents, click

SAVE

.

17. If you have attachments to add to the filing, click

ADD DOCUMENTS

 in the **Attachments** section.

18. If you want to add security to any of the documents, select an option from the **Security** drop-down list.

19. If you want to add another filing, click

NEXT FILING

. Then, repeat the same steps for the next filing.

20. After you have added all of the filings, click

SERVICE →

.

The *Service* page is displayed.

21. Select the service contacts, and then click

FEES

.

The *Fees* page is displayed.

The screenshot shows the 'Fees' page for 'Draft # 9107'. The navigation bar includes 'Documents', 'Case', 'Parties', 'Filings', 'Service', 'Fees' (active), and 'Summary'. The main content area contains the following fields and messages:

- Claim Amount**: A red message states 'Claim Amount is Required.'
- Payment Account**: A red message states 'Payment Account is Required.'
- Payment Methods**: A note states '4 active Payment Method(s) are not listed due to being expired.'
- Filing Attorney**: A red message states 'Filing Attorney is Required.'
- Party Responsible for Fees**: A red message states 'Party Responsible for Fees is Required.'
- Filer Type**: A red message states 'Filer Type is Required.'

At the bottom, there is a blue 'CALCULATE FEES' button. Navigation links at the bottom include '← SERVICE CONTACTS', 'SAVE AND EXIT', and 'SUMMARY →'.

Figure 7.78 – Fees Page


22. On the *Fees* page, type the Claim Amount in the **Claim Amount** field.
23. Select the payment account from the **Payment Account** drop-down list.
24. Select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.

Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

25. Select the filing attorney from the **Filing Attorney** drop-down list.

Note: All users may not see the Filing Attorney field.

26. Select the filer type from the **Filer Type** drop-down list.

27. Click .

The fees for the filing are displayed.

Figure 7.79 – Sample Claim Amount Fees on the Fees Page

SUMMARY

Filers can enter the Estate Value when specified by the court. The Estate Value is the valued amount of an estate in probate cases. The **Estate Value** field is displayed on the *Fees* page. Filers can enter the amount in the **Estate Value** field. When the Estate Value is set, an appropriate fee will be applied.

To enter filing details:

- Filing - Draft # 0102**

Documents Case Parties **Filing** Service Fees Summary

Filing Code Client Ref # Filing Description Actions

Statement w/ special behavior

Details Optional Services Communication

Filing Type **eFile Only** Filing Code Statement of special behavior - \$10.00

Filing Description Client Reference Number

Comments to Court

GO TO OPTIONAL SERVICES

Filing on behalf of **ASSOCIATED PARTIES**

Upload Documents*

Component	Name	Actions	Description	Security
Lead Document	test (1).pdf	 AUTORETRACT	Download test (1).pdf <div>test (1).pdf</div>	Select...
Attachments		ADD DOCUMENTS		

← PARTIES SAVE AND EXIT SKIP TO FEES SERVICE →

2. Select the appropriate filing code from the **Filing Code** drop-down list.

- 3. Type a description of the filing in the **Filing Description** field.
- 4. Type a client reference number in the **Client Reference Number** field.
- 5. Type any relevant comments in the **Comments to Court** field.

GO TO OPTIONAL SERVICES

- 6. if you need to apply any optional services for the filing, click
- The **Optional Services** tab is displayed.

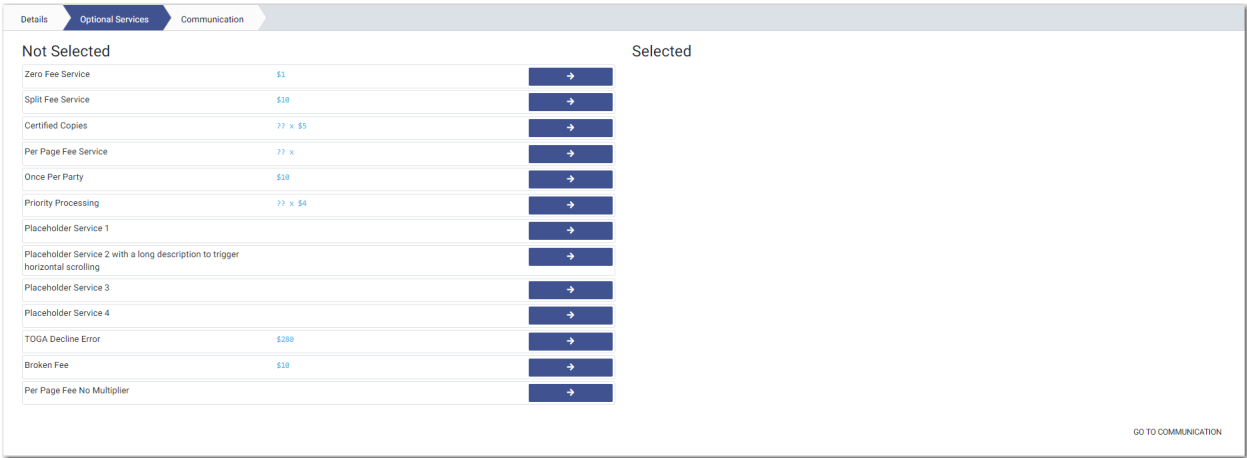


Figure 7.81 – Sample Optional Services Tab



- 7. To select the applicable optional services, click

Some optional services require that you type the number of services that you need. For those services, the Multiplier will calculate the amount.

Note: If you decide that you do not want to use an optional service that you have selected, click



GO TO COMMUNICATION

- 8. Click to specify the recipient of the courtesy or preliminary copies. You must type a valid email address for the recipient.

ASSOCIATED PARTIES

- 9. Click to associate parties with the filing.

The *Associate Parties to this Filing* window is displayed.

Associate Parties to this Filing

First Name Last Name Entity Party Type

Select... FILTER RESET

Select	Party Name	Party Type
<input type="checkbox"/>	Phil Defendant	Defendant
<input type="checkbox"/>	Susan Plaintiff	Plaintiff

Previous 1 Next

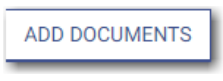
2 Result(s) Page 1 of 1

CANCEL SAVE

Figure 7.82 – Associate Parties to this Filing Window

10. Type the name of the party that you want to associate with the filing.
11. Select the relationship of the party from the **Party Type** drop-down list.
12. Select the check box for the party to which the associated party should be connected.

13. Click .

14. In the Upload Documents pane, click .

Note: The filing code that you enter determines the name of the component that is displayed in the Upload Documents pane. You may see a component other than “Lead Document” and “Attachments.”

Note: If you previously uploaded a document that you did not select and use in a filing, the document will be deleted after a period of time. The number of days that a document is kept before it is deleted is configurable, but all unused documents will be deleted after 365 days. If your document has been deleted, a message is displayed in the Upload Documents pane. You will be directed to upload another document for your filing.

Upload Documents *




Component	Name	Actions	Description	Security
Lead Document				
Attachments				

Figure 7.83 – Upload Documents Pane

The *Select document(s) for Lead Document* window is displayed.

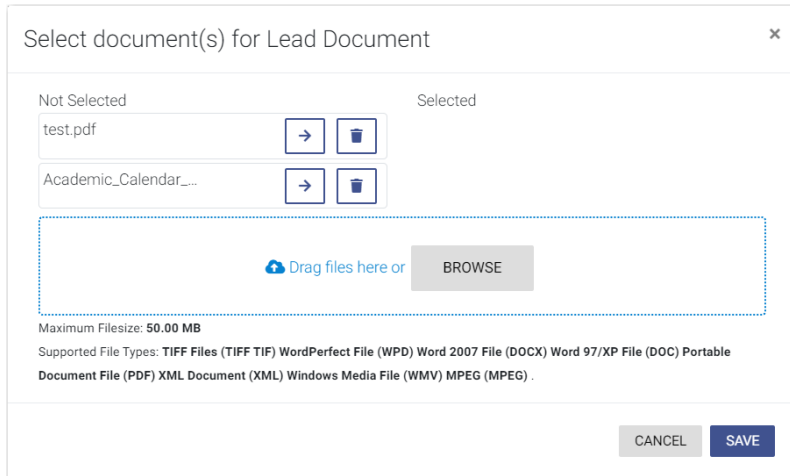

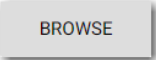


Figure 7.84 – Select document(s) for Lead Document Window

Note: If you have already uploaded a lead document, the document is listed in the window.


15. Click  to select the lead document if a document has already been uploaded. Click  to look for a document to upload or to locate additional lead documents.


Note: If you want to delete a document that you previously uploaded, click .

16. After you have added all of your lead documents, click .

17. If you have attachments to add to the filing, click  in the **Attachments** section.

18. If you want to add security to any of the documents, select an option from the **Security** drop-down list.

19. If you want to add another filing, click . Then, repeat the same steps for the next filing.

20. After you have added all of the filings, click .

The *Service* page is displayed.

21. Select the service contacts, and then click .

The *Fees* page is displayed.

Figure 7.85 – Fees Page

22. On the *Fees* page, type the Estate Value in the **Estate Value** field.
23. Select the payment account from the **Payment Account** drop-down list.
24. Select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.

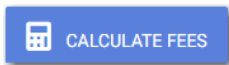
Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

25. Select the filing attorney from the **Filing Attorney** drop-down list.

Note: All users may not see the Filing Attorney field.

26. Select the filer type from the **Filer Type** drop-down list.

27. Click



The fees for the filing are displayed.

Fees - Draft # 9103

Documents | Case | Parties | Filings | Service | **Fees** | Summary

Estate Value *
200000

Payment Account *
new CC test

4 active Payment Method(s) are not listed due to being expired.

Filing Attorney *
Perry Mason

Party Responsible for Fees *
Jerry Defendant

Filer Type
Default

← SERVICE CONTACTS

Statement w/ special behavior	
Filing Fee	\$10.00
Sub Total	\$10.00

Service Fees	
Total Service Fees	\$1.00
Convenience Fee	\$1.00
Total Court Service Fees	\$1.00
Sub Total	\$3.00
Grand Total	\$13.00

Figure 7.86 – Sample Estate Value Fees on the Fees Page

28. Click  to review and complete your filing.

Entering Payment Information

Enter the payment information for your filing on the *Fees* page.

Note: You must create a payment account before you can complete your filing.

Fees - Draft # 6703

Documents | Case | Parties | Filings | Service | **Fees** | Summary

Payment Account *
Mary Ann's Waiver

Party Responsible for Fees *
Select...

Party Responsible for Fees is Required.

Filer Type
Select...

← SERVICE CONTACTS

Figure 7.87 – Fees Page

Note: While you are entering a case filing, click  to view the case number or draft number.

To enter the payment information for your filing:

1. Select the payment account from the **Payment Account** drop-down list.
2. Select the party responsible for fees from the **Party Responsible for Fees** drop-down list. Click



if you want to search for a party.

Select Party Responsible For Fees

First Name

Last Name

Entity

Party Type

Select...

FILTER

RESET

Select	Party Name	Party Type
<input type="radio"/>	Mary Jones	Plaintiff
<input checked="" type="radio"/>	John Smith	Defendant

Previous

1

Next

2 Result(s) Page 1 of 1

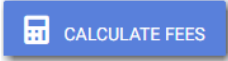
CANCEL

SAVE

Figure 7.88 – Select Party Responsible For Fees Window

Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

3. Select the filer type from the **Filer Type** drop-down list.

4. Click .

The fees for the filing are displayed.

Fees - Draft # 9274

Documents

Case

Parties

Filings

Service

Fees

Summary

Payment Account

My Credit Card

Party Responsible for Fees

Joseph Defendant

SEARCH

Filer Type

Default

CALCULATE FEES

Optional Service Fees

Certified Copies (\$5.00 x 2)	\$10.00
Priority Processing (\$5.00 x 2)	\$10.00
Sub Total	\$20.00

Service Fees

Total Service Fees	\$1.00
Convenience Fee	\$1.00
Total Court Service Fees	\$1.00
Sub Total	\$3.00

Grand Total \$23.00

SERVICE CONTACTS

SAVE AND EXIT

SUMMARY

Figure 7.89 – Example of a Fees Page with the Filing Fees Displayed

If you selected mail service for your filing, the mail service fees are displayed on the *Fees* page.

Note: The Mail Service feature is configured by Tyler and may not be available on your system.

Figure 7.90 – Example of a Fees Page with the Mail Service Fees Displayed

5. Review the filing fees, and then click

SUMMARY →

Entering Payment Information for Per-Page Optional Service Fee

You can select optional services for your case filing. One of the options calculates the service fee on a per-page basis.

Note: The per-page optional service fee option is configured by Tyler and may not be available on your system.

Note: You must create a payment account before you can complete your filing.

To enter the payment information for your filing:

1. On the *Upload Documents* page, upload your lead document, and attachments, if applicable.
2. On the *Case Information* page, enter the information for the case.
3. On the *Parties* page, enter the information for all parties on the case.
4. On the *Filings* page, enter the filing details:
 - a. Select the filing type and the filing code from the respective drop-down lists.
 - b. If appropriate, type a description of the filing and the client reference number in the respective fields.
 - c. Click **GO TO OPTIONAL SERVICES**.

The **Optional Services** tab is displayed.

The screenshot shows the 'Optional Services' tab with the following details:

Not Selected		Selected	
Zero Fee Service	\$1	←	Per Page Fee Service 0 x
Split Fee Service	\$10		
Certified Copies	?? x \$5		
Once Per Party	\$10		
Priority Processing	?? x \$5		
Placeholder Service 1			
Placeholder Service 2 with a long description to trigger horizontal scrolling			
Placeholder Service 3			
Placeholder Service 4			
TOGA Decline Error	\$200		
Broken Fee	\$10		
Per Page Fee No Multiplier			

Multiplier *
0

GO TO COMMUNICATION

Figure 7.91 – Sample Optional Services Tab

- d. To select the applicable optional services, click



Some optional services require that you type the number of services that you need. The per-page optional service is one of those services. After you type the number of services, the Multiplier will calculate the amount.

- e. Continue entering the rest of the required information on the *Filings* page.
- On the *Service* page, add the appropriate service contacts.
 - On the *Fees* page, select the payment account from the **Payment Account** drop-down list.
 - Select the party responsible for fees from the **Party Responsible for Fees** drop-down list. Click

SEARCH

if you want to search for a party.

Select Party Responsible For Fees

First Name Last Name Entity Party Type

Select... FILTER RESET

Select	Party Name	Party Type
<input type="radio"/>	Mary Jones	Plaintiff
<input checked="" type="radio"/>	John Smith	Defendant

Previous 1 Next


2 Result(s) Page 1 of 1

CANCEL SAVE

Figure 7.92 – Select Party Responsible For Fees Window

Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

8. Select the filer type from the **Filer Type** drop-down list.

9. Click .

The fees for the filing are displayed.

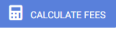
Fees - Draft # 9254

Documents Case Parties Filings Service **Fees** Summary

Payment Account *
My Credit Card

Party Responsible for Fees *
Harry Smith SEARCH

Filer Type
Default



Optional Service Fees

Per Page Fee Service (\$8.50 x 3)	\$25.50
Priority Processing (\$5.00 x 1)	\$5.00
Sub Total	\$30.50


Service Fees

Total Service Fees	\$1.00
Convenience Fee	\$2.00
Total Court Service Fees	\$1.00
Sub Total	\$4.00

Grand Total \$34.50

← SERVICE CONTACTS SAVE AND EXIT SUMMARY →

Figure 7.93 – Example of a Fees Page with the Filing Fees Displayed

10. Review the filing fees, and then click .

Submission Agreements

The court may elect to have a submission agreement that is specific to the terms of the e-filing rules. In this case, you must select the appropriate check boxes before continuing with your filing.

Note: Submission agreements are configured by Tyler and may not be available on your system.

The Submission Agreements pane is displayed on the *Summary* page.

The screenshot shows a box titled "Submission Agreements". Inside, there is a checkbox that is not selected, followed by the text "I agree that this filing is in compliance with the [Rules for E-Filing](#)". Below this, a red horizontal bar contains the text "You must accept the Submission Agreements."

Figure 7.94 – Submission Agreements Pane – One Disclaimer

If submission agreements are configured by your court, you must select the check box in the Submission Agreements pane to complete your filing.

The screenshot shows the same "Submission Agreements" box, but the checkbox is now checked. The text "I agree that this filing is in compliance with the [Rules for E-Filing](#)" remains, and the red bar is still present.

Figure 7.95 – Submission Agreements Pane with the Check Box Selected – One Disclaimer

Your court may be configured with more than one disclaimer. The specific wording of each disclaimer is configured by Tyler at the court's request.

The screenshot shows a box titled "Submission Agreements". Inside, there are two checkboxes, both of which are not selected. The first is followed by "This is the first disclaimer." and the second by "This is a second disclaimer." Below these, a red horizontal bar contains the text "You must accept the Submission Agreements."

Figure 7.96 – Submission Agreements Pane – Two Disclaimers

If submission agreements are configured by your court, you must select both check boxes in the Submission Agreements pane to complete your filing.

The screenshot shows the "Submission Agreements" box with both checkboxes now checked. The text "This is the first disclaimer." and "This is a second disclaimer." are visible, and the red bar remains at the bottom.

Figure 7.97 – Submission Agreements Pane with the Check Boxes Selected – Two Disclaimers

If no submission agreements are required by your court, the Submission Agreements pane is displayed with no options to select.

Submission Agreements

Figure 7.98 – Submission Agreements – No Disclaimers

Viewing the Envelope Summary

The envelope summary provides a summary of case information, such as the location of the filing, the parties involved in the case, filing details, fees, and payments for the case.

The party, filings, and fees information must be complete before you can view the envelope summary.

To view the envelope summary:

1. Complete the required information on the *Case Information*, *Parties*, *Filings* and *Fees* pages.

2. After you have completed the fields in each section, from the *Fees* page, click



The *Summary* page is displayed.

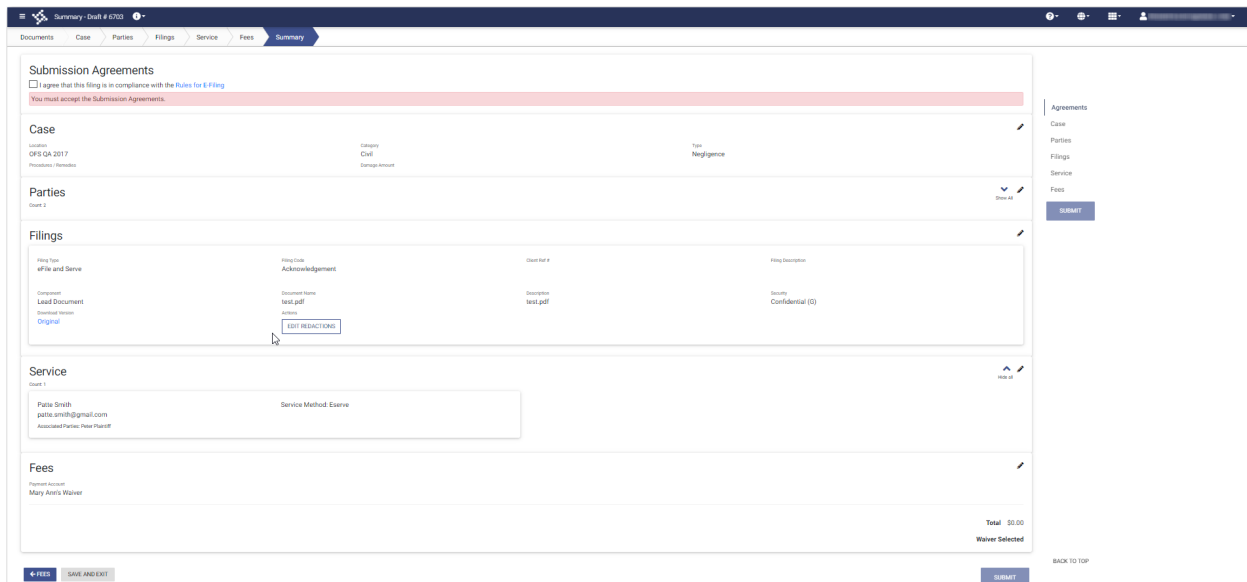


Figure 7.99 – Sample Summary Page

If you selected mail service for your filing, the mail service fees are displayed on the *Summary* page.

Note: The Mail Service feature is configured by Tyler and may not be available on your system.

Case

Location

OFS QA 2017

Category

Civil

Type

Fraud

Parties

Count: 2

Show All

Filings

Filing Type

eFile and Serve

Filing Code

Acknowledgement

Client Ref #

Filing Description

Component

Lead Document

Download Version

Original

Document Name

Academic_Calendar_Spring_2019.pdf

Description

Academic_Calendar_Spring_2019.pdf

Security

Confidential (G)

Service

Count: 1

Hide All

Lillian Henderson

1201 tenth ave Plano, TX 75024

Associated Parties: Mary Doe

Service Method: Mail

Fees

Payment Account

Firm's CC

Filing Attorney

Perry Mason

Party Responsible for Fees

Mary Doe

Filer Type

Default

⌵

Fraud

⌵

Case Initiation Fee

\$10.00

Subtotal

\$10.00

✉

Mail Service Fees

⌵

Total Mail Service Fees

\$6.00

Subtotal

\$6.00

Figure 7.100 – Sample Summary Page with Mail Service Fees Displayed

If you have uploaded a document that you have not attached to your filing, a message is displayed, asking you if you want to attach the document to the filing, keep the document in your library for use in another filing, or delete the document from your library.

There are 1 unused documents. ⌵

Documents: test.pdf

Do you want to

ATTACH

KEEP

or

DELETE

these documents?

Figure 7.101 – Unused Documents Message

3. Click the appropriate button regarding the unused document.
4. If there are submission agreements for your filing, select the appropriate check boxes for the submission agreements.
5. Review the summary of the case filing. After you are satisfied with the information in your filing, click

SUBMIT

Viewing Case Address Information on the Summary Page

The envelope summary provides a summary of case information, such as the location of the filing, the parties involved in the case, filing details, fees, and payments for the case.

Note: The case address feature is configured by Tyler and may not be available on your system.

The party, filings, and fees information must be complete before you can view the envelope summary.

To view the case address information in the envelope summary:

1. Complete the required information on the *Case Information*, *Parties*, *Filings* and *Fees* pages.

2. After you have completed the fields in each section, from the *Fees* page, click

SUMMARY →

The *Summary* page is displayed.

The screenshot shows the 'Summary' page of the E-File system. The top navigation bar includes 'Documents', 'Case', 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'. The 'Summary' page is divided into several sections:

- Submission Agreements:** A checkbox labeled 'I agree that this filing is in compliance with the Rules for E-Filing' is checked.
- Case:** Displays 'Location: OFS QA 2017', 'Category: Civil', and 'Type: Notice Of Removal'. The 'Case Address' is listed as '555 Main Street, Dallas, TX 75220 US, Dallas'.
- Parties:** Shows 'Count: 2' and a 'Show All' link.
- Filings:** A table with columns for 'Filing Name', 'Filing Code', 'Client Ref #', and 'Filing Description'. It lists 'eFile Only' (Acknowledgement) and 'Lead Document' (Academic_Calendar_Spring_2019.pdf) with a 'Download Version Original' link.
- Service:** Shows 'Count: 0' and 'None'.
- Fees:** A table with columns for 'Payment Account', 'Filing Amount', 'Party Responsible for Fees', and 'Filer Type'. It shows a 'Waiver' for 'Perry Mason' by 'John Doe' with a 'Default' filer type. The total is '\$0.00' and 'Waiver Selected'.

At the bottom, there are buttons for '← FEES', 'SAVE AND EXIT', 'SUBMIT', 'BACK TO TOP', and a 'Help' icon.

Figure 7.102 – Case Address Information on the Summary Page

3. If there are submission agreements for your filing, select the appropriate check boxes for the submission agreements.
4. Review the summary of the case filing. After you are satisfied with the information in your filing, click

SUBMIT

8 Auto Generated Documents

Topics covered in this chapter

- ◆ Collecting Additional Data on the Case Information Page
- ◆ Entering Service of Process Information on the Parties Page
- ◆ Entering Filing Details for Service of Process Cases
- ◆ Entering Payment Information
- ◆ Viewing the Envelope Summary for Service of Process Cases
- ◆ Viewing the Envelope Details for Service of Process Cases

The system automatically generates some case related documents based on configuration. When configured, you can enter additional data for an initial filing on the *Case Information* page. Also, you can select Service of Process options on the *Parties* page.

Note: This feature is configured by Tyler and may not be available on your system.

Note: This feature is generally used when the case category is for a civil or family case.

After you complete the additional fields on the *Case Information* page, and complete all required fields for your filing, documents containing the additional information are generated. You can view the completed documents on the *Summary* page and in the envelope details.

Collecting Additional Data on the Case Information Page

When configured, you can enter additional data for an initial filing on the *Case Information* page.

Note: This feature is configured by Tyler and may not be available on your system.

Note: This feature is used when the case category is for a civil or family case.

Figure 8.1 – Additional Data Fields on the Case Information Page

Note: At any time while the *Case Information* page is displayed, you can click

← UPLOAD DOCUMENTS

to begin uploading your documents. You will be prompted to upload your documents when you are entering information on the *Filings* page.

Note: While you are entering a case filing, click to view the case number or draft number.

To collect additional data on the *Case Information* page:

1. Select the location from the **Location** drop-down list.
2. Select the case category from the **Case Category** drop-down list.
Note: The case category that you select must be **Civil** or **Family**.
3. Select the case type from the **Case Type** drop-down list.
4. If applicable, select the procedures and remedies for the case.
5. If applicable, select the damages amount from the **Damage Amount** drop-down list.
6. Enter any related case numbers in the **Related Case** field.
7. Enter additional related case numbers in the **Additional Related Case** field.
8. Select each check box that is applicable.
9. If there is a disability accommodation to note, describe the accommodation in the **Accommodation Request** field.

10. Click **PARTIES →** to save your work and to continue.

Entering Service of Process Information on the Parties Page

After you have collected additional information on the *Case Information* page, you must enter the Service of Process information on the *Parties* page.

Note: This feature is configured by Tyler and may not be available on your system.

Note: This feature is used when the case category is for a civil or family case.

The screenshot shows the 'Parties' page in the EFILE system. The 'Personal' tab is selected, and the 'Defendant' party type is chosen. The 'I AM THIS PARTY' button is visible. The 'Personal Information' section includes fields for First Name, Middle Name, Last Name, and Suffix. Red error messages indicate that the First Name, Last Name, and Service of Process fields are required. The 'Attorney Information' section includes a field for Lead Attorney. The 'GO TO ADDRESS' button is at the bottom right.

Figure 8.2 – Example of the Personal Tab on the Parties Page—Blank

To enter Service of Process information on the *Parties* page:

1. On the **Personal** tab, select **Person** or **Entity**.

I AM THIS PARTY

2. If you are the first party, click **I AM THIS PARTY**.
3. Complete the **First Name**, **Middle Name** (if applicable), and **Last Name** fields. Also, if appropriate, select the party's suffix from the **Suffix** drop-down list.

Your name will be entered in the fields.

4. Type the party case management system ID in the **Party CMS ID** field, if appropriate.
5. Select a language from the **Interpreter** drop-down list, if appropriate.
6. Select an option from the **Service of Process** drop-down list.

Service of Process *

Select...

Select...

Filing Acknowledgement of Service

Filing Waiver of Service

Sheriff's Entry of Service

Summons

No Summons Required

Figure 8.3 – Example of a Service of Process Drop-Down List

7. Select **Pro Se** for the filing attorney.
8. Complete other fields on the **Personal** tab, as applicable.

Documents Case Parties Filings Service Fees Summary

Party Type	Required Party	Party Name	Actions
Plaintiff	This is a required Party	Mariah Smith	
Defendant	This is a required Party	Peter Doe	

Personal Address Additional Identifiers

This is test content for Pro Se Party Personal.

Party Type
Defendant

Personal Information

☒ Person ☐ Entity

First Name *
Peter

Middle Name

Last Name *
Doe

Suffix
Select...

Party CMS ID

Interpreter
Select...

Service of Process *
Summons

Attorney Information

Lead Attorney
Select...

GO TO ADDRESS

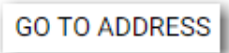
← CASE INFORMATION SAVE DRAFT AND EXIT

ADD PARTY

FILINGS →

Help

Figure 8.4 – Example of the Personal Tab on the Parties Page with Fields Completed

9. Click  to enter the address information for the first party.

Party Type	Required Party	Party Name	Lead Attorney	Actions
Defendant	This is a required Party	Eleanor Defendant	Perry Mason	
Plaintiff	This is a required Party	Thomas Plaintiff	Sam Smith	

Personal

Address

Additional Identifiers

Hide Details

Country

United States

Address Line 1

Address Line 2

City

State


Zip Code

Phone Number

GO TO ADDITIONAL IDENTIFIERS

Figure 8.5 – Address Tab on the Parties Page

10. Enter the country, address, city, state, ZIP code, and phone number for the first party.

11. Click  to add more information for the specified party.

Party Type	Required Party	Party Name	Lead Attorney	Actions
Defendant	This is a required Party	Eleanor Defendant	Perry Mason	
Plaintiff	This is a required Party	Thomas Plaintiff	Sam Smith	

Personal

Address


Additional Identifiers

Hide Details

Date of Birth

MM/DD/YYYY

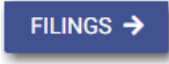
Figure 8.6 – Additional Identifiers Tab on the Parties Page

12. Type the party's date of birth in the **Date of Birth** field, or click  to select the date from the calendar.

13. Click  to enter information for the other required party.

14. Complete all of the required fields for the second party.

15. If you have another party to add to the case, click . Continue to add parties until all parties have been added to the case.

16. Click  to save your work and to continue.

Note: If you decide to save the draft, you can stop working on the filing and resume work at a later time. To resume filing a saved draft, navigate to the *Dashboard* page. In the Drafts pane, click View

My Drafts. Locate the specified draft, and then click .

Entering Filing Details for Service of Process Cases

You can enter the filing details and calculate the fees associated with the filing. When you have entered additional information on the *Case Information* page, the auto generated documents associated with your filing are displayed in the Auto Generated Filings pane on the *Filings* page.

Note: This feature is configured by Tyler and may not be available on your system.

Auto Generated Filings				
Filing Code	Filing Description	Filing Component	Document Name	Document Security
Action - Initial Only	Case Information	Lead Document	Civil Domestic Filing Form1.pdf	Public (T)
Petition (Open Case)	Summons for Jane Doe	Lead Document	SUMMONS for Jane Doe.pdf	Public (T)

← PARTIES SAVE DRAFT AND EXIT SKIP TO FEES → SERVICE →

Figure 8.7 – Example of an Auto Generated Filings Pane

Component	Name	Actions	Description	Security
Lead Document	redacted.pdf	EDIT AUTO-RETRACT	redacted.pdf	Confidential (D)

Attachments: [ADD DOCUMENTS](#)

Auto Generated Filings

Filing Code	Filing Description	Filing Component	Document Name	Document Security
Action - Initial Only	Case Information	Lead Document	Civil Domestic Filing Form1.pdf	Public (T)
Petition (Open Case)	Summons for Jane Doe	Lead Document	SUMMONS for Jane Doe.pdf	Public (T)

← PARTIES SAVE DRAFT AND EXIT SKIP TO FEES → SERVICE →

Figure 8.8 – Example of a Filings Page with the Auto Generated Filings Pane Displayed

Note: While you are entering a case filing, click  to view the case number or draft number.

To enter the filing details:

1. Select the filing type from the **Filing Type** drop-down list.
2. Select the filing code from the **Filing Code** drop-down list.
3. Type a description in the **Filing Description** field.
4. Type a client reference number in the **Client Reference Number** field.
5. If you have any comments for the court regarding the filing, type them in the **Comments to Court** field.
6. if you need to apply any optional services for the filing, click [GO TO OPTIONAL SERVICES](#).

The **Optional Services** tab is displayed.

DetailsOptional ServicesCommunication


Not Selected

Zero Fee Service	\$1	→
Split Fee Service	\$10	→
Certified Copies	?? x \$5	→
Per Page Fee Service	?? x	→
Once Per Party	\$10	→
Priority Processing	?? x \$4	→
Placeholder Service 1		→
Placeholder Service 2 with a long description to trigger horizontal scrolling		→
Placeholder Service 3		→
Placeholder Service 4		→
TOGA Decline Error	\$200	→
Broken Fee	\$10	→
Per Page Fee No Multiplier		→

Selected

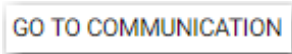
GO TO COMMUNICATION

Figure 8.9 – Sample Optional Services Tab

7. To select the applicable optional services, click .
- Some optional services require that you type the number of services that you need. For those services, the Multiplier will calculate the amount.

Note: If you decide that you do not want to use an optional service that you have selected, click



8. Click  to specify the recipient of the courtesy or preliminary copies. You must type a valid email address for the recipient.

9. Click  to associate parties with the filing.

The *Associate Parties to this Filing* window is displayed.

Associate Parties to this Filing

First Name

Last Name

Entity

Party Type

Select...

FILTER

RESET

Select	Party Name	Party Type
<input type="checkbox"/>	Phil Defendant	Defendant
<input type="checkbox"/>	Susan Plaintiff	Plaintiff

Previous

1

Next

2 Result(s)Page 1 of 1

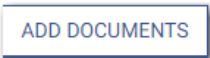
CANCEL

SAVE

Figure 8.10 – Associate Parties to this Filing Window

10. Type the name of the party that you want to associate with the filing.
11. Select the relationship of the party from the **Party Type** drop-down list.
12. Select the check box for the party to which the associated party should be connected.

13. Click .

14. In the Upload Documents pane, click .

Note: The filing code that you enter determines the name of the component that is displayed in the Upload Documents pane. You may see a component other than “Lead Document” and “Attachments.”

Note: If you previously uploaded a document that you did not select and use in a filing, the document will be deleted after a period of time. The number of days that a document is kept before it is deleted is configurable, but all unused documents will be deleted after 365 days. If your document has been deleted, a message is displayed in the Upload Documents pane. You will be directed to upload another document for your filing.

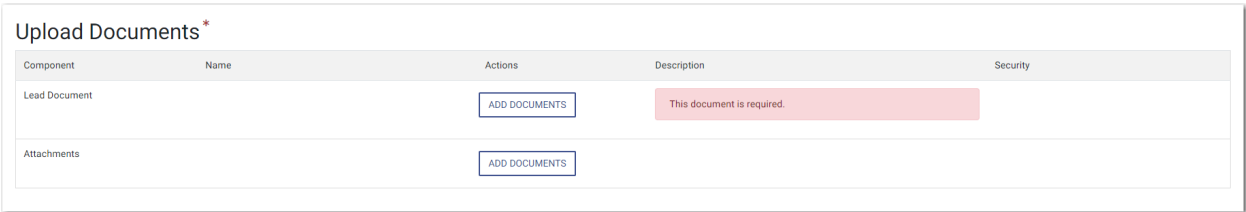


Figure 8.11 – Upload Documents Pane

The *Select document(s) for Lead Document* window is displayed.

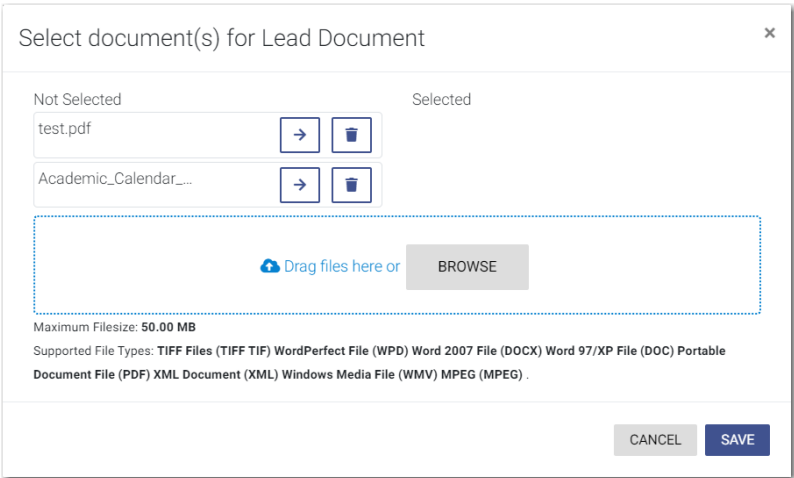

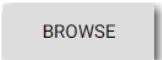



Figure 8.12 – Select document(s) for Lead Document Window

Note: If you have already uploaded a lead document, the document is listed in the window.

15. Click  to select the lead document if a document has already been uploaded. Click  to look for a document to upload or to locate additional lead documents.

Note: If you want to delete a document that you previously uploaded, click .

16. After you have added all of your lead documents, click

SAVE

17. If you have attachments to add to the filing, click

ADD DOCUMENTS

in the **Attachments** section.

18. If you want to add security to any of the documents, select an option from the **Security** drop-down list.

19. If you want to add another filing, click



. Then, repeat the same steps for the next filing.

20. After you have added all of the filings, click either

SERVICE →

or

SKIP TO FEES

Entering Payment Information

Enter the payment information for your filing on the *Fees* page.

Note: You must create a payment account before you can complete your filing.

Figure 8.13 – Fees Page

Note: While you are entering a case filing, click



to view the case number or draft number.

To enter the payment information for your filing:

1. Select the payment account from the **Payment Account** drop-down list.
2. Select the party responsible for fees from the **Party Responsible for Fees** drop-down list. Click

SEARCH

if you want to search for a party.

Select Party Responsible For Fees

First Name Last Name Entity Party Type

Select	Party Name	Party Type
<input type="radio"/>	Mary Jones	Plaintiff
<input checked="" type="radio"/>	John Smith	Defendant

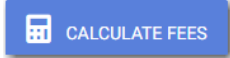
Previous **1** Next

2 Result(s) Page 1 of 1

Figure 8.14 – Select Party Responsible For Fees Window

Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

3. Select the filer type from the **Filer Type** drop-down list.

4. Click .

The fees for the filing are displayed.

Fees - Draft # 9274

Documents Case Parties Filings Service **Fees** Summary

Payment Account

Party Responsible for Fees

Filer Type

Optional Service Fees

Certified Copies (\$5.00 x 2)	\$10.00
Priority Processing (\$5.00 x 2)	\$10.00
Sub Total	\$20.00

Service Fees

Total Service Fees	\$1.00
Convenience Fee	\$1.00
Total Court Service Fees	\$1.00
Sub Total	\$3.00

Grand Total \$23.00

Figure 8.15 – Example of a Fees Page with the Filing Fees Displayed

If you selected mail service for your filing, the mail service fees are displayed on the *Fees* page.

Note: The Mail Service feature is configured by Tyler and may not be available on your system.

Pro se fees

Payment Account *
Pro Se CC

Party Responsible for Fees *
Harry Smith

Filer Type
Default

[SEARCH](#)

[CALCULATE FEES](#)

Mail Service Fees

Total Mail Service Fees \$6.00
Subtotal \$6.00

Service Fees

Total Service Fees \$1.00
Convenience Fee \$1.00
Total Court Service Fees \$3.00
Subtotal \$3.00

Grand Total \$9.00

[← SERVICE CONTACTS](#) [SAVE AND EXIT](#) [SUMMARY →](#)

Figure 8.16 – Example of a Fees Page with the Mail Service Fees Displayed

5. Review the filing fees, and then click

[SUMMARY →](#)

Viewing the Envelope Summary for Service of Process Cases

The envelope summary provides a summary of case information, such as the location of the filing, the parties involved in the case, filing details, the auto generated filings for the case, fees, and payments for the case.

Note: This feature is configured by Tyler and may not be available on your system.

The party, filings, and fees information must be complete before you can view the envelope summary.

To view the envelope summary:

1. Complete the required information on the *Case Information*, *Parties*, *Filings* and *Fees* pages.

2. After you have completed the fields in each section, from the *Fees* page, click

[SUMMARY →](#)

The *Summary* page is displayed.

Submission Agreements

☐ I agree that this filing is in compliance with the Rules for E-Filing
You must accept the Submission Agreements.

Case

Case ID: 2017
Case Name: Under \$1000
Case Type: Breach Of Contract

Parties

Party 1

Filings

Filing Type	Filing Code	Document Name	Filing Description
eFile Only <td>Acknowledgment <td>redaction.pdf <td>Summary Confidential (S) </td></td></td>	Acknowledgment <td>redaction.pdf <td>Summary Confidential (S) </td></td>	redaction.pdf <td>Summary Confidential (S) </td>	Summary Confidential (S)

Auto Generated Filings

Filing Type	Filing Code	Document Name	Filing Description
eFile Only <td>Action - Initial Only <td>Civil Domestic Filing Form1.pdf <td>Case Information Public (T) </td></td></td>	Action - Initial Only <td>Civil Domestic Filing Form1.pdf <td>Case Information Public (T) </td></td>	Civil Domestic Filing Form1.pdf <td>Case Information Public (T) </td>	Case Information Public (T)
eFile Only <td>Petition (Open Case) <td>SUMMONS for Jane Doe.pdf <td>Summons for Jane Doe Public (T) </td></td></td>	Petition (Open Case) <td>SUMMONS for Jane Doe.pdf <td>Summons for Jane Doe Public (T) </td></td>	SUMMONS for Jane Doe.pdf <td>Summons for Jane Doe Public (T) </td>	Summons for Jane Doe Public (T)

Service

Service of Process

Fees

Filing Fee	Filing Code	Filing Description	Filing Type
\$100.00	Ally Camacho	Summons for Jane Doe	Public (T)

Total: \$0.00
Waiver Selected

SUBMIT

Figure 8.17 – Sample Summary Page

- If there are submission agreements for your filing, select the appropriate check boxes for the submission agreements.
- Review the summary of the case filing. Also, you can preview the auto generated documents by clicking **Preview** in the Auto Generated Filings pane. After you are satisfied with the information in your filing,

click **SUBMIT**.

Viewing the Envelope Details for Service of Process Cases

You can view the details of an envelope on the *Filing History* page.

Note: This feature is configured by Tyler and may not be available on your system.

To view the envelope details:

- On the Dashboard menu, click **Filing History**.

The *Filing History* page is displayed.

The screenshot displays the 'eFile Filing History' interface. On the left is a 'Filing History Filter' sidebar with sections for Status (All Statuses, Accepted, Cancelled, Received, Served, Returned, Submitted, Submitting), Location (Any Location), Case Number / Envelope Number, and Date Range (Anytime, Last Month, Last Week, Last Two Days, Today, Pick a Custom Range). The main area has tabs for 'FILING HISTORY' and 'FILING DRAFTS'. It lists two envelopes: 'Envelope # 165244' (Submitted, Acquittal, eFile Only) and 'Envelope # 165149' (Reviewed, Acknowledgement, eFile Only). Each envelope entry includes a table with columns for Filing Status, Filing Code, Filing Type, Filing Description, and Client Ref #. Below the list are 'Previous', '1', and 'Next' navigation links, and a '2 Result(s) Page 1 of 1' indicator.

Figure 8.18 – Filing History Page

2. Locate the specified case for which you want to view the envelope details.

3. Click .

The envelope details are displayed.

Details - Envelope # 26465

PRINTCLOSE

Case

Location

Case Category

Type

QPS QA 2017

Civil

Breach Of Contract

Transaction Amount

Under \$1000

Parties

Count: 2

Show All

Filings

Filing Code

Action - Initial Only

Status

Submitted

Component

Lead Document

Download Version

Original

Client Ref #

Review Date

Document Name

Civil Domestic Filing Form.pdf

Filing Description

Case Information

Description

Submitted Date

07/20/2021 5:44 PM

Security

Public (T)

Filing Code

Acknowledgement

Status

Submitted

Component

Lead Document

Download Version

Original

Client Ref #

Review Date

Document Name

redacted101.pdf

Filing Description

Description

Submitted Date

07/20/2021 5:44 PM

Security

Confidential (G)

Filing Code

Petition (Open Case)

Status

Submitted

Component

Lead Document

Download Version

Original

Client Ref #

Review Date

Document Name

SUMMONS for Jane Doe.pdf

Filing Description

Summons for Jane Doe

Description

Submitted Date

07/20/2021 5:44 PM

Security

Public (T)

Service

Count: 0

None

Fees

Payment Account

Lauren's Waiver

Order ID

Filing Officer

Abby Carmichael

Transaction Response

Party Responsible for Fees

Jane Doe

Transaction Amount

\$0.00

Filer Type

Default

Transaction ID

Total

\$0.00

Waiver Selected

CLOSE

Figure 8.19 – Sample Envelope Details Page

4. Click

PRINT

 to print a copy of the envelope details.

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9 Redaction Feature

Topics covered in this chapter

- ♦ Entering a Filing with Redacted Documents
- ♦ Deleting a Redaction
- ♦ Working with an Existing Redaction
- ♦ Redaction Editor Toolbar

The eFile application supports the Redaction feature. Redaction refers to the removal or obscuring of sensitive information, such as Social Security numbers. Filers can redact a document, view the redacted document, and then make modifications, if necessary, before uploading the redacted document to the case management system.

Note: The Redaction feature is configured by Tyler and may not be available on your system.

Note: You can perform redactions by using the Redaction Editor (which is displayed as the *Tyler Content Manager* window). This window opens in a separate tab in your browser. You must enable pop-ups in your browser settings to view the Redaction Editor (*Tyler Content Manager* window) and to perform redactions. The icons that are visible in the Redaction Editor (*Tyler Content Manager* window) may differ slightly from the screen shots contained in this document.

The following data is automatically redacted:

- Social Security Numbers
- Tax ID Numbers (EINs)
- Passport Numbers
- Credit Card Numbers
- Driver's License Numbers
- Account Numbers
- Government ID Numbers
- Names of Minors Listed as Parties on the Case
- Dates of Birth of Minors
- Addresses of Minors Listed on the Case

Entering a Filing with Redacted Documents

You can enter a filing in which you upload a lead document (and attachments, if applicable) and then redact the documents that you uploaded.

Note: The Redaction feature is configured by Tyler and may not be available on your system.

To enter a filing with redacted documents:

1. On the *Dashboard* page, click



The *Start Filing* page is displayed.

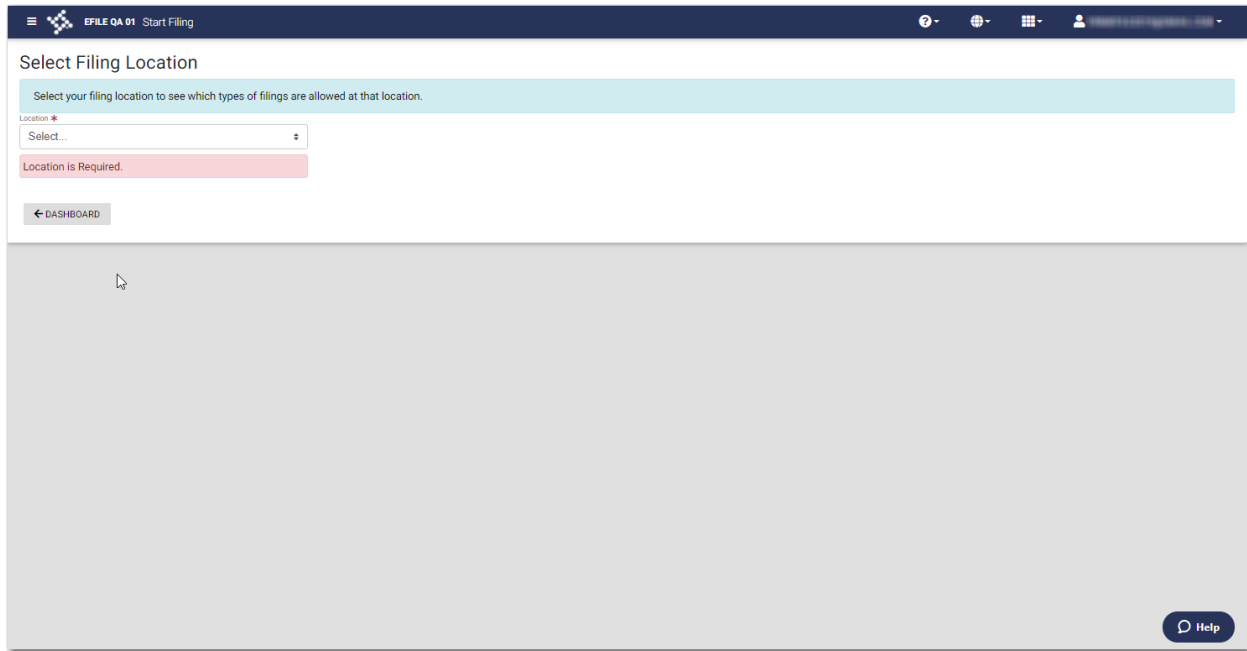


Figure 9.1 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and the Existing Case panes are displayed.

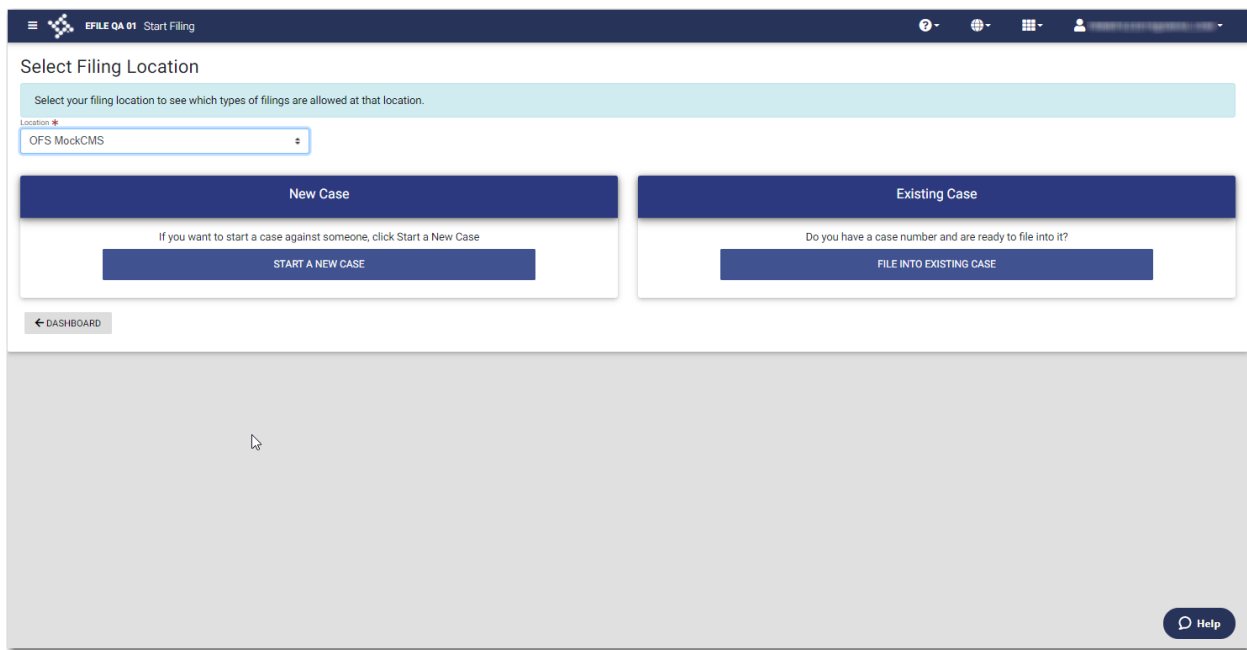


Figure 9.2 – Start Filing Page with Case Panes Displayed

3. Click

The *Upload Documents* page is displayed.

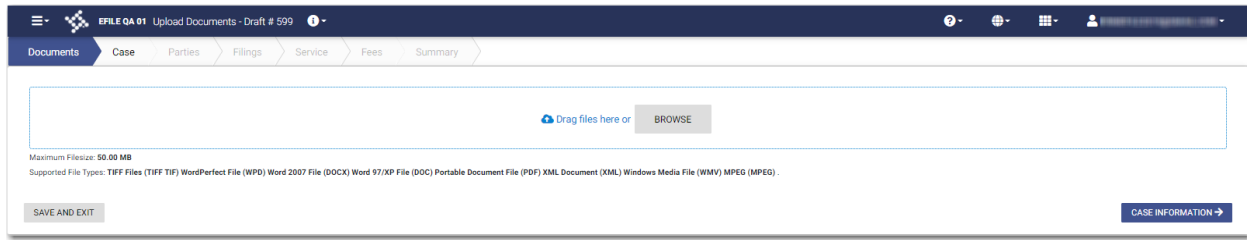
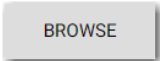


Figure 9.3 – Upload Documents Page—Blank

4. Click  to look for the documents that you want to upload.
5. Select each document to be uploaded.

The documents that you selected are listed on the *Upload Documents* page.

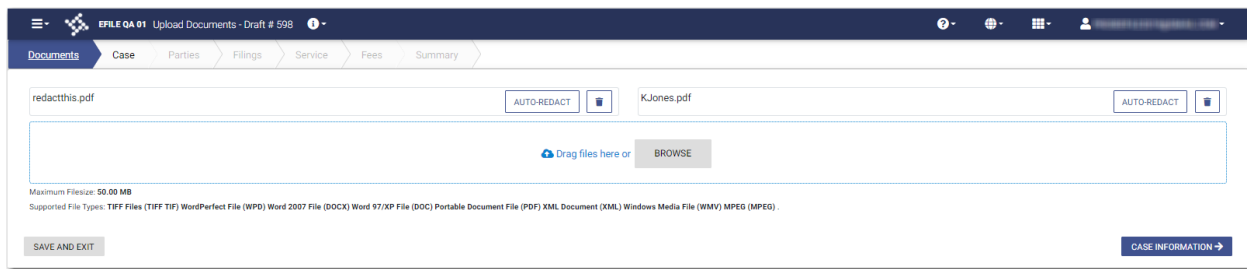


Figure 9.4 – Upload Documents Page with an Uploaded Document

6. Click .

Note: The redaction process begins immediately, and you can continue with your case filing while the documents are being redacted. When your document has successfully been redacted, a green message is displayed, indicating that the redaction was completed. The message also indicates how many redactions were performed.

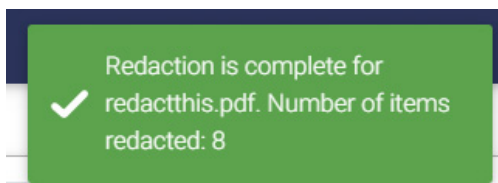



Figure 9.5 – Example of a Message for a Completed Redaction

7. Click  to continue with your filing.

The *Case Information* page is displayed.

8. Complete the required fields on the *Case Information* page, and then click .
- The *Parties* page is displayed.

9. Complete the required fields on the *Parties* page, and then click [FILINGS →](#).
The *Filings* page is displayed.

10. Complete the required fields on the *Filings* page, and then click [SERVICE →](#).
The *Service* page is displayed.

11. Complete the required fields on the *Service* page, and then click [FEES](#).
The *Fees* page is displayed.

12. Complete the required fields on the *Fees* page, and then click [SUMMARY →](#).
The *Summary* page is displayed.

The screenshot displays the 'Summary' page of the ESO-FS-200-4494 v.12 system. The page is divided into several sections: 'Submission Agreements' (with a checkbox for agreement), 'Case' (showing Case Name, Category, and Type), 'Parties' (showing Party Name and Role), 'Filings' (showing a table of filings with columns for Filing Type, Filing Code, Document Name, and Security), 'Service' (showing Filer Name and Email), and 'Fees' (showing Payment Account). The 'Filings' section is expanded, showing a table with columns for Filing Type, Filing Code, Document Name, and Security. A redacted document is shown with an 'EDIT REDACTIONS' button. The 'Service' section shows the filer's name and email. The 'Fees' section shows the payment account. The bottom of the page has buttons for 'FEES', 'SAVE AND CONTINUE', and 'SUMMARY'.

Figure 9.6 – Sample Summary Page

13. Review the envelope summary. If you want to edit the redacted document, click [EDIT REDACTIONS](#).

The Redaction Editor (*Tyler Content Manager* window) opens in a new tab in your browser.

Note: If the redaction of your document is not complete, an amber message is displayed, indicating that you cannot yet complete your filing. You must wait until the redaction is complete, and then a green message is displayed, informing you of the completion.

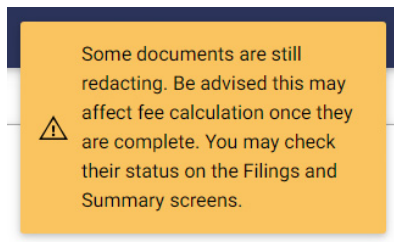


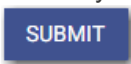


Figure 9.7 – Example of a Message with Redaction in Progress

14. Perform the necessary edits in the Redaction Editor, and then click  to save your changes, or click  to save your changes and close the viewer.
15. When you are done reviewing the envelope summary and have selected the check boxes for the submission agreements (if applicable), click .

Deleting a Redaction

After you mark a section to be redacted and before you close the Redaction Editor (*Tyler Content Manager* window), you can delete the specified redaction.

Note: The Redaction feature is configured by Tyler and may not be available on your system.

Note: You must enable pop-ups in your browser settings to view the Redaction Editor (*Tyler Content Manager* window).

To delete a redaction in a document before you have closed the Redaction Editor (*Tyler Content Manager* window):

1. Right-click the specified redaction.

The *Annotation Notes* dialog box is displayed.

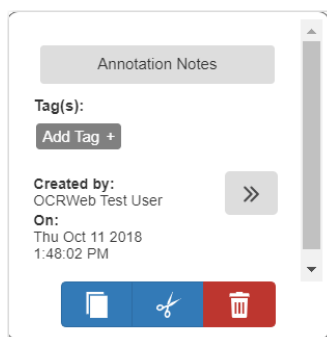


Figure 9.8 – Annotation Notes Dialog Box

Note: On the *Annotation Notes* dialog box, you can annotate the redaction, copy the redaction, or cut the redaction and paste it in another part of the document. You can also view a detailed

history of the redactions that were performed in the document. Click  to view the detailed history.

2. Click  to delete the redaction.

The *Delete Annotation* dialog box is displayed.

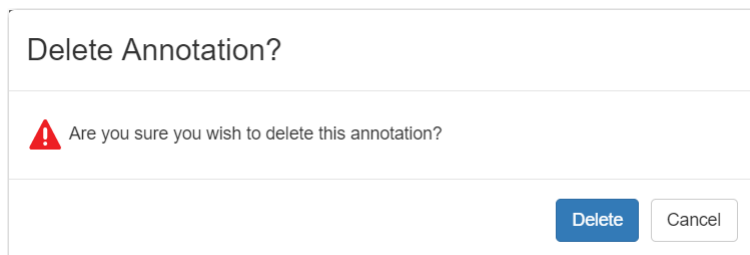


Figure 9.9 – Delete Annotation? Dialog Box

3. Click  to delete the specified redaction.




Working with an Existing Redaction

You can resize or move an existing redaction in the Redaction Editor (*Tyler Content Manager* window).

Note: The Redaction feature is configured by Tyler and may not be available on your system.

Note: You must enable pop-ups in your browser settings to view the Redaction Editor (*Tyler Content Manager* window).

To work with an existing redaction:

















1. Turn off the manual redaction capability by clicking .
2. Locate the existing redaction that you want to resize or move, and then click the block of text.
3. Resize the redaction, or move the redaction to another location in the document.
4. When you are done, click  to save your changes, or click  to save your changes and close the viewer.






Redaction Editor Toolbar

You can use icons to navigate in the Redaction Editor (which is displayed as the *Tyler Content Manager* window).

Note: The icons that are visible in the Redaction Editor (*Tyler Content Manager* window) may differ slightly from the screen shots contained in this document.

The following table describes the icons in the Redaction Editor (*Tyler Content Manager* window).

Icon	Description
	Click this icon to begin performing a redaction.
	Click this icon to stop performing a redaction.
	Click this icon to save the document.
	Click this icon to save and close the document.
	Click this icon to close the <i>Tyler Content Manager</i> (TCM) viewer.
	Click this icon to zoom in to a particular place in the document.
	Click this icon to zoom out.
	Click this icon to rubberband (that is, draw a border around) an area of the document in which you want to zoom.
	Click this icon to magnify an area of the document.
	Click this icon to fit the document to the window.
	Click this icon to fit the document to the height of the window.
	Click this icon to fit the document to the width of the window.
	Click this icon to view the first page of the document.
	Click this icon to view the previous page of the document.
	Use this window to view the current page of the document and the length of the document.
	Click this icon to view the next page of the document.

Icon	Description
	Click this icon to view the last page of the document.
	Click this icon to rotate the document to the right.
	Click this icon to rotate the document to the left.
	Click this icon to download the document. Note: You will be prompted to save the document before you download it.
	Click this icon to display the thumbnail pane, where you can then navigate through the pages of the document. The thumbnail pane is displayed. Note: Click the icon again to close the thumbnail pane.

When the thumbnail pane is displayed, additional document options become available.

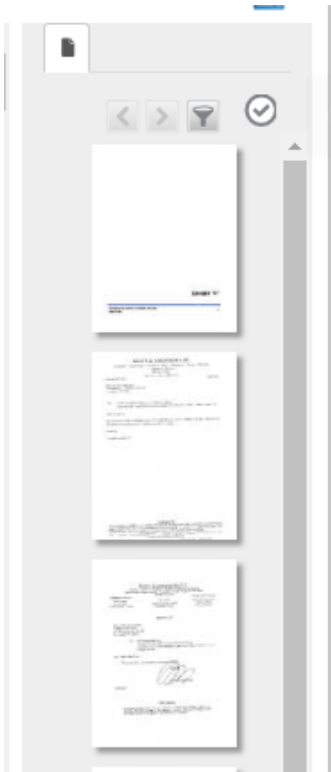






Figure 9.10 – Sample Thumbnail Pane

The following table describes the icons in the thumbnail pane.

Icon	Description
	Click this icon in the thumbnail pane to view the pages of the document in the Redaction Editor.
	Click this icon in the thumbnail pane to display the previous annotation page.
	Click this icon in the thumbnail pane to display the next annotation page.
	Click this icon in the thumbnail pane to view only the pages that have a redaction on them.



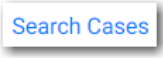

10 File into an Existing Case

Topics covered in this chapter

- ◆ Filing into an Existing Case from the Filing History Page
- ◆ Filing into an Existing Case from the Case Search Page
- ◆ Filing into an Existing Case from the Dashboard Page
- ◆ Filing into a Non-Indexed Case
- ◆ Creating a Service Only Filing

Once a court has created a new case, you can file into the existing case.

Use one of the following methods to file into a case:

- On the *Filing History* page, locate the case that you want to file into, and then click .
- On the *Dashboard* page, click **Case Search**. In the *File into Existing Case* window that opens, enter the search criteria for the case that you want to file into. Then, click  or press ENTER.
- On the *Dashboard* page, click . In the *File into Existing Case* window that opens, enter the search criteria for the case that you want to file into. Then, click  or press ENTER.

Filing into an Existing Case from the Filing History Page

Once a new case has been created by the courts, you can file into the existing case.

To file into an existing case from the *Filing History* page:

1. On the *Filing History* page, click .

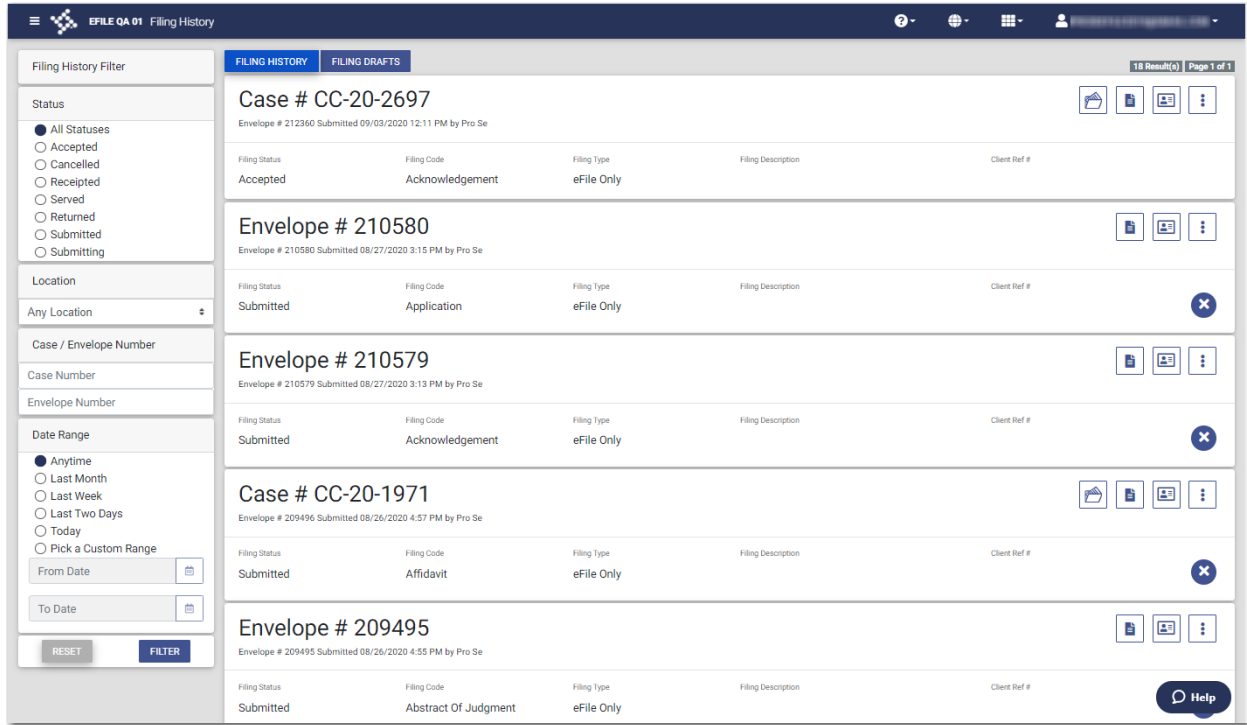

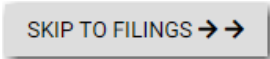


Figure 10.1 – Example of a Filing History Page


The *Documents* page of the specified case is displayed. Any documents that were previously uploaded are displayed.

- Click  to enter case information, or click  if you want to go directly to the *Filings* page.


Note: If you choose to go directly to the *Filings* page, the case and party information from the initial case remains the same. The ability to add a new party to an existing case is configurable.

If your system is configured with this capability,  is displayed on the *Parties* page.

- On the *Filings* page, select the filing type from the **Filing Type** drop-down list.
- Select the filing code from the **Filing Code** drop-down list.
- Type a description in the **Filing Description** field.
- Type a client reference number in the **Client Reference Number** field.
- If you have any comments for the court regarding the filing, type them in the **Comments to Court** field.

- if you need to apply any optional services for the filing, click .

The **Optional Services** tab is displayed.

- To select the applicable optional services, click .

Some optional services require that you type the number of services that you need. For those services, the Multiplier will calculate the amount.

Note: If you decide that you do not want to use an optional service that you have selected, click



GO TO COMMUNICATION

10. Click **GO TO COMMUNICATION** to specify the recipient of the courtesy or preliminary copies. You must type a valid email address for the recipient.

ASSOCIATED PARTIES

11. Click **ASSOCIATED PARTIES** to associate parties with the filing.

The *Associate Parties to this Filing* window is displayed.

Figure 10.2 – Associate Parties to this Filing Window

12. Type the name of the party that you want to associate with the filing.
 13. Select the relationship of the party from the **Party Type** drop-down list.
 14. Select the check box for the party to which the associated party should be connected.

SAVE

15. Click **SAVE**.

ADD DOCUMENTS

16. In the Upload Documents pane, click **ADD DOCUMENTS**.

Figure 10.3 – Upload Documents Pane

The *Select document(s) for Lead Document* window is displayed.

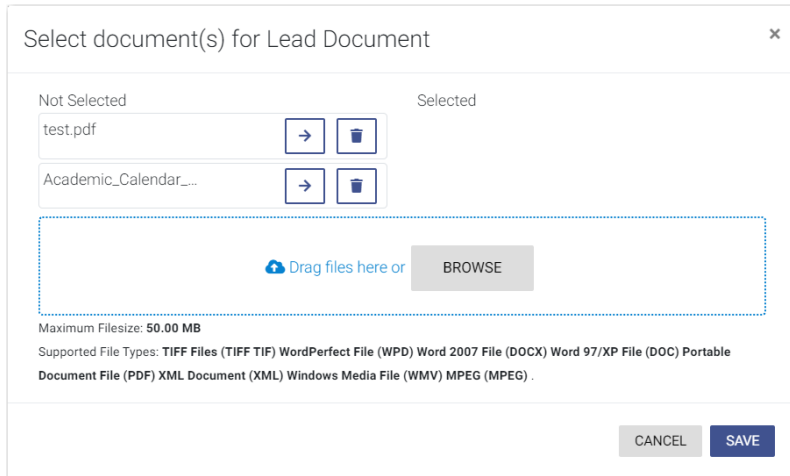
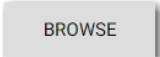


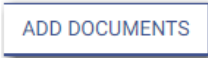
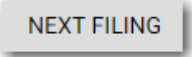

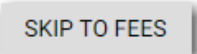





Figure 10.4 – Select document(s) for Lead Document Window

17. Click  to look for a document to upload. Then, click  to select the lead document.

Note: If you want to delete a document that you have uploaded, click .

18. After you have added all of your lead documents, click .
19. If you have attachments to add to the filing, click  in the **Attachments** section.
20. If you want to add security to any of the documents, select an option from the **Security** drop-down list.
21. If you want to add another filing, click . Then, repeat the same steps for the next filing.
22. After you have added all of the filings, click either  or .
23. On the *Service* page, add service contacts if applicable. Then, click .
24. On the *Fees* page, select the payment account from the **Payment Account** drop-down list.
25. Select the party responsible for fees from the **Party Responsible for Fees** drop-down list.
- Note:** If there are no fees associated with your filing, you may not be required to make a selection in the **Party Responsible for Fees** field.
26. Select the filer type from the **Filer Type** drop-down list.
27. Click  if you want to view the fee total.
28. Click .
29. Review the summary. If applicable, select the **Submission Agreements** check box.



30. When you are satisfied with your filing, click

Filing into an Existing Case from the Case Search Page

To file into an existing case from the *Case Search* page:

1. On the Dashboard menu, click **Case Search**.

The *File into Existing Case* window is displayed.

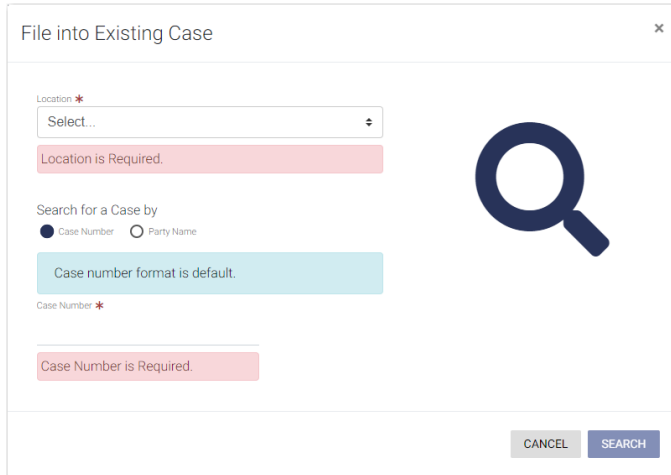



Figure 10.5 – File into Existing Case Window—Includes Party Name Option

Note: Your system may be configured to only search by case number. With this optional configuration, the Party Name option is not displayed.

Figure 10.6 – File into Existing Case Window—Excludes Party Name Option

2. Type the search criteria in the window, and then click  or press ENTER.


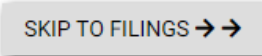
Note: You can search by case number or party name. You must know the location of the existing case to complete your search.

The case that matches your search criteria is displayed.

Figure 10.7 – Case Search Results

3. Click  to file into the case.

The *Documents* page of the specified case is displayed. Any documents that were previously uploaded are displayed.

4. Click  to enter case information, or click  if you want to go directly to the *Filings* page.

Note: If you choose to go directly to the *Filings* page, the case and party information from the initial case remains the same. The ability to add a new party to an existing case is configurable.

If your system is configured with this capability,  is displayed on the *Parties* page.

5. On the *Filings* page, select the filing type from the **Filing Type** drop-down list.
6. Select the filing code from the **Filing Code** drop-down list.

7. Type a description in the **Filing Description** field.
8. Type a client reference number in the **Client Reference Number** field.
9. If you have any comments for the court regarding the filing, type them in the **Comments to Court** field.

GO TO OPTIONAL SERVICES

10. If you need to apply any optional services for the filing, click

The **Optional Services** tab is displayed.



11. To select the applicable optional services, click

Some optional services require that you type the number of services that you need. For those services, the Multiplier will calculate the amount.

Note: If you decide that you do not want to use an optional service that you have selected, click



GO TO COMMUNICATION

12. Click to specify the recipient of the courtesy or preliminary copies. You must type a valid email address for the recipient.

ASSOCIATED PARTIES

13. Click to associate parties with the filing.

The *Associate Parties to this Filing* window is displayed.

Select	Party Name	Party Type
<input type="checkbox"/>	Phil Defendant	Defendant
<input type="checkbox"/>	Susan Plaintiff	Plaintiff

Figure 10.8 – Associate Parties to this Filing Window

14. Type the name of the party that you want to associate with the filing.
15. Select the relationship of the party from the **Party Type** drop-down list.
16. Select the check box for the party to which the associated party should be connected.

SAVE

17. Click

ADD DOCUMENTS

18. In the Upload Documents pane, click

Component	Name	Actions	Description	Security
Lead Document		ADD DOCUMENTS	This document is required.	
Attachments		ADD DOCUMENTS		

Figure 10.9 – Upload Documents Pane

The *Select document(s) for Lead Document* window is displayed.

Select document(s) for Lead Document

Not Selected

test.pdf

Academic_Calendar_...

Selected

Drag files here or [BROWSE](#)

Maximum Filesize: 50.00 MB

Supported File Types: TIFF Files (TIFF TIF) WordPerfect File (WPD) Word 2007 File (DOCX) Word 97/XP File (DOC) Portable Document File (PDF) XML Document (XML) Windows Media File (WMV) MPEG (MPEG)

[CANCEL](#) [SAVE](#)

Figure 10.10 – Select document(s) for Lead Document Window

19. Click [BROWSE](#) to look for a document to upload. Then, click [→](#) to select the lead document.


Note: If you want to delete a document that you have uploaded, click [🗑](#).

20. After you have added all of your lead documents, click [SAVE](#).
21. If you have attachments to add to the filing, click [ADD DOCUMENTS](#) in the **Attachments** section.
22. If you want to add security to any of the documents, select an option from the **Security** drop-down list.
23. If you want to add another filing, click [NEXT FILING](#). Then, repeat the same steps for the next filing.
24. After you have added all of the filings, click either [SERVICE →](#) or [SKIP TO FEES](#).
25. On the *Service* page, add service contacts if applicable. Then, click [FEES →](#).
26. On the *Fees* page, select the payment account from the **Payment Account** drop-down list.
27. Select the party responsible for fees from the **Party Responsible for Fees** drop-down list.

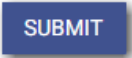
Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

28. Select the filer type from the **Filer Type** drop-down list.

29. Click  if you want to view the fee total.


30. Click .

31. Review the summary. If applicable, select the **Submission Agreements** check box.

32. When you are satisfied with your filing, click .

Filing into an Existing Case from the Dashboard Page

To file into an existing case from the *Dashboard* page:

1. From the Case Search pane, click **Case Search** at the top of the pane, or click  to locate the case that you want to file into.

Note: If the specified case is already displayed in the Case Search pane, click the link for that case. The Case Search page is displayed.

The *File into Existing Case* window is displayed.

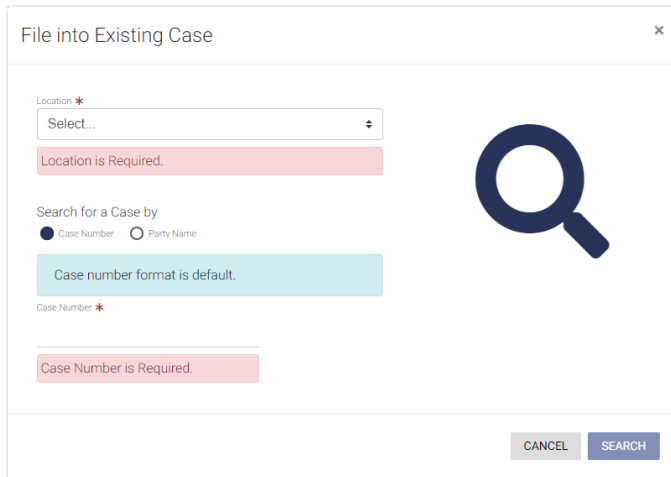



Figure 10.11 – File into Existing Case Window—Includes Party Name Option

Note: Your system may be configured to only search by case number. With this optional configuration, the Party Name option is not displayed.

Figure 10.12 – File into Existing Case Window—Excludes Party Name Option

2. Type the search criteria in the window, and then click  or press ENTER.



Note: You can search by case number or party name. You must know the location of the existing case to complete your search.

The case that matches your search criteria is displayed on the *Case Search* page.

Figure 10.13 – Case Search Page

3. Click  to file into the case.

The *Documents* page of the specified case is displayed. Any documents that were previously uploaded are displayed.

4. Click  to enter case information, or click  if you want to go directly to the *Filings* page.

Note: If you choose to go directly to the *Filings* page, the case and party information from the initial case remains the same. The ability to add a new party to an existing case is configurable.

If your system is configured with this capability,  is displayed on the *Parties* page.

5. On the *Filings* page, select the filing type from the **Filing Type** drop-down list.
6. Select the filing code from the **Filing Code** drop-down list.

7. Type a description in the **Filing Description** field.
8. Type a client reference number in the **Client Reference Number** field.
9. If you have any comments for the court regarding the filing, type them in the **Comments to Court** field.

GO TO OPTIONAL SERVICES

10. If you need to apply any optional services for the filing, click

The **Optional Services** tab is displayed.



11. To select the applicable optional services, click

Some optional services require that you type the number of services that you need. For those services, the Multiplier will calculate the amount.

Note: If you decide that you do not want to use an optional service that you have selected, click



GO TO COMMUNICATION

12. Click to specify the recipient of the courtesy or preliminary copies. You must type a valid email address for the recipient.

ASSOCIATED PARTIES

13. Click to associate parties with the filing.

The *Associate Parties to this Filing* window is displayed.

Select	Party Name	Party Type
<input type="checkbox"/>	Phil Defendant	Defendant
<input type="checkbox"/>	Susan Plaintiff	Plaintiff

Figure 10.14 – Associate Parties to this Filing Window

14. Type the name of the party that you want to associate with the filing.
15. Select the relationship of the party from the **Party Type** drop-down list.
16. Select the check box for the party to which the associated party should be connected.

SAVE

17. Click

ADD DOCUMENTS

18. In the Upload Documents pane, click

Component	Name	Actions	Description	Security
Lead Document		ADD DOCUMENTS	This document is required.	
Attachments		ADD DOCUMENTS		

Figure 10.15 – Upload Documents Pane

The *Select document(s) for Lead Document* window is displayed.

Select document(s) for Lead Document

Not Selected

test.pdf

Academic_Calendar_...

Selected

Drag files here or

BROWSE

Maximum Filesize: 50.00 MB

Supported File Types: TIFF Files (TIFF TIF) WordPerfect File (WPD) Word 2007 File (DOCX) Word 97/XP File (DOC) Portable Document File (PDF) XML Document (XML) Windows Media File (WMV) MPEG (MPEG)

CANCEL SAVE

Figure 10.16 – Select document(s) for Lead Document Window

19. Click [BROWSE](#) to look for a document to upload. Then, click [→](#) to select the lead document.

Note: If you want to delete a document that you have uploaded, click [🗑](#).

20. After you have added all of your lead documents, click [SAVE](#).

21. If you have attachments to add to the filing, click [ADD DOCUMENTS](#) in the **Attachments** section.

22. If you want to add security to any of the documents, select an option from the **Security** drop-down list.

23. If you want to add another filing, click [NEXT FILING](#). Then, repeat the same steps for the next filing.

24. After you have added all of the filings, click either [SERVICE →](#) or [SKIP TO FEES](#).

25. On the *Service* page, add service contacts if applicable. Then, click [FEES →](#).


26. On the *Fees* page, select the payment account from the **Payment Account** drop-down list.

27. Select the party responsible for fees from the **Party Responsible for Fees** drop-down list.

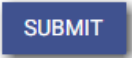
Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

28. Select the filer type from the **Filer Type** drop-down list.

29. Click  if you want to view the fee total.

30. Click .

31. Review the summary. If applicable, select the **Submission Agreements** check box.

32. When you are satisfied with your filing, click .

Filing into a Non-Indexed Case

You can file into a case that does not exist in the case management system.

To file into a non-indexed case:

1. On the Dashboard menu, click **Case Search**.

The *File into Existing Case* window is displayed.

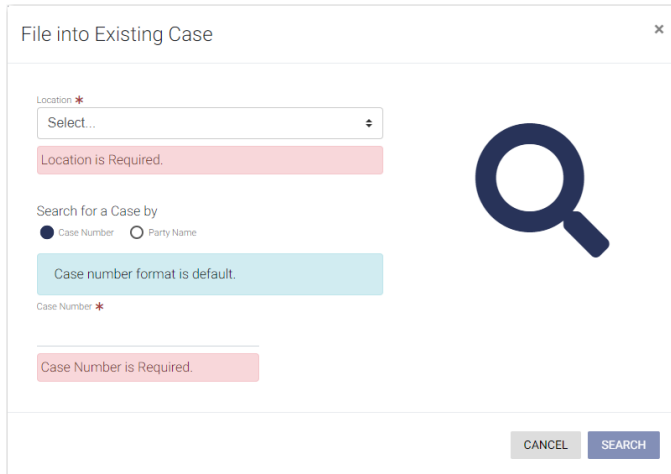


Figure 10.17 – File into Existing Case Window—Includes Party Name Option

Note: Your system may be configured to only search by case number. With this optional configuration, the Party Name option is not displayed.

Figure 10.18 – File into Existing Case Window—Excludes Party Name Option

2. Select the location from the **Location** drop-down list.

Note: The location you select must be a non-integrated or non-indexed node.

3. Select the **Case Number** option (which may be the only option that is displayed), and then type the case number in the **Case Number** field.

4. Click  or press ENTER.

A message is displayed, stating that the case number you entered could not be found.

Figure 10.19 – Case Search Window with No Results Found

5. To continue, click .

The *I Don't See My Case* window is displayed.

Figure 10.20 – I Don't See My Case Window

6. Click **I UNDERSTAND, CONTINUE** to continue filing into the case.

The *Case Information* page is displayed. The location and case number are auto-filled on the page.

Figure 10.21 – Case Information Page

7. Select the case category from the **Case Category** drop-down list.
8. Select the case type from the **Case Type** drop-down list.
9. Select the case subtype, if applicable, from the **Case Sub Type** drop-down list.

10. Click **PARTIES →** to save your work and continue.

11. Continue entering case information on the following pages until you reach the *Summary* page.

12. Review your filing. When you are satisfied with the information you have entered, click **SUBMIT**.

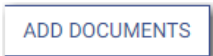
Creating a Service Only Filing

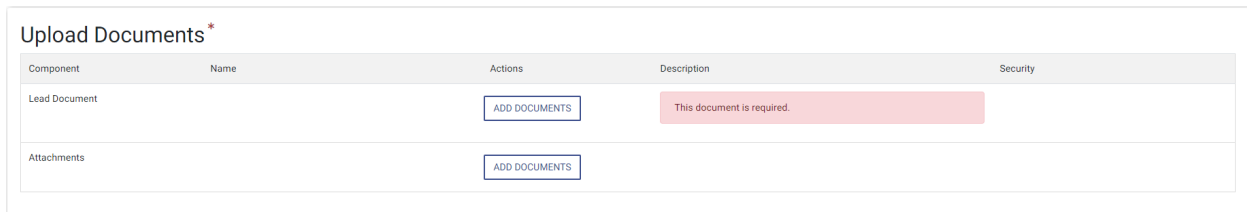
To create a Service Only filing:

1. Select an existing case that you want to file into.
2. Follow one of the methods for filing into an existing case (that is, from the *Filing History* page, from the *Case Search* page, or from the *Dashboard* page).

Note: The Case and Parties pages are already populated since this is an existing case.

3. On the *Filings* page, select **Service Only** from the **Filing Type** drop-down list.

4. In the Upload Documents pane, click .





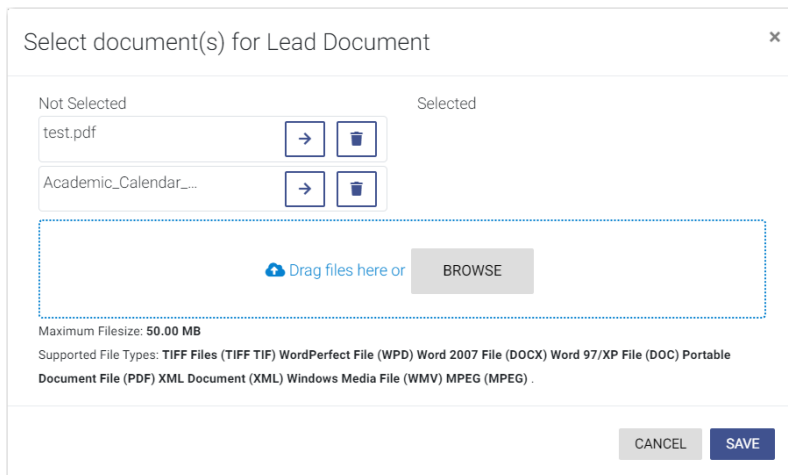
Component	Name	Actions	Description	Security
Lead Document			This document is required.	
Attachments				

Figure 10.22 – Upload Documents Pane

The *Select document(s) for Lead Document* window is displayed.



Select document(s) for Lead Document

Not Selected

test.pdf

→

🗑️

Selected

Academic_Calendar_...

→

🗑️

Drag files here or

BROWSE

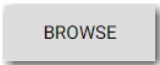

Maximum Filesize: 50.00 MB

Supported File Types: TIFF Files (TIFF TIF) WordPerfect File (WPD) Word 2007 File (DOCX) Word 97/XP File (DOC) Portable Document File (PDF) XML Document (XML) Windows Media File (WMV) MPEG (MPEG)


CANCEL

SAVE

Figure 10.23 – Select Document(s) for Lead Document Window

5. Click  to look for a document to upload. Then, click  to select the lead document.

Note: If you want to delete a document that you have uploaded, click .

6. After uploading your documents, click .
7. If you want to add security to any of the documents, select an option from the **Security** drop-down list.

8. Click **SERVICE →** to save your entries and to continue.
9. On the *Service* page, add the service contacts that you want to receive a Service Only filing.
10. From the service method drop-down list for each service contact, select the service method to use.

Note: The available service method options are configured by Tyler. Some options may not be available on your system.

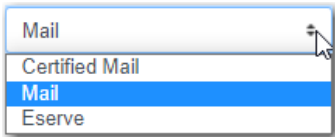


Figure 10.24 – Sample Service Method Drop-Down List

Note: On the *Service* page, you can select the *Serve all* check box, or you can select the *Serve all party contacts* check box. Selecting the “*Serve all*” check box automatically selects the “*Serve all party contacts*” check box.

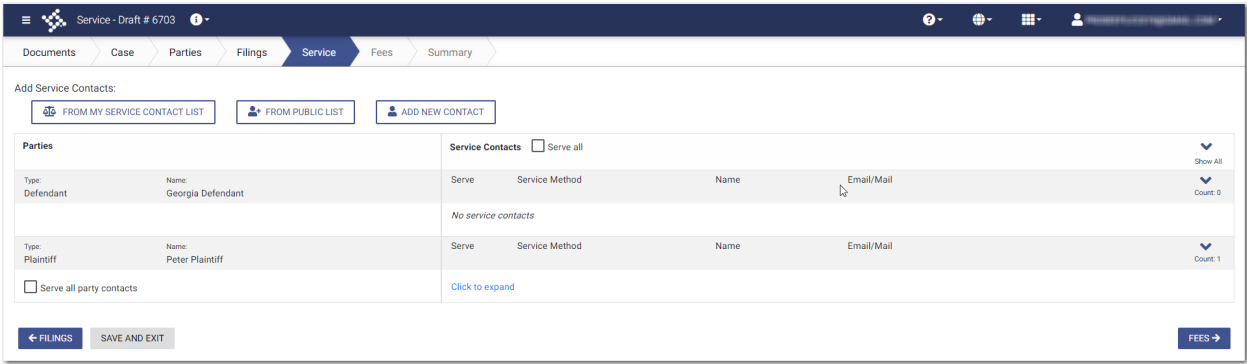


Figure 10.25 – Example of a Service Page for a Service Only Filing

11. Click **FEES →** to save your entries and to continue.
12. Complete the required fields on the *Fees* page, and then click **SUMMARY →**.
13. Select the check boxes for the submission agreements, if applicable.
14. Review the information on the *Summary* page, and then click **SUBMIT**.

11 Service Contacts

Topics covered in this chapter

- ◆ Adding a New Service Contact
- ◆ Adding a Service Contact from My Service Contact List to a Filing
- ◆ Adding a Service Contact from a Public List to a Filing
- ◆ Adding a New Service Contact to a Filing
- ◆ Updating Information for an Existing Service Contact
- ◆ Viewing Attached Case List of Service Contacts
- ◆ Updating Information for a Case Service Contact
- ◆ Deleting a Service Contact

You can add a service contact to your service contacts list on the *Service Contacts* page. You can also add a service contact while you are entering a case filing.

When you add a service contact on the *Service Contacts* page, you can quickly retrieve that contact at a later time when you are entering a case filing. You can also create a service contact while you are entering a case filing, and then you can save that service contact for use in future filings.

Service contacts from a public list are also available for you to use when you are entering a case filing.

Adding a New Service Contact

You can add a new service contact to your list of contacts.

To add a new service contact to your contacts list:

1. On the Dashboard menu, click **My Service Contacts**.

The *Service Contacts* page is displayed.

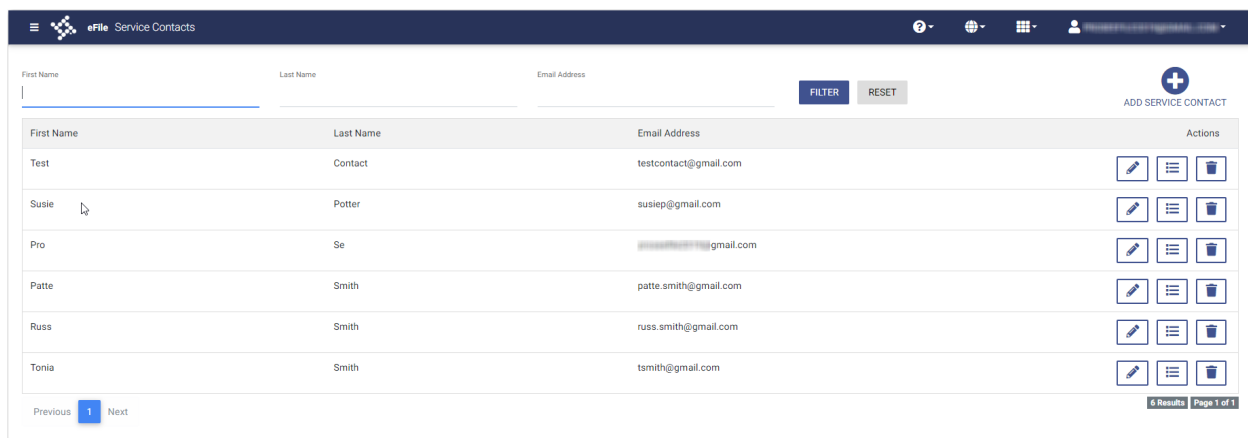



Figure 11.1 – Service Contacts Page

2. Click .

Additional fields are displayed.

Figure 11.2 – Service Contacts – Additional Fields

3. Select the appropriate check box for the new service contact: **Add To My List** or **Add to Public List**.

Note: If you add the service contact to the public list, other filers will have access to that contact for their filings.

4. Complete the required information in the **First Name** and **Last Name** fields. Add a middle name, if applicable, in the **Middle Name** field.
5. Type the contact's email address in the **Email** field.

Note: You must provide either an email address or a physical address. You can enter both addresses if applicable.

6. If applicable, type a phone number in the **Phone Number** field.
7. If the contact is in a country other than the United States, select the country from the drop-down list.

The default selection is **United States**.

8. If a physical address is required for the service contact, type the address in the **Address Line 1** field.
9. If applicable, type an address in the **Address Line 2** field.
10. Type the name of the city in the **City** field.
11. Select the state from the **State** drop-down list.
12. Type the ZIP code in the **Zip Code** field.

SAVE

13. After you have entered the required information, click **SAVE**.

The contact that you added is displayed in the list on the *Service Contacts* page.

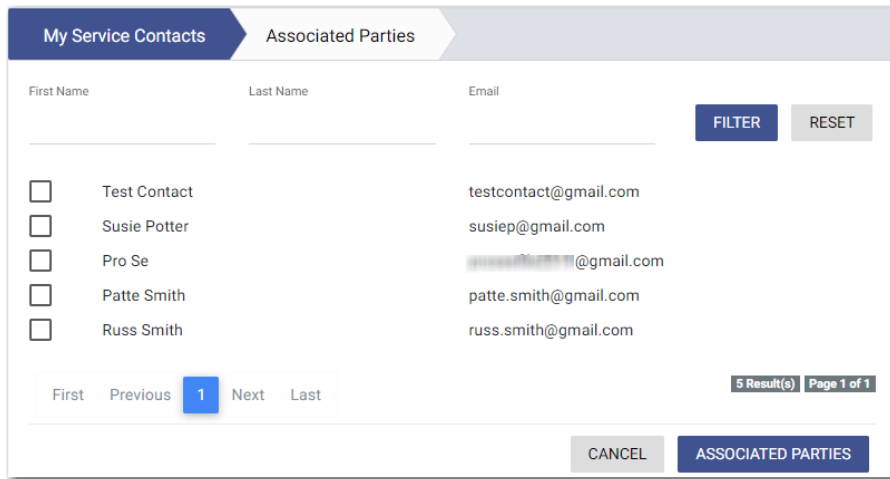
Adding a Service Contact from My Service Contact List to a Filing

You can add a service contact from your contact list to a filing.

To add a service contact from your contact list to a filing:

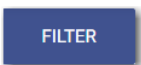
1. On the *Service* page, click .

The *My Service Contacts* window is displayed.




	First Name	Last Name	Email
<input type="checkbox"/>	Test Contact		testcontact@gmail.com
<input type="checkbox"/>	Susie Potter		susiep@gmail.com
<input type="checkbox"/>	Pro Se		prose@gmail.com
<input type="checkbox"/>	Patte Smith		patte.smith@gmail.com
<input type="checkbox"/>	Russ Smith		russ.smith@gmail.com

Figure 11.3 – My Service Contacts Window

2. If you want to filter the list, type at least one letter in a field, and then click .

The service contacts that match the information you entered are displayed.

3. Select the check box for each contact that you want to add to the filing.

4. After you have selected the contacts for your filing, click .

The *Associated Parties* window is displayed.

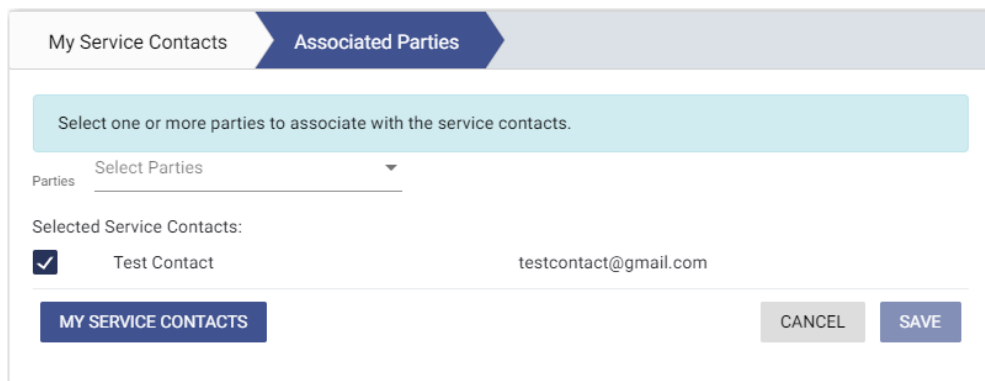


Figure 11.4 – Sample Associated Parties Window

5. Select the party that you want to associate with the selected service contact or contacts from the

Parties drop-down list, and then click

SAVE

6. From the service method drop-down list on the *Service* page, select the service method to use for each service contact.

Note: The available service method options are configured by Tyler. Some options may not be available on your system.

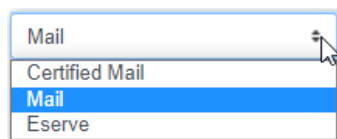


Figure 11.5 – Sample Service Method Drop-Down List

Note: if you want to return to the list of service contacts to make any changes or additions, click

MY SERVICE CONTACTS

The service contacts that you added are displayed on the *Service* page, along with the service method option that you selected for each contact.

Figure 11.6 – Example of a Service Page in a Case Filing

Adding a Service Contact from a Public List to a Filing

You can add a service contact from a public list to a filing.

To add a service contact from the public list to a filing:

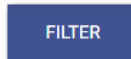
1. On the *Service* page, click



The *Public Service Contacts* window is displayed.

Figure 11.7 – Public Service Contacts Window

2. If you want to filter the list, type at least one letter in a field, and then click



The public service contacts that match the information you entered are displayed. The system returns a maximum of 100 public service contacts.

The maximum of 100 public service contacts were returned.

First Name	Last Name	Email	Firm
a			
<input type="checkbox"/>	xdbbqnm.update	qjniidqt.update	xdbbqnm.qjniidqt@tylertech.com
<input type="checkbox"/>	xsncpywh.update	hoopjatu.update	xsncpywh.hoopjatu@tylertech.com
<input type="checkbox"/>	xvbmornb.update	tawnxbpw.update	xvbmornb.tawnxbpw@tylertech.com
<input type="checkbox"/>	xyjaqryh.jvezoxrv		xyjaqryh.jvezoxrv@tylertech.com
<input type="checkbox"/>	ydfkwmsc.update	zadxmwvs.update	ydfkwmsc.zadxmwvs@tylertech.com
<input type="checkbox"/>	yfbhtia.qejdvkgn		yfbhtia.qejdvkgn@tylertech.com
<input type="checkbox"/>	yvmzhts.update	lispdguk.update	rjxykyo.ykwddld@tylertech.com
<input type="checkbox"/>	zclyrpby.update	bvfbzkd.update	zclyrpby.bvfbzkd@tylertech.com
<input type="checkbox"/>	zicpsjbf.update	whlrcqyl.update	zicpsjbf.whlrcqyl@tylertech.com
<input type="checkbox"/>	zqwlcism.update	xwoymgnm.update	zqwlcism.xwoymgnm@tylertech.com

First Previous 1 2 3 4 5 6 7 Next Last 100 Result(s) Page 7 of 7

CANCEL ASSOCIATED PARTIES

Figure 11.8 – Sample Public Service Contacts List

3. Locate the contacts that you want to add to your filing. If the list of contacts includes more than one page, click through the pages until you have located the contacts that you want to add.
4. Select the check box for each contact that you want to add to the filing.

5. After you have selected the contacts for your filing, click

ASSOCIATED PARTIES

The *Associated Parties* window is displayed.

Select one or more parties to associate with the service contacts.

Parties Select Parties

Selected Service Contacts:

☒ xyjaqryh.jvezoxrv xyjaqryh.jvezoxrv@tylertech.com

PUBLIC SERVICE CONTACTS CANCEL SAVE

Figure 11.9 – Sample Associated Parties Window

6. Select the party that you want to associate with the selected service contact or contacts from the **Parties** drop-down list, and then click

SAVE

- From the service method drop-down list on the *Service* page, select the service method to use for each service contact.

Note: The available service method options are configured by Tyler. Some options may not be available on your system.

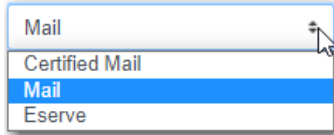


Figure 11.10 – Sample Service Method Drop-Down List

Note: If you want to review the list of public service contacts to make any changes or additions,

click **PUBLIC SERVICE CONTACTS**.

The public service contacts that you added are displayed on the *Service* page, along with the service method option that you selected for each contact.

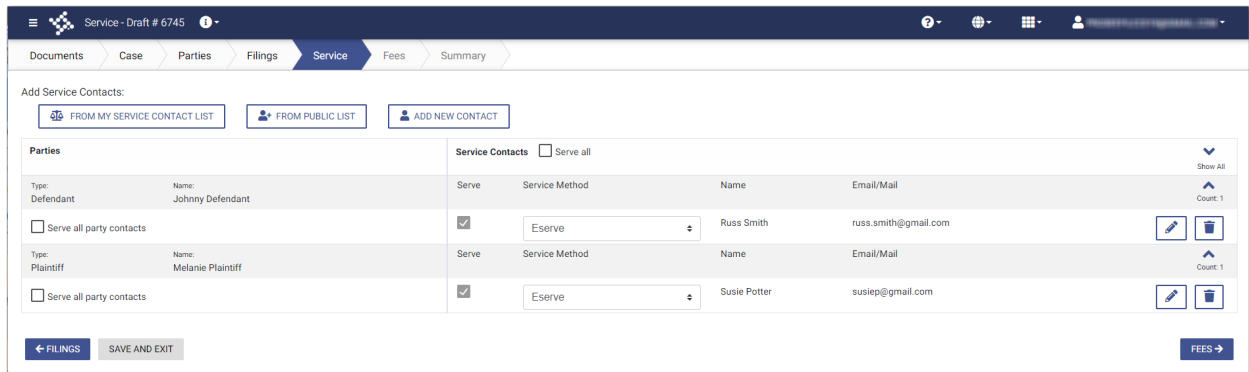


Figure 11.11 – Example of a Service Page in a Case Filing

Adding a New Service Contact to a Filing

You can add a new service contact to a filing.

To add a new service contact to a filing:

- On the *Service* page, click **ADD NEW CONTACT**.

The *Add Service Contact* window is displayed.

Figure 11.12 – Add Service Contact Window

2. Select the appropriate check box for the new service contact: **Add To My List** or **Add to Public List**.

Note: If you add the service contact to the public list, other filers will have access to that contact for their filings.

3. Complete the required information in the **First Name** and **Last Name** fields. Add a middle name, if applicable, in the **Middle Name** field.
4. Type the contact's email address in the **Email** field.

Note: You must provide either an email address or a physical address. You can enter both addresses if applicable.

5. If applicable, type a phone number in the **Phone Number** field.
6. If the contact is in a country other than the United States, select the country from the drop-down list.

The default selection is **United States**.

7. If a physical address is required for the service contact, type the address in the **Address Line 1** field.
8. If applicable, type an address in the **Address Line 2** field.
9. Type the name of the city in the **City** field.
10. Select the state from the **State** drop-down list.

11. Type the ZIP code in the **Zip Code** field.

12. After you have entered the required information, click

SAVE

13. After you have added the contact for your filing, click

ASSOCIATED PARTIES

The *Associated Parties* window is displayed.

Figure 11.13 – Sample Associated Parties Window

14. Select the party that you want to associate with the selected service contact from the **Parties** drop-

down list, and then click

SAVE

Note: If the service contact you are adding is not associated with any party on the case, select “Other: No party association” from the drop-down list in the *Associated Parties* window.

15. From the service method drop-down list on the *Service* page, select the service method to use for each service contact.

Note: The available service method options are configured by Tyler. Some options may not be available on your system.

Figure 11.14 – Sample Service Method Drop-Down List

The service contact that you added is displayed on the *Service* page, along with the service method option that you selected for the contact.

Service - Draft # 6745

Documents Case Parties Filings **Service** Fees Summary

Add Service Contacts:

FROM MY SERVICE CONTACT LIST FROM PUBLIC LIST ADD NEW CONTACT

Parties		Service Contacts <input type="checkbox"/> Serve all				
Type	Name	Serve	Service Method	Name	Email/Mail	
Defendant	Johnny Defendant	<input checked="" type="checkbox"/>	Eserve	Russ Smith	russ.smith@gmail.com	Count: 1
<input type="checkbox"/> Serve all party contacts						
Plaintiff	Melanie Plaintiff	<input checked="" type="checkbox"/>	Eserve	Susie Potter	susiep@gmail.com	Count: 1
<input type="checkbox"/> Serve all party contacts						

← FILINGS SAVE AND EXIT FEES →

Figure 11.15 – Example of a Service Page in a Case Filing

Updating Information for an Existing Service Contact

You can update the information that you previously entered for a service contact.

To update the information for an existing service contact:

1. On the Dashboard menu, click **My Service Contacts**.

The *Service Contacts* page is displayed.

eFile Service Contacts

First Name Last Name Email Address FILTER RESET

First Name	Last Name	Email Address	Actions
Test	Contact	testcontact@gmail.com	
Susie	Potter	susiep@gmail.com	
Pro	Se	prose@se@gmail.com	
Patte	Smith	patte.smith@gmail.com	
Russ	Smith	russ.smith@gmail.com	
Tonia	Smith	tsmith@gmail.com	

Previous 1 Next 6 Results Page 1 of 1

Figure 11.16 – Service Contacts Page

2. Locate the service contact that you want to update, and then click .

The additional fields for the specified service contact are displayed with the information that you previously entered.

3. Update the information, as applicable.

4. When you are done with your updates, click .

Viewing Attached Case List of Service Contacts

You can view a list of cases that are attached to a specified service contact.

Note: If you plan to delete a service contact from your list of contacts, Tyler recommends that you first check to see if that contact is attached to any case filings.

To view the case list that is attached to a service contact:

1. On the Dashboard menu, click **My Service Contacts**.

The *Service Contacts* page is displayed.

First Name	Last Name	Email Address	Actions
Test	Contact	testcontact@gmail.com	[Edit] [List] [Delete]
Susie	Potter	susiep@gmail.com	[Edit] [List] [Delete]
Pro	Se	proseal@se@gmail.com	[Edit] [List] [Delete]
Patte	Smith	patte.smith@gmail.com	[Edit] [List] [Delete]
Russ	Smith	russ.smith@gmail.com	[Edit] [List] [Delete]
Tonia	Smith	tsmith@gmail.com	[Edit] [List] [Delete]

Figure 11.17 – Service Contacts Page

2. Locate the name of the service contact for whom you want to view the attached cases, and then click



If there are cases attached to the specified service contact, the list of cases is displayed in a window.

Case Number	Location	Case Description
CC-19-226	OFS QA 2018	
	OFS QA 2017	
	OFS QA 2017	

[Download Attached Cases](#)

CLOSE

Figure 11.18 – Service Contact Attached Cases Window

3. Click **Download Attached Cases** to download the case list to an Excel file.

The attached cases are listed on the Excel spreadsheet.

Note: If there are no service contacts attached to a case, the following window is displayed.

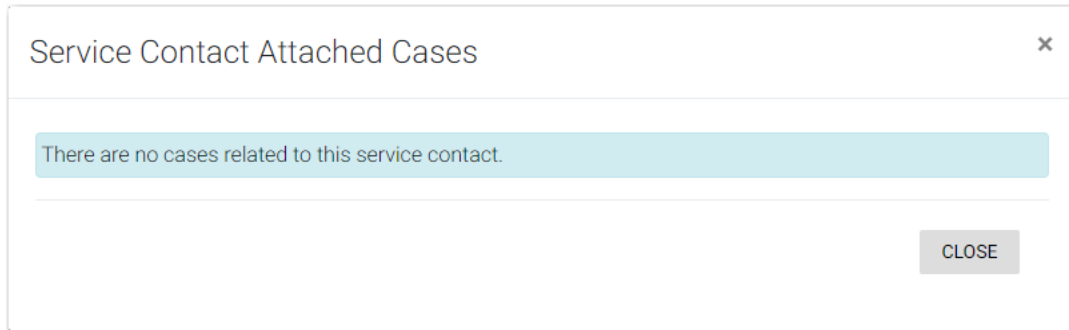


Figure 11.19 – Service Contact Attached Cases Window – No Attached Cases

Updating Information for a Case Service Contact

You can view a list of service contacts that are attached to a case. You can also update the information for a case service contact, if necessary.

To update the information for a case service contact:

1. On the Dashboard menu, click **Filing History**.

The *Filing History* page is displayed.

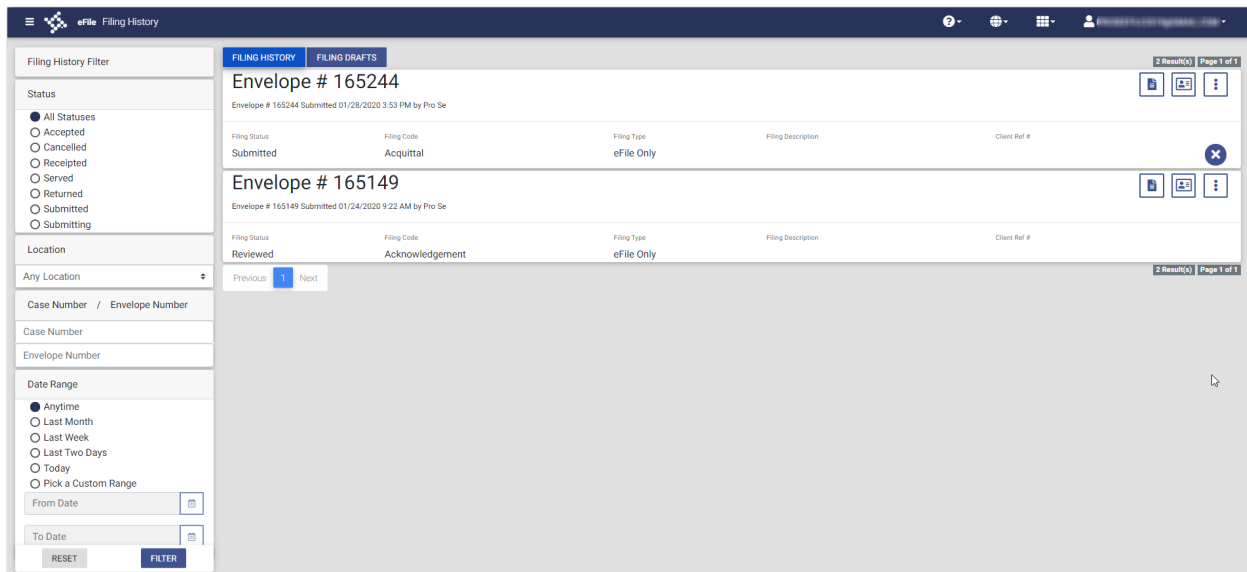



Figure 11.20 – Filing History Page

2. Locate the case for which you want to view the service contacts.

3. Click  .

The service contacts for the case are displayed.

4. Locate the service contact that you want to update, and then click .

The *Update Service Contact* window is displayed.

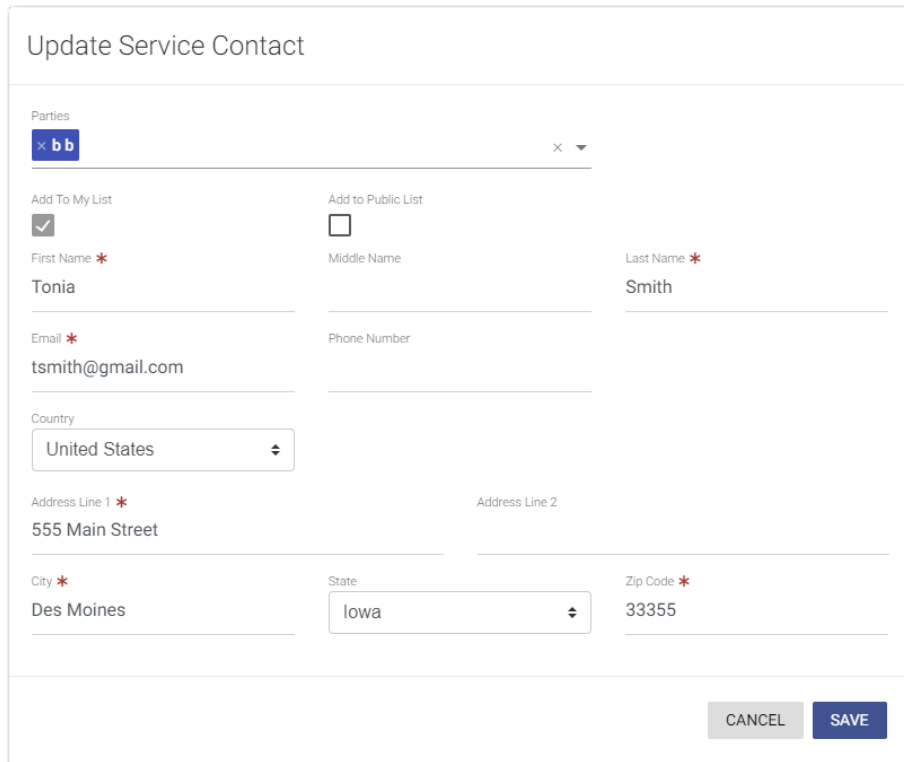


Figure 11.21 – Update Service Contact Window

5. Update the information for the service contact, and then click .

Deleting a Service Contact

You can delete a contact from your service contacts list if you no longer need that contact.

To delete a service contact from the *Service Contacts* page:



1. On the Dashboard menu, click **My Service Contacts**.

The *Service Contacts* page is displayed.

First Name	Last Name	Email Address	Actions
Test	Contact	testcontact@gmail.com	[Edit] [View Cases] [Delete]
Susie	Potter	susiep@gmail.com	[Edit] [View Cases] [Delete]
Pro	Se	prose@se@gmail.com	[Edit] [View Cases] [Delete]
Patte	Smith	patte.smith@gmail.com	[Edit] [View Cases] [Delete]
Russ	Smith	russ.smith@gmail.com	[Edit] [View Cases] [Delete]
Tonia	Smith	tsmith@gmail.com	[Edit] [View Cases] [Delete]

Figure 11.22 – Service Contacts Page

2. Locate the name of the service contact that you want to delete.

3. Click  to immediately delete the service contact, or click  to first view the cases that are attached to that service contact.

Note: Once deleted, the contact is immediately removed from the service contacts list and from any case filings to which it was attached.

12 Templates

Topics covered in this chapter

- ◆ Adding a Template
- ◆ Editing a Template
- ◆ Using a New Case Template
- ◆ Using an Existing Case Template
- ◆ Copying a Template
- ◆ Deleting a Template

Templates allow you to start a new case from a template that you have created, saving you time.

Adding a Template

To add a template that you can use to quickly start a new case or file into an existing case:

1. On the Dashboard menu, click **Templates**.

The *Templates* page is displayed.

Favorite	Name	Type	Actions
★	Tyler Group	New Case	
☆	My Name change template	New Case	
☆	Existing Case Template	Existing Case	
☆	Template #5	New Case	
☆	Thursday Template	New Case	
☆	Pro Se Template	New Case	
☆	Thursday Template #2	New Case	
☆	Current Case Template #2	Existing Case	
☆	Template #3	New Case	


Figure 12.1 – Templates Page

2. Click .

A pane is displayed.

Figure 12.2 – Templates Pane

3. Type a name for the template in the **Name** field.
4. Select either the **New Case** or the **Existing Case** option.
5. Select the **Favorite** check box if you want to designate this template as a favorite.

6. Click  to begin creating your template.

The *Case Information* page is displayed.

7. Enter as much information on this page as you want to use in your template.
8. Continue entering information on each page of the filing until you have the information that you want to use in your template.

Note: You can stop at any time and save the pages that you have completed. You do not have to create an entire case filing to save the entries as a template.

9. If you enter information on each page of the case filing, on the *Summary* page, click



Figure 12.3 – Sample Summary Page

The *Templates* page is displayed. The template you just created is added to the list of other templates. The new template is also displayed on the *Dashboard* page.

Editing a Template

You can edit an existing template if you need to make changes to it.


To edit an existing template:

1. On the Dashboard menu, click **Templates**.

The *Templates* page is displayed.

Favorite	Name	Type	Actions
★	Tyler Group	New Case	
☆	My Name change template	New Case	
☆	Existing Case Template	Existing Case	
☆	Template #5	New Case	
☆	Thursday Template	New Case	
☆	Pro Se Template	New Case	
☆	Thursday Template #2	New Case	
☆	Current Case Template #2	Existing Case	
☆	Template #3	New Case	

Figure 12.4 – Templates Page

2. Locate the template that you want to edit, and then click .

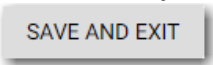
The template name is displayed in a separate pane.

Note: You can change the template name if you want.

3. Click .

The *Case Information* page is displayed. Any information that you previously entered on this page remains.

4. Make any changes that you want on the *Case Information* page.
5. If you entered information on any other pages in your template, make changes as needed to those

pages. Then click .

Your template is now updated and is listed on the *Templates* page and on the *Dashboard* page.

Using a New Case Template

After a template has been created, you can use it to accelerate your filing.

To use a template that you previously created:

1. On the Dashboard menu, click **Templates**.

The *Templates* page is displayed.

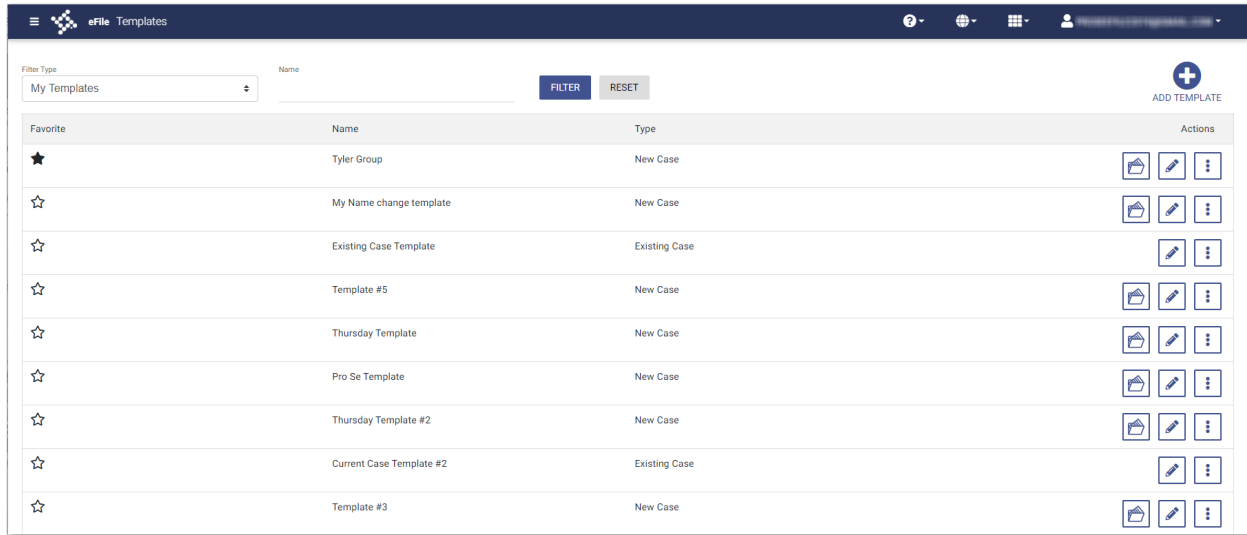


Figure 12.5 – Templates Page

2. Locate the template that you want to use, and then click .

The *Case Information* page is displayed. All of the information that you entered when you created the template is auto-filled.

3. Enter the remaining required information for the new case until you reach the *Summary* page.
4. Review the summary of the case filing. After you are satisfied with the information in your filing, click

SUBMIT

The new case filing is displayed on the *Filing History* page.

Using an Existing Case Template

After a template has been created, you can use it to accelerate your filing when filing into an existing case.

To access an existing case template:

1. On the Dashboard menu, click **Filing History**.

The *Filing History* page is displayed.

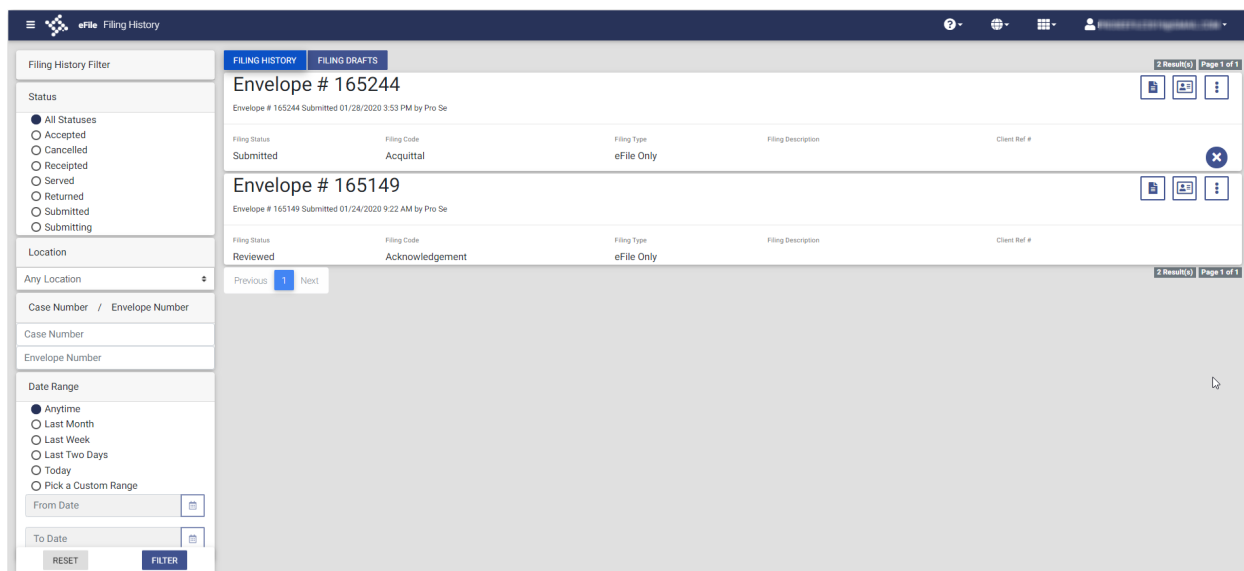



Figure 12.6 – Filing History Page

2. Locate the case that you want to file into, and then click .

A drop-down list is displayed.

3. Click **File Into Case With Template**.



The *Templates Matching* window is displayed, along with a list of available templates.

Templates Matching Case: cc-15-1813 | Location:OFS Non-Integrated | Category:Criminal | Case Type:Adult Felony

Filter Type: My Templates


We matched your selected case's Location, Case Type, and Case Category to your templates. If the template's Location/Type/Category matches the case, each template section will be created on the draft.

You can use a template even if there are mismatches. The templates are listed in best match order. If you select a template without a complete match, we attempt to create the entire template, but your draft might not include the template's documents or optional services.

Favorite	Name	Template Matches On	Actions
☆	Current Case Template #2	No matching case information ?	
☆	Existing Case Template	No matching case information ?	

Previous **1** Next 2 Result(s) Page 1 of 1

Figure 12.7 – Templates Matching Window

4. Locate the template that you want to use for the case you are filing into, and then click .
- The template that you selected is displayed on the *Upload Documents* page. The fields that you previously entered when the template was created are auto-filled.
5. Enter the remaining required information for the new case until you reach the *Summary* page.
6. Review the summary of the case filing. After you are satisfied with the information in your filing, click

The new case filing is displayed on the *Filing History* page.

Copying a Template

You can copy an existing template, assign a new name to the template, and then save it under the new name. Once the new template is created, you can make changes as necessary to it. The original template remains unchanged.

To copy an existing template:

1. On the Dashboard menu, click **Templates**.

The *Templates* page is displayed.

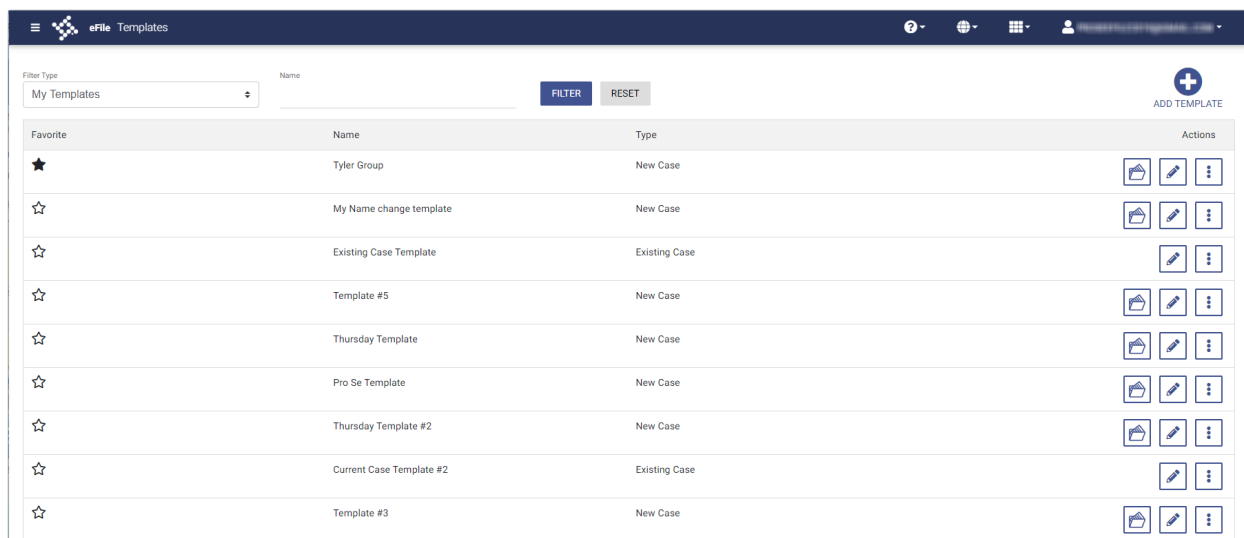



Figure 12.8 – Templates Page

2. Locate the template that you want to copy, and then click .

A drop-down list is displayed.

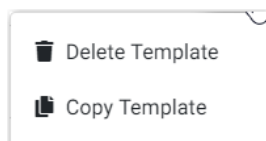




Figure 12.9 – More Options Drop-Down List

3. Click **Copy Template**.

The template name is displayed in a separate pane with “Copy” as part of the name.

4. Rename the template to a different name.
5. Select the **Favorite** check box if you want to designate this template as a favorite.

6. Click  if you want to save the template as is with the new name. Or, click  to make changes to the template.

When you are done saving the new template, it is displayed on the *Templates* page with your other templates.

Deleting a Template

You can delete a template that you no longer need.

To delete an existing template:

1. On the Dashboard menu, click **Templates**.

The *Templates* page is displayed.

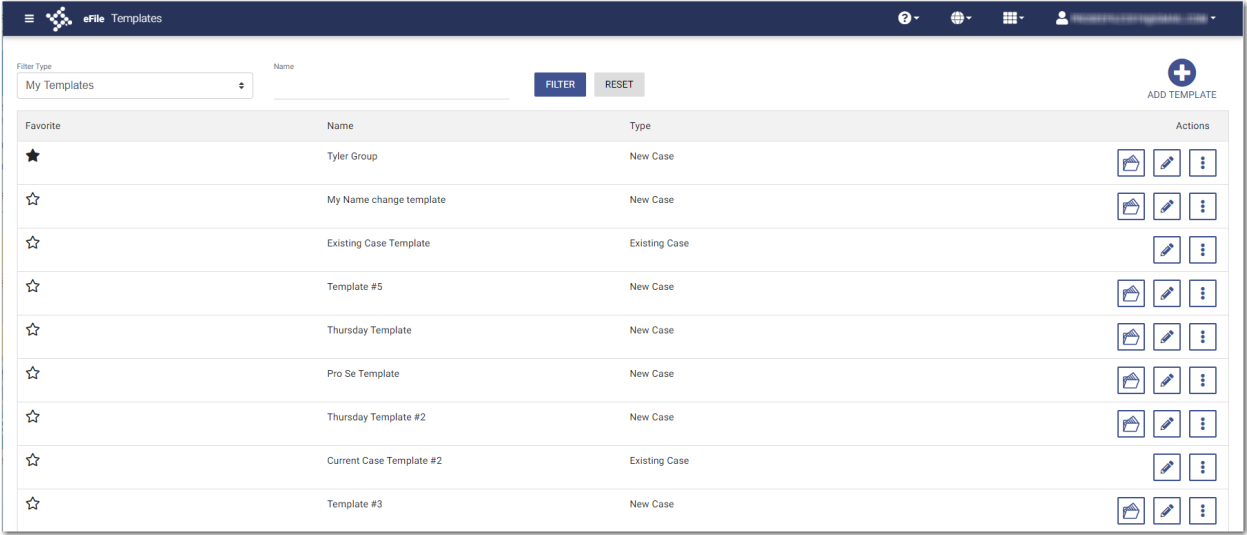



Figure 12.10 – Templates Page

2. Locate the template that you want to delete, and then click  .
- A drop-down list is displayed.

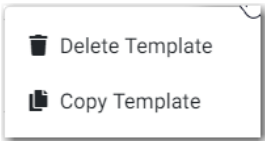
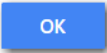
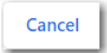
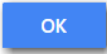


Figure 12.11 – More Options Drop-Down List

3. Click **Delete Template**.
- The following warning message is displayed: Are you sure you want to delete the template "xyz"?
4. Click  to delete the template, or click  to cancel the action.
- If you clicked  , a confirmation message is displayed, and the template is deleted.

13 Filings

Topics covered in this chapter

- ◆ Copying the Envelope
- ◆ Viewing the Envelope Details
- ◆ Viewing Case Address Information in the Envelope Details
- ◆ Viewing Mail Service Fees in the Envelope Details
- ◆ Viewing Certified Mail Services Information in Envelope Details
- ◆ Resuming a Case Filing
- ◆ Deleting a Draft Filing
- ◆ Canceling a Filing

After you have uploaded and submitted your filing, the filing is displayed on the *Filing History* page. On this page, you can view the status of your filing, check the filing code, check the filing type, get a document description, see the number assigned to your case, review the details of the case, view the service contacts attached to a case, and cancel a filing. You can also view the time and date that the filing was submitted. The time stamp corresponds to the time zone in which the filing occurred.

Copying the Envelope

You can copy an envelope to create a new envelope to resubmit to the courts if the envelope has been returned or rejected for any reason.

To copy an envelope:

1. On the Dashboard menu, click **Filing History**.

The *Filing History* page is displayed.

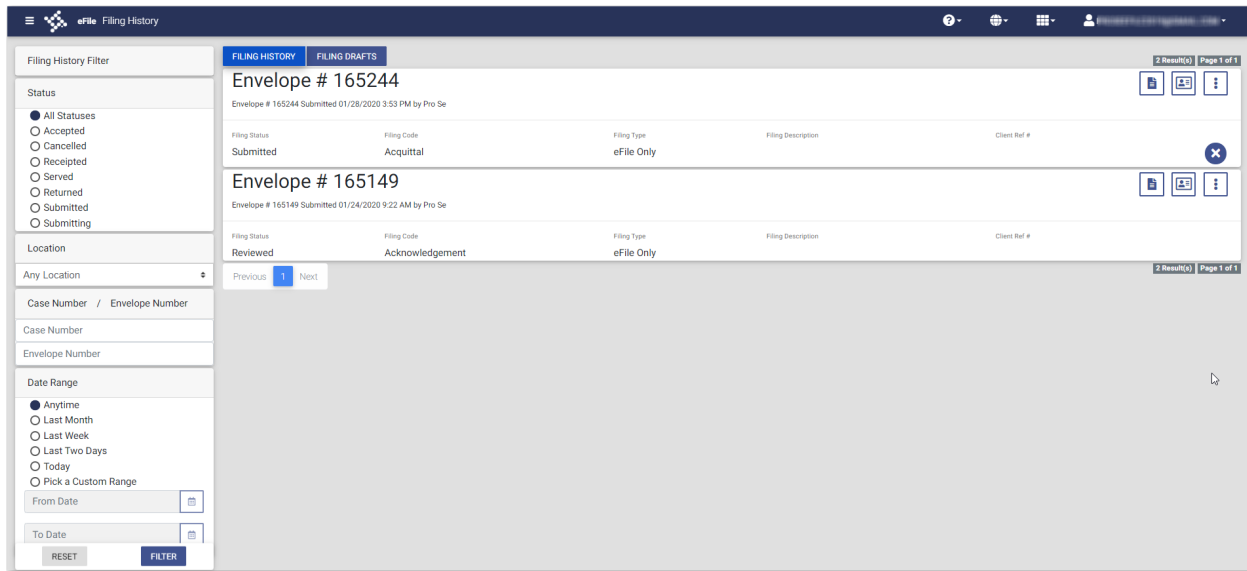


Figure 13.1 – Filing History Page

- In the Status pane, select **Returned**, and then click **FILTER**.

The returned cases are displayed, per the filter that you set.

- Locate the envelope that you want to copy.

- Click , and then select **Copy Envelope**.

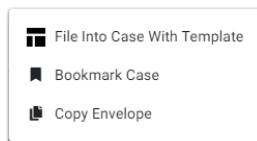


Figure 13.2 – More Options Drop-Down List

A copy of the envelope is displayed on the *Upload Documents* page. A message indicates that the displayed envelope is a copy. You are asked to verify the information in the copied envelope before submitting it.

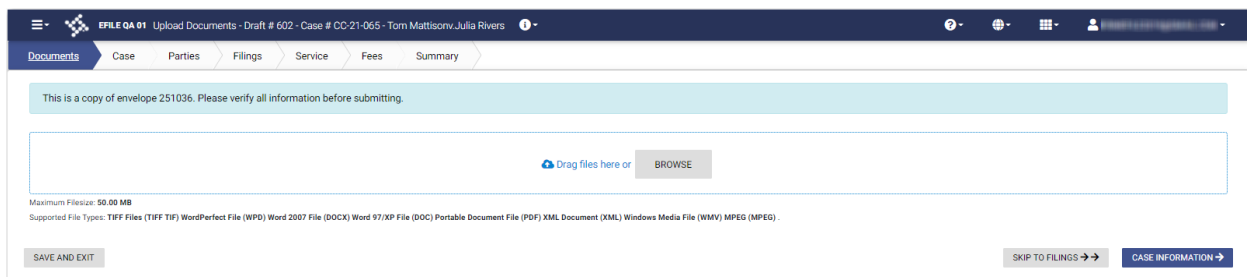


Figure 13.3 – Sample Upload Documents Page for a Copied Envelope

- Navigate through the pages of the envelope to verify the information. Make any changes as appropriate.

SUBMIT

6. After you have verified the envelope, click 

Documents

Case

Parties

Fillings

Service

Fees

Summary

Submission Agreements

Case

This is a copy of envelope 702945. Please verify all information before submitting.

Location

OF's MockCMS

Category

Civil

Type

Name Change

Parties

Party 1

Show All

Fillings

Filing Type

File Only

Filing Code

Admission/Amendment

Client Ref #

Filing Description

Document

Lead Document

Download Version

Original

Document Name

test.pdf

Description

Admission/Amendment

Security

Service

Count 0

None

Fees

Payment Account

New Account

Filing Attorney

firm attorney

Party Responsible for Fees

a b

Fee Type

Default

\$ Service Fees

Total Service Fees

\$1.00

Convenience Fee

\$1.00

Total Court Service Fees

\$1.00

Sub Total

\$3.00

Grand Total

\$3.00

BACK TO TOP

Figure 13.4 – Sample Summary Page for a Copied Envelope

Viewing the Envelope Details

You can view the details of an envelope on the *Filing History* page.

To view the envelope details:

1. On the Dashboard menu, click **Filing History**.

The *Filing History* page is displayed.

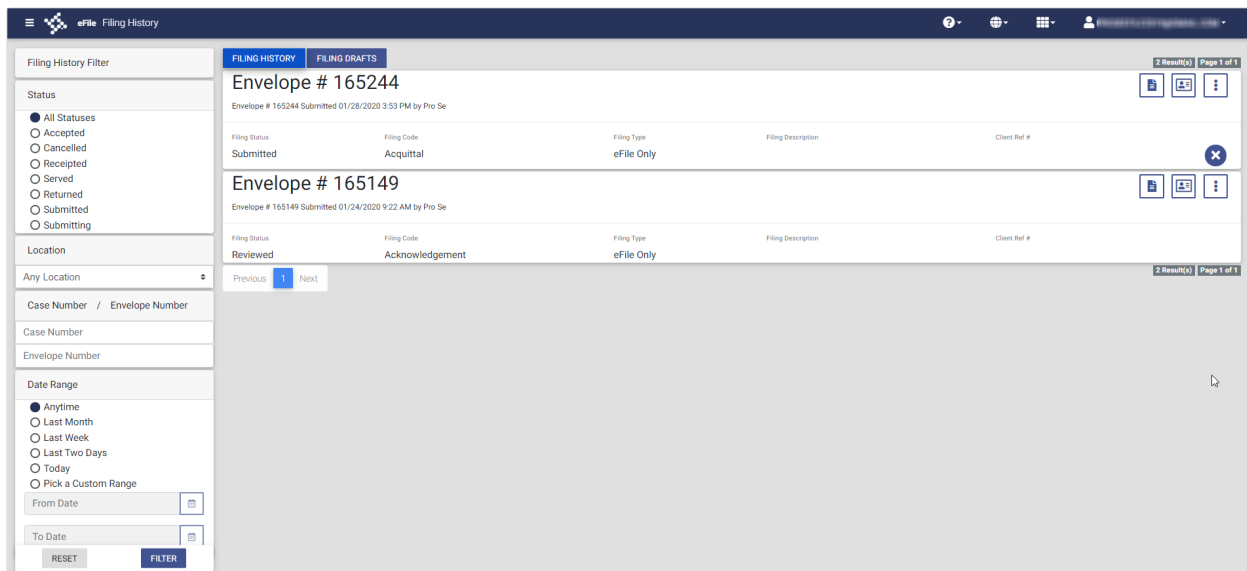


Figure 13.5 – Filing History Page

2. Locate the specified case for which you want to view the envelope details.

3. Click .

The envelope details are displayed.

Note: For subsequent filings, the envelope details do NOT include newly-added parties if the envelope has not been accepted yet.

Details - Envelope # 745447 PRINT CLOSE

Case

Location QPS MockCMS	Category Civil	Type Wrongful Death
-------------------------	-------------------	------------------------

Parties
Count: 2 Show All

Filings

Filing Type eFile Only	Filing Code Motions	Client Ref #	Filing Description
Submitted Date 12/16/19 4:54 PM	Status Submitted	Review Date	
Component Lead Document	Document Name test.pdf	Description	Security Confidential (T)
Download Version Original			

Service
Count: 1 Show All

many ales wsl@ndg.com Status: Not Sent Associated Parties Name	Service Method: Eserve
---	------------------------

Fees

Payment Account waiver	Party Responsible for Fees Plaintiff Defendant	Filer Type Default	Transaction Amount \$0.00	Transaction ID
Order ID	Transaction Response			

Total \$0.00
Waiver Selected

CLOSE

Figure 13.6 – Sample Envelope Details Page

4. Click PRINT to print a copy of the envelope details.

Viewing Case Address Information in the Envelope Details

You can view the case address information and other details of an envelope on the *Filing History* page.

Note: The case address feature is configured by Tyler and may not be available on your system.

To view the case address information in the envelope details:

1. On the Dashboard menu, click **Filing History**.

The *Filing History* page is displayed.

The screenshot displays the 'eFile Filing History' interface. On the left is a 'Filing History Filter' sidebar with sections for Status (All Statuses, Accepted, Cancelled, Received, Served, Returned, Submitted, Submitting), Location (Any Location), Case Number / Envelope Number (Case Number, Envelope Number), and Date Range (Anytime, Last Month, Last Week, Last Two Days, Today, Pick a Custom Range). The main area shows a list of filings under 'FILING HISTORY' and 'FILING DRAFTS' tabs. Two envelopes are listed: 'Envelope # 165244' (Submitted, Acquittal, eFile Only) and 'Envelope # 165149' (Reviewed, Acknowledgement, eFile Only). Each envelope entry has a table of details and a 'Previous 1 Next' pagination control. The bottom of the sidebar has 'RESET' and 'FILTER' buttons.

Figure 13.7 – Filing History Page

2. Locate the specified case for which you want to view the envelope details.

3. Click .

The envelope details are displayed.

Details - Envelope # 137873 PRINT CLOSE

Case
Location
OFS QA 2017

Case Address
555 Main Street
Dallas, TX 75220 US
Dallas

Category
Civil

Type
Notice Of Removal

Parties
Count: 2 Show All

Filings

Filing Type eFile Only	Filing Code Acknowledgement	Client Ref #	Filing Description
Submitted Date 03/11/2021 5:56 PM	Status Submitted	Review Date	
Component Lead Document	Document Name Academic_Calendar_Spring_2019.pdf	Description	Security Confidential (G)
Download Version Original			

Service
Count: 0
None

Fees

Payment Account Waiver	Filing Attorney Perry Mason	Party Responsible for Fees John Doe	Filer Type Default
Order ID	Transaction Response	Transaction Amount \$0.00	Transaction ID

Total \$0.00
Waiver Selected

CLOSE

Figure 13.8 – Case Address Information on the Envelope Details Page

4. Click PRINT to print a copy of the envelope details.

Viewing Mail Service Fees in the Envelope Details

You can view the mail service fees in the envelope details.

Note: This feature is configured by Tyler and may not be available on your system.

To view the mail service fees in the envelope details:

1. On the Dashboard menu, click **Filing History**.

The *Filing History* page is displayed.

The screenshot displays the 'eFile Filing History' interface. On the left is a 'Filing History Filter' sidebar with sections for 'Status' (radio buttons for All Statuses, Accepted, Cancelled, Received, Served, Returned, Submitted, Submitting), 'Location' (Any Location), 'Case Number / Envelope Number' (Case Number, Envelope Number), and 'Date Range' (radio buttons for Anytime, Last Month, Last Week, Last Two Days, Today, and a custom range option with 'From Date' and 'To Date' fields). The main area has tabs for 'FILING HISTORY' and 'FILING DRAFTS'. It shows a list of envelopes. The first envelope is '# 165244', submitted on 01/28/2020 3:53 PM by Pro Se, with status 'Submitted', code 'Acquittal', and type 'eFile Only'. The second envelope is '# 165149', submitted on 01/24/2020 9:22 AM by Pro Se, with status 'Reviewed', code 'Acknowledgement', and type 'eFile Only'. Each envelope entry has a 'Previous', '1', and 'Next' navigation bar. The top right of the main area shows '2 Result(s)' and 'Page 1 of 1'. The bottom right of the main area shows '2 Result(s)' and 'Page 1 of 1'.

Figure 13.9 – Filing History Page

2. Locate the specified case for which you want to view the envelope details.

3. Click .

The mail service fees are displayed in the envelope details.

Details - Case # CC-21-117 - Envelope # 256195 PRINT CLOSE

Case

Case Name QFS QA 2017	Category Civil	Type Appeal
--------------------------	-------------------	----------------

Parties Show All

Guest 2

Filings

Filing Type	Filing Code	Client Ref #	Filing Description
eFile Only Submitted Date 01/21/2021 11:13 AM	Abstract Of Judgment Status Accepted	Review Date 01/21/2021 11:16 AM	Comments Auto Review Accepted
Component Attachments Download Version Original	Document Name Petition.pdf Court Copy	Description	Security Public (G)
Component Lead Document Download Version Original	Document Name BlankTest.pdf Court Copy	Description	Security Public (G)

Service Show All

Guest 2

Fees

Payment Method Firm's CC Order ID 000256195-0	Filing Attorney Abby Carmichael Transaction Response Approved	Firm's Responsibility for Fees Naomi Watson Transaction Amount \$20.00	Filer Type AutoReview Transaction ID 260829
--	--	---	--

Abstract Of Judgment

Filing Fee	\$5.00
Subtotal	\$5.00

Mail Service Fees

Total Mail Service Fees	\$12.00
Subtotal	\$12.00

Service Fees

Convenience Fee	\$1.00
Total Filing & Service Fees	\$1.00
Total Court Service Fees	\$1.00
Subtotal	\$3.00

Grand Total \$20.00

CLOSE

Figure 13.10 – Sample Envelope Details Page with the Mail Service Fees Displayed

4. Click PRINT to print a copy of the envelope details.

Viewing Certified Mail Services Information in Envelope Details

You can view the status of certified mail for a specified filing.

Note: This feature is configured by Tyler and may not be available on your system.

To view the certified mail services information in the envelope details:

1. On the Dashboard menu, click **Filing History**.

The *Filing History* page is displayed.

The screenshot displays the 'eFile Filing History' interface. On the left is a 'Filing History Filter' sidebar with sections for Status (All Statuses, Accepted, Cancelled, Received, Served, Returned, Submitted, Submitting), Location (Any Location), Case Number / Envelope Number, and Date Range (Anytime, Last Month, Last Week, Last Two Days, Today, Pick a Custom Range). The main area shows a list of filings under 'FILING HISTORY' and 'FILING DRAFTS' tabs. Two envelopes are listed: 'Envelope # 165244' (Submitted, Acquittal, eFile Only) and 'Envelope # 165149' (Reviewed, Acknowledgement, eFile Only). Each entry has a 'Previous', '1', and 'Next' navigation bar. The bottom of the sidebar has 'RESET' and 'FILTER' buttons.

Figure 13.11 – Filing History Page

2. Locate the specified case for which you want to view the envelope details.

3. Click .

The envelope details are displayed.

Details - Case # CC-21-116 - Envelope # 256191
PRINT
CLOSE

Case

Location OFS QA 2017	Category Civil	Type Breach Of Contract
-------------------------	-------------------	----------------------------

Parties

Count: 2 Show All

Filings

Filing Type eFile Only	Filing Code Abstract Of Judgment	Client Ref #	Filing Description
Submitted Date 01/21/2021 10:32 AM	Status Accepted	Review Date 01/21/2021 10:35 AM	Comments Auto Review Accepted
Component Lead Document	Document Name BlankTest.pdf	Description	Security Public (G)
Download Version Original	Court Copy		

Service

Count: 3 Hide all

Firm Admin
@gmail.com
Status: Sent (Opened)
Served Date: 01/21/2021 10:35 AM
Associated Parties: None

Service Method: Eserve
Opened Date: 01/21/2021 11:08 AM

Lillian Henderson
1201 tenth ave Plano US, Texas
Status: Not Sent
Tracking: 00000000000000000000000075025 (USPS)
Associated Parties: None

Service Method: Mail

Raymond Thompson
4201 Ohio Dr Dallas US, Texas
Status: Not Sent
Tracking: 00000000000000000000000075024 (USPS)
Associated Parties: None

Service Method: Mail

Figure 13.12 – Sample Envelope Details Page

In the Service pane, you can view the information related to the certified mail for a specified filing.

- Click the link in the tracking section to track the status of the certified mail.

Note: Clicking the link accesses the United States Postal Service (USPS) website, which is displayed in a new tab in your browser.

- Follow the instructions on the USPS website to track the status of the certified mail, which can include obtaining an image with proof of delivery.

Resuming a Case Filing

You can resume a filing after logging off from the system or exiting the filing process by accessing your case on the *Filing Drafts* page.

To resume a case filing:

- Locate the specified draft on the *Filing Drafts* page.

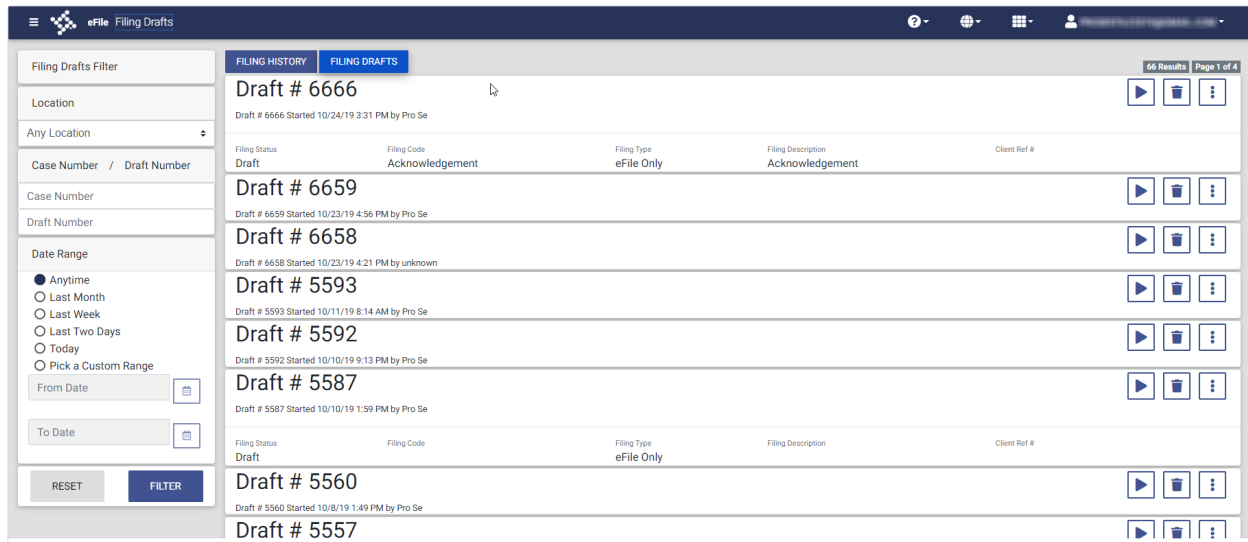


Figure 13.13 – Filing Drafts Page

2. Click .

The filing opens on the *Upload Documents* page.

3. Navigate through the case filing to the page where you left off. Make any corrections to your entries as needed.
4. Continue completing the remaining required fields for the filing.

5. After you have completed all of the required fields, click .

Deleting a Draft Filing

You can delete a draft filing that you no longer need.

To delete a draft filing:

1. On the Dashboard menu, click **Filing Drafts**.

The *Filing Drafts* page is displayed.

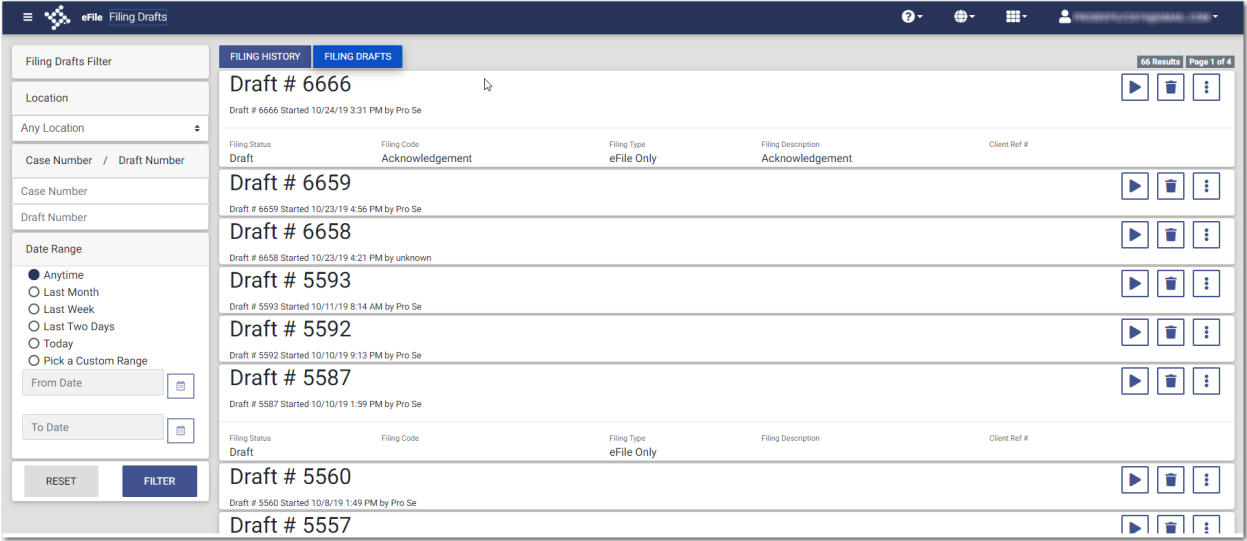


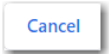



Figure 13.14 – Filing Drafts Page

2. Locate the draft filing that you want to delete, and then click .

The following warning message is displayed: Are you sure you want to delete Draft # "123"?

3. Click  to delete the draft filing, or click  to cancel the action.

If you clicked , a confirmation message is displayed, and the draft filing is deleted.

Canceling a Filing

You can cancel a filing that you submitted before it has been reviewed by the court.

To cancel a filing:

1. On the Dashboard menu, click **Filing History**.

The *Filing History* page is displayed.

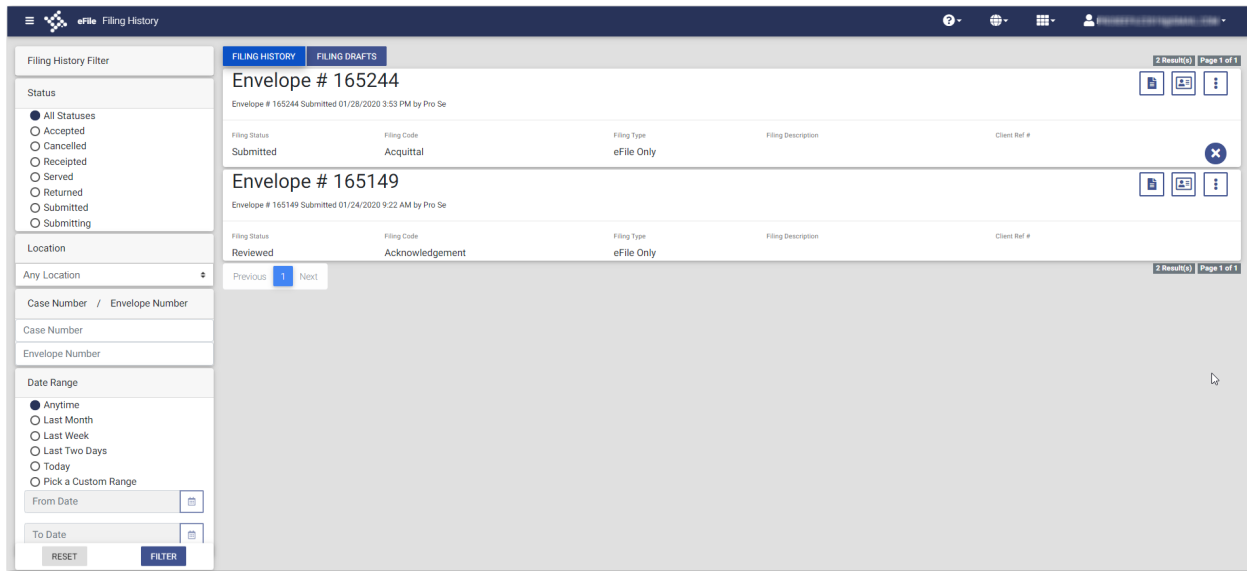



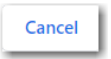
Figure 13.15 – Filing History Page

2. Locate the filing that you want to cancel.

Note: The filing must be in the Submitting or Submitted state to be canceled.

3. Click .

The following warning message is displayed: Are you sure you want to cancel this filing?

4. Click  to cancel the filing, or click  to cancel the action.

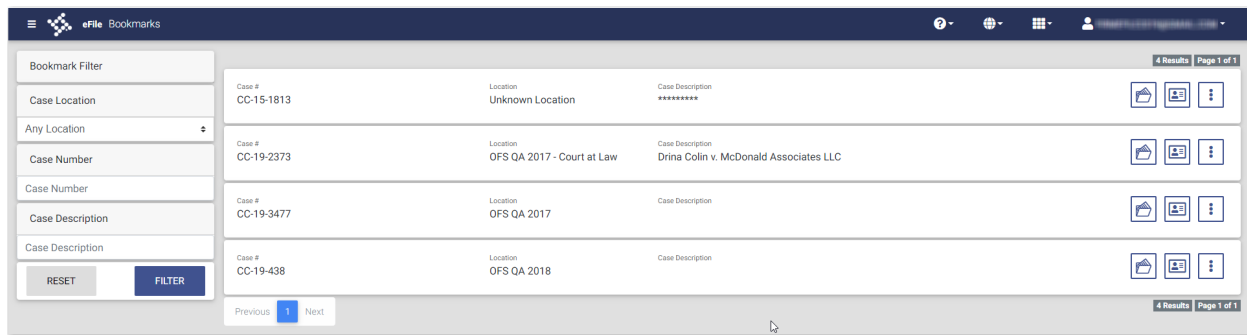
If you clicked , a confirmation message is displayed, and the filing is canceled.

14 Bookmarks

Topics covered in this chapter

- ♦ Creating a Bookmark for a Case
- ♦ Removing a Bookmark from a Case
- ♦ Viewing a List of Bookmarked Cases

The *Bookmarks* page displays a list of case numbers, locations, and descriptions for the cases that you have bookmarked. Only you can see this information. Neither the public nor any user can see your case list.















Bookmark Filter	Case #	Location	Case Description	
Case Location	CC-15-1813	Unknown Location	*****	  
Any Location	CC-19-2373	OFS QA 2017 - Court at Law	Drina Colin v. McDonald Associates LLC	  
Case Number	CC-19-3477	OFS QA 2017		  
Case Number	CC-19-438	OFS QA 2018		  
Case Description				
Case Description				

Figure 14.1 – Sample Bookmarks Page


Creating a Bookmark for a Case

You can create a bookmark for a case from the *Filing History* page or the *Filing Drafts* page.

To create a bookmark for a case:

1. On the Dashboard menu, click either **Filing History** or **Filing Drafts**.

The page that you selected is displayed.

2. Locate the case or the draft filing that you want to bookmark, and then click .

A drop-down list is displayed.

3. Select **Bookmark Case**.

The case or draft filing that you bookmarked will now be displayed on the *Bookmarks* page.

Removing a Bookmark from a Case

You can remove a bookmark from a case that you previously bookmarked.

To remove an existing bookmark from a case:

1. On the Dashboard menu, click **Bookmarks**.

The *Bookmarks* page is displayed.

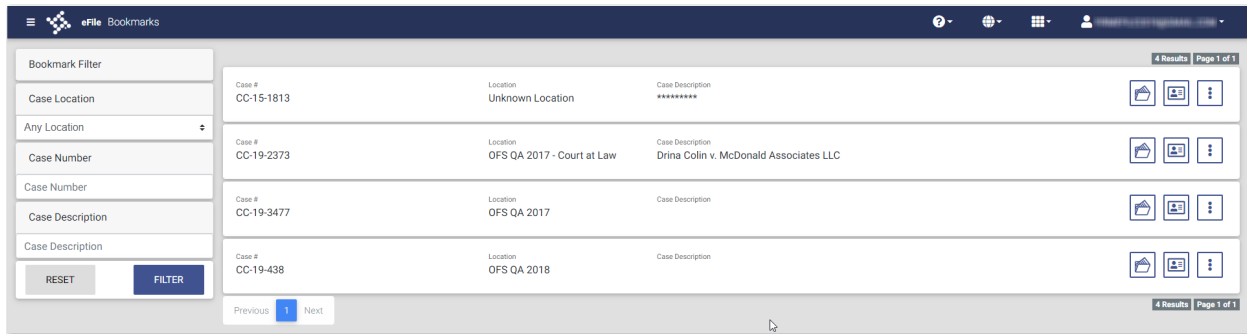



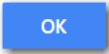
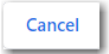
Figure 14.2 – Sample Bookmarks Page

2. Locate the case for which you want to remove the bookmark, and then click .

A drop-down list is displayed.

3. Select **Remove Bookmark**.

The following warning message is displayed: Are you sure you want to delete bookmark for Case # "CC-xy-abcd"?

4. Click  to remove the bookmark, or click  to cancel the action.

Viewing a List of Bookmarked Cases

You can view a list of the cases that you have bookmarked for quick access. You can filter your view to only the specific cases that you want to see.

To view a list of cases that you have bookmarked:

1. On the Dashboard menu, click **Bookmarks**.

The *Bookmarks* page is displayed.

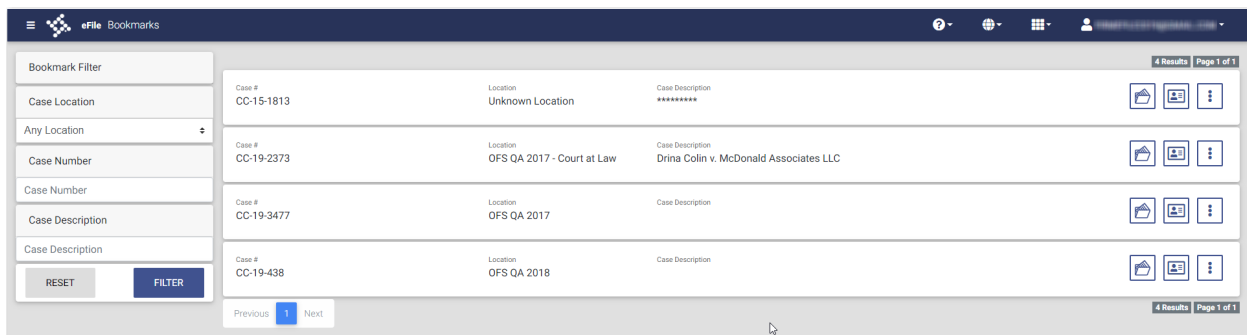


Figure 14.3 – Sample Bookmarks Page

2. Set the parameters for the cases that you want to view, and then click .

The cases that you selected in your filter are now displayed on the *Bookmarks* page.

15 Bulk Filing

Topics covered in this chapter

- ◆ Dashboard
- ◆ Starting Multiple New Case Filings
- ◆ Uploading Documents for a Bulk Filing
- ◆ Entering Case Information for a Bulk Filing
- ◆ Entering Party Details for a Bulk Filing
- ◆ Entering Filing Details for a Bulk Filing
- ◆ Entering Payment Information for a Bulk Filing
- ◆ Viewing the Envelope Summary for a Bulk Filing
- ◆ Associating Parties to a Bulk Filing
- ◆ Filing into Multiple Existing Cases
- ◆ Copying a Bulk Filing

Bulk filing allows you to create and submit a group of envelopes in the same group, or bulk. Some courts may provide discounts if a specified number of envelopes is submitted in the same bulk.

Note: Bulk filing is configured by Tyler and may not be available on your system.

Bulk filing begins on the *Start Filing* page. Then, complete the required fields for the first filing, followed by the next filing, and so forth. After you have prepared all of the filings for a bulk, you can view the fees for each filing, and choose the party responsible for fees, along with the payment method, for each filing. When you are done, you can submit the bulk in its entirety.

A bulk filing must contain either all initial filings or all subsequent filings.

After a bulk filing has been created, you can add additional filings to the drafts using the **Bulk Add Filings**

feature. Click

BULK ADD FILINGS

when it is enabled on the *Bulk Filing Dashboard* page.

Dashboard

The Dashboard provides a drop-down menu for filer actions.

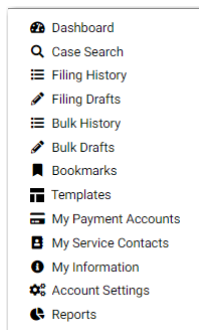


Figure 15.1 – Dashboard

From here, you can perform the following actions:

- Access the *Dashboard* page to start an initial or subsequent bulk filing, perform a case search, view your filing history, view your draft filings, access the cases you have bookmarked, and access the templates you have created.
- File into an existing case on the *Case Search* page. For subsequent bulk filings, you can also add cases from the *Case Search* page.
- Access the *Filing History* page to view a list of your case filings. For subsequent bulk filings, you can also add cases from the *Filing History* page.
- Access the *Filing Drafts* page to view a list of your draft filings.
- Access the *Bulk History* page to view a list of your bulk filings.
- Access the *Bulk Drafts* page to view a list of your bulk draft filings.
- Access the *Bookmarks* page to view a list of cases that you have bookmarked for quick access.
- Access the *Templates* page to locate an existing template and quickly begin a new case filing.
- Access the *Payment Accounts* page to set up and manage payment accounts.
- Access the *Service Contacts* page to add and manage your service contacts list.
- View and update your profile information on the *My Information* page.
- Access the *Account Settings* page to change your password.
- Access the *Reports* page to generate reports for envelopes and filings that you submitted.

Bulk History

The *Bulk History* page includes the filing history for your bulk filings.

From the Dashboard menu, click **Bulk History**. From here, you can view a history of your bulk filings. You can also view the details for each case in the bulk.

Figure 15.2 – Bulk History Page

Bulk Drafts

The *Bulk Drafts* page includes the drafts of your bulk filings.

On the Dashboard menu, click **Bulk Drafts**. From here, you can view a list of your bulk draft filings, resume a bulk draft filing, or delete a bulk draft filing.

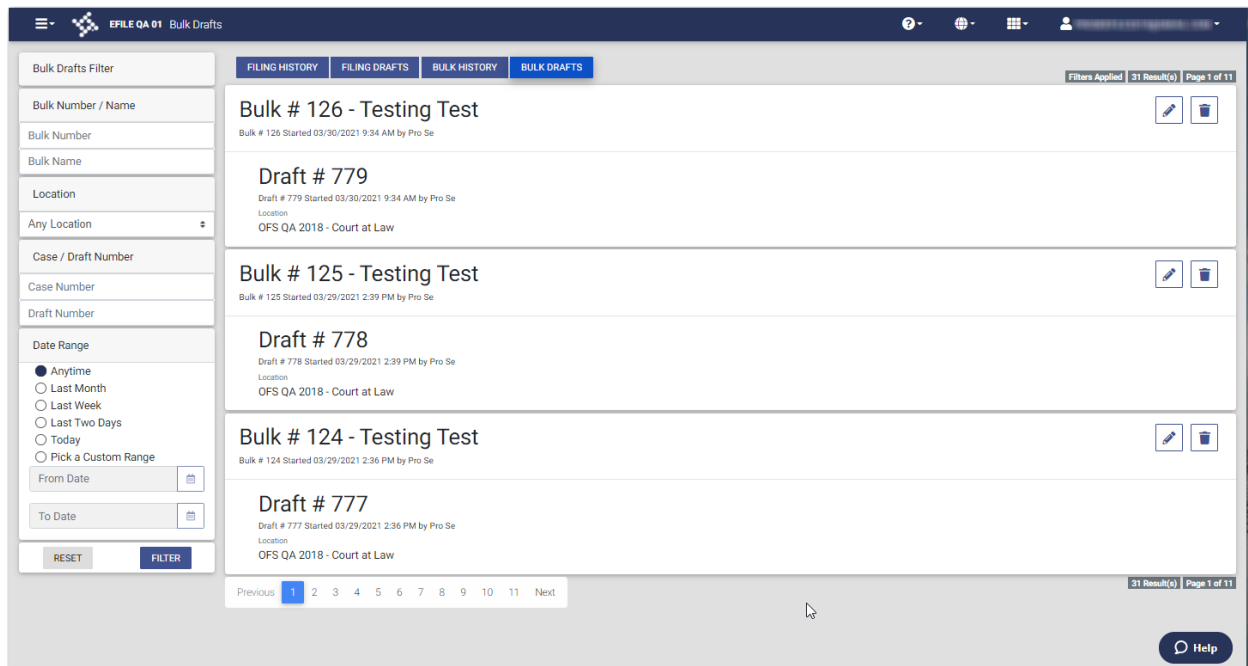


Figure 15.3 – Bulk Drafts Page

Starting Multiple New Case Filings

You can create filings for multiple cases, which you can then file as one bulk filing.

Note: The bulk filing feature is configured by Tyler and may not be available on your system.

To start multiple new case filings:

1. On the *Dashboard* page, click

START FILING

The *Start Filing* page is displayed.

EFILE QA 01 Start Filing

Select Filing Location

Select your filing location to see which types of filings are allowed at that location.

Location *

Select...

Location is Required.

← DASHBOARD

Help

Figure 15.4 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and Existing Case panes are displayed.

Note: If bulk filing is not supported at the location you selected, the buttons to create multiple cases are not available.

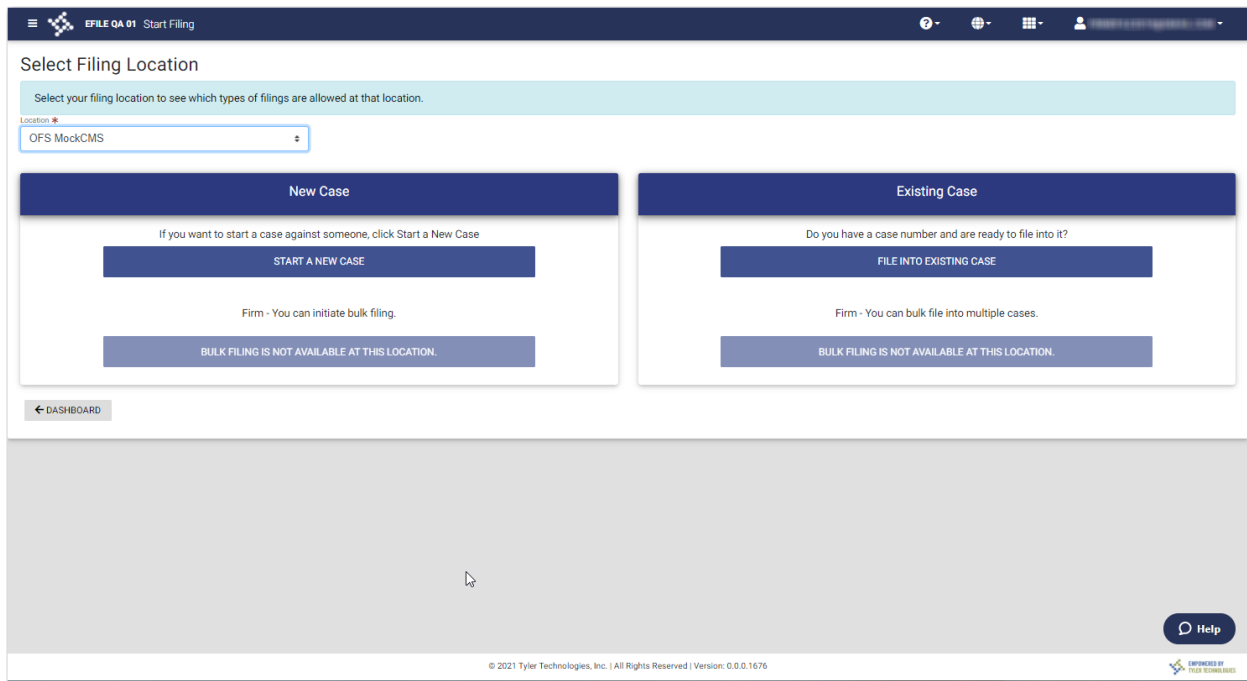


Figure 15.5 – Start Filing Page—Bulk Filing Not Supported

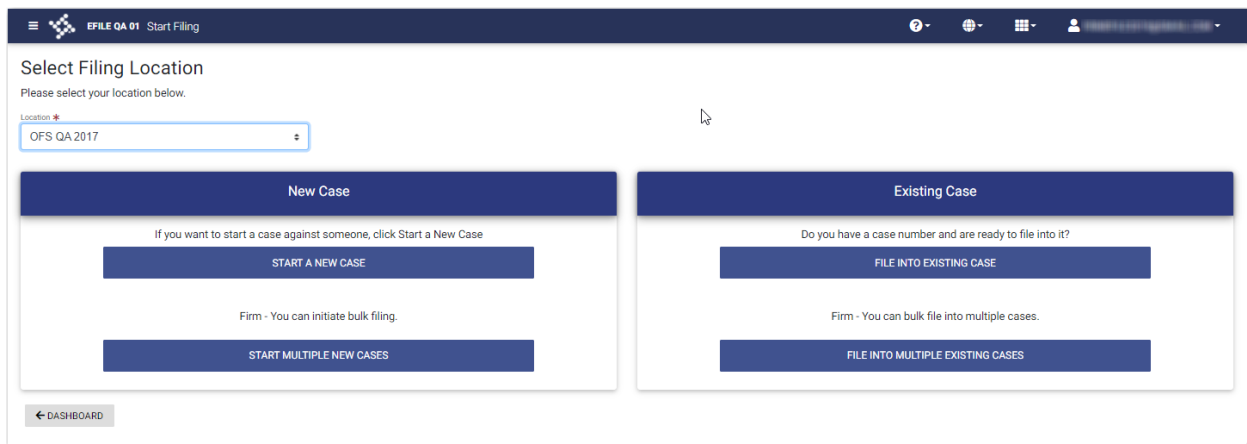
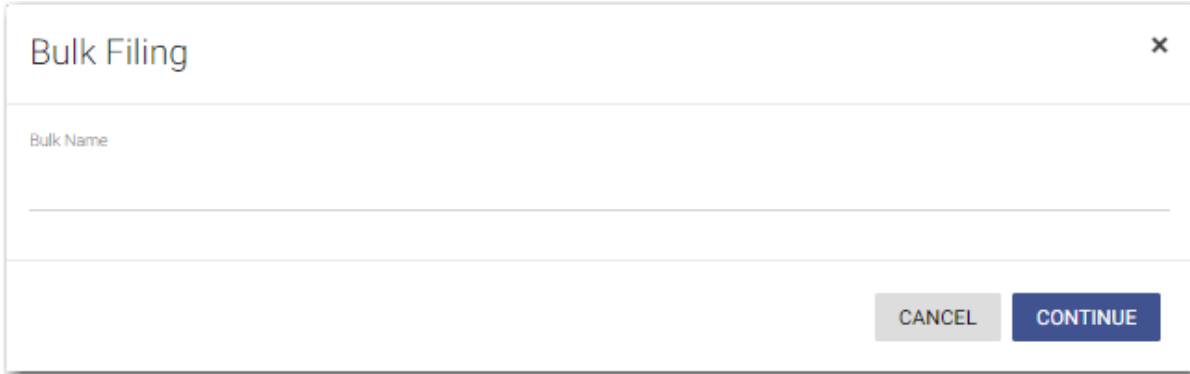


Figure 15.6 – Start Filing Page—Bulk Filing Supported

3. Click

The *Bulk Filing* window is displayed.



Bulk Filing [X]

Bulk Name

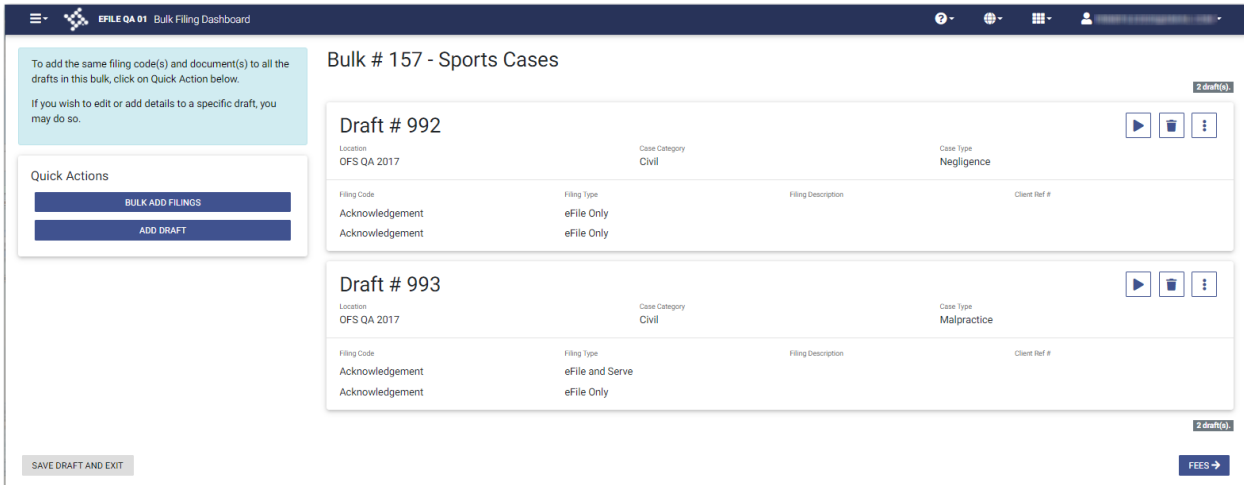
CANCEL CONTINUE

Figure 15.7 – Bulk Filing Window

4. Type a name for the bulk filing, and then click



The *Bulk Filing Dashboard* page is displayed.



Bulk # 157 - Sports Cases 2 draft(s)

Draft # 992

Location: OFS QA 2017 Case Category: Civil Case Type: Negligence

Filing Code	Filing Type	Filing Description	Client Ref #
Acknowledgement	eFile Only		
Acknowledgement	eFile Only		

Draft # 993

Location: OFS QA 2017 Case Category: Civil Case Type: Malpractice

Filing Code	Filing Type	Filing Description	Client Ref #
Acknowledgement	eFile and Serve		
Acknowledgement	eFile Only		


2 draft(s)

SAVE DRAFT AND EXIT FEES →

Figure 15.8 – Sample Bulk Filing Dashboard

Note: If you have not completed the required fields for a filing, the following error message is displayed in the Draft pane: “Filing needs attention.” If this message is displayed, you must resume your draft filing and complete the required fields.

5. Click



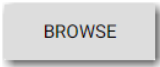
Note: If there is a limit of drafts configured, then the number is displayed in the Add Draft button. The number reflects which draft filing you are about to add.

The *Upload Documents* page is displayed.

Uploading Documents for a Bulk Filing

You can upload your documents for a bulk filing.

To upload your documents:

1. Click  to look for the documents that you want to upload on the *Upload Documents* page.

Note: The types of documents that can be uploaded are based on the configuration.

Note: While you are entering a case filing, click  to view the case number or draft number.

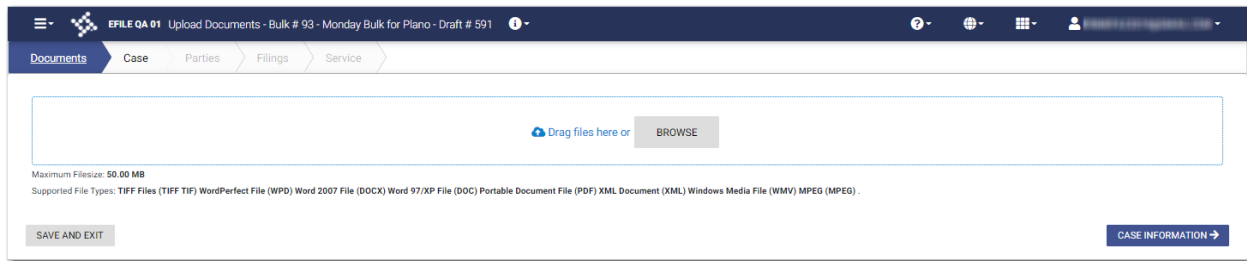


Figure 15.9 – Upload Documents Page

2. Select each document to be uploaded.
3. Click  to continue with your filing.

The *Case Information* page is displayed.

Note: Your document will continue to upload as you proceed through the case filing.

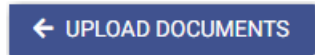
Entering Case Information for a Bulk Filing

Before you can file a new case, you must set up a payment account.

The screenshot displays the 'Case Information' page within the 'EFILE QA 01' application. The page title is 'Case Information - Bulk # 93 - Monday Bulk for Plano - Draft # 591'. The navigation bar includes 'Documents', 'Case', 'Parties', 'Filings', and 'Service'. The main form contains several fields: 'Location' with a dropdown menu showing 'OFS QA 2017', 'Case Category' with a dropdown menu showing 'Civil', 'Case Type' with a dropdown menu showing 'Negligence', 'Procedures / Remedies' with a 'SELECT' button, and 'Damage Amount' with a 'Select...' dropdown. At the bottom, there are four buttons: '← UPLOAD DOCUMENTS', 'SAVE AND EXIT', 'ADD DRAFT (1 / 2)', and 'PARTIES →'.

Figure 15.10 – Sample Case Information Page

Note: At any time while the *Case Information* page is displayed, you can click


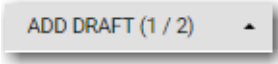
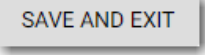


to begin uploading your documents. You will be prompted to upload your documents when you are entering information on the *Filings* page.

Note: While you are entering a case filing, click  to view the case number or draft number.

To enter case information:

1. On the *Case Information* page, select the location from the **Location** drop-down list.
2. Select the case category from the **Case Category** drop-down list.
3. Select the case type from the **Case Type** drop-down list.
4. Complete the other fields, as applicable.

5. Click  to save your work and continue, click  to add another draft filing, or click  to save your work and exit the filing.

Entering Party Details for a Bulk Filing

Each bulk filing requires a party type.

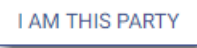
The screenshot shows the 'Parties' page in a bulk filing system. The page is titled 'Parties - Bulk # 98 - Monday Bulk for Plano - Draft # 619'. The navigation bar at the top includes 'Documents', 'Case', 'Parties', 'Filings', and 'Service'. The 'Parties' tab is active. The page shows a form for entering party details for a 'Defendant' party type. The form includes fields for 'First Name', 'Middle Name', 'Last Name', 'Suffix', 'Party CMS ID', and 'Interpreter'. There are also buttons for 'I AM THIS PARTY' and 'GO TO ADDRESS'. The page also has a footer with 'CASE INFORMATION', 'SAVE AND EXIT', 'ADD DRAFT (1 / 2)', 'FILINGS', and 'Help' buttons.

Figure 15.11 – Example of a Parties Page in a Bulk Filing

Note: While you are entering a case filing, click  to view the case number or draft number.

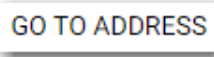
To enter the details for the parties involved in the case:

1. On the **Personal** tab, select **Person** or **Entity**.
2. Complete the **First Name**, **Middle Name** (if applicable), and **Last Name** fields. If you are the first party,

click . Also, if appropriate, select the party's suffix from the **Suffix** drop-down list.

Your name will be entered in the fields.

3. Type the party case management system ID in the **Party CMS ID** field, if appropriate.
4. Select a language from the **Interpreter** drop-down list, if appropriate.
5. Select **Pro Se** for the filing attorney.

6. Click  to enter the address information for the first party.

Party Type	Required Party	Party Name	Actions
Defendant	This is a required Party	Kay Defendant	
<div> <div>Personal</div> <div>Address</div> <div>Additional Identifiers</div> </div> <div> <div>Country</div> <div>United States</div> <div>Address Line 1</div> <div>Address Line 2</div> <div>City</div> <div>State</div> <div>Select...</div> <div>Zip Code</div> <div>Phone Number</div> <div>GO TO ADDITIONAL IDENTIFIERS</div> </div>			
Plaintiff	This is a required Party	John Plaintiff	

Figure 15.12 – Address Tab on the Parties Page

7. Enter the country, address, city, state, ZIP code, and phone number for the first party.

8. Click to add more information for the specified party.

Party Type	Required Party	Party Name	Actions
Defendant	This is a required Party	Kay Defendant	
Plaintiff	This is a required Party	John Plaintiff	
<div> <div>Personal</div> <div>Address</div> <div>Additional Identifiers</div> </div> <div> <div>Date of Birth</div> <div>MM/DD/YYYY</div> <div></div> </div>			

Figure 15.13 – Additional Identifiers Tab on the Parties Page

9. Type the party's date of birth in the **Date of Birth** field, or click to select the date from the calendar.

10. Click to enter information for the other required party.

11. Complete all of the required fields for the second party.

12. If you have another party to add to the case, click . Continue to add parties until all parties have been added to the case.

13. Click to add another filing to the bulk, or click to save your work and to continue.

Entering Filing Details for a Bulk Filing

The **Filings** section allows you to enter the filing details.

The screenshot shows the EFILE QA 01 Filings - Bulk # 93 - Monday Bulk for Plano - Draft # 591 page. The 'Filings' tab is selected, and the 'Details' sub-tab is active. The 'Filing Type' is set to 'eFile Only'. The 'Filing Code' field is empty, and a red error message 'Filing Code is Required.' is displayed below it. The 'Filing Description' field is empty. The 'Client Reference Number' field is empty. The 'Comments to Court' field is empty. At the bottom, there are buttons for '← PARTIES', 'SAVE AND EXIT', 'ADD DRAFT (1 / 2)', and 'Help'.

Figure 15.14 – Sample Filings Page

Note: While you are entering a case filing, click  to view the case number or draft number.

To enter the filing details:

1. Select the filing type from the **Filing Type** drop-down list.
2. Select the filing code from the **Filing Code** drop-down list.
3. Type a description in the **Filing Description** field.
4. Type a client reference number in the **Client Reference Number** field.
5. If you have any comments for the court regarding the filing, type them in the **Comments to Court** field.

6. if you need to apply any optional services for the filing, click

GO TO OPTIONAL SERVICES

The **Optional Services** tab is displayed.

Not Selected			Selected
Zero Fee Service	\$1	→	
Split Fee Service	\$10	→	
Certified Copies	?? x \$5	→	
Per Page Fee Service	?? x	→	
Once Per Party	\$10	→	
Priority Processing	?? x \$4	→	
Placeholder Service 1		→	
Placeholder Service 2 with a long description to trigger horizontal scrolling		→	
Placeholder Service 3		→	
Placeholder Service 4		→	
TOGA Decline Error	\$200	→	
Broken Fee	\$10	→	
Per Page Fee No Multiplier		→	

GO TO COMMUNICATION

Figure 15.15 – Sample Optional Services Tab

7. To select the applicable optional services, click [→](#).

Some optional services require that you type the number of services that you need. For those services, the Multiplier will calculate the amount.

Note: If you decide that you do not want to use an optional service that you have selected, click



8. Click [GO TO COMMUNICATION](#) to specify the recipient of the courtesy or preliminary copies. You must type a valid email address for the recipient.

9. Click [ASSOCIATED PARTIES](#) to associate parties with the filing.

The *Associate Parties to this Filing* window is displayed.

Associate Parties to this Filing

First Name: Last Name: Entity: Party Type: [FILTER](#) [RESET](#)

Select	Party Name	Party Type
<input type="checkbox"/>	Phil Defendant	Defendant
<input type="checkbox"/>	Susan Plaintiff	Plaintiff

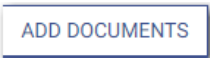
Previous [1](#) Next 2 Result(s) Page 1 of 1

[CANCEL](#) [SAVE](#)

Figure 15.16 – Associate Parties to this Filing Window

10. Type the name of the party that you want to associate with the filing.
11. Select the relationship of the party from the **Party Type** drop-down list.
12. Select the check box for the party to which the associated party should be connected.

13. Click .

14. In the Upload Documents pane, click .

Note: The filing code that you enter determines the name of the component that is displayed in the Upload Documents pane. You may see a component other than “Lead Document” and “Attachments.”

Note: If you previously uploaded a document that you did not select and use in a filing, the document will be deleted after a period of time. The number of days that a document is kept before it is deleted is configurable, but all unused documents will be deleted after 365 days. If your document has been deleted, a message is displayed in the Upload Documents pane. You will be directed to upload another document for your filing.

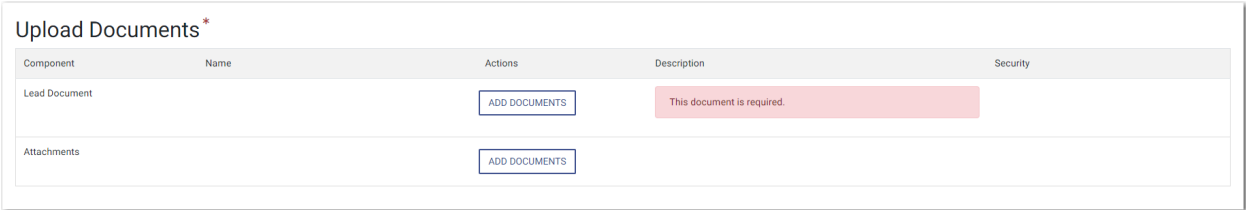


Figure 15.17 – Upload Documents Pane

The *Select document(s) for Lead Document* window is displayed.

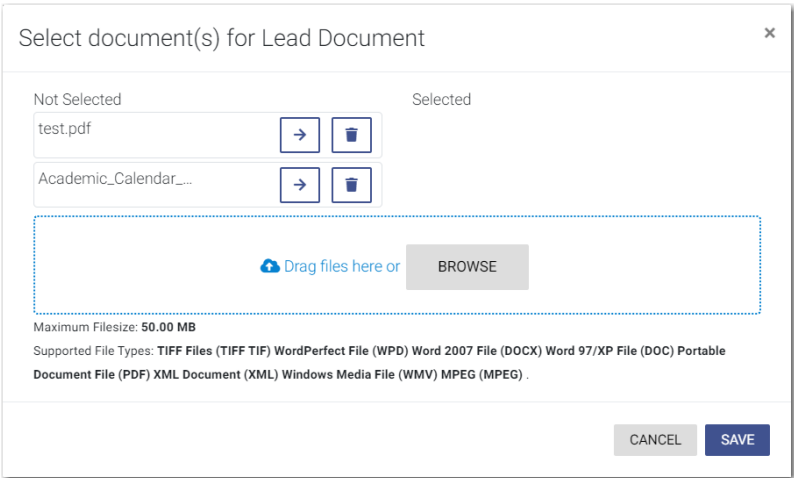

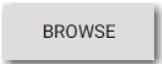


Figure 15.18 – Select document(s) for Lead Document Window

Note: If you have already uploaded a lead document, the document is listed in the window.

15. Click  to select the lead document if a document has already been uploaded. Click  to look for a document to upload or to locate additional lead documents.

Note: If you want to delete a document that you previously uploaded, click .

16. After you have added all of your lead documents, click

SAVE

17. If you have attachments to add to the filing, click

ADD DOCUMENTS

in the **Attachments** section.

18. If you want to add security to any of the documents, select an option from the **Security** drop-down list.

19. Click

SERVICE →

to save your work and continue, click

ADD DRAFT (1 / 2)

to add another

draft filing, or click

SAVE AND EXIT

to save your work and exit the filing.

Entering Payment Information for a Bulk Filing

Enter the payment information for your bulk filing on the *Bulk Fees / Summary* page.

Note: You must create a payment account before you can complete your filing.

The screenshot shows the 'Bulk Fees / Summary' page for 'Bulk # 87 - Testing Test'. At the top, there is a navigation bar with 'EPFILE QA 01 Bulk Fees / Summary' and user information. Below the header, a light blue banner states: 'After filling in the required fields, click on "CALCULATE FEES" at the bottom of the page. To view the fee details on individual drafts, click on "FEE DETAILS".' Below this, there is a section for 'Apply Payment Account to All Drafts' with a 'Select...' dropdown and an 'APPLY TO ALL*' button. A note below states: '* Payment accounts may be restricted at some locations'. The main content area displays two draft entries: 'Draft # 560' and 'Draft # 1658'. Each entry has a 'Location' field (OFS QA 2018 - Court at Law), a 'Case Category' field (Civil), and a 'Case Type' field (Landlord / Tenant for Draft # 560 and Collection for Draft # 1658). Below these fields, there is a 'Payment Account' dropdown with a red error message 'Payment Account is Required.' and a 'Party Responsible for Fees' dropdown with a 'SEARCH' button. At the bottom of the page, there are buttons for '← BULK DASHBOARD', 'SAVE DRAFT AND EXIT', 'CALCULATE FEES', and 'SUMMARY →'.

Figure 15.19 – Sample Bulk Fees / Summary Page—Blank Fields

Note: While you are entering a case filing, click

i

to view the case number or draft number.

To enter the payment information for your bulk filing:

1. Select the payment account from the **Apply Payment Account to All Drafts** drop-down list. Then, click

APPLY TO ALL*

to apply the selected payment account to all of the draft filings in the bulk.

Note: If you do not want to apply the same payment account to all of the draft filings in the bulk, you must select the payment account for each individual draft filing.

2. For each draft filing, select the party responsible for fees from the **Party Responsible for Fees** drop-

SEARCH

down list. Click if you want to search for a party.

Select Party Responsible For Fees

First Name
Last Name
Entity
Party Type

|

Select...

FILTER
RESET

Select	Party Name	Party Type
<input type="radio"/>	Mary Jones	Plaintiff
<input checked="" type="radio"/>	John Smith	Defendant

Previous
1
Next

2 Result(s)
Page 1 of 1

CANCEL
SAVE

Figure 15.20 – Select Party Responsible For Fees Window

Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

3. For each draft filing, select the filer type from the **Filer Type** drop-down list.

Bulk # 87 - Testing Test

After filling in the required fields, click on "CALCULATE FEES" at the bottom of the page. To view the fee details on individual drafts, click on "FEE DETAILS".

Apply Payment Account to All Drafts
 Select... APPLY TO ALL*

* Payment accounts may be restricted at some locations

Draft # 560

Location: OFS QA 2018 - Court at Law Case Category: Civil Case Type: Landlord / Tenant

Payment Account: Pro Se Waiver Party Responsible for Fees: Test test SEARCH

Filer Type: Default

Draft # 1658

Location: OFS QA 2018 - Court at Law Case Category: Civil Case Type: Collection

Payment Account: Pro Se MC Party Responsible for Fees: Amy Adams SEARCH

Filer Type: Default

← BULK DASHBOARD SAVE DRAFT AND EXIT CALCULATE FEES Help

Figure 15.21 – Sample Bulk Fees / Summary Page—Completed Fields

4. When all fields on the page have been completed, click

CALCULATE FEES

The **Fee Details** button is displayed.

5. Click

FEE DETAILS

The *Fee Details* window is displayed.

The image shows a 'Fee Details' window with a close button (X) in the top right corner. It is divided into two sections: 'Fraud' and 'Service Fees'. The 'Fraud' section lists a 'Case Initiation Fee' of \$10.00, with a 'Subtotal' of \$10.00. The 'Service Fees' section lists 'Total Service Fees' (\$1.00), 'Convenience Fee' (\$1.00), and 'Total Court Service Fees' (\$1.00), with a 'Subtotal' of \$3.00. At the bottom right, the 'Grand Total' is \$13.00. A 'CLOSE' button is located at the bottom right of the window.

Category	Item	Amount
Fraud	Case Initiation Fee	\$10.00
	Subtotal	\$10.00
Service Fees	Total Service Fees	\$1.00
	Convenience Fee	\$1.00
	Total Court Service Fees	\$1.00
	Subtotal	\$3.00
Grand Total		\$13.00

Figure 15.22 – Sample Fee Details Window

6. Review the filing fees, and then click

SUMMARY →

Viewing the Envelope Summary for a Bulk Filing

The envelope summary provides a summary of case information, such as the location of the filing, the parties involved in the case, filing details, fees, and payments for the case.

The party, filings, and fees information must be complete before you can view the envelope summary.

To view the envelope summary for a bulk filing:

1. Complete the required information on the *Case Information*, *Parties*, *Filings*, and *Bulk Fees / Summary* pages.
2. After you have completed the fields on each page, from the *Bulk Fees / Summary* page, click

SUMMARY →

The *Bulk Fees / Summary* page is displayed.

Bulk # 157 - Sports Cases

OFS QA 2017

Submission Agreements

☐ I agree that this filing is in compliance with the [Rules for E-Filing](#)

You must accept the Submission Agreements.

Draft #	Location	Case Category	Case Type
Draft # 992	OFS QA 2017	Civil	Negligence
Draft # 993	OFS QA 2017	Civil	Malpractice

← FEES SAVE DRAFT AND EXIT **SUBMIT**

Figure 15.23 – Sample Bulk Fees / Summary Page—Submission Agreements Not Accepted

- If there are submission agreements for your filing, select the appropriate check boxes for the submission agreements.
- Review the summary of the bulk filing. After you are satisfied with the information in your filing, click

SUBMIT

Bulk # 157 - Sports Cases

Bulk submission is complete. **BULK HISTORY** **DASHBOARD**

OFS QA 2017

Draft #	Location	Case Category	Case Type	Status
Draft # 992	OFS QA 2017	Civil	Negligence	✓
Draft # 993	OFS QA 2017	Civil	Malpractice	✓

← FEES SAVE DRAFT AND EXIT **SUBMIT**

Figure 15.24 – Sample Bulk Fees / Summary Page After Filing is Submitted

- Click **BULK HISTORY** to return to the *Bulk History* page, or click **DASHBOARD** to return to the *Dashboard* page.

Associating Parties to a Bulk Filing

When you add a filing to a bulk draft, you can associate parties with the filings you are adding.

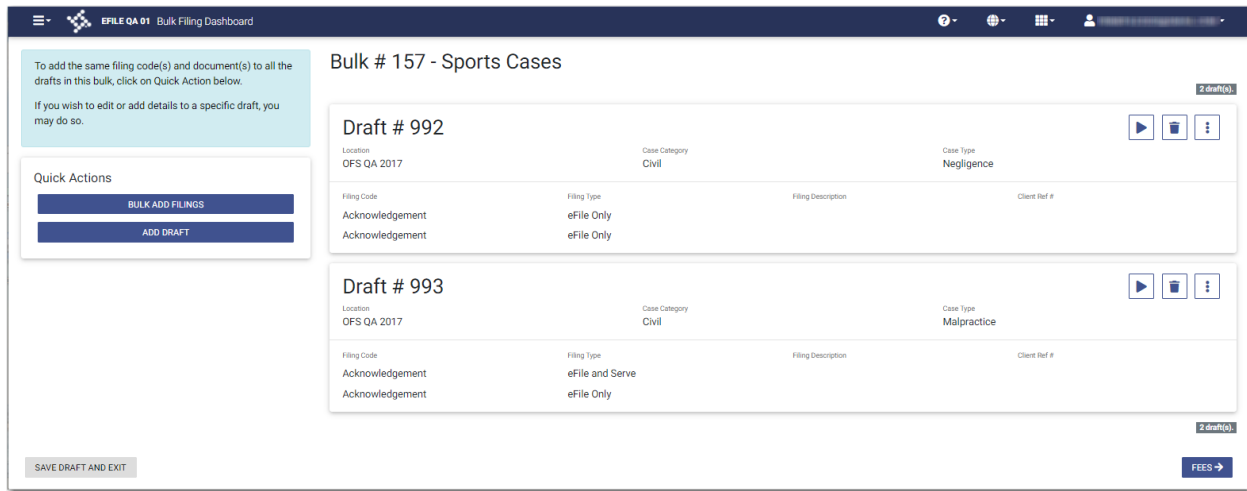


Figure 15.25 – Sample Bulk Filing Dashboard Page

To associate parties to a bulk filing:

1. On the *Bulk Filing Dashboard* page in the Quick Actions pane, click



The *Bulk Add Filings* page is displayed.

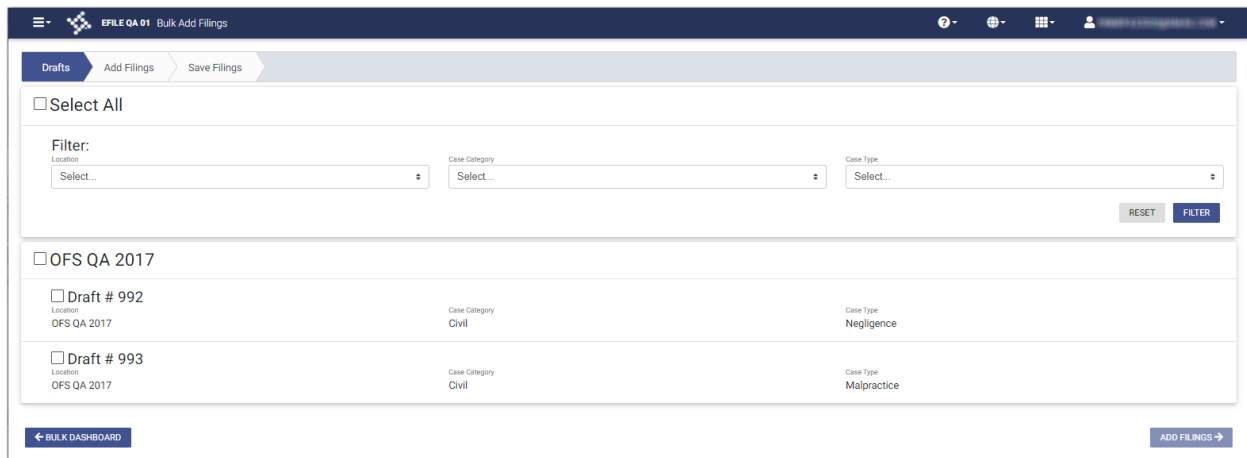
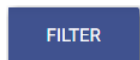


Figure 15.26 – Drafts Tab on the Bulk Add Filings Page

2. On the **Drafts** tab, if you want to filter the drafts, select the location, case category, and case type from the drop-down lists. Then, click



3. Select the check boxes for the filings that you want to add to the bulk. If you want to add all of the filings, select the **Select All** check box.

4. Click

ADD FILINGS →

The **Add Filings** tab is displayed.

The screenshot shows the 'Bulk Add Filings' interface. The top navigation bar includes 'Drafts', 'Add Filings' (selected), and 'Save Filings'. Below this is a table header with columns: 'Filing Code', 'Client Ref #', 'Filing Description', and 'Actions'. The main form area has tabs for 'Details' (selected), 'Optional Services', and 'Communication'. The 'Details' tab contains a text area for 'Test Content filing details Firm. For more information visit: www.google.com'. Below this are two dropdown menus: 'Filing Type' (set to 'eFile Only') and 'Filing Code' (set to 'Select...'). A red error message 'Filing Code is Required.' is displayed below the 'Filing Code' dropdown. Below these are fields for 'Filing Description' and 'Client Reference Number'. There is also a 'Comments to Court' section with a text area labeled 'add comment here'. At the bottom of the form is an 'Upload Documents' section with a note 'Select a filing code before uploading documents.' and an 'ADD DOCUMENTS' button. The bottom of the page has a '← DRAFTS' button and a 'SAVE FILINGS →' button.

Figure 15.27 – Add Filings Tab on the Bulk Add Filings Page

5. On the **Add Filings** tab, select the filing type from the **Filing Type** drop-down list.
6. Select the filing code from the **Filing Code** drop-down list.

7. In the Upload Documents pane, click

ADD DOCUMENTS

The *Select document(s) for Lead Document* window is displayed.

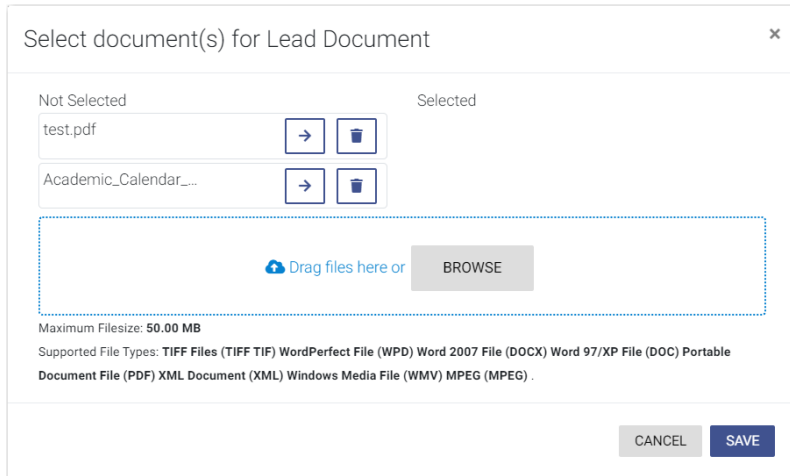

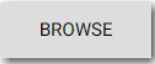


Figure 15.28 – Select document(s) for Lead Document Window

8. Click  to select the lead document if a document has already been uploaded. Click  to look for a document to upload or to locate additional lead documents.

9. Click .

The **Save Filings** tab is displayed.

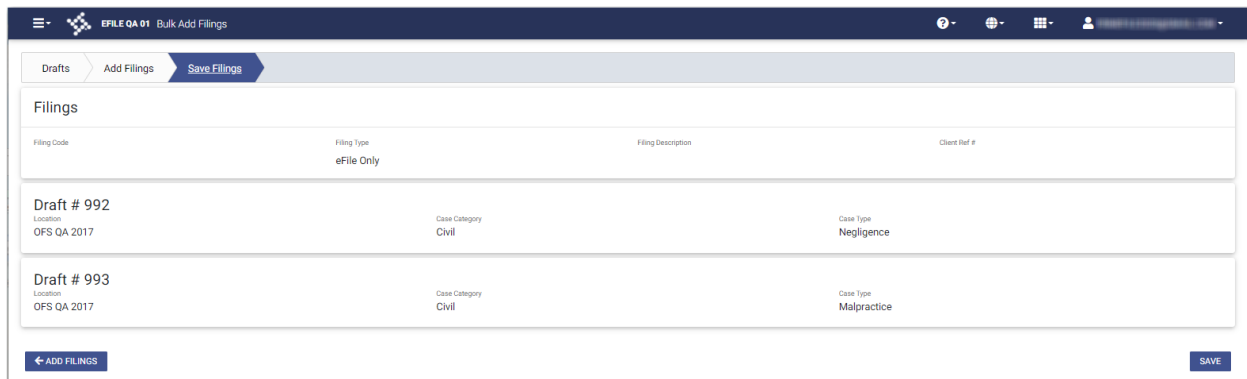



Figure 15.29 – Save Filings Tab on the Bulk Add Filings Page

10. On the **Save Filings** tab, click .

The **Associate Parties** button is displayed for each filing.

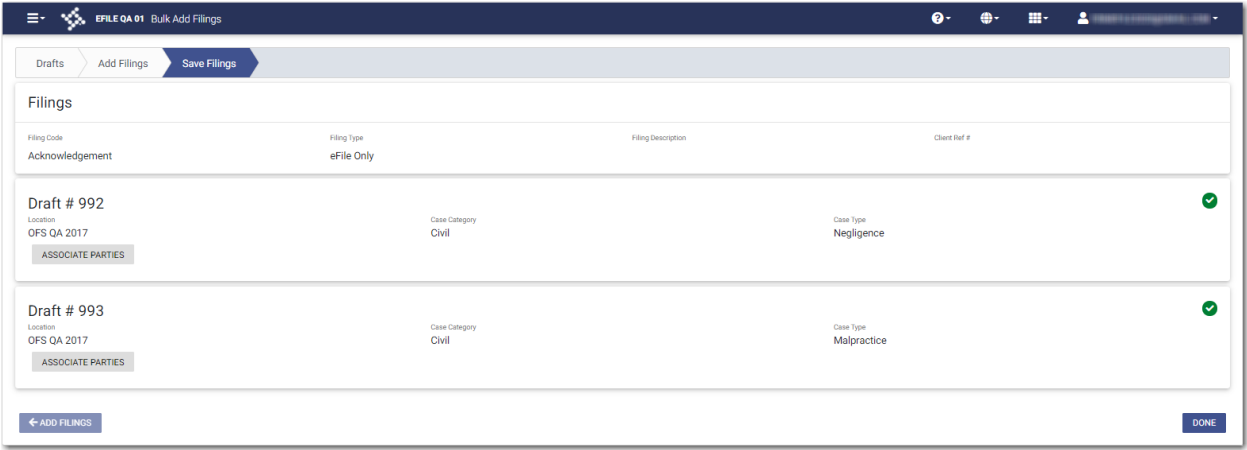


Figure 15.30 – Associate Parties Button Displayed in the Save Filings Tab

11. Click .

The *Select Filings* window is displayed.

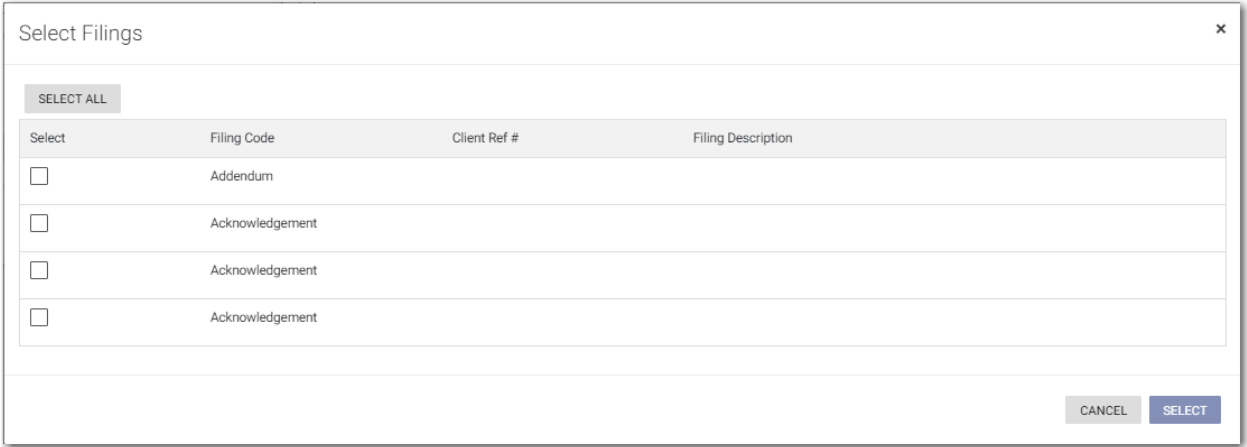
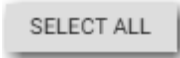



Figure 15.31 – Select Filings Window

12. Select the check boxes for the filing codes that you want to add, or click . Then, click .

The *Associate Parties to selected Filing(s)* window is displayed.

Associate Parties to selected Filing(s)

First Name

Last Name

Entity

Party Type

Select...

FILTER

RESET

SELECT ALL

Select	Party Name	Party Type
<input type="checkbox"/>	Jane Doe	Defendant
<input type="checkbox"/>	John Doe	Plaintiff

Previous

1

Next

2 Result(s)

Page 1 of 1

CANCEL

SAVE

Figure 15.32 – Associate Parties to Selected Filing(s) Window — Blank

13. If you want to filter the parties that you want to associate with the filing, type the first and last name of the specified party; and select the party type from the **Party Type** drop-down list. Then, click

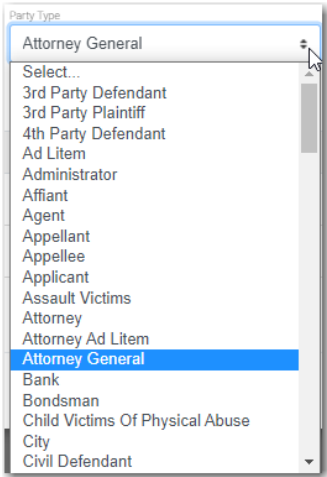
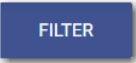
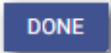


Figure 15.33 – Party Type Drop-Down List

14. Select the check box for the filing that you want to associate with the added party, or click



15. Click , and then click .

The parties are now associated with the specified bulk filing. The *Bulk Filing Dashboard* page is displayed with the bulk filing you just modified.

Filing into Multiple Existing Cases

You can file into a bulk filing that already contains multiple existing cases.

Note: The bulk filing feature is configured by Tyler and may not be available on your system.

To file into multiple existing cases:

1. On the *Dashboard* page, click



The *Start Filing* page is displayed.

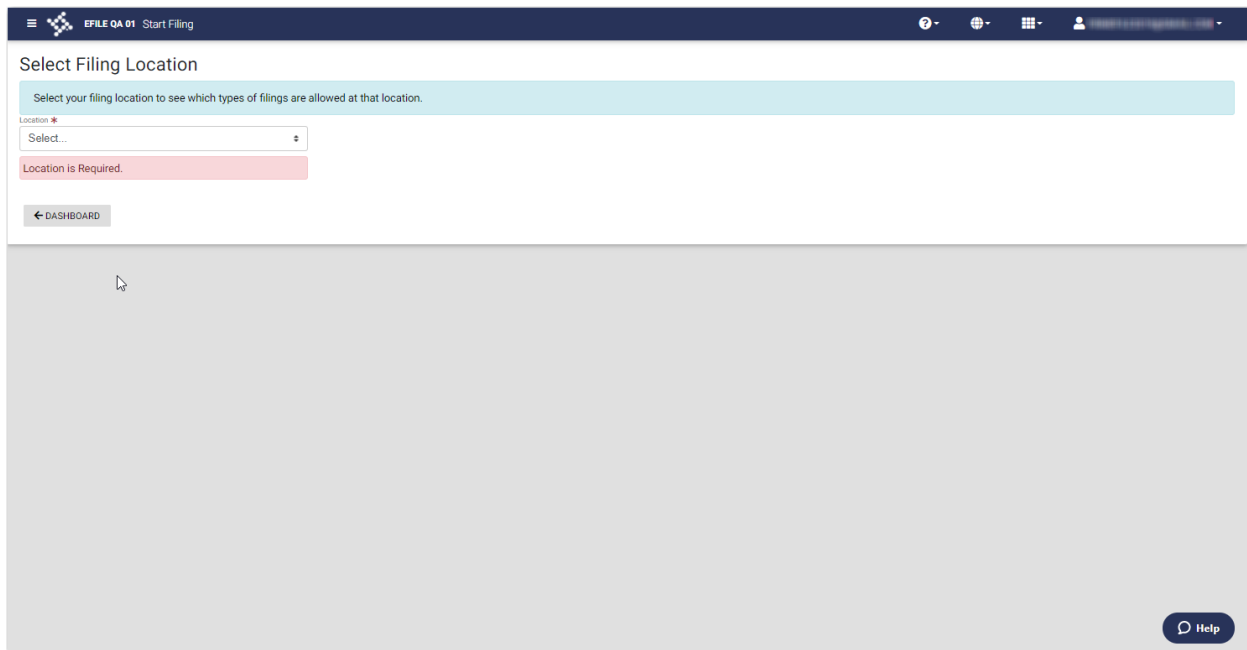


Figure 15.34 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and Existing Case panes are displayed.

Note: If bulk filing is not supported at the location you selected, the buttons to create multiple cases are not available.

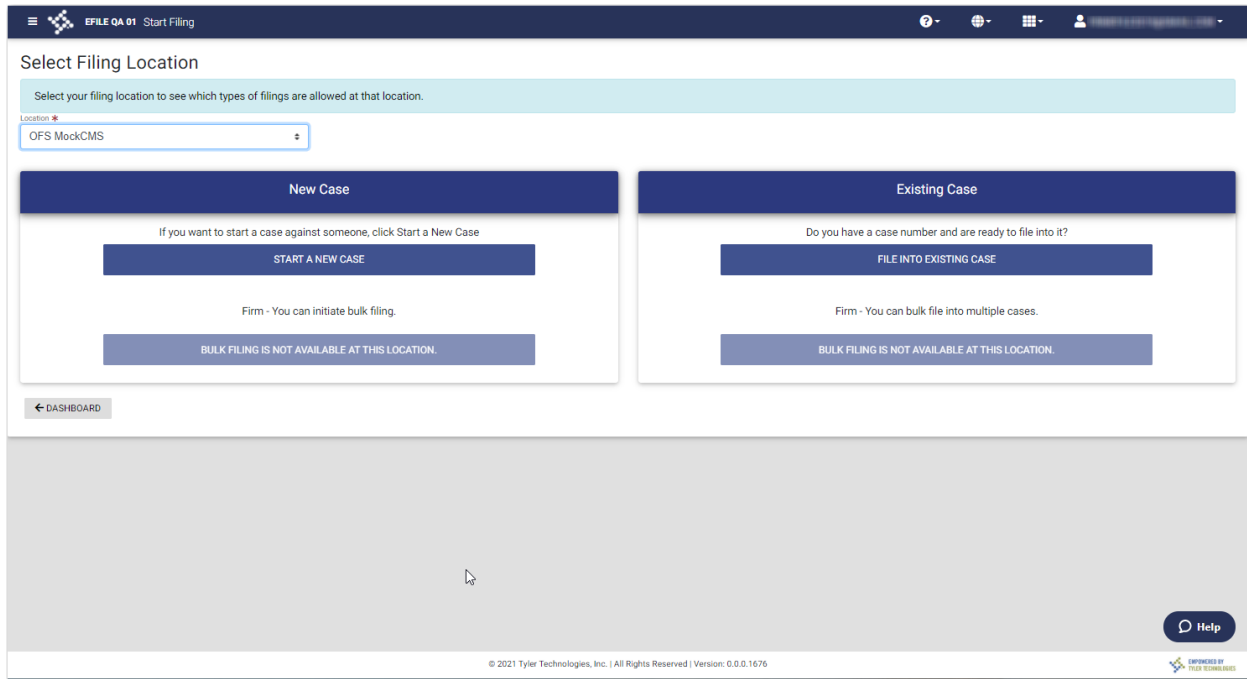


Figure 15.35 – Start Filing Page—Bulk Filing Not Supported

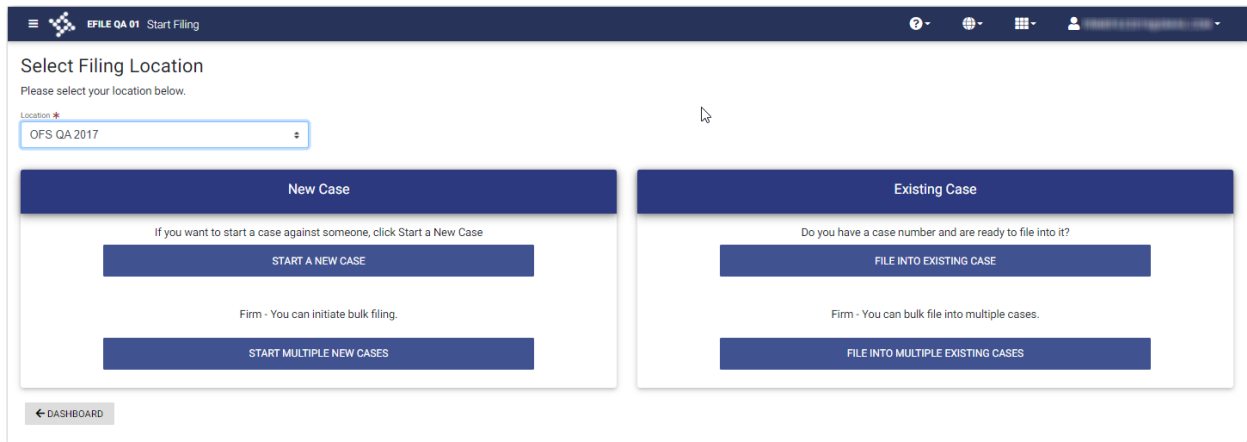
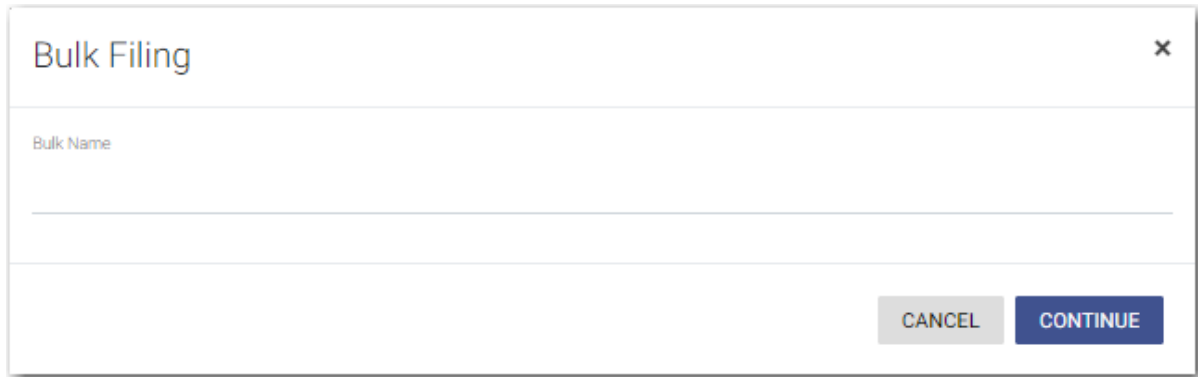


Figure 15.36 – Start Filing Page—Bulk Filing Supported

3. Click

The *Bulk Filing* window is displayed.



The image shows a 'Bulk Filing' window with a title bar, a close button (X), and a text input field labeled 'Bulk Name'. At the bottom right, there are two buttons: 'CANCEL' and 'CONTINUE'.

Figure 15.37 – Bulk Filing Window

4. Type the name of the bulk filing that you want to file into, and then click

CONTINUE

The *Bulk Filing Dashboard* page is displayed.



The image shows the 'Bulk Filing Dashboard' page. The title bar includes 'EFILE QA 01 Bulk Filing Dashboard'. The main content area has a header 'Bulk # 158 - Texas'. Below this, there is a 'Quick Actions' pane with buttons for 'BULK ADD FILINGS', 'CASE SEARCH', 'BOOKMARKS SEARCH', and 'FILING HISTORY SEARCH'. A 'SAVE DRAFT AND EXIT' button is at the bottom left, and a 'FEES' button with a right arrow is at the bottom right. A light blue box contains instructions: 'To add the same filing code(s) and document(s) to all the drafts in this bulk, click on Quick Action below. If you wish to edit or add details to a specific draft, you may do so.'

Figure 15.38 – Sample Bulk Filing Dashboard Page

5. In the Quick Actions pane, select the method by which you want to search for the cases that you want to add to your bulk—**Case Search**, **Bookmarks Search**, or **Filing History Search**.
6. Click the button for the method you selected, and then follow the prompts for that method.

Filing into Multiple Existing Cases Using the Bookmark Search

You can file into a bulk filing that you have bookmarked and that already contains multiple existing cases.

Note: The bulk filing feature is configured by Tyler and may not be available on your system.

To file into multiple existing cases using the Bookmark search:

1. On the *Dashboard* page, click

START FILING

The *Start Filing* page is displayed.

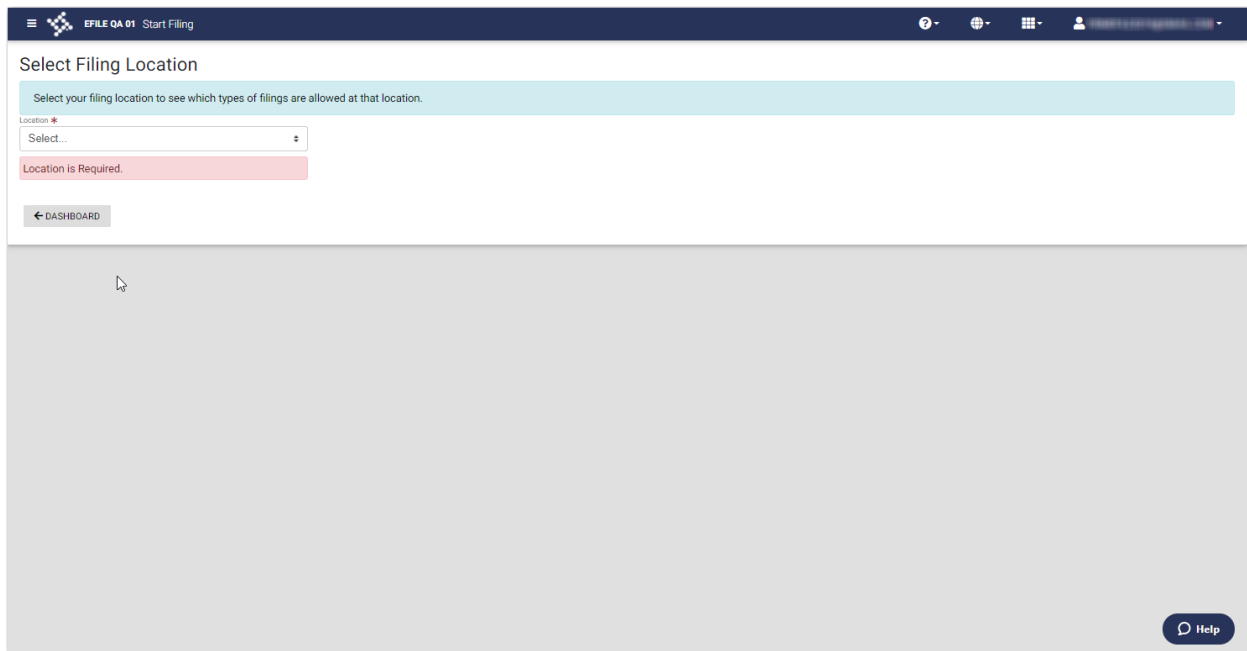


Figure 15.39 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and Existing Case panes are displayed.

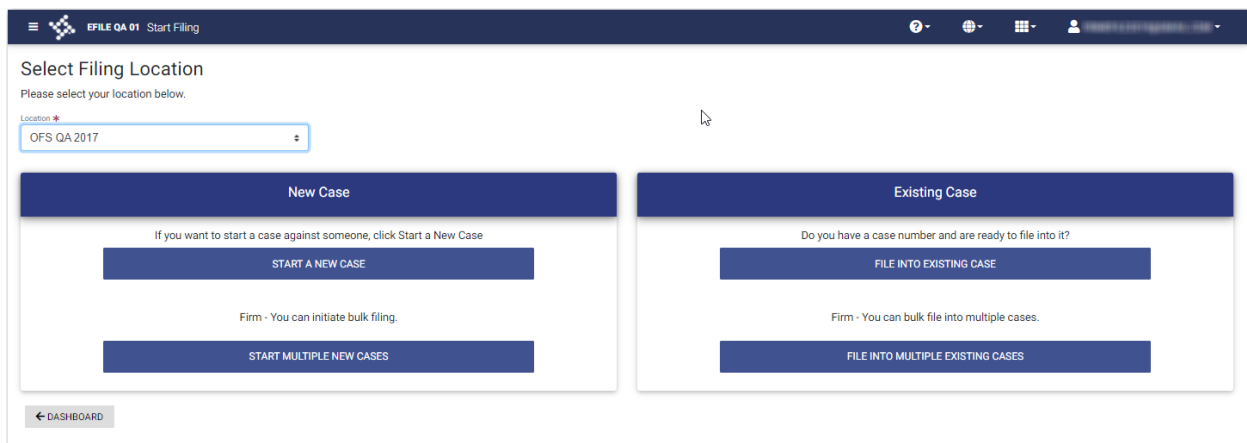
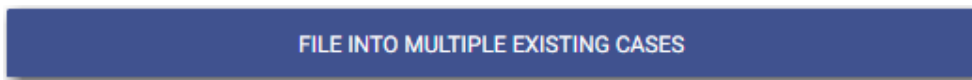
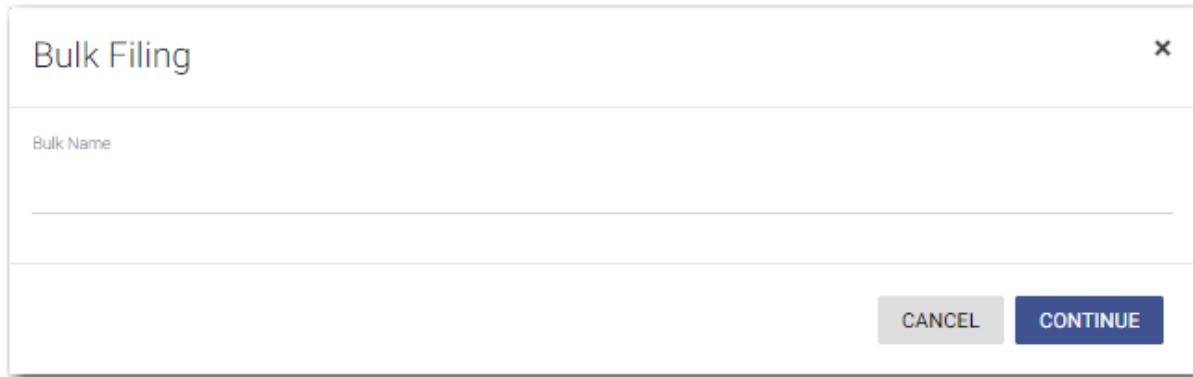


Figure 15.40 – Start Filing Page—Bulk Filing Supported

3. Click

The *Bulk Filing* window is displayed.





The image shows a 'Bulk Filing' window with a title bar containing a close button (X). Inside the window, there is a label 'Bulk Name' followed by a text input field. At the bottom right of the window, there are two buttons: 'CANCEL' and 'CONTINUE'.

Figure 15.41 – Bulk Filing Window

4. Type the name of the bulk filing that you want to file into, and then click

CONTINUE

The *Bulk Filing Dashboard* page is displayed.



The image shows the 'Bulk Filing Dashboard' page. The header bar includes a menu icon, 'EFILE QA 01 Bulk Filing Dashboard', and several utility icons. The main content area has a title 'Bulk # 158 - Texas'. On the left, there is a 'Quick Actions' pane with a 'BULK ADD FILINGS' button and a 'Find Cases' section containing 'CASE SEARCH', 'BOOKMARKS SEARCH', and 'FILING HISTORY SEARCH' buttons. A 'SAVE DRAFT AND EXIT' button is at the bottom left, and a 'FEES' button with a right arrow is at the bottom right. A light blue informational box at the top left contains text about adding filing codes and documents to drafts.

Figure 15.42 – Sample Bulk Filing Dashboard Page

5. In the Quick Actions pane, click

BOOKMARKS SEARCH

The *Bookmarks* window is displayed. If previous bulk filings were bookmarked, they are displayed in the window.

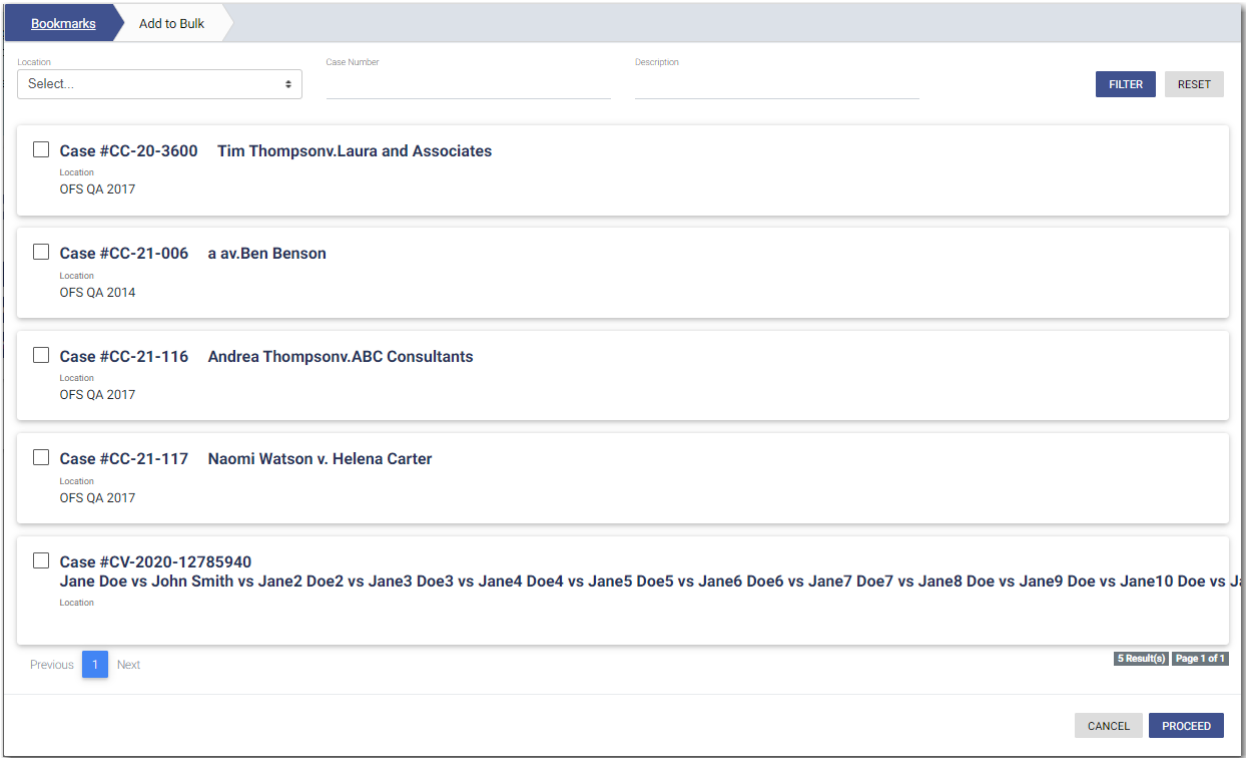


Figure 15.43 – Sample Bookmarks Window

6. Select the bulk filing that you want to file into, and then click

PROCEED

Note: If your bulk filing is not displayed in the *Bookmarks* window, you can search for the bulk filing that you want. Select the location from the Location drop-down list, and then type the case

number in the Case Number field. Then, click

FILTER

The *Add to Bulk* window is displayed.

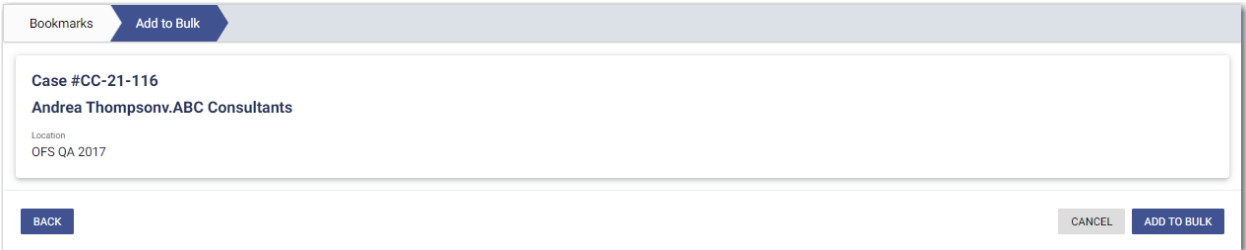


Figure 15.44 – Add to Bulk Window

7. Click

ADD TO BULK

, and then click

DONE

The case you selected is added to the bulk filing and is displayed on the *Bulk Filing Dashboard* page.

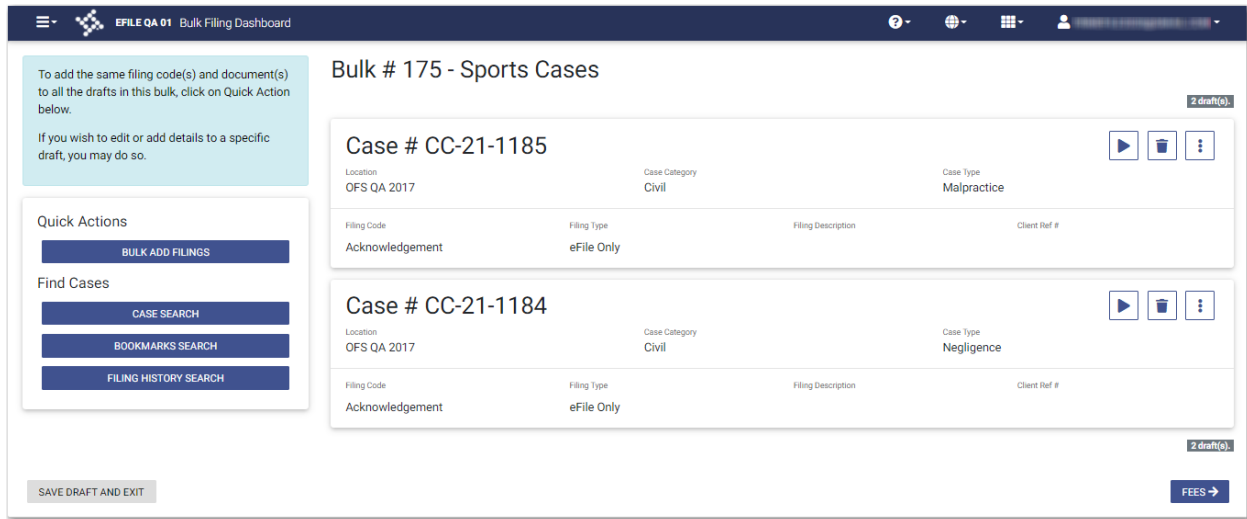


Figure 15.45 – Sample Bulk Filing Dashboard Page—Case Added to Bulk

Filing into Multiple Existing Cases Using Case Search

You can file into a bulk filing that already contains multiple existing cases from the *Case Search* page.

Note: The bulk filing feature is configured by Tyler and may not be available on your system.

To file into multiple existing cases using Case Search:

1. On the *Dashboard* page, click

START FILING

The *Start Filing* page is displayed.

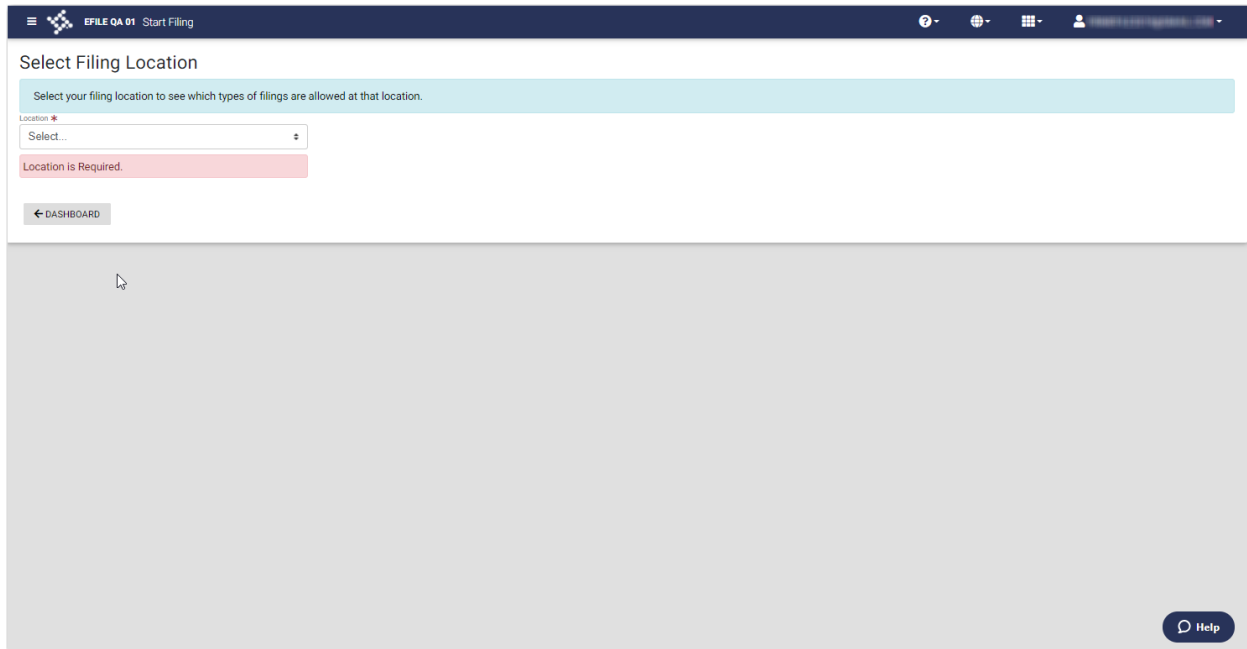


Figure 15.46 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and Existing Case panes are displayed.

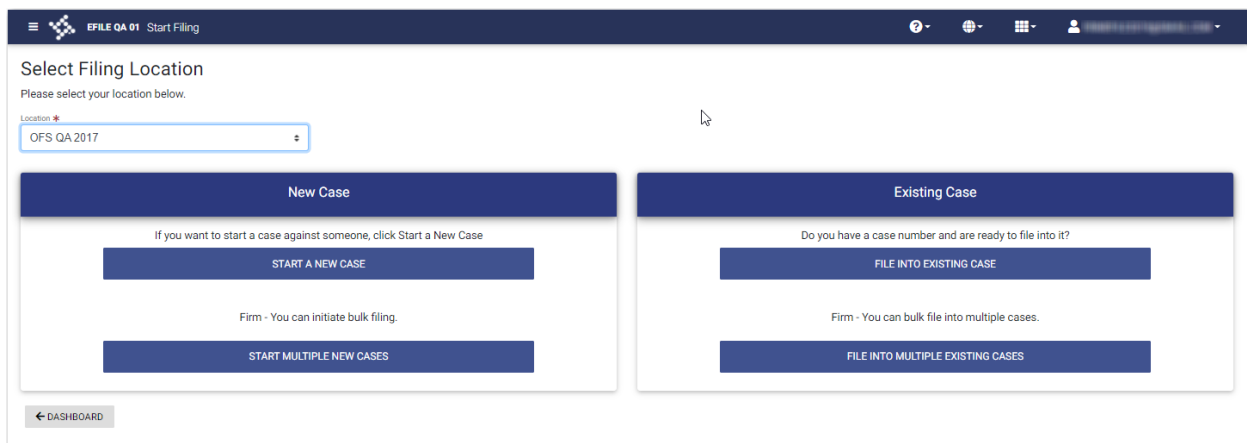
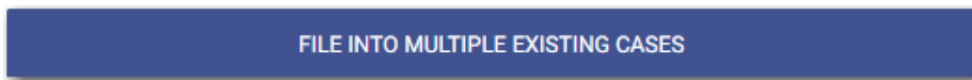
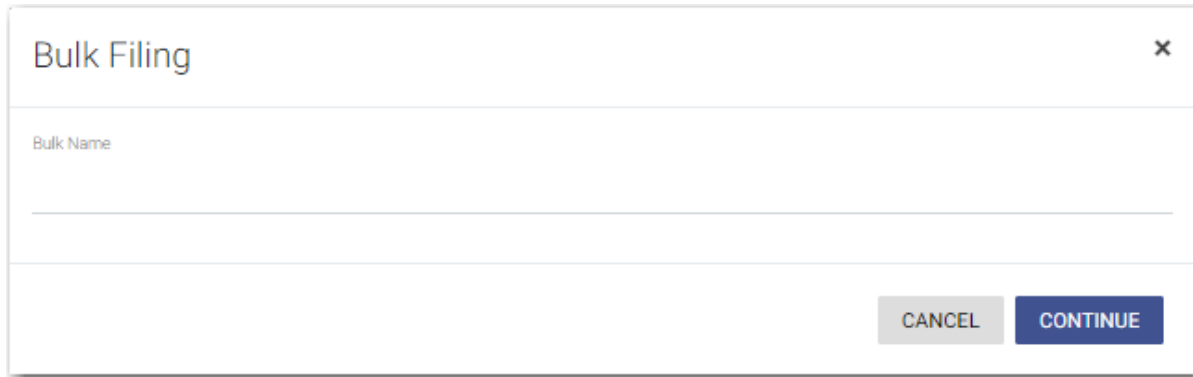


Figure 15.47 – Start Filing Page—Bulk Filing Supported

3. Click

The *Bulk Filing* window is displayed.





The image shows a 'Bulk Filing' window with a title bar containing a close button (X). Below the title bar is a text input field labeled 'Bulk Name'. At the bottom right of the window are two buttons: 'CANCEL' and 'CONTINUE'.

Figure 15.48 – Bulk Filing Window

4. Type the name of the bulk filing that you want to file into, and then click

CONTINUE

The *Bulk Filing Dashboard* page is displayed.



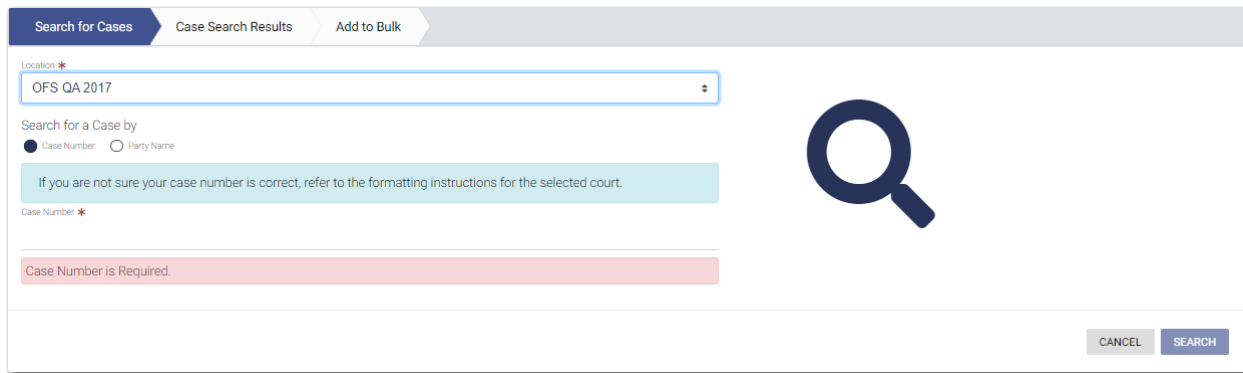
The image shows the 'Bulk Filing Dashboard' page. The header includes a menu icon, 'EFILE QA 01 Bulk Filing Dashboard', and user information. The main content area has a title 'Bulk # 158 - Texas'. On the left, there is a 'Quick Actions' pane with buttons for 'BULK ADD FILINGS', 'CASE SEARCH', 'BOOKMARKS SEARCH', and 'FILING HISTORY SEARCH'. Below these is a 'SAVE DRAFT AND EXIT' button. On the right, there is a text input field with the value 'Bulk # 158 - Texas'. At the bottom right is a 'FEES' button with a right arrow.

Figure 15.49 – Sample Bulk Filing Dashboard Page

5. In the Quick Actions pane, click

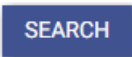
CASE SEARCH

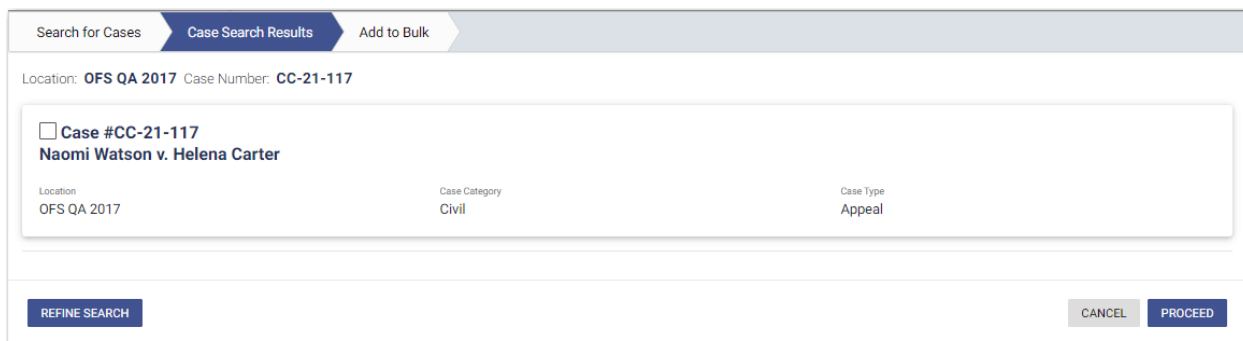
The *Case Search* window is displayed.



The Case Search Window features a navigation bar with three tabs: "Search for Cases" (active), "Case Search Results", and "Add to Bulk". Below the navigation bar, there is a "Location" dropdown menu with "OFS QA 2017" selected. To the right of the dropdown is a large magnifying glass icon. Below the dropdown, there is a section titled "Search for a Case by" with two radio buttons: "Case Number" (selected) and "Party Name". A light blue informational box states: "If you are not sure your case number is correct, refer to the formatting instructions for the selected court." Below this is a "Case Number" input field with a red asterisk indicating a required field. A red error message "Case Number is Required." is displayed below the input field. At the bottom right, there are two buttons: "CANCEL" and "SEARCH".


Figure 15.50 – Case Search Window

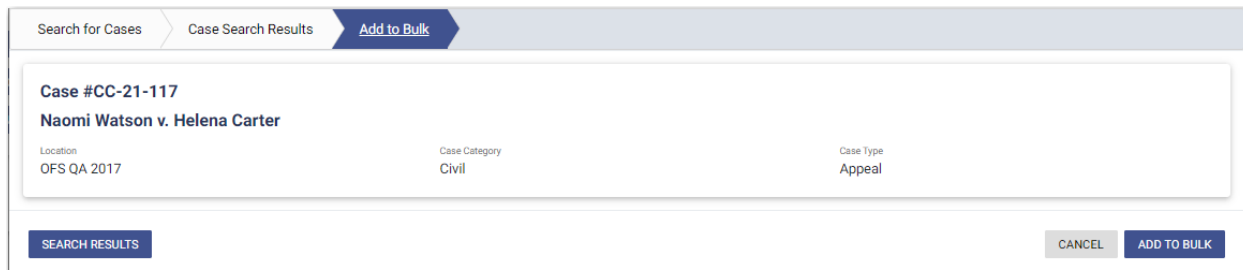
6. Select the location from the **Location** drop-down list.
7. Type the number for the case you want to locate, and then click  or press ENTER.
The *Case Search Results* window is displayed.



The Case Search Results Window shows the navigation bar with "Case Search Results" as the active tab. It displays the search criteria: "Location: OFS QA 2017" and "Case Number: CC-21-117". Below this, there is a list of search results. The first result is "Case #CC-21-117" with the title "Naomi Watson v. Helena Carter". Below the title, there is a table with three columns: "Location", "Case Category", and "Case Type". The values are "OFS QA 2017", "Civil", and "Appeal" respectively. To the left of the case title is a checkbox. At the bottom left, there is a "REFINE SEARCH" button. At the bottom right, there are "CANCEL" and "PROCEED" buttons.


Figure 15.51 – Case Search Results Window

8. If the case is the one you want to add to the bulk, select the check box, and then click .
The *Add to Bulk* window is displayed.



The Add to Bulk Window shows the navigation bar with "Add to Bulk" as the active tab. It displays the case information: "Case #CC-21-117" and "Naomi Watson v. Helena Carter". Below this, there is a table with three columns: "Location", "Case Category", and "Case Type". The values are "OFS QA 2017", "Civil", and "Appeal" respectively. At the bottom left, there is a "SEARCH RESULTS" button. At the bottom right, there are "CANCEL" and "ADD TO BULK" buttons.

Figure 15.52 – Add to Bulk Window

Note: If the case that results from the search is not correct, click . Then search for your case again.

Note: If you do not click any cases in the *Case Search Results* window, you cannot proceed.

Figure 15.53 – Case Search Message—No Cases Selected

- If the case that results from your search is correct and you selected the check box for that case, click

ADD TO BULK

DONE

, and then click .

The case you selected is added to the bulk filing and is displayed on the *Bulk Filing Dashboard* page.

Figure 15.54 – Sample Bulk Filing Dashboard Page—Case Added to Bulk

Filing into Multiple Existing Cases Using Filing History Search

You can file into a bulk filing using Filing History search.

Note: The bulk filing feature is configured by Tyler and may not be available on your system.

To file into multiple existing cases using Filing History search:

- On the *Dashboard* page, click

START FILING

The *Start Filing* page is displayed.

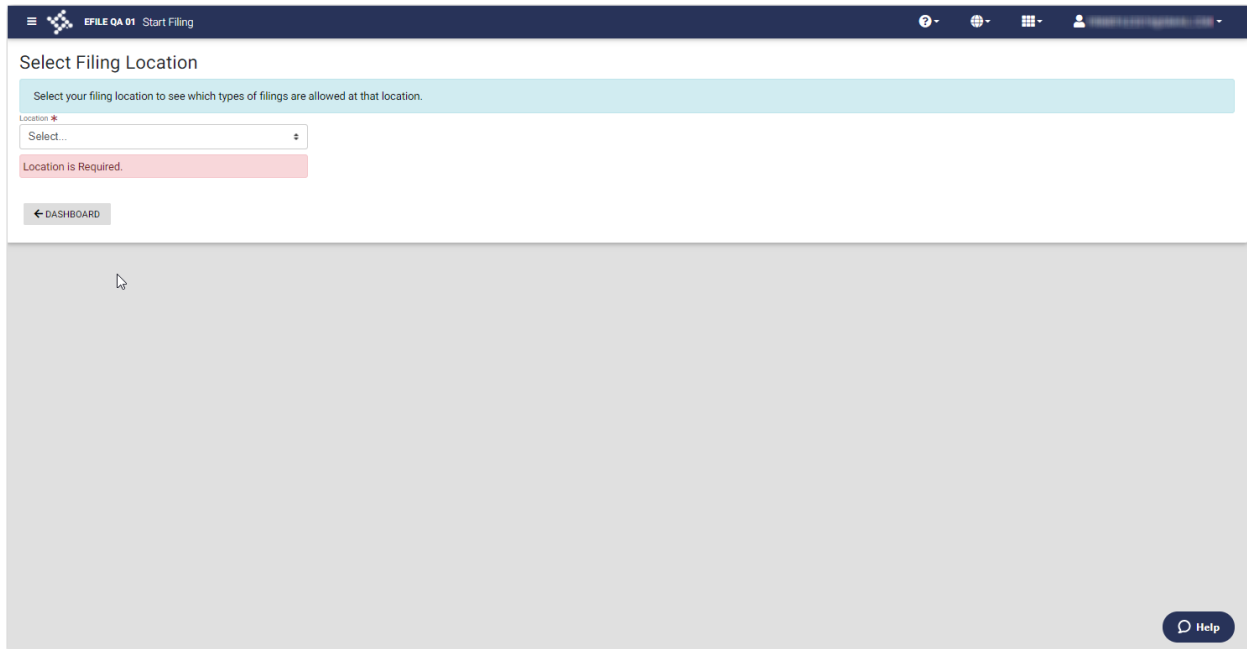


Figure 15.55 – Start Filing Page

2. Select the location from the **Location** drop-down list.

The New Case and Existing Case panes are displayed.

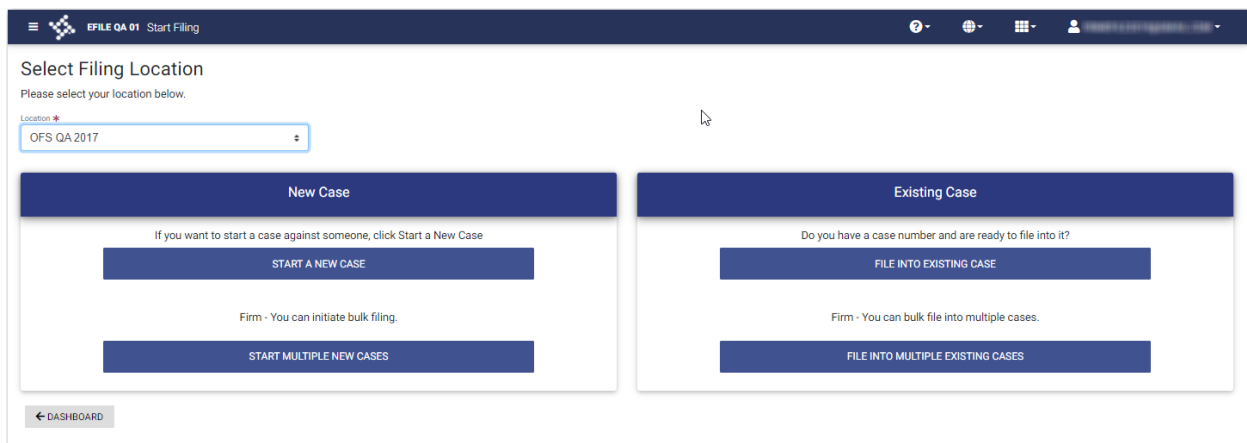
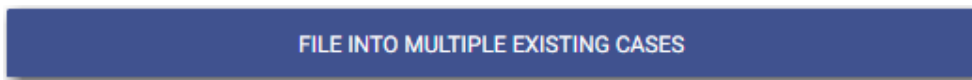


Figure 15.56 – Start Filing Page—Bulk Filing Supported

3. Click

The *Bulk Filing* window is displayed.



Bulk Filing

Bulk Name

CANCEL

CONTINUE

Figure 15.57 – Bulk Filing Window

- CONTINUE
4. Type the name of the bulk filing that you want to file into, and then click

The *Bulk Filing Dashboard* page is displayed.

EFILE QA 01 Bulk Filing Dashboard

To add the same filing code(s) and document(s) to all the drafts in this bulk, click on Quick Action below.

If you wish to edit or add details to a specific draft, you may do so.

Quick Actions

BULK ADD FILINGS

Find Cases

CASE SEARCH

BOOKMARKS SEARCH

FILING HISTORY SEARCH

SAVE DRAFT AND EXIT

FEES →

Bulk # 158 - Texas

Figure 15.58 – Sample Bulk Filing Dashboard Page

FILING HISTORY SEARCH

5. In the Quick Actions pane, click

The *Filing History* window is displayed.

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The screenshot shows the 'Filing History' window with the 'Add to Bulk' tab selected. At the top, there are filters for Location (a dropdown menu), Case Number (a text input), Date Range (a dropdown menu set to 'Anytime'), From Date (a date picker), and To Date (a date picker). Below these filters are 'FILTER' and 'RESET' buttons. A light blue banner indicates 'Choose at most 2.' Below this, three case entries are listed, each with a checkbox, case number, location, category, and type. The cases are: Case #CC-20-2697, Case #CC-20-1971, and Case #CC-20-2041 (Pro Sev. Frederick & Sons). At the bottom, there are 'Previous', '1' (selected), and 'Next' buttons, along with a status bar showing '3 Result(s)' and 'Page 1 of 1'. 'CANCEL' and 'PROCEED' buttons are at the bottom right.

Case #	Location	Case Category	Case Type
<input type="checkbox"/> Case #CC-20-2697	OFS QA 2017	Civil	City Ordinance Cases
<input type="checkbox"/> Case #CC-20-1971	OFS QA 2017	Civil	City Ordinance Cases
<input type="checkbox"/> Case #CC-20-2041 Pro Sev. Frederick & Sons	OFS QA 2017	Civil	Breach Of Contract

Figure 15.59 – Sample Filing History Window

6. Select the bulk filing that you want to file into, and then click

PROCEED

The *Add to Bulk* window is displayed.

The screenshot shows the 'Add to Bulk' window. It has a header with 'Filing History' and 'Add to Bulk' tabs. Below the header, a single case entry is displayed: Case #CC-20-1971, Location: OFS QA 2017, Case Category: Civil, Case Type: City Ordinance Cases. At the bottom, there are 'BACK', 'CANCEL', and 'ADD TO BULK' buttons.

Case #	Location	Case Category	Case Type
Case #CC-20-1971	OFS QA 2017	Civil	City Ordinance Cases

Figure 15.60 – Add to Bulk Window

Note: If your bulk filing is not displayed in the *Filing History* window, you can search for the bulk filing that you want. First, select the location from the Location drop-down list. Then, type the case number in the Case Number field, and then select the date range for the filings you want to

display. Then, click

FILTER

7. Click

ADD TO BULK

DONE

The case you selected is added to the bulk filing and is displayed on the *Bulk Filing Dashboard* page.

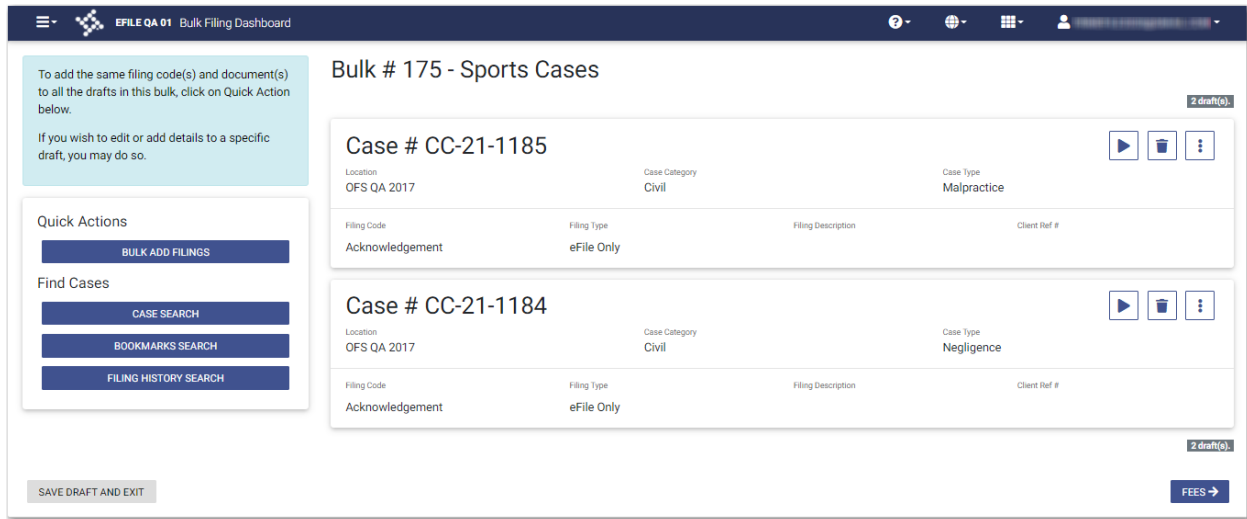


Figure 15.61 – Sample Bulk Filing Dashboard Page—Case Added to Bulk

Copying a Bulk Filing

You can copy a bulk draft filing if one or more envelopes in the bulk filing failed to submit.

To copy a bulk filing:

1. Navigate to the *Bulk History* page or the *Bulk Drafts* page.
2. Locate the bulk filing that you want to copy.

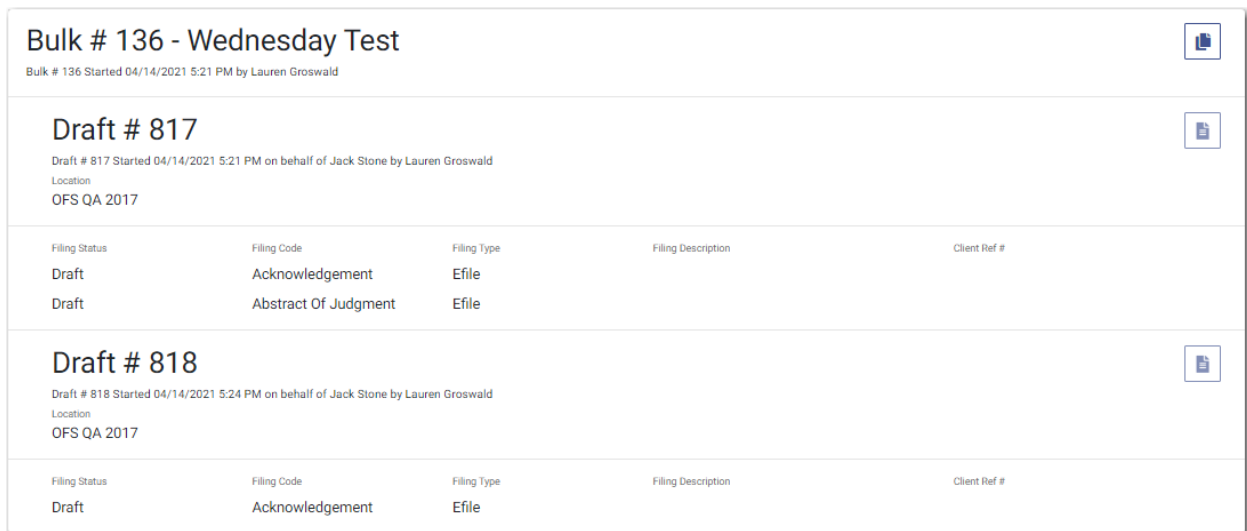


Figure 15.62 – Sample Bulk Filing Pane

3. Click  .

The filing that you copied is displayed on the *Bulk Filing Dashboard* page.

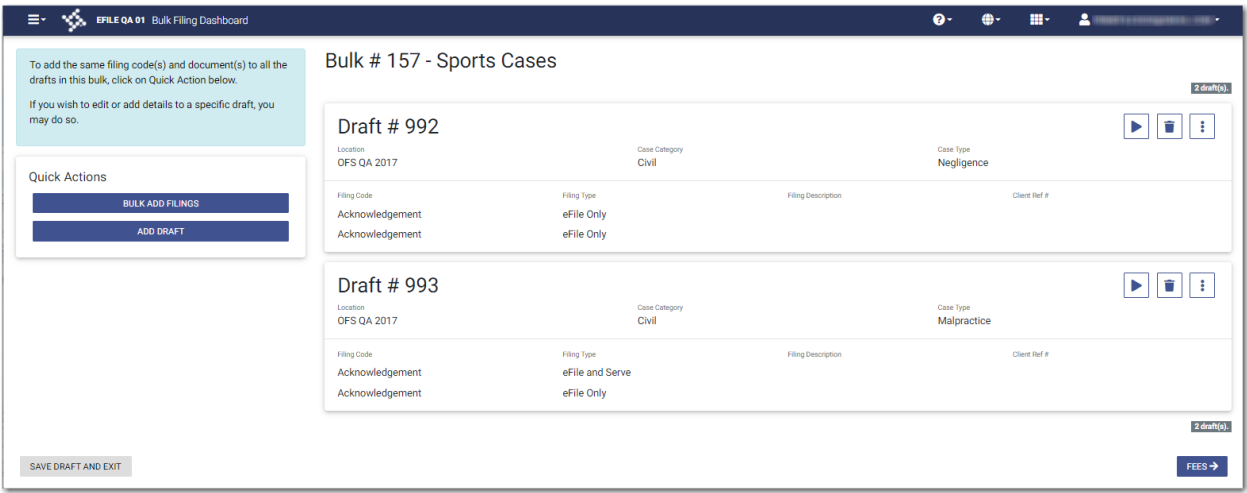


Figure 15.63 – Sample Bulk Filing Dashboard

4. Continue with your filing.

16 Vacation Letter (or Leave of Absence)

Topics covered in this chapter

- ◆ Dashboard
- ◆ Filing a Vacation Letter (or Leave of Absence)
- ◆ Entering Payment Information for a Vacation Letter (or Leave of Absence) Filing
- ◆ Viewing the Envelope Summary for a Vacation Letter (or Leave of Absence) Filing

You can create a filing in which you upload a vacation letter (or leave of absence). The letter can be attached to all selected cases that you designate.

Note: Your configuration may include different verbiage in place of “vacation letter.”

Note: The vacation letter feature is configured by Tyler and may not be available on your system.

After you submit a vacation letter filing, it is listed on the *Bulk History* page.

You can also save the vacation letter filing as a draft if you want to complete the filing at a later date. Draft vacation letter filings are listed on the *Bulk Drafts* page.

Dashboard

The Dashboard provides a drop-down menu for filer actions.

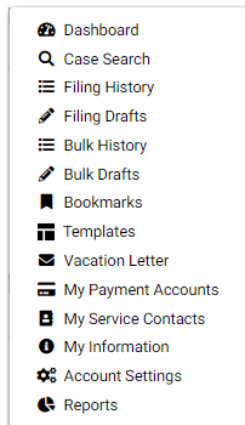


Figure 16.1 – Dashboard

From here, you can perform the following actions:

- Access the *Dashboard* page to start an initial or subsequent bulk filing, perform a case search, view your filing history, view your draft filings, access the cases you have bookmarked, and access the templates you have created.
- File into an existing case on the *Case Search* page. For subsequent bulk filings, you can also add cases from the *Case Search* page.

- Access the *Filing History* page to view a list of your case filings. For subsequent bulk filings, you can also add cases from the *Filing History* page.
- Access the *Filing Drafts* page to view a list of your draft filings.
- Access the *Bulk History* page to view a list of your bulk filings.
- Access the *Bulk Drafts* page to view a list of your bulk draft filings.
- Access the *Bookmarks* page to view a list of cases that you have bookmarked for quick access.
- Access the *Templates* page to locate an existing template and quickly begin a new case filing.
- Access the *File Vacation Letter* page to create a filing in which you upload a vacation letter (or leave of absence).
- Access the *Payment Accounts* page to set up and manage payment accounts.
- Access the *Service Contacts* page to add and manage your service contacts list.
- View and update your profile information on the *My Information* page.
- Access the *Account Settings* page to change your password.
- Access the *Reports* page to generate reports for envelopes and filings that you submitted.

Bulk History

The *Bulk History* page includes the filing history for your vacation letter (or leave of absence) filings.

From the Dashboard menu, click **Bulk History**. From here, you can view a history of your vacation letter (or leave of absence) filings.

EFiling QA 01 - EFM QA4 Bulk History

Filing History Filter

Bulk Number / Name

Bulk Number

Bulk Name

Status

- ☒ All Statuses
- ☐ Accepted
- ☐ Cancelled
- ☐ Receipted
- ☐ Served
- ☐ Returned
- ☐ Submitted
- ☐ Submitting

Location

Any Location

Case / Envelope Number

Case Number

Envelope Number

Date Range

- ☒ Anytime
- ☐ Last Month
- ☐ Last Week
- ☐ Last Two Days
- ☐ Today
- ☐ Pick a Custom Range

From Date

RESET FILTER

FILING HISTORY FILING DRAFTS BULK HISTORY BULK DRAFTS

Bulk # 242
Bulk # 242 Started 06/24/2021 8:55 AM by Pro Se

Case # CC-20-2697
Envelope # 290632 Submitted 06/24/2021 9:04 AM by Pro Se
Location: OFS QA 2017

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Notice - Auto Accept	Efile		

Case # CC-20-2041
Pro Sev.Frederick & Sons
Envelope # 290631 Submitted 06/24/2021 9:04 AM by Pro Se
Location: OFS QA 2017

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Notice - Auto Accept	Efile		

Bulk # 240
Bulk # 240 Started 06/24/2021 8:36 AM by Pro Se

Case # CC-20-2697
Envelope # 290625 Submitted 06/24/2021 8:42 AM by Pro Se
Location: OFS QA 2017

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Accepted	Notice - Auto Accept	Efile		

4 Results Page 1 of 2

Help

Figure 16.2 – Sample Bulk History Page

Bulk Drafts

The *Bulk Drafts* page includes the drafts of your vacation letter (or leave of absence) filings.

On the Dashboard menu, click **Bulk Drafts**. From here, you can view a list of your vacation letter (or leave of absence) draft filings, resume a draft filing, or delete a draft filing.

The screenshot displays the 'Bulk Drafts' page in the EFILE system. The left sidebar contains a 'Bulk Drafts Filter' section with the following fields:

- Bulk Number / Name
- Bulk Number
- Bulk Name
- Location
- Any Location (dropdown)
- Case / Draft Number
- Case Number
- Draft Number
- Date Range
 - ☒ Anytime
 - ☐ Last Month
 - ☐ Last Week
 - ☐ Last Two Days
 - ☐ Today
 - ☐ Pick a Custom Range
- From Date (calendar icon)
- To Date (calendar icon)
- RESET button
- FILTER button

The main content area shows a list of bulk drafts. The first draft is 'Bulk # 244', which contains three cases:

- Case # CC-20-2697**
Draft # 3201 Started 06/24/2021 9:05 AM by Pro Se
Location: OFS QA 2017
- Case # CC-20-2041**
Pro Sev.Frederick & Sons
Draft # 3202 Started 06/24/2021 9:05 AM by Pro Se
Location: OFS QA 2017
- Case # CC-20-1971**
Draft # 3203 Started 06/24/2021 9:06 AM by Pro Se
Location: OFS QA 2017

Each case entry includes a table with the following columns: Filing Code, Filing Type, Filing Description, and Client Ref #.

The second draft is 'Bulk # 173 - Testing Test', which started on 05/11/2021 at 9:33 AM by Pro Se.

Figure 16.3 – Sample Bulk Drafts Page

Filing a Vacation Letter (or Leave of Absence)

You can start a vacation letter (or leave of absence) filing from the Dashboard menu or the *Dashboard* page.

Note: Your configuration may include different verbiage in place of “vacation letter.”

Note: This feature is configured by Tyler and may not be available on your system.

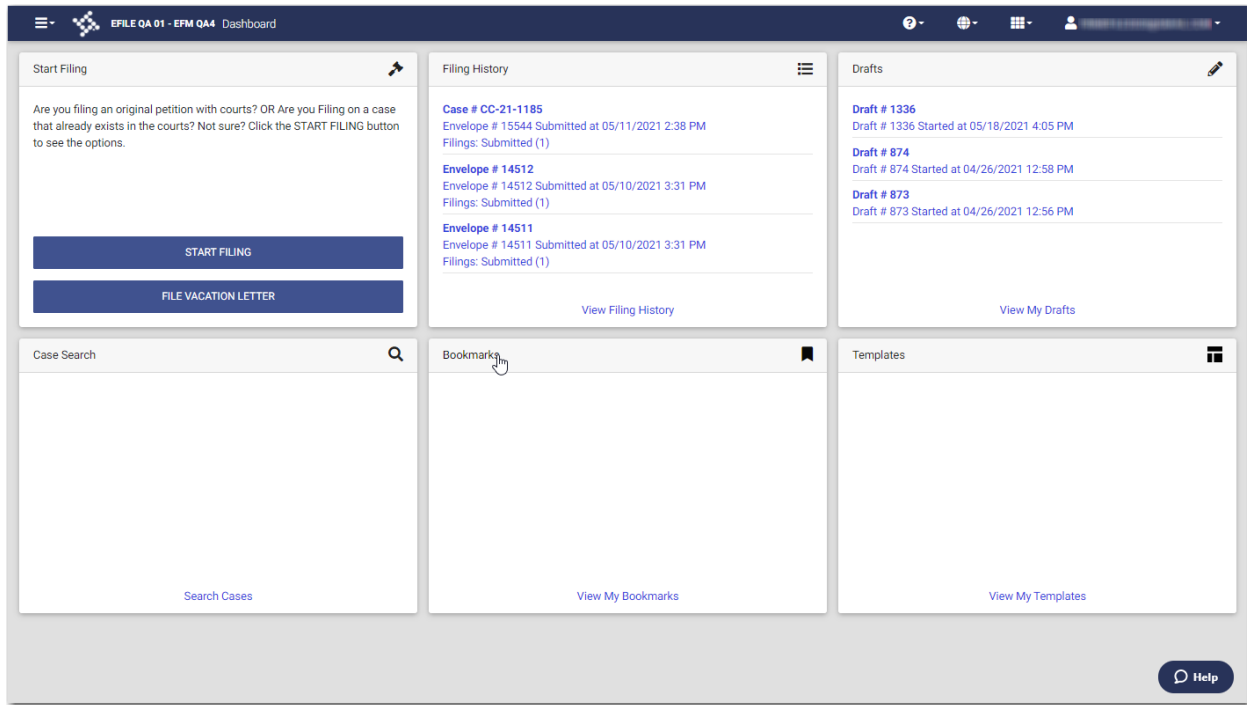
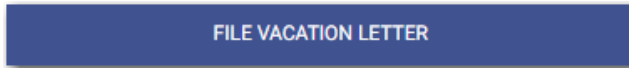


Figure 16.4 – Dashboard Page

To file a vacation letter:

1. From the Dashboard menu, click **Vacation Letter** or click



on the *Dashboard* page.

The **Options** tab on the *File Vacation Letter* page is displayed.

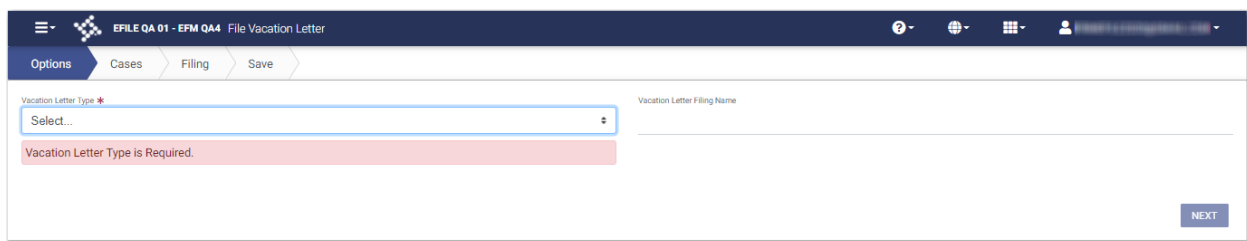


Figure 16.5 – Options Tab on the File Vacation Letter Page

2. From the **Vacation Letter Type** drop-down list, select the vacation letter type that you want.

Vacation Letter Type *

Select...

Select...

LEAVE OF ABSENCE MORE THAN 30 DAYS

LEAVE OF ABSENCE LESS THAN 30 DAYS

Figure 16.6 – Sample Vacation Letter Type Drop-Down List

3. Type a name for the vacation letter filing in the **Vacation Letter Filing Name** field.

Options Cases Filing Save

Vacation Letter Type *
LEAVE OF ABSENCE LESS THAN 30 DAYS

Vacation Letter Filing Name
Jones Law Firm

This will only apply to cases at the following locations:
OFS MockCMS
OFS QA 2017
OFS QA 2018
OFS QA 2014

NEXT

Figure 16.7 – Sample Options Tab on the File Vacation Letter Page with Fields Completed

4. Click .

The **Cases** tab is displayed. Your current cases are selected.

Options Cases Filing Save

Created By
My Filings

Location
Select...

Case Number

Date Range
Anytime

SELECT ALL FILTER RESET

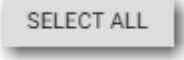
<input checked="" type="checkbox"/> Case # CC-21-1185 *****	Location OFS QA 2017	Case Category Civil	Case Type Malpractice
<input checked="" type="checkbox"/> Case # CC-21-1184 *****	Location OFS QA 2017	Case Category Civil	Case Type Negligence

Previous 1 Next 2 Results Page 1 of 1

PREVIOUS NEXT

Figure 16.8 – Sample Cases Tab on the File Vacation Letter Page

5. If you do not want the vacation letter to be attached to a specified case, clear that case. If you later want

to select all of your cases, click .

Note: If you have more cases than the cases displayed on the current page, you can filter particular cases to which you want the vacation letter attached. Complete the required fields,

and then click

FILTER

NEXT

6. After you have completed or verified the information on the **Cases** tab, click
7. On the **Filing** tab, select the filing type from the **Filing Type** drop-down list.

The screenshot shows the 'Filing' tab of the 'EFILE QA 01 - EFM QA4 File Vacation Letter' page. The page has a dark blue header with navigation icons and a user profile. Below the header is a tab bar with 'Options', 'Cases', 'Filing' (selected), and 'Save'. The main content area includes a 'Filing Type' dropdown menu set to 'eFile Only', a 'Filing Description' field, a 'Client Reference Number' field, a 'Comments to Court' section with a text area, and a 'Document' section. The 'Document' section shows a 'Choose File' button, the text 'No file chosen', and a red error message: 'Document is required.' Below this, it states 'Maximum Filesize: 50.00 MB' and lists supported file types: 'MPEG (MPEG) Portable Document File (PDF) TIFF Files (TIFF TIF) Windows Media File (WMV) Word 2007 File (DOCX) Word 97/XP File (DOC) WordPerfect File (WPD)'. At the bottom of the form are 'PREVIOUS' and 'NEXT' buttons.

Figure 16.9 – Filing Tab on the File Vacation Letter Page

Choose File

8. Click , and then upload the vacation letter document.

NEXT

9. Click .

The document that you uploaded is listed in the Filing pane, and your selected cases are listed in individual panes on the **Save** tab.

Figure 16.10 – Save Tab on the File Vacation Letter Page

10. Review the information that is displayed, and then click

The vacation letter filing is displayed on the *Bulk Filing Dashboard* page. The vacation letter filing includes the name that you assigned to the vacation letter filing, along with a newly assigned number for the vacation letter filing.

Figure 16.11 – Sample Vacation Letter Filing on the Bulk Filing Dashboard Page

11. Click to continue with your filing, or click to save your filing and continue it at another time.

If you did not complete your vacation letter filing, it will be displayed on the *Bulk Drafts* page. If you did complete your filing, it will be listed on the *Bulk History* page.

Entering Payment Information for a Vacation Letter (or Leave of Absence) Filing

Enter the payment information for your vacation letter (or leave of absence) filing on the *Bulk Fees / Summary* page.

Note: You must create a payment account before you can complete your filing.

The screenshot displays the 'Bulk Fees / Summary' page for Bulk # 262 - Jane's Law Firm. At the top, there's a navigation bar with 'EFILE QA 01 - EFM QM Bulk Fees / Summary'. Below the header, a message states: 'After filling in the required fields, click on "CALCULATE FEES" at the bottom of the page. To view the fee details on individual drafts, click on "FEE DETAILS".' The page is divided into two main sections for Case # CC-21-1185 and Case # CC-21-1184. Each case section contains fields for Location (OFS QA 2017), Case Category (Civil), Case Type (Malpractice for Case 1185, Negligence for Case 1184), Payment Account (Lauren's Waiver), Party Responsible for Fees (Select...), Filing Attorney (Select...), and Filer Type (Select...). The Filing Attorney field for both cases has a red error message: 'Filing Attorney is Required.' At the bottom of the page, there are buttons for '← BULK DASHBOARD', 'SAVE DRAFT AND EXIT', 'CALCULATE FEES', and 'SUMMARY →'. A 'Help' button is located in the bottom right corner.

Figure 16.12 – Sample Bulk Fees / Summary Page—Blank Fields

To enter the payment information for your vacation letter filing:

Note: If you do not want to apply the same payment account and filing attorney to all of the cases, you must select the payment account and the filing attorney for each individual case.

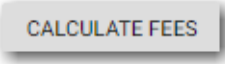
1. Select the payment account from the **Apply Payment Account to All Drafts** drop-down list. Then, click to apply the selected payment account to all of the cases in the bulk.
2. Select the filing attorney from the **Apply Filing Attorney to All Drafts** drop-down list. Then, click to apply the selected filing attorney to all of the cases in the bulk.
3. For each case, select the party responsible for fees from the **Party Responsible for Fees** drop-down list. Click if you want to search for a party.

Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

- For each case, select the filer type from the **Filer Type** drop-down list.

The screenshot displays the 'Bulk Fees / Summary' page for 'Bulk # 262 - Jane's Law Firm'. At the top, a light blue banner contains the instruction: 'After filling in the required fields, click on "CALCULATE FEES" at the bottom of the page. To view the fee details on individual drafts, click on "FEE DETAILS".' Below this, there are two main sections for case entry. Each section includes a 'Case #' (CC-21-1185 and CC-21-1184), 'Location' (OFS QA 2017), 'Case Category' (Civil), and 'Case Type' (Malpractice and Negligence). For each case, there are dropdown menus for 'Payment Account' (Lauren's Waiver), 'Party Responsible for Fees' (Select...), 'Filing Attorney' (Perry Mason), and 'Filer Type' (Select...). A 'SEARCH' button is present next to the 'Party Responsible for Fees' dropdown. At the bottom of the page, there are buttons for '← BULK DASHBOARD', 'SAVE DRAFT AND EXIT', 'CALCULATE FEES', and 'SUMMARY →'. A 'Help' button is located in the bottom right corner.

Figure 16.13 – Sample Bulk Fees / Summary Page—Completed Fields

- When all fields on the page have been completed, click . The fee totals and the **Fee Details** button are displayed.

Bulk # 262 - Jane's Law Firm

After filling in the required fields, click on "CALCULATE FEES" at the bottom of the page. To view the fee details on individual drafts, click on "FEE DETAILS".

Apply Payment Account to All Drafts: Lauren's Waiver **APPLY TO ALL***

Apply Filing Attorney to All Drafts: Perry Mason **APPLY TO ALL**

* Payment accounts may be restricted at some locations

Case # CC-21-1185

Location: OFS QA 2017 | Case Category: Civil | Case Type: Malpractice

Payment Account: Lauren's Waiver | Party Responsible for Fees: Select... **SEARCH**

Filing Attorney: Perry Mason | Filer Type: Select... **✓**

Total \$0.00 **FEE DETAILS**

Case # CC-21-1184

Location: OFS QA 2017 | Case Category: Civil | Case Type: Negligence

Payment Account: Lauren's Waiver | Party Responsible for Fees: Select... **SEARCH**

Filing Attorney: Perry Mason | Filer Type: Select... **✓**

Total \$0.00 **FEE DETAILS**

← BULK DASHBOARD **SAVE DRAFT AND EXIT** **CALCULATE FEES** **SUMMARY →** **Help**

Figure 16.14 – Fee Totals and Fee Details Button on the Bulk Fees / Summary Page

6. Click **FEE DETAILS**.
- The *Fee Details* window is displayed.
7. Review the filing fees, and then click **SUMMARY →**.

Viewing the Envelope Summary for a Vacation Letter (or Leave of Absence) Filing

The envelope summary provides a summary of your vacation letter (or leave of absence) filing, including the cases to which your letter will be attached, the location of the cases, the case category, and the case type.

To view the envelope summary for a vacation letter (or leave of absence) filing:

1. Complete the required information on the *File Vacation Letter* page (all tabs) and the *Bulk Fees / Summary* page.
2. After you have completed the fields on each page, from the *Bulk Fees / Summary* page, click

SUMMARY →

The *Bulk Fees / Summary* page is displayed.

- 3. If there are submission agreements for your filing, select the appropriate check boxes for the submission agreements.
- 4. Review the summary of the vacation letter filing. After you are satisfied with the information in your

filing, click **SUBMIT**.

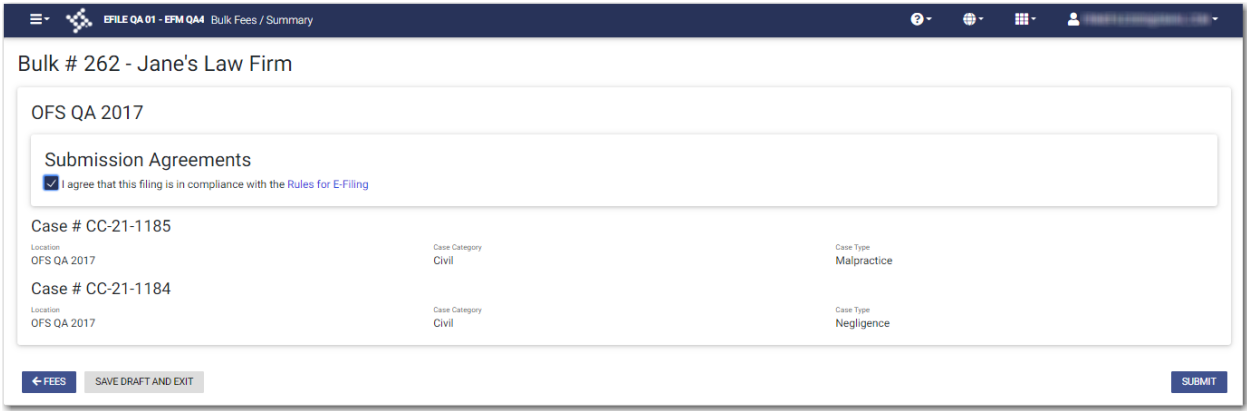


Figure 16.15 – Sample Bulk Fees / Summary Page

- 5. Click **BULK HISTORY** to return to the *Bulk History* page, or click **DASHBOARD** to return to the *Dashboard* page.

17 Reports

Topics covered in this chapter

♦ Creating a Report

You can generate a report that can be used to reconcile financial transactions for envelopes and filings that you submitted. The report is available in a Microsoft Excel spreadsheet that you can download.

Creating a Report

To run a report:

1. On the Dashboard menu, click **Reports**.

The *Reports* page is displayed.

Reports

Useful when reconciling financial transactions against envelopes submitted during a selectable time frame up to 60 days. * Provides envelope and filing level information specific to fees. * Delivered in an Excel spreadsheet to allow for filtering and searching.

Location

☒ All **SELECT**

Status

☒ All Statuses
☒ Accepted
☒ Cancelled
☒ Receipted
☒ Returned

☒ Reviewed
☒ Served
☒ Submission Failed
☒ Submitted

Date From *

Date To *

Date From is Required.

Date To is Required.

CANCEL DOWNLOAD REPORT

Figure 17.1 – Reports Page

2. Click **SELECT** to select the locations for which you want to run the report.

The *Select Locations* dialog box is displayed.

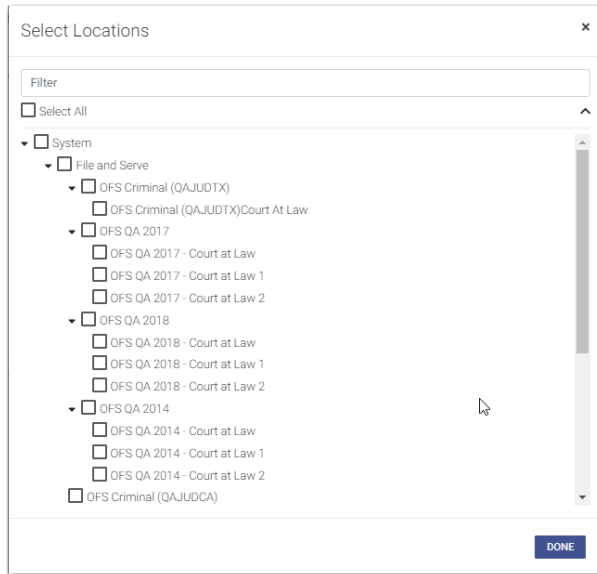




Figure 17.2 – Select Locations Dialog Box

3. Select the locations that you want to include in the report, and then click .
4. Select the statuses that you want to include in the report.
5. Type the date range for the report, or click  to select the dates from the calendar.

Note: The date range that you select cannot exceed 60 days. If it does, an error message is displayed.

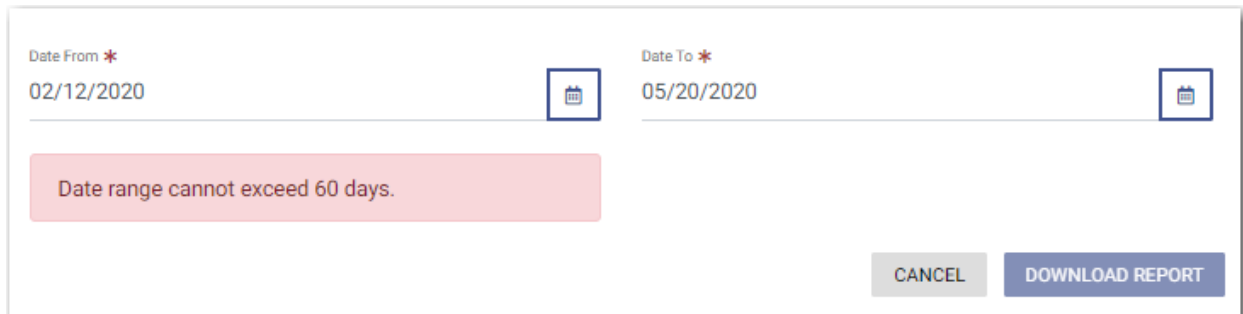


Figure 17.3 – Error Message for Report Date Range

6. Click .

The report is downloaded in a Microsoft Excel file, which you can filter and sort as needed. The report includes one tab for filings and one tab for envelopes.

18 Support and Feedback

Topics covered in this chapter

- ◆ Requesting Support
- ◆ Zendesk Support
- ◆ Providing Feedback
- ◆ Tyler Technologies Technical Support Contact Information

You can request technical support for the application, or you can provide feedback for the application.

Requesting Support

You can request support from Tyler regarding the application.

To request support regarding the application:

1. Click  in the eFile header.

The *Support / Feedback* window is displayed.

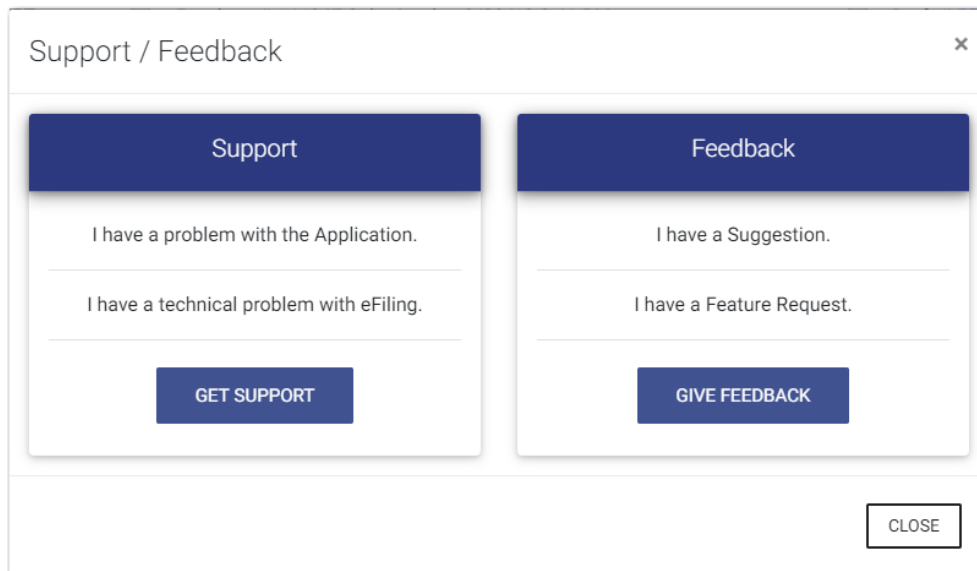


Figure 18.1 – Support / Feedback Window

2. Click .

The *Support* window is displayed.

Note: Your screen may vary from the example provided.

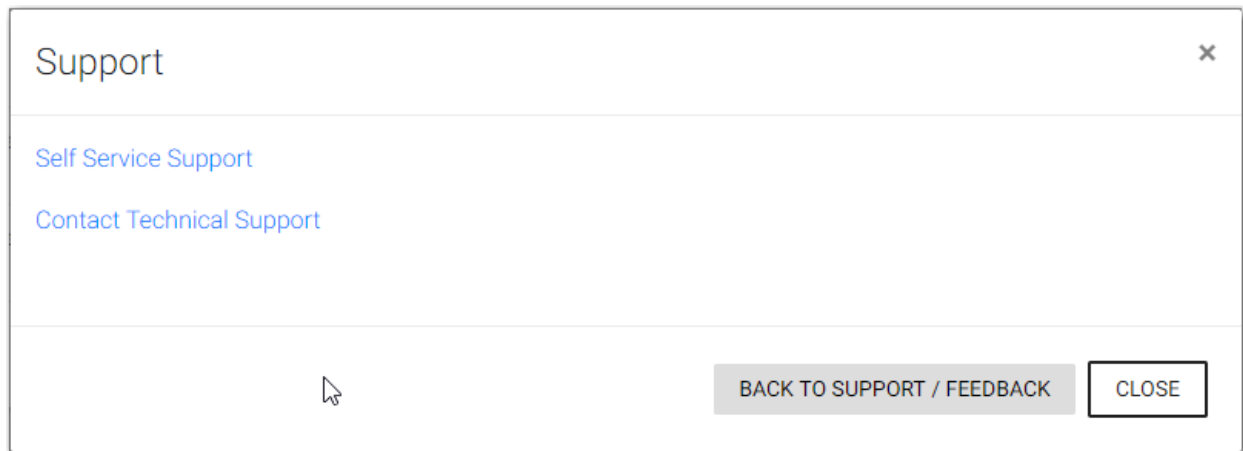
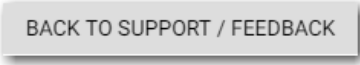



Figure 18.2 – Example of a Support Window

3. Click the support link that you want.

The appropriate Tyler support page is displayed in a new tab, depending on the link that you clicked.

4. Either click  , or click  .

Zendesk Support

A new Help icon has been added to every page in the application.

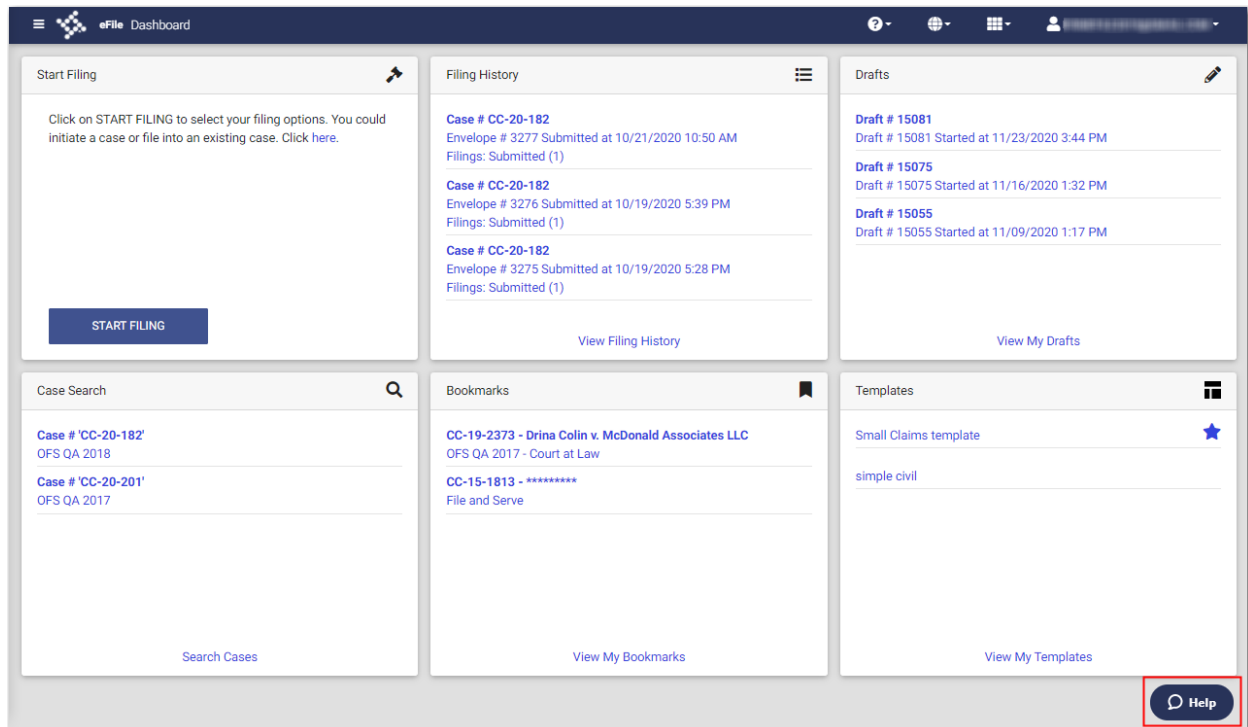


Figure 18.3 – Help Icon on the Dashboard Page

You can click the Help icon to open a chat modal.

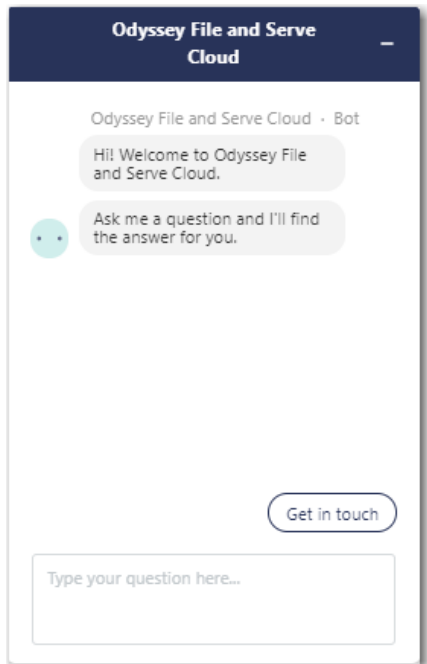


Figure 18.4 – Chat Modal

In the chat modal, click **Get in touch**. Options are displayed for the method by which you want to communicate with the Support representative.

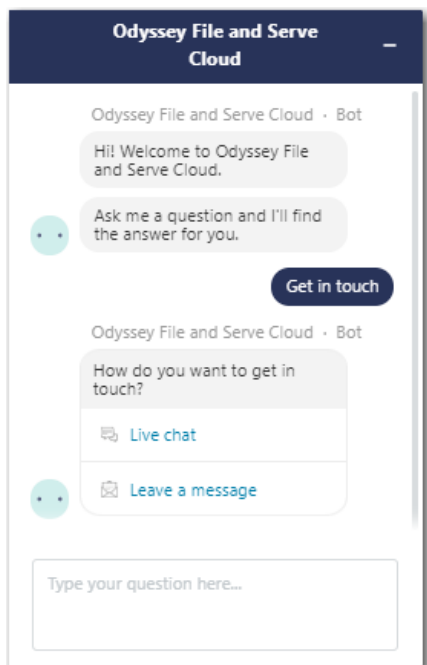


Figure 18.5 – Chat Modal with Communication Options

Click the option that you want to use, and then type your question in the chat window. A Support representative will assist you.

Providing Feedback

You can provide feedback to Tyler regarding the application if you want. You can also request a new feature.

To provide feedback regarding the application or to request a new feature:

1. Click  in the eFile header.

The *Support / Feedback* window is displayed.

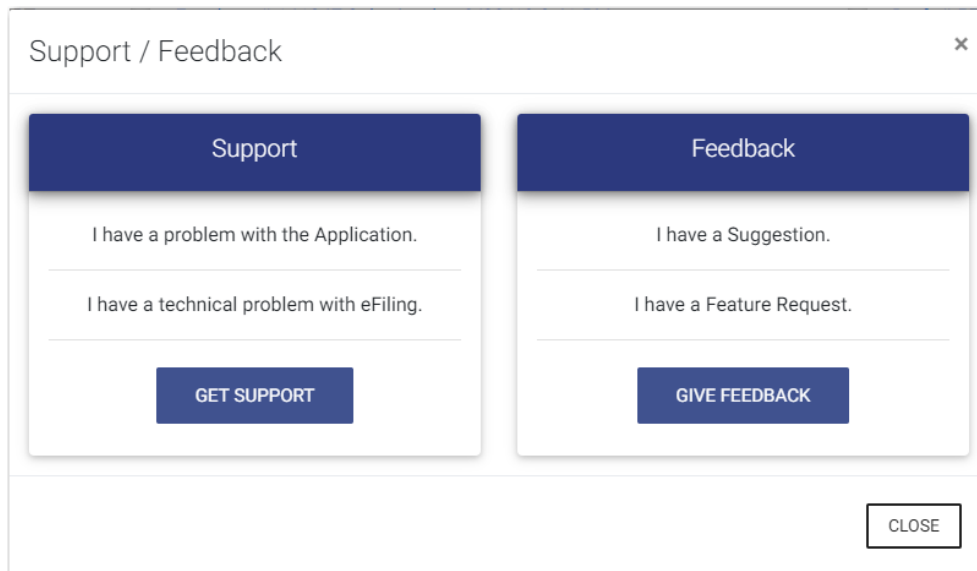
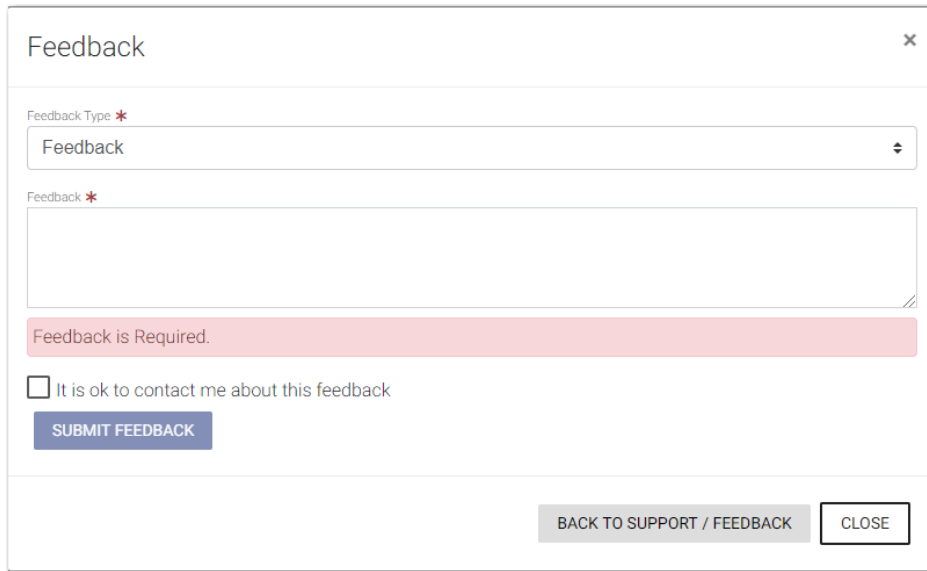
The image shows a window titled "Support / Feedback" with a close button (X) in the top right corner. The window is divided into two main sections: "Support" and "Feedback". The "Support" section has two radio button options: "I have a problem with the Application." and "I have a technical problem with eFiling.", followed by a "GET SUPPORT" button. The "Feedback" section has two radio button options: "I have a Suggestion." and "I have a Feature Request.", followed by a "GIVE FEEDBACK" button. A "CLOSE" button is located at the bottom right of the window.

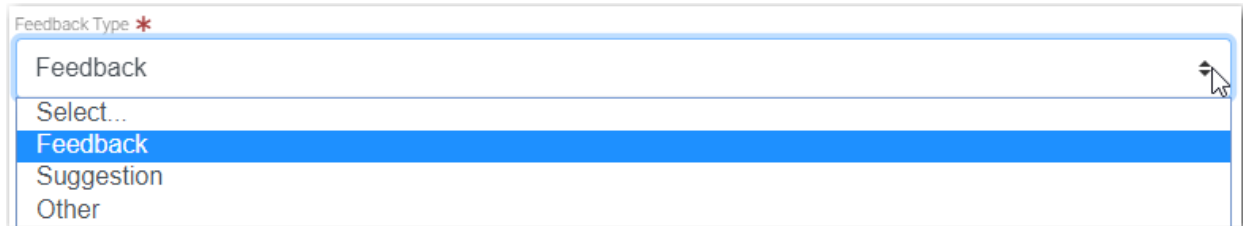
Figure 18.6 – Support / Feedback Window

2. Click .

The *Feedback* window is displayed.

**Figure 18.7 – Feedback Window**

3. Select the appropriate option from the **Feedback Type** drop-down list.

**Figure 18.8 – Feedback Type Drop-Down List**

4. Type your feedback regarding the application or suggestion for a new feature in the **Feedback** comments window.
5. Select the **“It is ok to contact me about this feedback”** check box if you want Tyler to contact you for more information, or leave the check box cleared if you do not want to be contacted.

6. Click .
7. Either click , or click .

Tyler Technologies Technical Support Contact Information

For assistance, contact Tyler Technologies through the following resources.

Resource	Contact Information
Odyssey File & Serve Support Hours	7:00 a.m. to 9:00 p.m. (CT), Monday through Friday
Odyssey File & Serve Support Chat	Assistance is also available online through Support Chat .
Odyssey File & Serve Email	efiling.support@tylertech.com
Odyssey File & Serve Telephone	800.297.5377
GoTo Assist (Support)	Support may ask to assist you by sharing your screen using GoToAssist .