



Individual Filer User Guide

Odyssey® File & Serve™ 2022.1

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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	The following changes were made: <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	The following changes were made: <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

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			<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
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

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			<p>the <i>Case Information</i> page. The data that is collected is then transferred to forms used in civil and family cases.</p> <ul style="list-style-type: none"> • 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
ESO-FS-200-4494 v.13	Thirteenth	October 2021	<p>The following changes were made:</p> <ul style="list-style-type: none"> • The <i>Fees</i> page has been updated to allow filers to create payment accounts on the <i>Fees</i> page during filing creation. • The Documents tab has been changed to the Preload Documents tab. • The Upload Documents pane on the <i>Filings</i> page has been changed to the Documents pane. The Add Documents button in the Documents pane has been changed to the Select Documents button. • The <i>Envelope Submitting</i> window has been added at the end of the filing process. After filers click the Submit button, the <i>Envelope Submitting</i> window is displayed with three options for the filer's next step. The options include: return to the <i>Dashboard</i> page, view the receipt, or start a new envelope.
ESO-FS-200-4494 v.14	Fourteenth	November 2021	<p>The following changes were made:</p> <ul style="list-style-type: none"> • Updated the requirements for registering as an individual filer • Added the ability to view service contact history

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			<ul style="list-style-type: none"> • Added the ability to view the case judicial officer from specified pages in the application • Added the ability to search and filter specified drop-down menus • Updated the Support and Feedback sections • Added the ability to view the Return Date and Out of State indicator in the envelope details
ESO-FS-200-4494 v.15	Fifteenth	November 2021	<p>The following changes were made:</p> <ul style="list-style-type: none"> • Updated the “Redaction” chapter to include the addition of the transactional redaction feature • Updated the <i>Filings</i> page sections to include the required optional services feature • Added descriptions of the additional fields on the <i>Parties</i> page in the Additional Identifiers tab • Added a section for the new keyboard shortcuts, available through the Help drop-down menu • Updated the “Support and Feedback” chapter to include the revised Help drop-down menu • Added the “Manage Account” chapter • Revised “Changing the User Password” and moved the section to the “Manage Account” chapter • Added a description of the new <i>Profile</i> page • Added a description of the new <i>Email Notifications</i> page • Revised the “Signing Out” section

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			<ul style="list-style-type: none"> • Removed Account Settings from the Dashboard menu. Also removed the Account Settings description from the “Orientation” section. • Added a chapter to describe how to access re: Search from Odyssey File & Serve
ESO-FS-200-4494 v.16	Sixteenth	December 2021	<p>The following changes were made:</p> <ul style="list-style-type: none"> • Removed the <i>Preload Documents</i> page and replaced all screen shots where the Preload Documents tab was previously displayed • Replaced the <i>Start Filing</i> page throughout the document, reflecting the removal of the Location drop-down list • On the <i>Filings</i> page, changed the Documents pane to the Upload Documents pane. Also changed “Component” to “Type” in the Upload Documents pane headers • Replaced screen shots to reflect the new page headers for the following pages: <ul style="list-style-type: none"> – Payment Accounts – My Information – Change Password – Profile – Email Notifications • Reordered some of the sections in the “Case Information” chapter • Removed the “Uploading Documents for a New Case Filing” section • Removed the “Uploading Documents for a Bulk Filing” section

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			<ul style="list-style-type: none"> Removed the Unused Documents message from the <i>Summary</i> page
ESO-FS-200-4494 v.17	Seven-teenth	January 2022	<p>The following changes were made:</p> <ul style="list-style-type: none"> Changed the <i>Start Filing</i> page throughout the document Added information on creating draw-down accounts Updated the “Payment Accounts” chapter to reflect the change to the payment account pane for adding new payment accounts Added draw-down accounts to the account types listed for creating new payment accounts on the <i>Fees</i> page Added envelope level information to the <i>Case Information</i> page, the <i>Summary</i> page, and the envelope details Updated the “File into an Existing Case” chapter Removed the topic “Filing into an Existing Case from the Case Search Page” and included the information in other topics Updated screen shots to reflect the addition of the Filter option on the <i>Templates</i> pages Updated screen shots in the “Payment Accounts” chapter to reflect the changes to the Add Payment Account button Changed the sample screen shot of the public service contacts list to show the addition of the firm name associated with each service contact

Contents

Copyright and Confidentiality	ii
Publishing History	ii
List of Figures	xiii
About This Guide	xx
1 System Overview	1
Release 2022.1 Enhancements	1
Before You Begin	2
System Requirements	2
Page Navigation	3
Keyboard Shortcuts	3
Drop-Down Menus	4
Error Messages	4
Orientation	5
2 E-Filing Overview	11
Filing Queue Status	12
3 Landing Page	14
Registering as an Individual Filer	14
Resetting Your Password	17
Updating User Information	19
4 Sign In and Sign Out	20
Signing In	20
Signing Out	21
5 Manage Account	23
Changing the User Password	23
Updating the User Profile	24
Selecting Email Notifications	25
6 Dashboard	27
Dashboard Page	28
7 Payment Accounts	32
Adding a Waiver Payment Account	32
Adding a Credit Card Payment Account	34
Adding an E-Check Payment Account	38
Adding a Draw-Down Account	42
Editing a Payment Account	45
Deleting a Payment Account	46
8 Case Initiation	48
Starting a New Case Filing	49
Entering Case Information	50
Adding Envelope Level Comments to a Case Filing	50
Collecting Address Information at the Case Level	52
Entering Case Information for a Civil Case	53
Filing a New Case with Case Cross References	55
Filing a New Case with a Will Filed Date	57
Entering Party Details	59
Entering Date of Death on Parties Page	61
Entering Filing Details	65
Entering a Filing with an Ad Damnum Amount	68
Entering a Filing with a Motion Type Code	73
Entering a Filing with a Claim Amount	77
Entering a Filing with an Estate Value	82
Entering Payment Information	88
Entering Payment Information for Per-Page Optional Service Fee	91
Capability for Filing a Return Date	93
Selecting a Return Date for a Case Filing	96

	Reverify the Return Date	98
	Reverifying a Return Date	98
	Submission Agreements	99
	Viewing the Envelope Summary.....	100
	Viewing Case Address Information on the Summary Page	105
	View Case Judicial Officer	108
	Capability for Filing Hearing Date	111
	Scheduling a Hearing Date for a New Case Filing.....	112
	Scheduling a Hearing for an Existing Case Filing.....	117
9	Auto Generated Documents	120
	Collecting Additional Data on the Case Information Page.....	120
	Entering Service of Process Information on the Parties Page	121
	Entering Filing Details for Service of Process Cases	124
	Entering Payment Information.....	129
	Viewing the Envelope Summary for Service of Process Cases	132
	Viewing the Envelope Details for Service of Process Cases	134
10	Redaction Feature	137
	Entering a Filing with Redacted Documents	138
	Deleting a Redaction.....	142
	Working with an Existing Redaction.....	143
	Redaction Editor Toolbar	144
11	File into an Existing Case	147
	Filing into an Existing Case from the Dashboard Page	147
	Filing into an Existing Case from the Filing History Page	152
	Filing into a Non-Indexed Case	155
	Creating a Service Only Filing	157
12	Access re:Search®	159
13	Service Contacts	162
	Adding a New Service Contact.....	163
	Adding a Service Contact from My Service Contact List to a Filing	165
	Adding a Service Contact from a Public List to a Filing	167
	Adding a New Service Contact to a Filing.....	169
	Updating Information for an Existing Service Contact.....	172
	Viewing Attached Case List of Service Contacts.....	173
	Viewing Service Contact History	174
	Updating Information for a Case Service Contact	176
	Deleting a Service Contact	177
14	Templates	179
	Adding a Template	179
	Editing a Template	181
	Using a New Case Template	182
	Using an Existing Case Template	183
	Copying a Template	185
	Deleting a Template	186
15	Filings	188
	Copying the Envelope	188
	Viewing the Envelope Details.....	190
	Viewing Case Address Information in the Envelope Details	192
	Viewing Mail Service Fees in the Envelope Details	194
	Viewing Certified Mail Services Information in Envelope Details	196
	Viewing Envelope Level Information in the Envelope Details	198
	Resuming a Case Filing	200
	Deleting a Draft Filing.....	201
	Canceling a Filing	202
16	Bookmarks	204
	Creating a Bookmark for a Case	204
	Removing a Bookmark from a Case	204
	Viewing a List of Bookmarked Cases.....	205
17	Bulk Filing.....	206

	Dashboard	206
	Bulk History	207
	Bulk Drafts.....	208
	Starting Multiple New Case Filings	209
	Entering Case Information for a Bulk Filing	212
	Entering Party Details for a Bulk Filing	213
	Entering Filing Details for a Bulk Filing.....	215
	Entering Payment Information for a Bulk Filing	218
	Viewing the Envelope Summary for a Bulk Filing	221
	Associating Parties to a Bulk Filing	223
	Filing into Multiple Existing Cases	228
	Filing into Multiple Existing Cases Using the Bookmark Search	229
	Filing into Multiple Existing Cases Using Case Search	232
	Filing into Multiple Existing Cases Using Filing History Search.....	236
	Copying a Bulk Filing	239
18	Vacation Letter (or Leave of Absence).....	241
	Dashboard	241
	Bulk History	242
	Bulk Drafts.....	242
	Filing a Vacation Letter (or Leave of Absence).....	243
	Entering Payment Information for a Vacation Letter (or Leave of Absence) Filing	248
	Viewing the Envelope Summary for a Vacation Letter (or Leave of Absence) Filing	250
19	Reports	252
	Creating a Report	252
20	Support and Feedback.....	254
	Requesting Support	254
	Zendesk Support	255
	Providing Feedback	257
	Tyler Technologies Technical Support Contact Information	259

List of Figures

Figure 1.1 – Help Drop-Down Menu	3
Figure 1.2 – Keyboard Shortcuts Window	4
Figure 1.3 – Dashboard Page	5
Figure 1.4 – File into Existing Case Window—Includes Party Name Option	5
Figure 1.5 – File into Existing Case Window—Excludes Party Name Option	6
Figure 1.6 – Case Search Page with No Search Results Displayed	6
Figure 1.7 – Filing History Page	7
Figure 1.8 – Filing Drafts Page	7
Figure 1.9 – Sample Bookmarks Page	8
Figure 1.10 – Templates Page	8
Figure 1.11 – Payment Accounts Page	9
Figure 1.12 – Service Contacts Page	9
Figure 1.13 – My Information Page	10
Figure 1.14 – Reports Page	10
Figure 2.1 – The E-Filing Process	11
Figure 3.1 – eFile Landing Page	14
Figure 3.2 – Registration – Select Type Page	15
Figure 3.3 – Registration - User Information Page	15
Figure 3.4 – Registration - Firm/Contact Information Page	16
Figure 3.5 – Example of Terms and Conditions	16
Figure 3.6 – Registration - Success Page	17
Figure 3.7 – Reset Password Window	17
Figure 3.8 – Reset Password Window – Complete Reset Process	18
Figure 3.9 – Example of Password Reset Request Email	18
Figure 3.10 – Sample My Information Page	19
Figure 4.1 – Sign In Page	21
Figure 4.2 – Manage Account Window	22
Figure 5.1 – Manage Account Window	23
Figure 5.2 – Change Password Page	24
Figure 5.3 – Manage Account Window	24
Figure 5.4 – Profile Page	25
Figure 5.5 – Manage Account Window	25
Figure 5.6 – Email Notifications Page	26
Figure 6.1 – Dashboard	27
Figure 6.2 – Dashboard Page	28
Figure 6.3 – Warning Message	28
Figure 6.4 – Filing History Page	29
Figure 6.5 – Filing Drafts Page	29
Figure 6.6 – File into Existing Case Window—Includes Party Name Option	30
Figure 6.7 – File into Existing Case Window—Excludes Party Name Option	30
Figure 6.8 – Case Search Page with No Search Results Displayed	30
Figure 6.9 – Sample Bookmarks Page	31
Figure 6.10 – Templates Page	31
Figure 7.1 – Payment Accounts Page	33
Figure 7.2 – New Payment Account Pane	33
Figure 7.3 – Create a New Drop-Down List	34
Figure 7.4 – Account Type Drop-Down List for Waivers	34
Figure 7.5 – Payment Accounts Page	35
Figure 7.6 – New Payment Account Pane	35
Figure 7.7 – Create a New Drop-Down List	36
Figure 7.8 – Enter Information Window	36
Figure 7.9 – Payment Information Pane	37
Figure 7.10 – Verify Billing Information Pane	38

Figure 7.11 –Payment Accounts Page.....	39
Figure 7.12 –New Payment Account Pane	39
Figure 7.13 –Create a New Drop-Down List.....	40
Figure 7.14 –Enter Information Window	40
Figure 7.15 –Payment Information Pane	41
Figure 7.16 –Verify Billing Information Pane	42
Figure 7.17 –Payment Accounts Page	43
Figure 7.18 –New Payment Account Pane	43
Figure 7.19 –Create a New Drop-Down List.....	44
Figure 7.20 –Example of the Edit Locations for Draw Down Window	44
Figure 7.21 –Sample Balance for Draw Down Window	45
Figure 7.22 –Payment Accounts Page	46
Figure 7.23 –Payment Accounts Page	47
Figure 8.1 –Dashboard Page	49
Figure 8.2 –Start Filing Page.....	49
Figure 8.3 –Case Information Page	50
Figure 8.4 –Sample Case Information Page	51
Figure 8.5 –Sample Case Information Page—Case Address Pane Blank	52
Figure 8.6 –Sample Case Information Page—Case Address Pane Completed	53
Figure 8.7 –Case Information Page	54
Figure 8.8 –Select Procedures / Remedies Window.....	54
Figure 8.9 –Sample Completed Case Information Page	55
Figure 8.10 –Sample Case Information Page.....	55
Figure 8.11 –Sample Case Information Page with the Case Cross Reference Type Section Displayed	56
Figure 8.12 –Example of a Case Information Page with Case Cross Reference Numbers Added.....	57
Figure 8.13 –Start Filing Page	58
Figure 8.14 –Example of the Will Filed Field on the Case Information Page	58
Figure 8.15 –Personal Tab on the Parties Page	59
Figure 8.16 –Address Tab on the Parties Page	60
Figure 8.17 –Additional Identifiers Tab on the Parties Page.....	60
Figure 8.18 –Example of the Personal Tab on a Parties Page	61
Figure 8.19 –Start Filing Page	62
Figure 8.20 –Example of the Address Tab on a Parties Page	63
Figure 8.21 –Example of the Additional Identifiers Tab on a Parties Page Including the Date of Death Field	64
Figure 8.22 –Sample Filings Page	65
Figure 8.23 –Sample Optional Services Tab	66
Figure 8.24 –Sample Optional Services Tab with an Optional Service Selected	66
Figure 8.25 –Associate Parties to this Filing Window.....	67
Figure 8.26 –Upload Documents Pane.....	68
Figure 8.27 –Sample Filings Page	69
Figure 8.28 –Sample Optional Services Tab	70
Figure 8.29 –Sample Optional Services Tab with an Optional Service Selected	70
Figure 8.30 –Associate Parties to this Filing Window.....	71
Figure 8.31 –Upload Documents Pane.....	72
Figure 8.32 –Sample Fees Page	72
Figure 8.33 –Example of the Ad Damnum Fees on the Fees Page	73
Figure 8.34 –Example of a Filings Page with a Motion Filing Code Selected.....	74
Figure 8.35 –Sample Motion Type Drop-Down List.....	74
Figure 8.36 –Sample Optional Services Tab	75
Figure 8.37 –Sample Optional Services Tab with an Optional Service Selected	76
Figure 8.38 –Associate Parties to this Filing Window.....	76
Figure 8.39 –Upload Documents Pane.....	77
Figure 8.40 –Sample Filings Page	78
Figure 8.41 –Sample Optional Services Tab	79
Figure 8.42 –Sample Optional Services Tab with an Optional Service Selected	79
Figure 8.43 –Associate Parties to this Filing Window.....	80
Figure 8.44 –Upload Documents Pane.....	81

Figure 8.45 –Sample Fees Page	81
Figure 8.46 –Example of the Claim Amount Fees on the Fees Page.....	82
Figure 8.47 –Sample Filings Page	83
Figure 8.48 –Sample Optional Services Tab	84
Figure 8.49 –Sample Optional Services Tab with an Optional Service Selected.....	84
Figure 8.50 –Associate Parties to this Filing Window.....	85
Figure 8.51 –Upload Documents Pane.....	86
Figure 8.52 –Sample Fees Page	86
Figure 8.53 –Example of the Estate Value Fees on the Fees Page.....	87
Figure 8.54 –Example of a Fees Page	88
Figure 8.55 –Select Party Responsible For Fees Window.....	89
Figure 8.56 –Example of a Fees Page with the Filing Fees Displayed.....	90
Figure 8.57 –Example of a Fees Page with the Mail Service Fees Displayed.....	90
Figure 8.58 –Sample Optional Services Tab	91
Figure 8.59 –Select Party Responsible For Fees Window.....	92
Figure 8.60 –Example of a Fees Page with the Filing Fees Displayed.....	93
Figure 8.61 –Return Date Pane	93
Figure 8.62 –Return Date Verified Message	93
Figure 8.63 –Sample Return Date Pane with Valid Date Displayed.....	94
Figure 8.64 –Return Date Pane with Error Message Displayed	94
Figure 8.65 –Example of the Return Date and Out of State Service Option in the Envelope Details	95
Figure 8.66 –Dashboard Page.....	96
Figure 8.67 –Start Filing Page	96
Figure 8.68 –Return Date Pane on the Summary Page	97
Figure 8.69 –Out of State Service Check Box Selected in the Return Date Pane	98
Figure 8.70 –Return Date Verified Message	98
Figure 8.71 –Sample Return Date Pane with Valid Date Displayed.....	98
Figure 8.72 –Return Date Pane	99
Figure 8.73 –Submission Agreements Pane – One Disclaimer.....	99
Figure 8.74 –Submission Agreements Pane with the Check Box Selected – One Disclaimer.....	99
Figure 8.75 –Submission Agreements Pane – Two Disclaimers	100
Figure 8.76 –Submission Agreements Pane with the Check Boxes Selected – Two Disclaimers.....	100
Figure 8.77 –Submission Agreements – No Disclaimers.....	100
Figure 8.78 –Sample Summary Page.....	101
Figure 8.79 –Sample Summary Page with Mail Service Fees Displayed	102
Figure 8.80 –Sample Summary Page with Envelope Comments Displayed.....	103
Figure 8.81 –Envelope Submitting Window	104
Figure 8.82 –Sample Printable Envelope Details Page.....	105
Figure 8.83 –Case Address Information on the Summary Page	106
Figure 8.84 –Envelope Submitting Window	107
Figure 8.85 –Sample Printable Envelope Details Page.....	108
Figure 8.86 –Example of the Judge Information on the Envelope Details Page.....	109
Figure 8.87 –Example of the Judge Information on the Summary Page	110
Figure 8.88 –Example of the Judge Information on the Case Information Page	110
Figure 8.89 –Example of the Judge Information on the Bookmarks Page	111
Figure 8.90 –Sample Schedule Hearing Page	112
Figure 8.91 –Dashboard Page.....	113
Figure 8.92 –Start Filing Page	113
Figure 8.93 –Case Information Page.....	114
Figure 8.94 –Parties Page.....	114
Figure 8.95 –Filings Page	115
Figure 8.96 –Summary Page.....	116
Figure 8.97 –Sample Schedule Hearing Page	116
Figure 8.98 –Filing History Page.....	117
Figure 8.99 –Sample Envelope Details Page	118
Figure 8.100 –Sample Schedule Hearing Page.....	118
Figure 9.1 –Additional Data Fields on the Case Information Page	121
Figure 9.2 –Example of the Personal Tab on the Parties Page—Blank	122

Figure 9.3 – Example of a Service of Process Drop-Down List.....	122
Figure 9.4 – Example of the Personal Tab on the Parties Page with Fields Completed.....	123
Figure 9.5 – Address Tab on the Parties Page.....	123
Figure 9.6 – Additional Identifiers Tab on the Parties Page.....	124
Figure 9.7 – Example of an Auto Generated Filings Pane.....	125
Figure 9.8 – Example of a Filings Page with the Auto Generated Filings Pane Displayed.....	125
Figure 9.9 – Sample Optional Services Tab.....	126
Figure 9.10 – Sample Optional Services Tab with an Optional Service Selected.....	127
Figure 9.11 – Associate Parties to this Filing Window.....	127
Figure 9.12 – Upload Documents Pane.....	128
Figure 9.13 – Example of a Fees Page.....	129
Figure 9.14 – Select Party Responsible For Fees Window.....	130
Figure 9.15 – Example of a Fees Page with the Filing Fees Displayed.....	131
Figure 9.16 – Example of a Fees Page with the Mail Service Fees Displayed.....	131
Figure 9.17 – Sample Summary Page.....	132
Figure 9.18 – Envelope Submitting Window.....	133
Figure 9.19 – Sample Printable Envelope Details Page.....	134
Figure 9.20 – Filing History Page.....	135
Figure 9.21 – Sample Envelope Details Page.....	136
Figure 10.1 – Start Filing Page.....	138
Figure 10.2 – Sample Filings Page with the Redaction Fee Displayed.....	139
Figure 10.3 – Example of a Message for a Completed Redaction.....	139
Figure 10.4 – Sample Fees Page with the Redaction Fees Displayed.....	140
Figure 10.5 – Sample Summary Page with the Redaction Fees Displayed.....	141
Figure 10.6 – Example of a Message with Redaction in Progress.....	141
Figure 10.7 – Sample Envelope Details Page with the Redaction Fees Displayed.....	142
Figure 10.8 – Annotation Notes Dialog Box.....	143
Figure 10.9 – Delete Annotation? Dialog Box.....	143
Figure 10.10 – Sample Thumbnail Pane.....	146
Figure 11.1 – File into Existing Case Window—Includes Party Name Option.....	148
Figure 11.2 – File into Existing Case Window—Excludes Party Name Option.....	148
Figure 11.3 – Case Search Page.....	149
Figure 11.4 – Associate Parties to this Filing Window.....	150
Figure 11.5 – Upload Documents Pane.....	151
Figure 11.6 – Example of a Filing History Page.....	152
Figure 11.7 – Associate Parties to this Filing Window.....	153
Figure 11.8 – Upload Documents Pane.....	154
Figure 11.9 – File into Existing Case Window—Includes Party Name Option.....	155
Figure 11.10 – File into Existing Case Window—Excludes Party Name Option.....	155
Figure 11.11 – Case Search Window with No Results Found.....	156
Figure 11.12 – I Don’t See My Case Window.....	156
Figure 11.13 – Case Information Page.....	156
Figure 11.14 – Upload Documents Pane.....	157
Figure 11.15 – Sample Service Method Drop-Down List.....	158
Figure 11.16 – Example of a Service Page for a Service Only Filing.....	158
Figure 12.1 –re:Search Icon on the Filing History Page.....	159
Figure 12.2 –re:Search Icon on the Filing Drafts Page.....	160
Figure 12.3 –re:Search Icon on the Case Search Page.....	160
Figure 12.4 –re:Search Icon on the Bookmarks Page.....	161
Figure 13.1 – Example of a Filing History Page.....	162
Figure 13.2 – Example of a Case Search Page.....	163
Figure 13.3 – Example of a Bookmarks Page.....	163
Figure 13.4 – Service Contacts Page.....	164
Figure 13.5 – Service Contacts – Additional Fields.....	164
Figure 13.6 – My Service Contacts Window.....	165
Figure 13.7 – Sample Associated Parties Window.....	166
Figure 13.8 – Sample Service Method Drop-Down List.....	166
Figure 13.9 – Example of a Service Page in a Case Filing.....	167
Figure 13.10 – Public Service Contacts Window.....	167

Figure 13.11 –Sample Public Service Contacts List.....	168
Figure 13.12 –Sample Associated Parties Window	168
Figure 13.13 –Sample Service Method Drop-Down List.....	169
Figure 13.14 –Example of a Service Page in a Case Filing	169
Figure 13.15 –Add Service Contact Window	170
Figure 13.16 –Sample Associated Parties Window	171
Figure 13.17 –Sample Service Method Drop-Down List.....	171
Figure 13.18 –Example of a Service Page in a Case Filing	172
Figure 13.19 –Service Contacts Page	172
Figure 13.20 –Service Contacts Page	173
Figure 13.21 –Service Contact Attached Cases Window	173
Figure 13.22 –Service Contact Attached Cases Window – No Attached Cases	174
Figure 13.23 –Example of a Case Service Contacts Window	175
Figure 13.24 –Example of a Service Contact History Window	176
Figure 13.25 –Filing History Page	176
Figure 13.26 –Update Service Contact Window	177
Figure 13.27 –Service Contacts Page	178
Figure 14.1 –Templates Page	179
Figure 14.2 –Templates Pane	180
Figure 14.3 –Sample Summary Page.....	181
Figure 14.4 –Templates Page	182
Figure 14.5 –Templates Page	183
Figure 14.6 –Filing History Page	184
Figure 14.7 –Templates Matching Window	185
Figure 14.8 –Templates Page	186
Figure 14.9 –More Options Drop-Down List	186
Figure 14.10 –Templates Page	187
Figure 14.11 –More Options Drop-Down List	187
Figure 15.1 –Filing History Page	189
Figure 15.2 –More Options Drop-Down List	189
Figure 15.3 –Sample Case Information Page for a Copied Envelope	189
Figure 15.4 –Sample Summary Page for a Copied Envelope	190
Figure 15.5 –Filing History Page	191
Figure 15.6 –Sample Envelope Details Page	192
Figure 15.7 –Filing History Page	193
Figure 15.8 –Case Address Information on the Envelope Details Page	194
Figure 15.9 –Filing History Page	195
Figure 15.10 –Sample Envelope Details Page with the Mail Service Fees Displayed	196
Figure 15.11 –Filing History Page	197
Figure 15.12 –Sample Envelope Details Page	198
Figure 15.13 –Filing History Page	199
Figure 15.14 –Sample Envelope Details with the Envelope Comments Displayed	200
Figure 15.15 –Filing Drafts Page	201
Figure 15.16 –Filing Drafts Page	202
Figure 15.17 –Filing History Page	203
Figure 16.1 –Sample Bookmarks Page	204
Figure 16.2 –Sample Bookmarks Page	205
Figure 16.3 –Sample Bookmarks Page	205
Figure 17.1 –Dashboard	206
Figure 17.2 –Bulk History Page	208
Figure 17.3 –Bulk Drafts Page	209
Figure 17.4 –Start Filing Page	210
Figure 17.5 –Bulk Filing Window.....	210
Figure 17.6 –Sample Bulk Filing Dashboard	211
Figure 17.7 –Sample Case Information Page.....	212
Figure 17.8 –Example of a Parties Page in a Bulk Filing	213
Figure 17.9 –Address Tab on the Parties Page	214
Figure 17.10 –Additional Identifiers Tab on the Parties Page.....	214
Figure 17.11 –Sample Filings Page.....	215

Figure 17.12 –Sample Optional Services Tab	216
Figure 17.13 –Sample Optional Services Tab with an Optional Service Selected	217
Figure 17.14 –Associate Parties to this Filing Window	217
Figure 17.15 –Upload Documents Pane	218
Figure 17.16 –Sample Bulk Fees / Summary Page—Blank Fields	219
Figure 17.17 –Select Party Responsible For Fees Window	220
Figure 17.18 –Sample Bulk Fees / Summary Page—Completed Fields	220
Figure 17.19 –Sample Fee Details Window	221
Figure 17.20 –Sample Bulk Fees / Summary Page—Submission Agreements Not Accepted	222
Figure 17.21 –Sample Bulk Fees / Summary Page After Filing is Submitted	222
Figure 17.22 –Sample Bulk Filing Dashboard Page	223
Figure 17.23 –Sample Drafts Tab on the Bulk Add Filings Page	223
Figure 17.24 –Sample Add Filings Tab on the Bulk Add Filings Page	224
Figure 17.25 –Upload Documents Pane	225
Figure 17.26 –Sample Save Filings Tab on the Bulk Add Filings Page	225
Figure 17.27 –Associate Parties Button Displayed in the Save Filings Tab	226
Figure 17.28 –Select Filings Window	226
Figure 17.29 –Associate Parties to Selected Filing(s) Window — Blank	227
Figure 17.30 –Party Type Drop-Down List	227
Figure 17.31 –Start Filing Page	228
Figure 17.32 –Bulk Filing Window	228
Figure 17.33 –Sample Bulk Filing Dashboard Page	229
Figure 17.34 –Start Filing Page	230
Figure 17.35 –Bulk Filing Window	230
Figure 17.36 –Sample Bulk Filing Dashboard Page	231
Figure 17.37 –Sample Bookmarks Window	231
Figure 17.38 –Add to Bulk Window	232
Figure 17.39 –Sample Bulk Filing Dashboard Page—Case Added to Bulk	232
Figure 17.40 –Start Filing Page	233
Figure 17.41 –Bulk Filing Window	233
Figure 17.42 –Sample Bulk Filing Dashboard Page	234
Figure 17.43 –Case Search Window	234
Figure 17.44 –Case Search Results Window	235
Figure 17.45 –Add to Bulk Window	235
Figure 17.46 –Case Search Message—No Cases Selected	235
Figure 17.47 –Sample Bulk Filing Dashboard Page—Case Added to Bulk	236
Figure 17.48 –Start Filing Page	236
Figure 17.49 –Bulk Filing Window	237
Figure 17.50 –Sample Bulk Filing Dashboard Page	237
Figure 17.51 –Sample Filing History Window	238
Figure 17.52 –Add to Bulk Window	238
Figure 17.53 –Sample Bulk Filing Dashboard Page—Case Added to Bulk	239
Figure 17.54 –Sample Bulk Filing Pane	239
Figure 17.55 –Sample Bulk Filing Dashboard	240
Figure 18.1 –Dashboard	241
Figure 18.2 –Sample Bulk History Page	242
Figure 18.3 –Sample Bulk Drafts Page	243
Figure 18.4 –Dashboard Page	244
Figure 18.5 –Options Tab on the File Vacation Letter Page	244
Figure 18.6 –Sample Vacation Letter Type Drop-Down List	245
Figure 18.7 –Sample Options Tab on the File Vacation Letter Page with Fields Completed	245
Figure 18.8 –Sample Cases Tab on the File Vacation Letter Page	245
Figure 18.9 –Filing Tab on the File Vacation Letter Page	246
Figure 18.10 –Save Tab on the File Vacation Letter Page	247
Figure 18.11 –Sample Vacation Letter Filing on the Bulk Filing Dashboard Page	247
Figure 18.12 –Sample Bulk Fees / Summary Page—Blank Fields	248
Figure 18.13 –Sample Bulk Fees / Summary Page—Completed Fields	249
Figure 18.14 –Fee Totals and Fee Details Button on the Bulk Fees / Summary Page	250
Figure 18.15 –Sample Bulk Fees / Summary Page	251

Figure 19.1 –Reports Page	252
Figure 19.2 –Select Locations Dialog Box	253
Figure 19.3 –Error Message for Report Date Range.....	253
Figure 20.1 –Help Drop-Down Menu.....	254
Figure 20.2 –Example of a Support Window	254
Figure 20.3 –Help Icon on the Dashboard Page.....	255
Figure 20.4 –Chat Modal.....	256
Figure 20.5 –Chat Modal with Communication Options.....	256
Figure 20.6 –Help Drop-Down Menu	257
Figure 20.7 –Feedback Window	257
Figure 20.8 –Feedback Type Drop-Down List	258

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 2022.1 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 2022.1 Enhancements

The following enhancements were made to the Odyssey® File & Serve™ system for Release 2022.1.

Feature/Update	Description/Location in Document
The <i>Start Filing</i> page was changed.	Throughout the document, replaced the <i>Start Filing</i> page.
The ability to create draw-down accounts was added.	Adding a Draw-Down Account, page 42
The “Payment Accounts” chapter was updated to reflect the change to the payment account pane for adding new payment accounts.	Payment Accounts, page 32
The Add Payment Account button was changed.	Updated screen shots in the “Payment Accounts” chapter reflecting the changes to the Add Payment Account button.
The account types listed for creating new payment accounts on the <i>Fees</i> page were updated to include draw-down accounts.	Entering Payment Information, page 88
The ability to include envelope level information was added to the <i>Case Information</i> page, the <i>Summary</i> page, and the envelope details.	The following topics were added: <ul style="list-style-type: none">• Adding Envelope Level Comments to a Case Filing, page 50• Viewing the Envelope Summary, page 100• Viewing Envelope Level Information in the Envelope Details, page 198
The “File into an Existing Case” chapter was updated. The topic “Filing into an Existing Case from the Case Search Page” was removed, and the information was added to the other topics.	File into an Existing Case, page 147

Feature/Update	Description/Location in Document
The Filter option was added to the <i>Templates</i> pages.	In the “Templates” chapter, screen shots were updated to show the addition of the Filter option.
The firm name associated with public service contacts was added to the <i>Public Service Contacts</i> window.	The sample screen shot of the public service contacts list was updated to show the addition of the firm name associated with each service contact. Adding a Service Contact from a Public List to a Filing, page 167

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.

Keyboard Shortcuts

You can access the keyboard shortcuts from the **Help** drop-down menu.



Click  in the eFile header.

The **Help** drop-down menu is displayed.

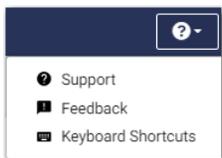


Figure 1.1 – Help Drop-Down Menu

Click **Keyboard Shortcuts**.

The *Keyboard Shortcuts* window is displayed.

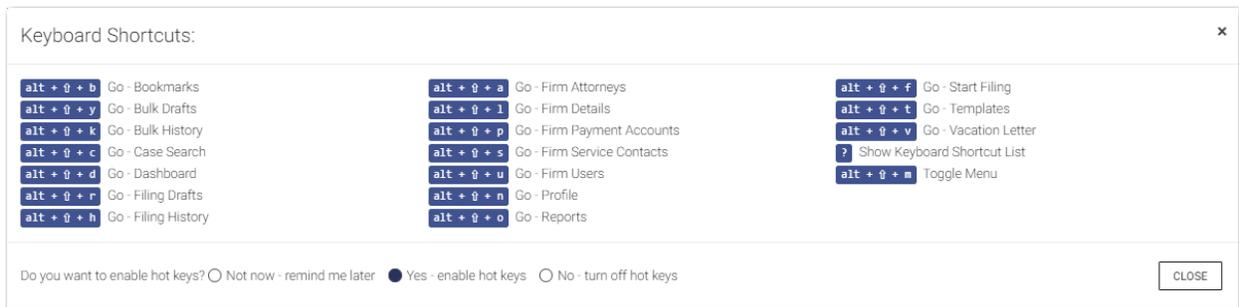


Figure 1.2 – Keyboard Shortcuts Window

Select the option that you want. You can turn hot keys on or off, or you could set a reminder to enable the hot keys at a later time.

Drop-Down Menus

The application allows you to search and filter various drop-down menus to quickly find the selection that you want.

The search function allows you to type the name of the item that you want to locate in the search field. The search function can be used in the following drop-down menus:

- **Location** field in the following places in the application:
 - *Case Search* page
 - *Case Information* page
- **Case Category** field
- **Case Type** field
- **Party Type** field
- **Filing Code** field
- **Payment Account** field on the *Fees* page
- **Filing Attorney** field on the *Fees* page

Note: All users may not see the Filing Attorney 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.

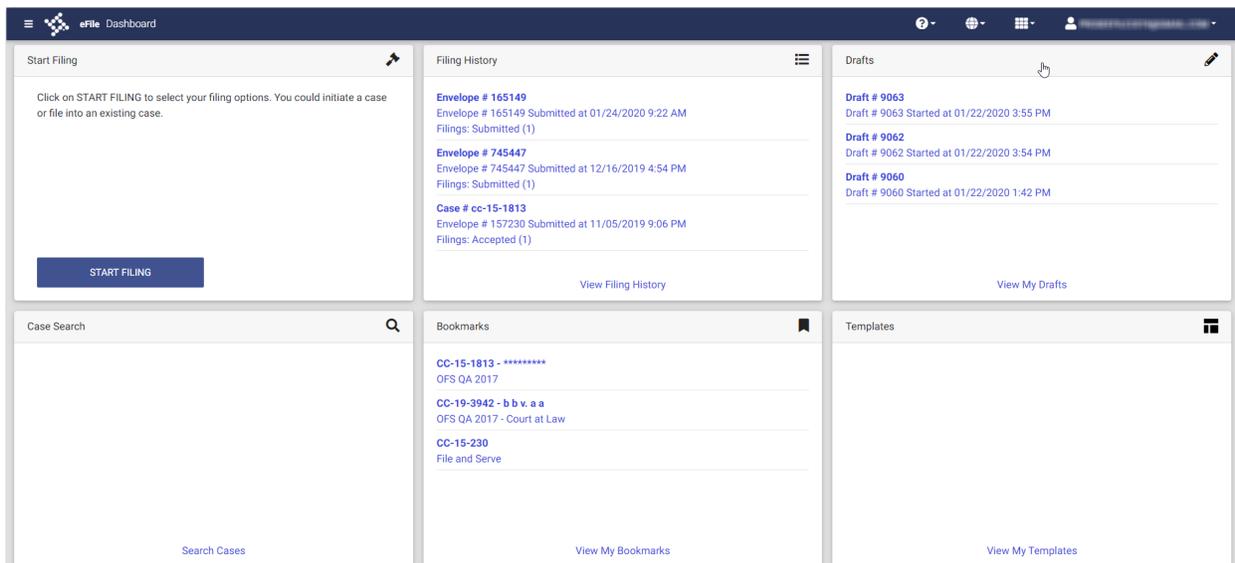


Figure 1.3 – Dashboard Page

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.

Figure 1.4 – 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.

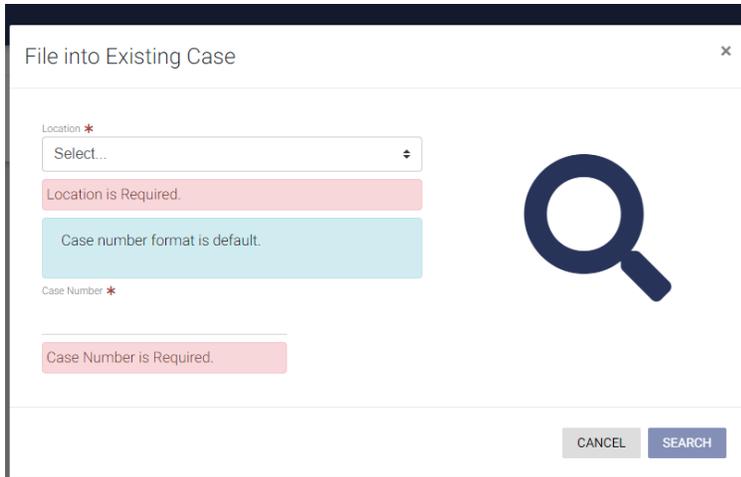


Figure 1.5 – File into Existing Case Window—Excludes Party Name Option

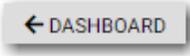
If your search does not produce any results, click  to return to the *Dashboard* page.



Figure 1.6 – 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.

The screenshot shows the 'eFile Filing History' interface. On the left is a 'Filing History Filter' panel 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 displays a table of filings. Two rows are visible:

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Acquittal	eFile Only		
Reviewed	Acknowledgement	eFile Only		

Figure 1.7 – 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.

The screenshot shows the 'eFile Filing Drafts' interface. On the left is a 'Filing Drafts Filter' panel with sections for Location (Any Location), Case Number / Draft Number, and Date Range (Anytime, Last Month, Last Week, Last Two Days, Today, Pick a Custom Range). The main area displays a list of draft filings, each with a 'Resume' (play icon), 'Delete' (trash icon), and 'More' (three dots) button:

- Draft # 6666: Started 10/24/19 3:31 PM by Pro Se
- Draft # 6659: Started 10/23/19 4:56 PM by Pro Se
- Draft # 6658: Started 10/23/19 4:21 PM by unknown
- Draft # 5593: Started 10/11/19 8:14 AM by Pro Se
- Draft # 5592: Started 10/10/19 9:13 PM by Pro Se
- Draft # 5587: Started 10/10/19 1:59 PM by Pro Se
- Draft # 5560: Started 10/8/19 1:49 PM by Pro Se
- Draft # 5557

Figure 1.8 – 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.

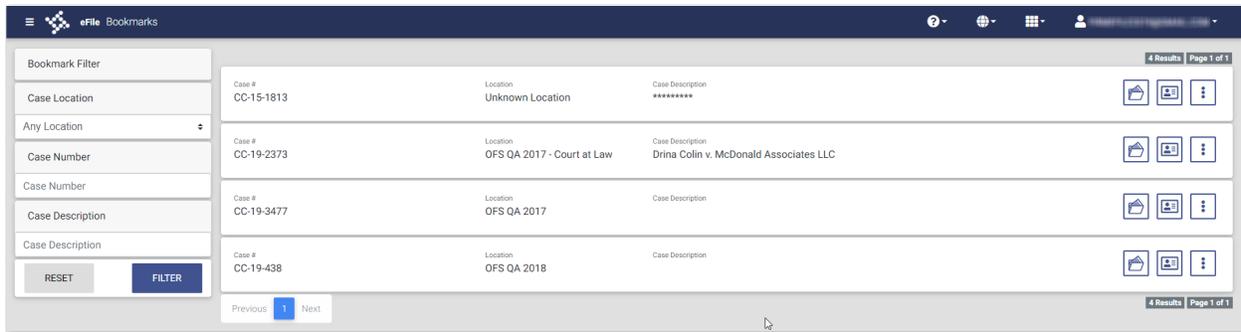


Figure 1.9 – Sample Bookmarks Page

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.

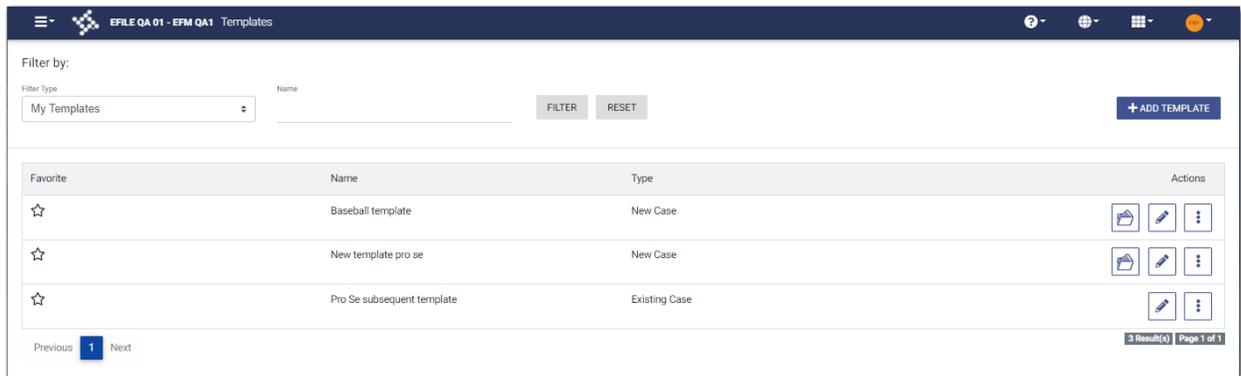


Figure 1.10 – Templates Page

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.

Payment Account Name	Payment Account Type	Status	Last 4 Digits	Actions
Mastercard	Credit Card	Active	5454	[Edit] [Delete]
New waiver	Waiver	Active		[Edit] [Delete]
Pro se cc	Credit Card	Active	1881	[Edit] [Delete]
Pro se Discover	Credit Card	Active	1117	[Edit] [Delete]
waliver	Waiver	Active		[Edit] [Delete]

Figure 1.11 – 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.

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	[redacted]@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 1.12 – Service Contacts Page

My Information

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

The screenshot shows the 'My Information' page in the EFILE system. The page has a dark blue header with the text 'EFILE QA 01 - EFM QA4 My Information'. Below the header, the page title 'My Information' is displayed. The form contains the following fields: Country (United States), Address Line 1 (123 Main st), Address Line 2 (empty), City (Plano), State (Texas), Zip Code (75024), and Phone Number (1234567899). A 'SAVE' button is located in the bottom right corner of the form area.

Figure 1.13 – My Information 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.

The screenshot shows the 'Reports' page in the EFILE system. The page has a dark blue header with the text 'EFILE QA 01 Reports'. Below the header, the page title 'Reports' is displayed. A light blue banner contains the text: '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.' The form contains the following filters: Location (All), Status (All Statuses, Accepted, Cancelled, Received, Returned, Reviewed, Served, Submission Failed, Submitted), Date From (Date From is Required), and Date To (Date To is Required). A 'DOWNLOAD REPORT' button is located in the bottom right corner of the form area.

Figure 1.14 – Reports Page

2 E-Filing Overview

Topics covered in this chapter

◆ Filing Queue Status

This section describes the e-filing process.

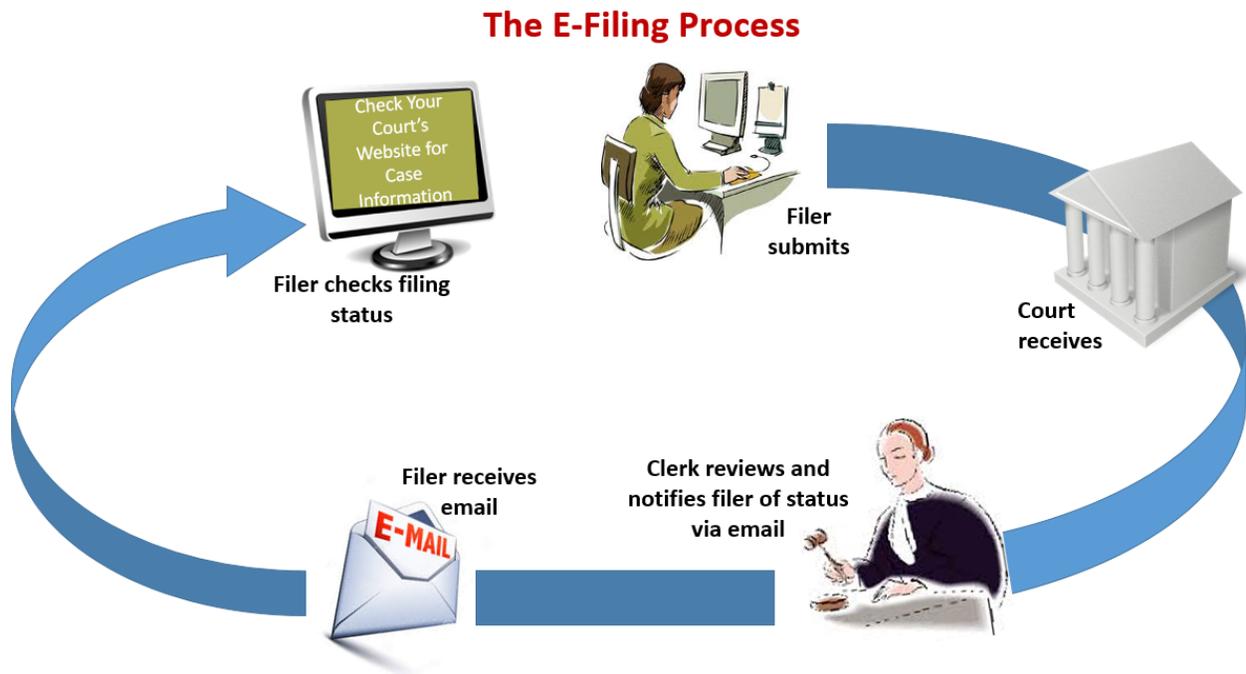


Figure 2.1 – The E-Filing Process

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
- ◆ 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.

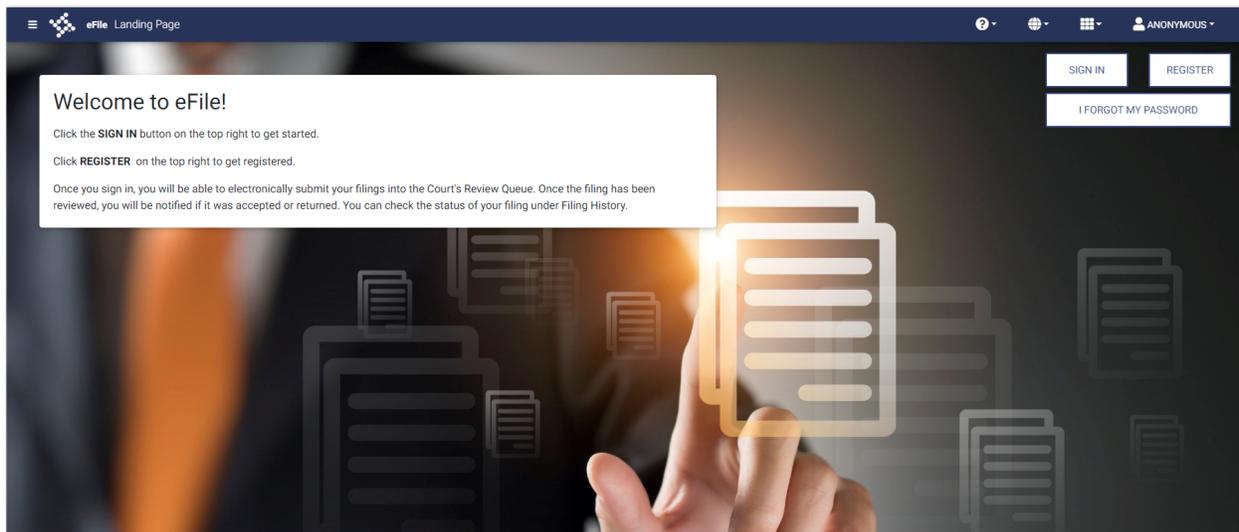


Figure 3.1 – eFile Landing Page

Registering as an Individual Filer

You can register as an individual filer if you are a single user of the system, and if it is allowed by your court. 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 or may not be permitted by your court.

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.

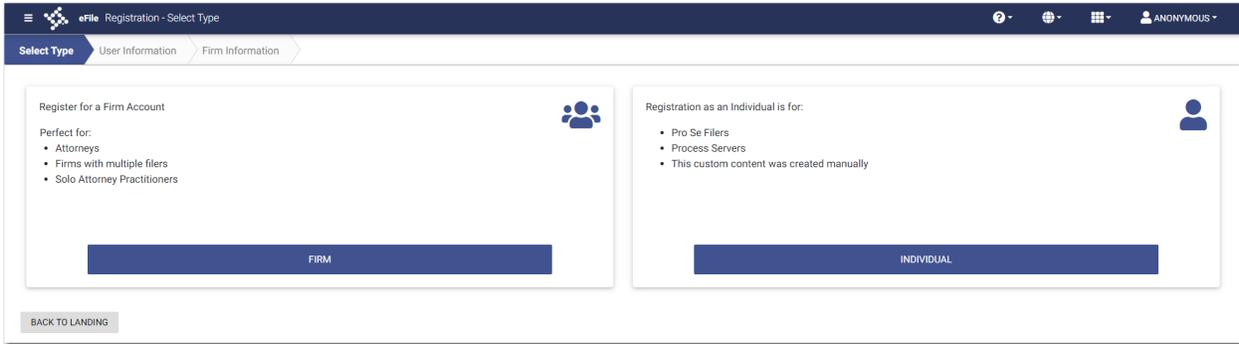


Figure 3.2 – Registration – Select Type Page

2. Click



The *Registration - User Information* page is displayed.

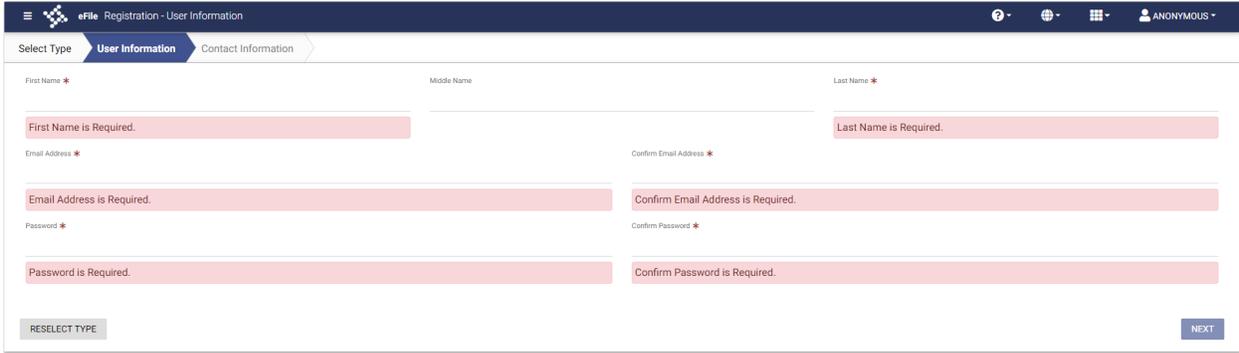


Figure 3.3 – Registration - User Information Page

3. Complete the required fields, and then click



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

4. Complete the address and phone number fields.

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.

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.

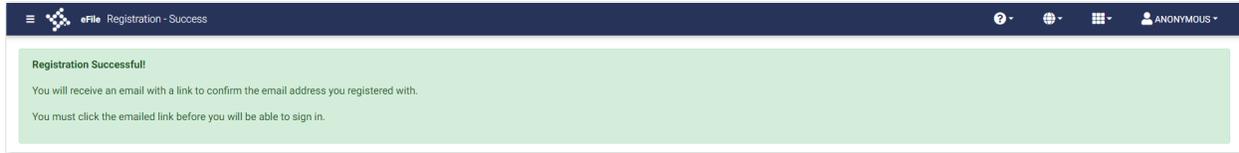


Figure 3.6 – Registration - Success Page

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.



- 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.

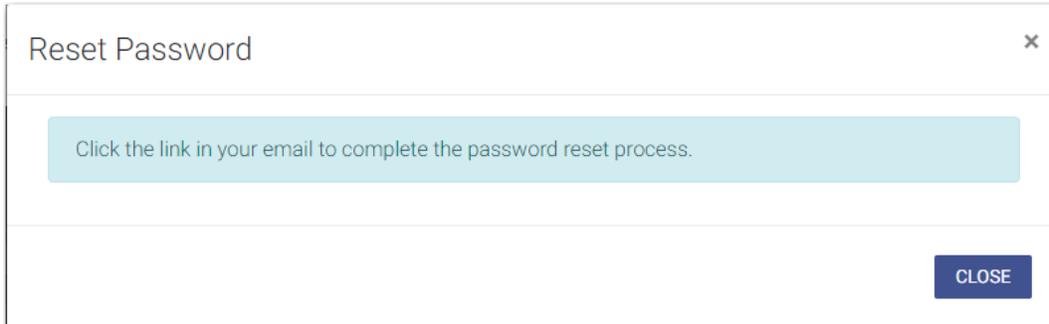


Figure 3.8 – Reset Password Window – Complete Reset Process

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

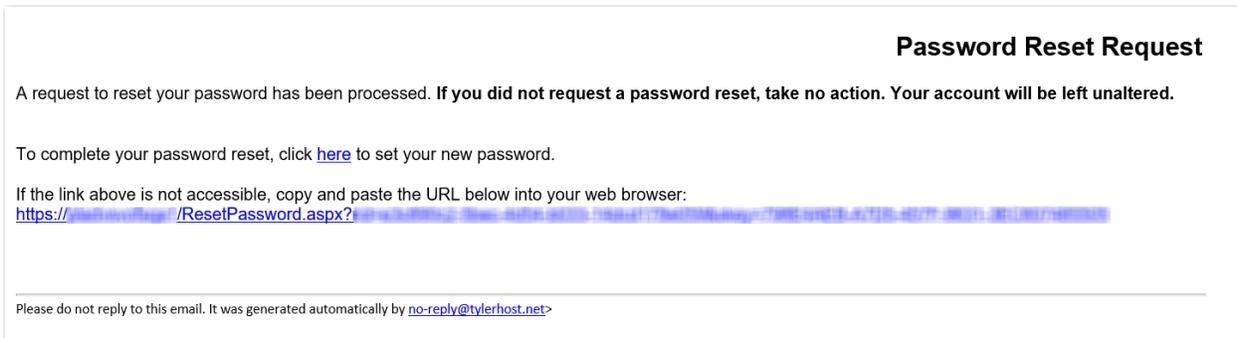


Figure 3.9 – Example of Password Reset Request Email

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

You are prompted to create a new password.

- 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.

- Retype your new password in the **Repeat New Password** field.

- Click **Change Password**.

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

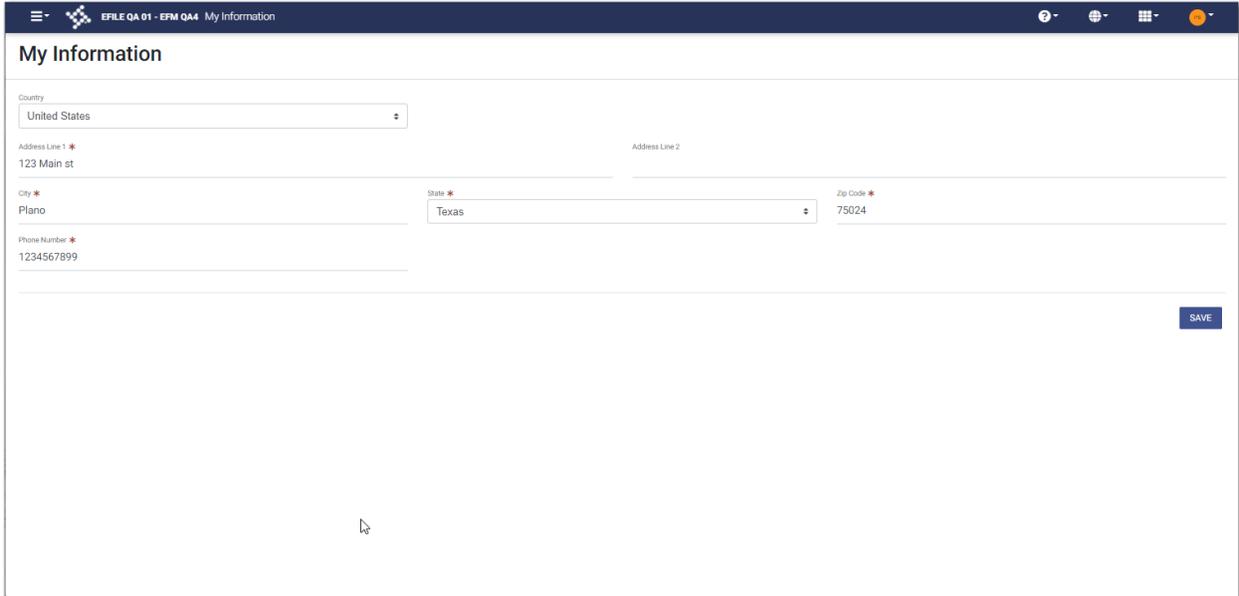
Updating User Information

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 browser window with the title "EFILE QA 01 - EFM QA4 My Information". The page content is titled "My Information". It features a form with the following fields and values:

- Country: United States
- Address Line 1: 123 Main st
- Address Line 2: (empty)
- City: Plano
- State: Texas
- Zip Code: 75024
- Phone Number: 1234567899

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

Figure 3.10 – Sample My Information Page

2. Update any information as needed, and then click

SAVE

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.

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.

2. Click  .

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

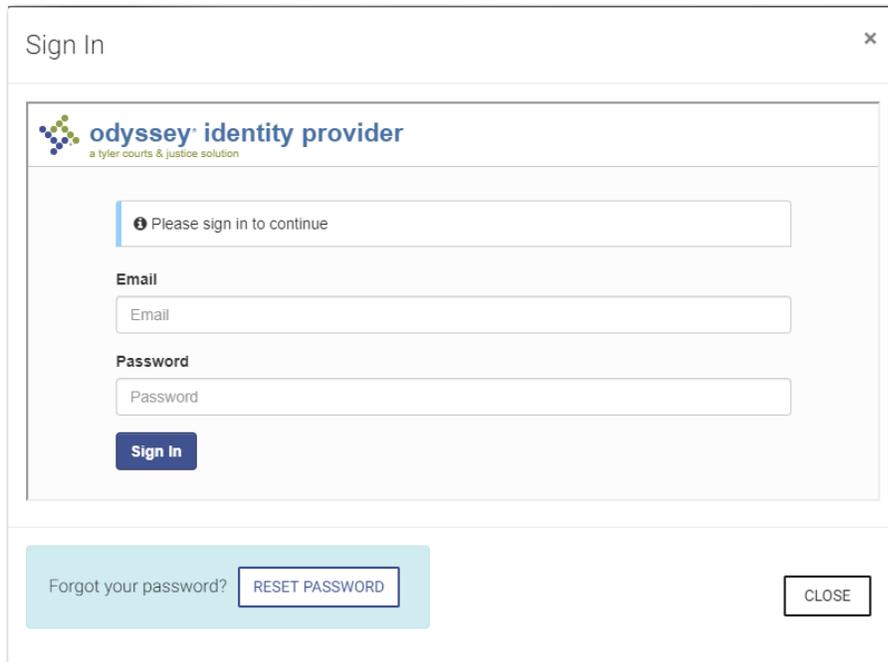


Figure 4.1 – Sign In Page

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. Click the drop-down arrow at the top right of the header next to your initials.

The *Manage Account* window is displayed.

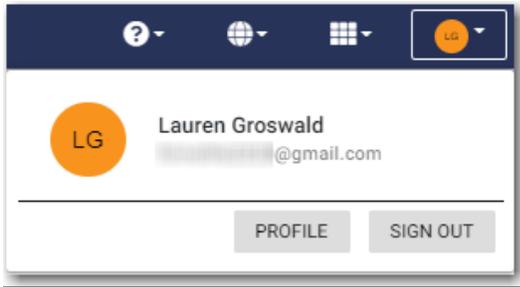


Figure 4.2 – Manage Account Window

2. Click  .

You are now signed out of the application.

5 Manage Account

Topics covered in this chapter

- ◆ Changing the User Password
- ◆ Updating the User Profile
- ◆ Selecting Email Notifications

You can manage some of your account settings in the application.

The settings you can manage are:

- Change your password
- Update your user profile
- Select your email notifications regarding your case filings

Changing the User Password

You can change your password on the *Change Password* page.

To change your password:

1. Click the drop-down arrow at the top right of the header next to your initials.

The *Manage Account* window is displayed.

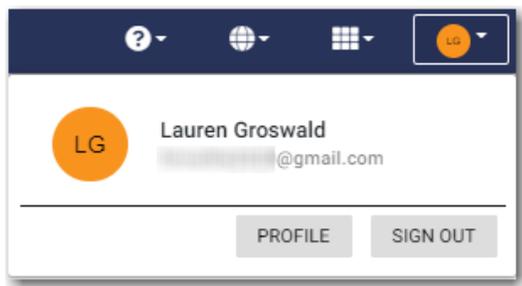
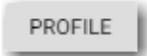


Figure 5.1 – Manage Account Window

2. Click  .

The *Profile* page is displayed.

3. Click **Change Password**.

The *Change Password* page is displayed.

Figure 5.2 – Change Password Page

4. Type the old password in the **Old Password** field.
5. 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.

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

7. Click .

Your password is changed.

Updating the User Profile

You can update your user profile on the *Profile* page.

To update your user profile:

1. Click the drop-down arrow at the top right of the header next to your initials.

The *Manage Account* window is displayed.

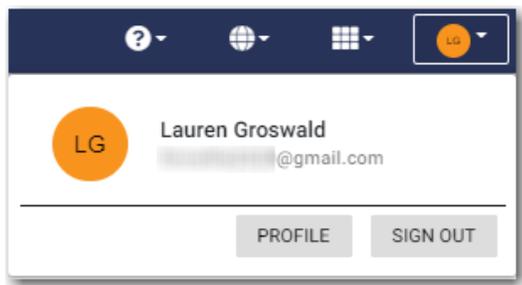


Figure 5.3 – Manage Account Window

2. Click .

The *Profile* page is displayed.



Figure 5.4 – Profile Page

3. Verify that your name is displayed correctly, and make changes, if needed.
4. Verify that your email address is correct, and make changes, if needed.
5. Click  .

Selecting Email Notifications

You can select the email notifications that you want to receive for case filings on the *Email Notifications* page.

To select your email notifications:

1. Click the drop-down arrow at the top right of the header next to your initials.
The *Manage Account* window is displayed.

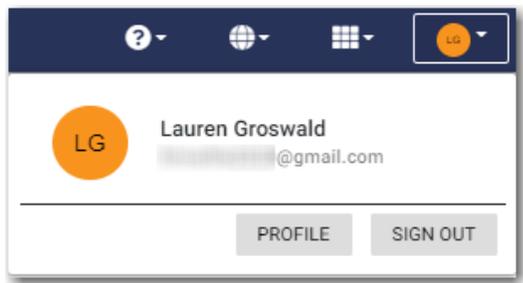


Figure 5.5 – Manage Account Window

2. Click  .
The *Profile* page is displayed.
3. Click **Email Notifications**.
The *Email Notifications* page is displayed.

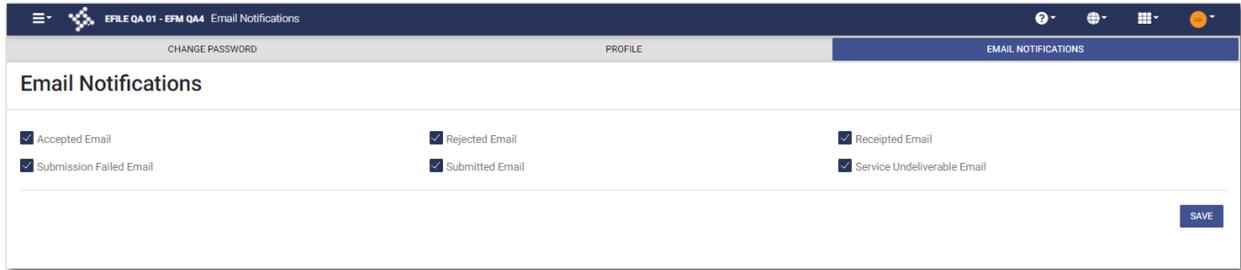


Figure 5.6 – Email Notifications Page

4. Select the check box for each type of email notification that you want to receive for your case filings.

5. Click  .

6 Dashboard

Topics covered in this chapter

◆ Dashboard Page

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

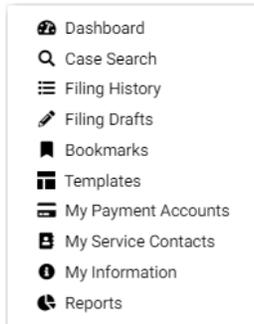


Figure 6.1 – Dashboard

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 *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.

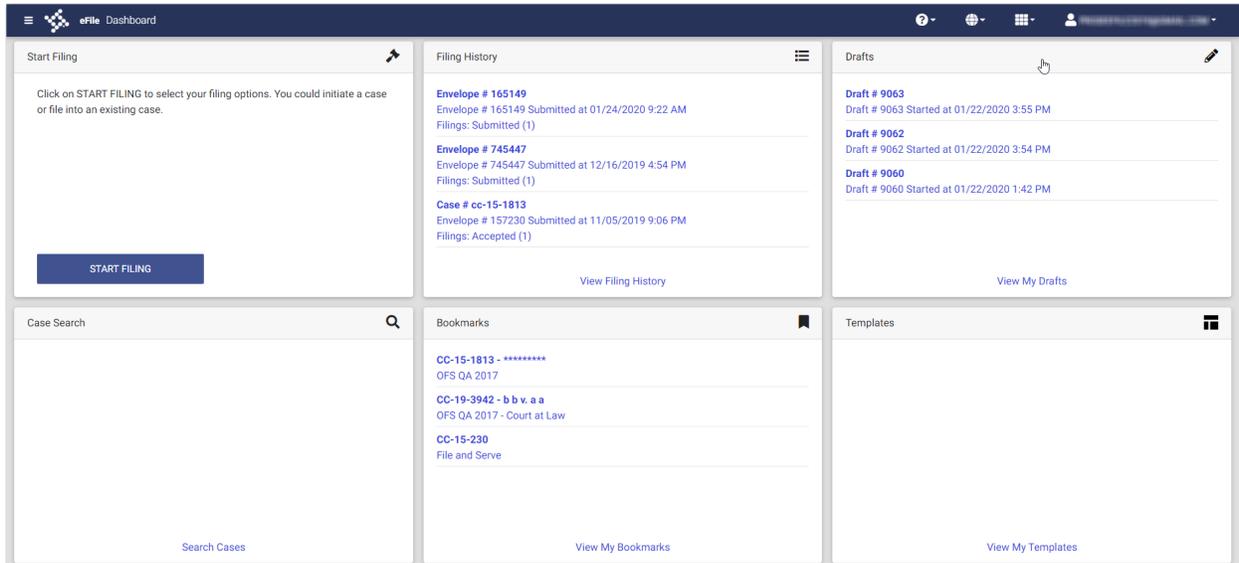


Figure 6.2 – Dashboard Page

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.

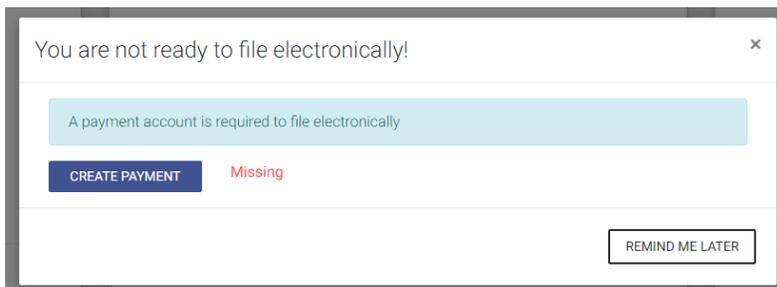


Figure 6.3 – Warning Message

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.

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 table of filings. The first row is for 'Envelope # 165244' with status 'Submitted', code 'Acquittal', and type 'eFile Only'. The second row is for 'Envelope # 165149' with status 'Reviewed', code 'Acknowledgement', and type 'eFile Only'. Each row has a 'Previous' and 'Next' button and a '2 Results Page 1 of 1' indicator.

Figure 6.4 – 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.

The screenshot displays the 'eFile Filing Drafts' interface. The left sidebar is a 'Filing Drafts Filter' with sections for Location (Any Location), Case Number / Draft Number, and Date Range (Anytime, Last Month, Last Week, Last Two Days, Today, Pick a Custom Range). The main area shows a table of draft filings. The first row is for 'Draft # 6666' with status 'Draft', code 'Acknowledgement', and type 'eFile Only'. Other drafts listed include # 6659, # 6658, # 5593, # 5592, # 5587, # 5560, and # 5557. Each row has a 'Previous' and 'Next' button and a '66 Results Page 1 of 4' indicator.

Figure 6.5 – 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.

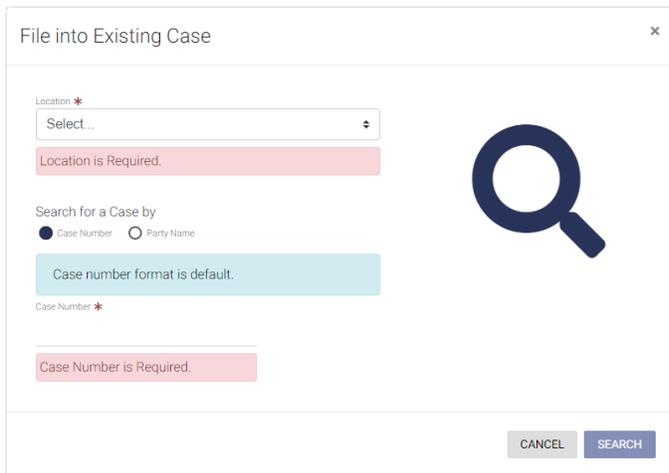


Figure 6.6 – File into Existing Case Window—Includes Party Name Option

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

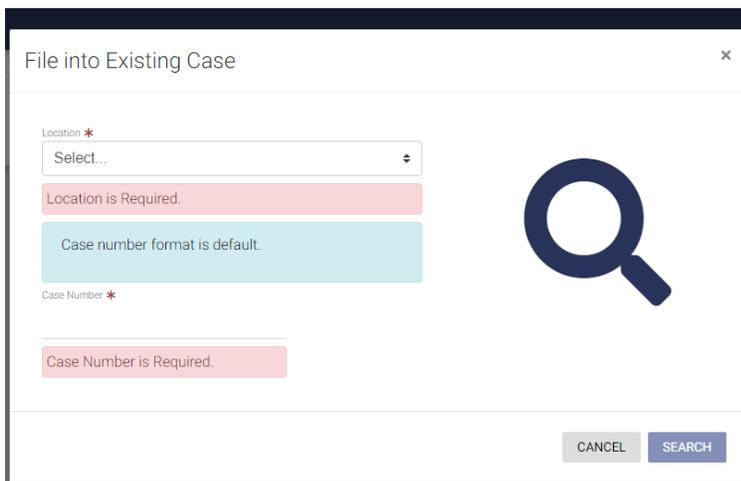


Figure 6.7 – File into Existing Case Window—Excludes Party Name Option

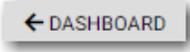
If your search does not produce any results, click  to return to the *Dashboard* page.



Figure 6.8 – Case Search Page with No Search Results Displayed

Bookmarks

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

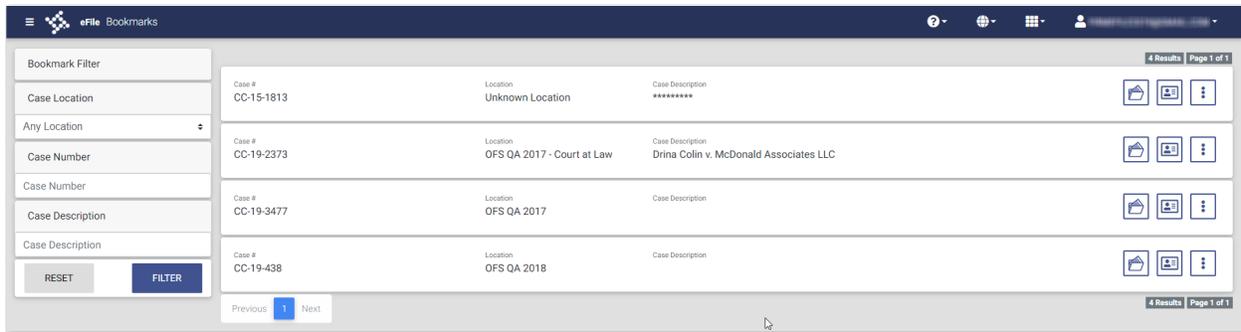


Figure 6.9 – Sample Bookmarks Page

Templates

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

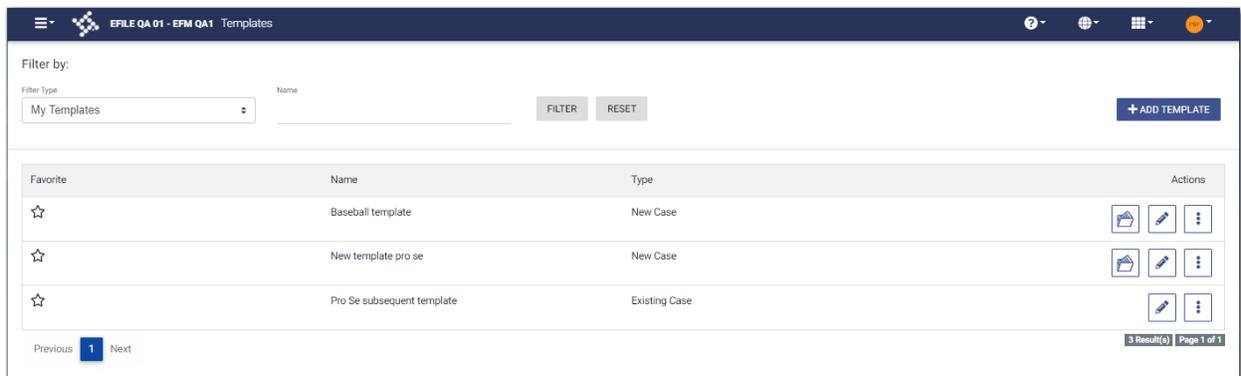


Figure 6.10 – Templates Page

7 Payment Accounts

Topics covered in this chapter

- ◆ Adding a Waiver Payment Account
- ◆ Adding a Credit Card Payment Account
- ◆ Adding an E-Check Payment Account
- ◆ Adding a Draw-Down Account
- ◆ Editing a Payment Account
- ◆ Deleting a Payment Account

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

You can set up a payment account from the Dashboard menu or from the *Fees* page while you are creating a filing.

To 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.

To set up a payment account during a filing, select the **Create New Payment Account** option on the *Fees* page. Then, follow the steps to create the payment 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.

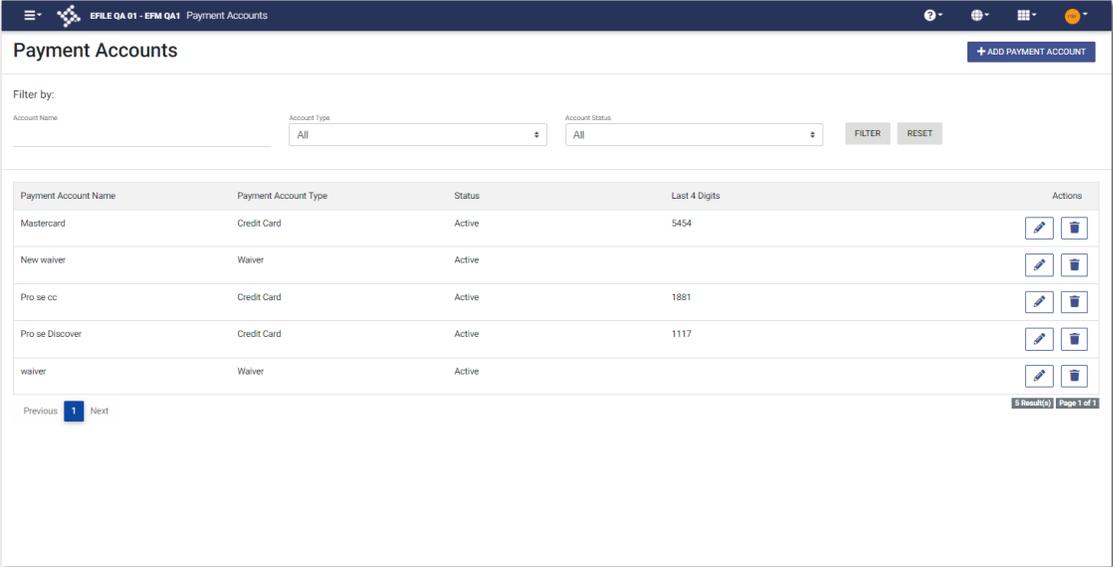


Figure 7.1 – Payment Accounts Page

- 2. Click  .
- A new pane is displayed.

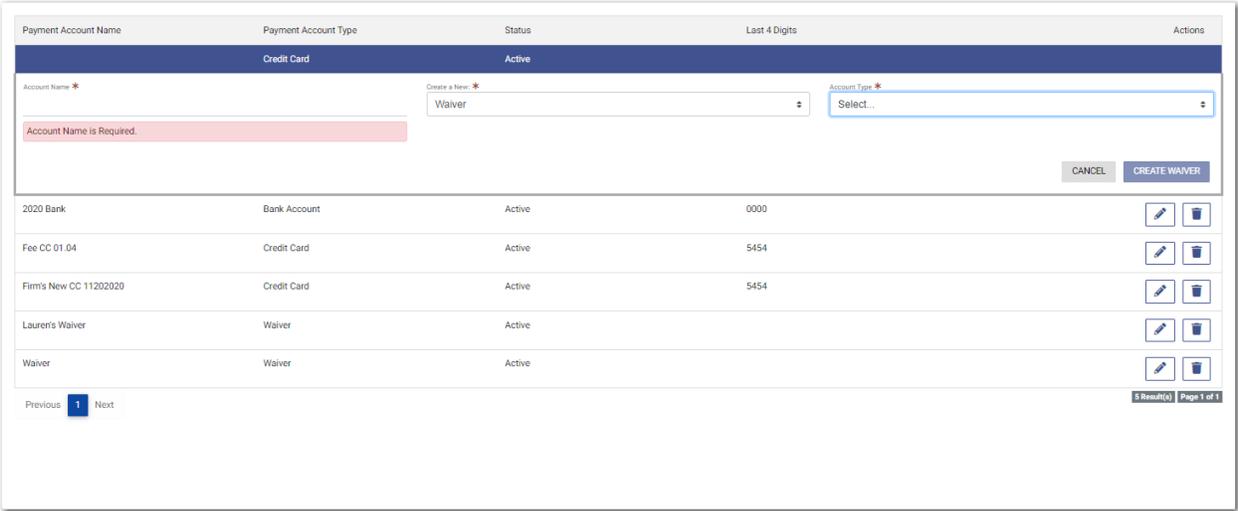


Figure 7.2 – New Payment Account Pane

- 3. Type a name for the payment account in the **Account Name** field.
- 4. Select the **Waiver** option from the **Create a New** drop-down list.

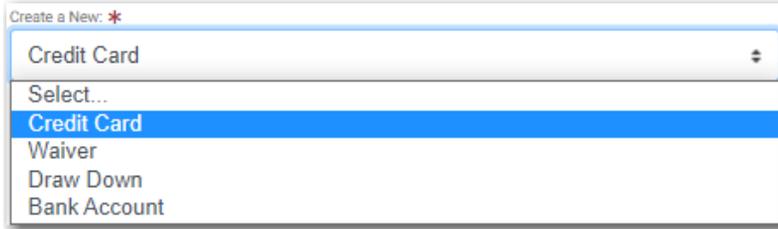


Figure 7.3 – Create a New Drop-Down List

5. Select the **Waiver** option from the **Account Type** drop-down list.

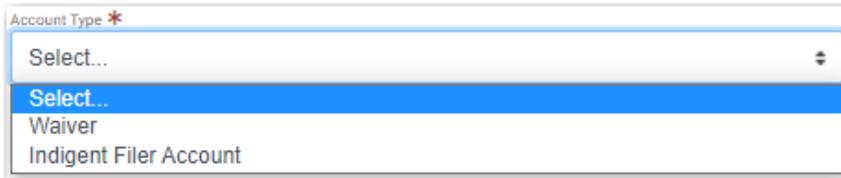


Figure 7.4 – Account Type Drop-Down List for Waivers

6. 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.

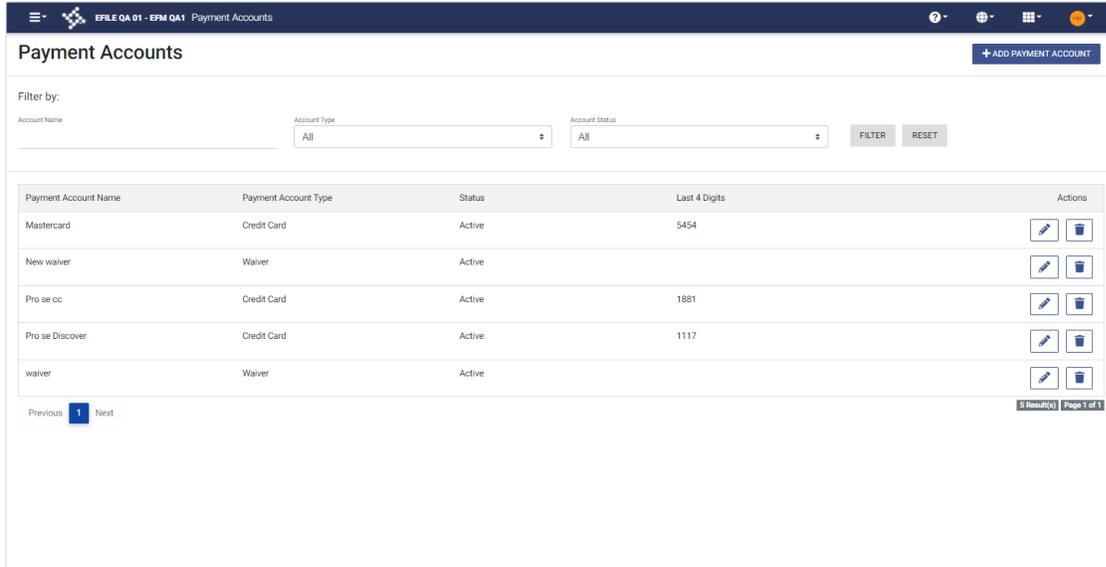


Figure 7.5 – Payment Accounts Page

2. Click  .
A new pane is displayed.

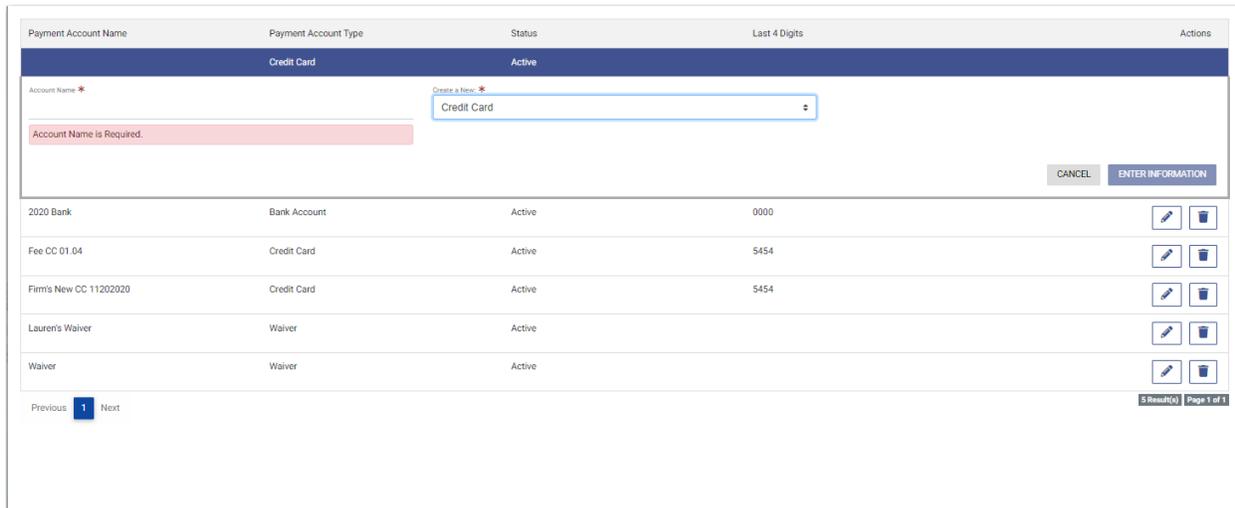


Figure 7.6 – New Payment Account Pane

3. Type a name for the payment account in the **Account Name** field.
4. Select the **Credit Card** option from the **Create a New** drop-down list.

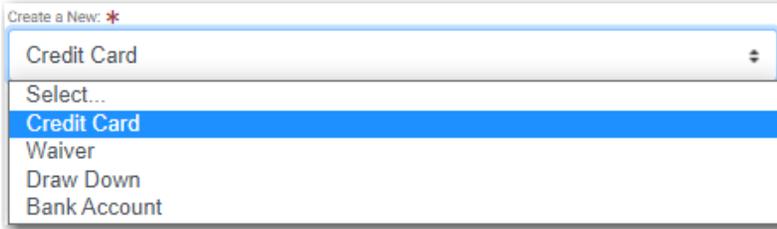


Figure 7.7 – Create a New Drop-Down List

5. Click 

The *Enter Information* window is displayed.

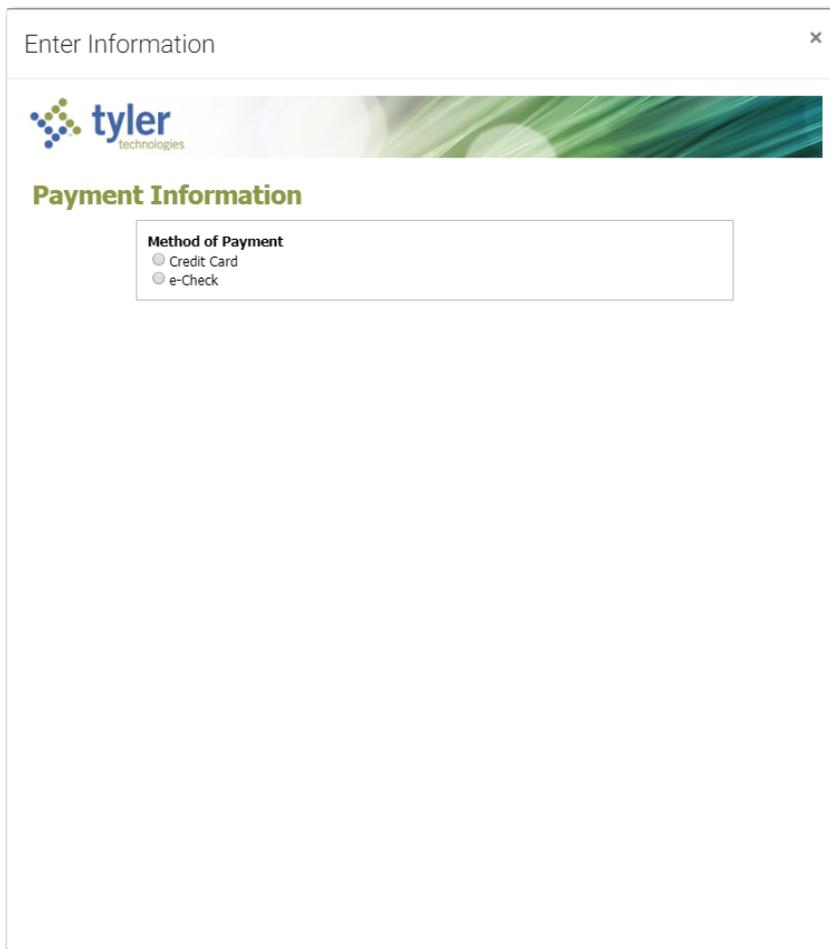


Figure 7.8 – Enter Information Window

6. Select the **Credit Card** option.
The Payment Information pane is displayed.

Figure 7.9 – Payment Information Pane

7. Select the card type from the **Card Type** drop-down list.
8. Type the card number in the **Card Number** field.
9. Type the expiration month of the credit card in the **Exp Month** field.
10. Type the year the credit card expires in the **Exp Year** field.
11. Type the CVV code in the **CVV Code** field.
12. Type the cardholder's name in the **Name on Card** field.
13. Select the address type, and then complete the required address fields.
14. 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.

Back Save Information

Figure 7.10 – Verify Billing Information Pane

15. 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.

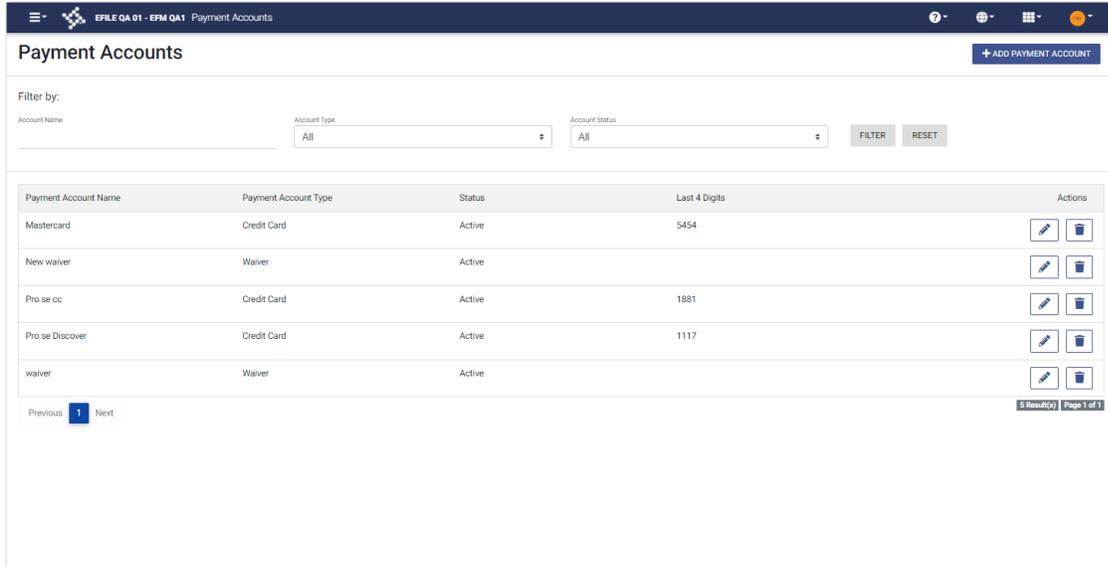


Figure 7.11 – Payment Accounts Page

2. Click  .
A new pane is displayed.

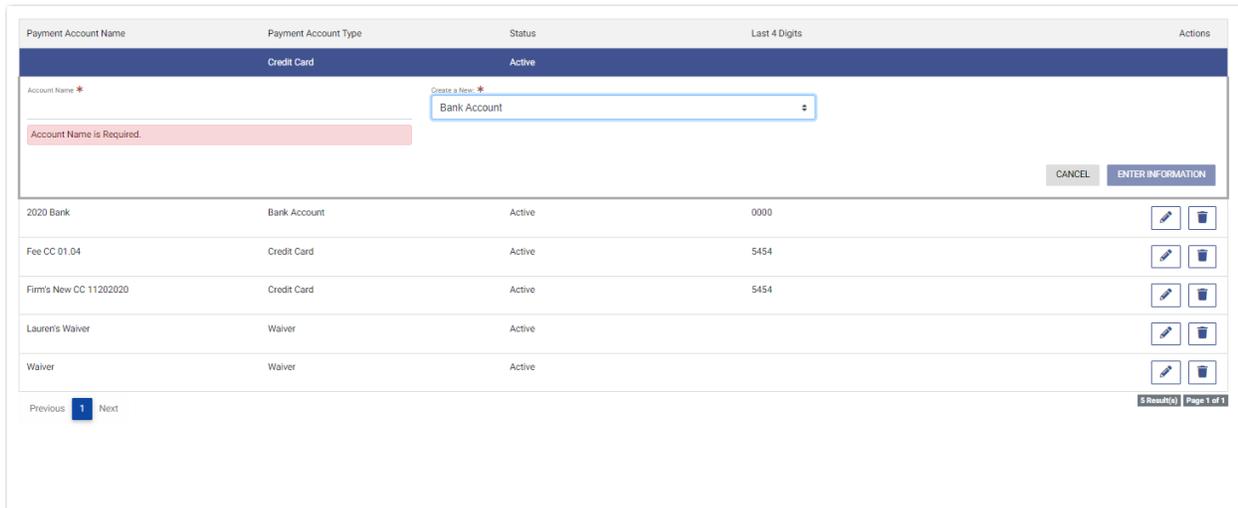


Figure 7.12 – New Payment Account Pane

3. Type a name for the payment account in the **Account Name** field.
4. Select the **Bank Account** option from the **Create a New** drop-down list.

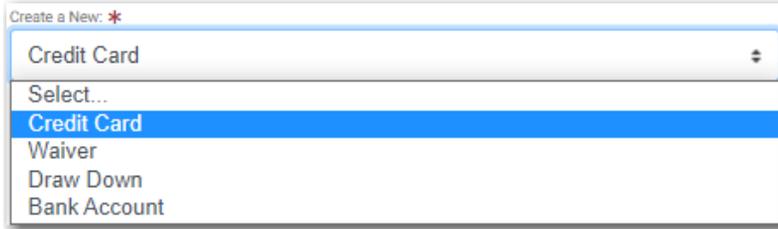


Figure 7.13 – Create a New Drop-Down List

5. Click  .

The *Enter Information* window is displayed.

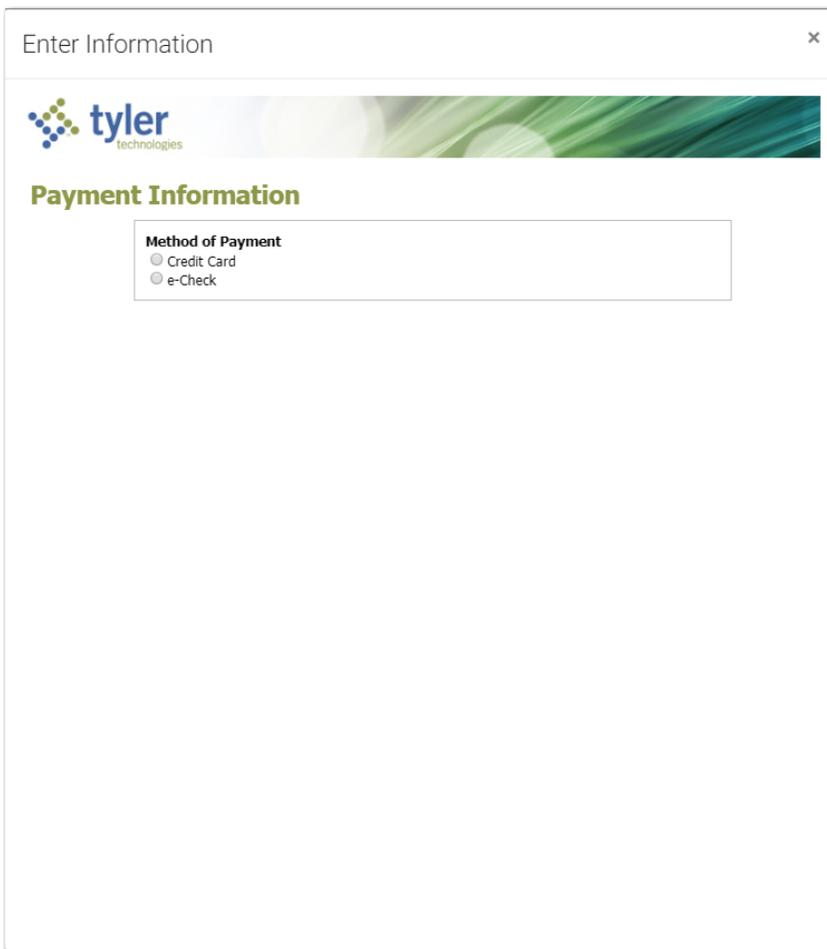


Figure 7.14 – Enter Information Window

6. 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 7.15 – Payment Information Pane

7. Select the account type from the **Account Type** drop-down list.
8. Type your account number in the **Account Number** field.
9. Type the bank routing number in the **Routing Number** field.
10. Type your name in the **Name on Account** field.
11. Select the address type, and then complete the required address fields.
12. 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 7.16 – Verify Billing Information Pane

13. 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.

Adding a Draw-Down Account

You can create a draw-down account on the *Payment Accounts* page for use at a later time, or you can create a draw-down account on the *Fees* page during a case filing.

To add a draw-down account from the *Payment Accounts* page:

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

The *Payment Accounts* page is displayed.

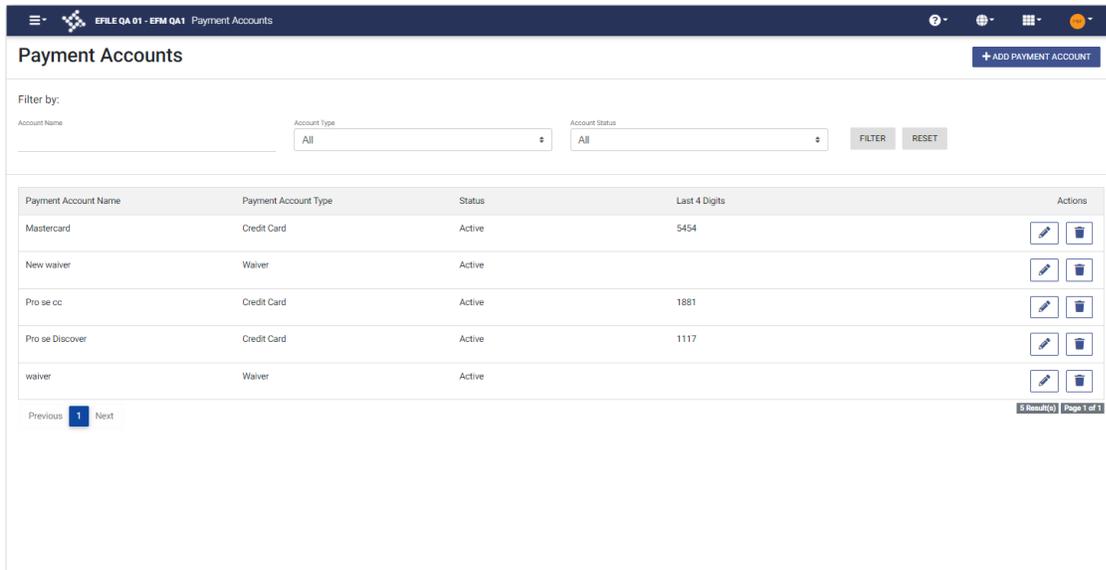


Figure 7.17 – Payment Accounts Page

2. Click  .
A new pane is displayed.

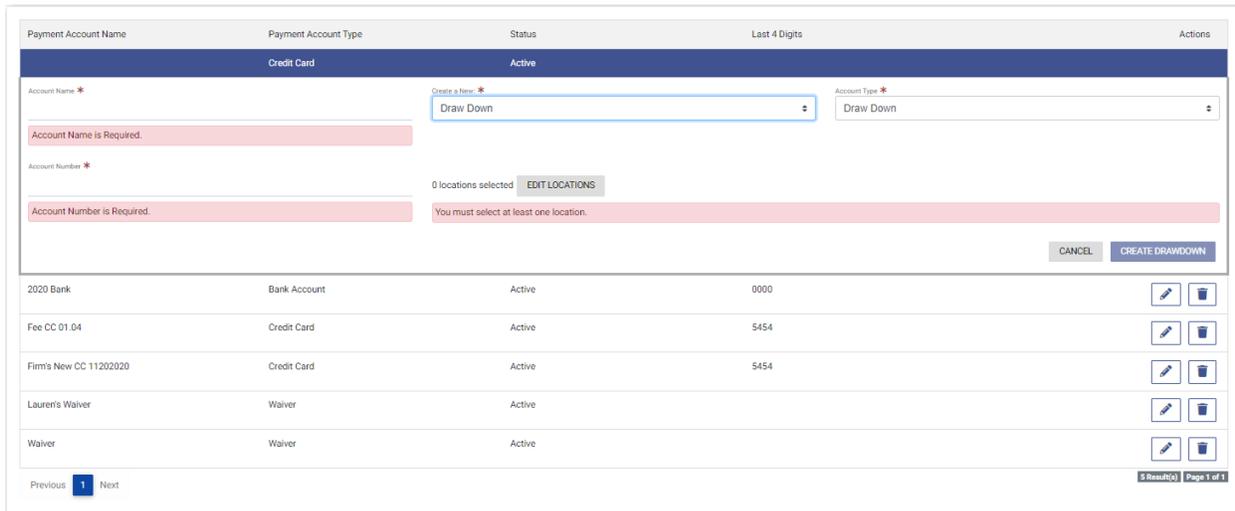


Figure 7.18 – New Payment Account Pane

3. Type a name for the payment account in the **Account Name** field.
4. Select the **Draw Down** option from the **Create a New** drop-down list.

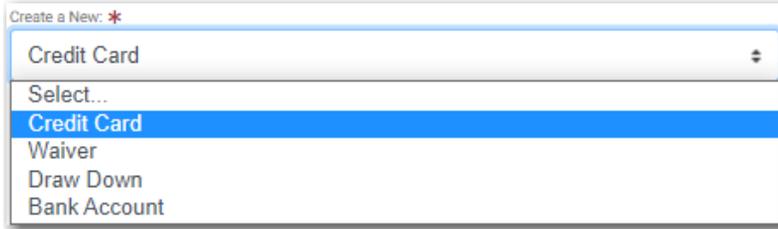
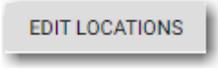


Figure 7.19 – Create a New Drop-Down List

5. Select the **Draw Down** option from the **Account Type** drop-down list.
6. Type an account number in the **Account Number** field.

7. Click  .

The *Edit locations for Draw Down* window is displayed.

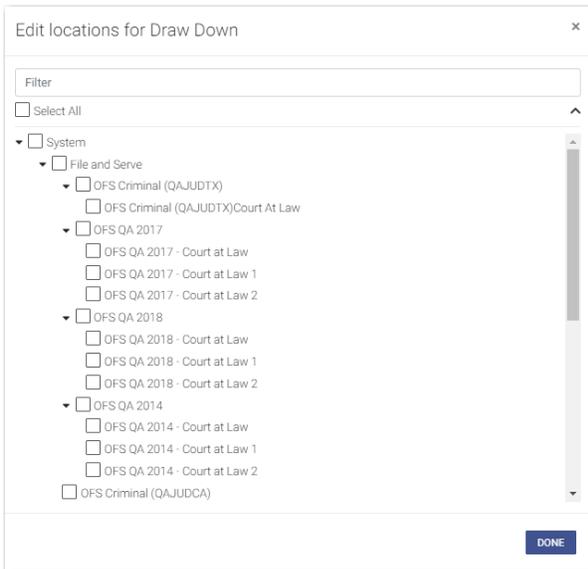
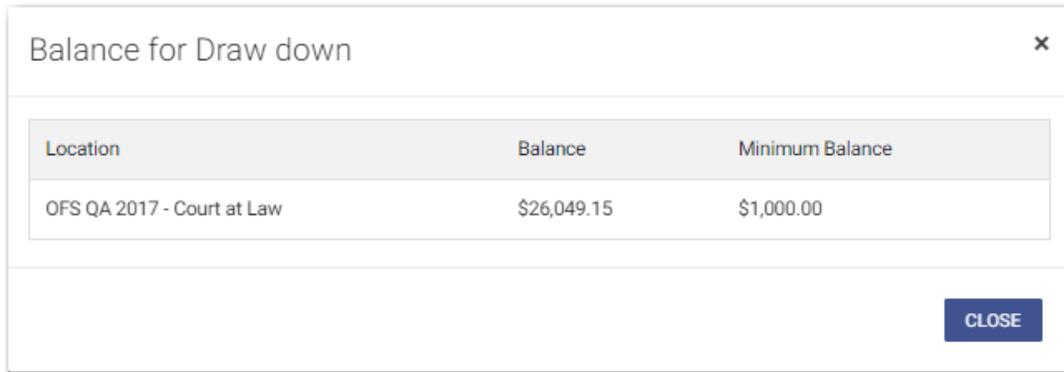


Figure 7.20 – Example of the Edit Locations for Draw Down Window

8. Select the locations where the draw-down account can be used, and then click  .

9. Click  .

The *Balance for Draw down* window is displayed.



Location	Balance	Minimum Balance
OFS QA 2017 - Court at Law	\$26,049.15	\$1,000.00

Figure 7.21 – Sample Balance for Draw Down Window

10. Verify the amount for the location that you selected. Then, click  .

The new 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.

Payment Account Name	Payment Account Type	Status	Last 4 Digits	Actions
Mastercard	Credit Card	Active	5454	
New waiver	Waiver	Active		
Pro se cc	Credit Card	Active	1881	
Pro se Discover	Credit Card	Active	1117	
waiver	Waiver	Active		

Figure 7.22 – Payment Accounts Page

- 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.

- 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

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

- To return the payment account to active status, click , and then select the **Active** check box.

Then, click

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:

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

The *Payment Accounts* page is displayed.

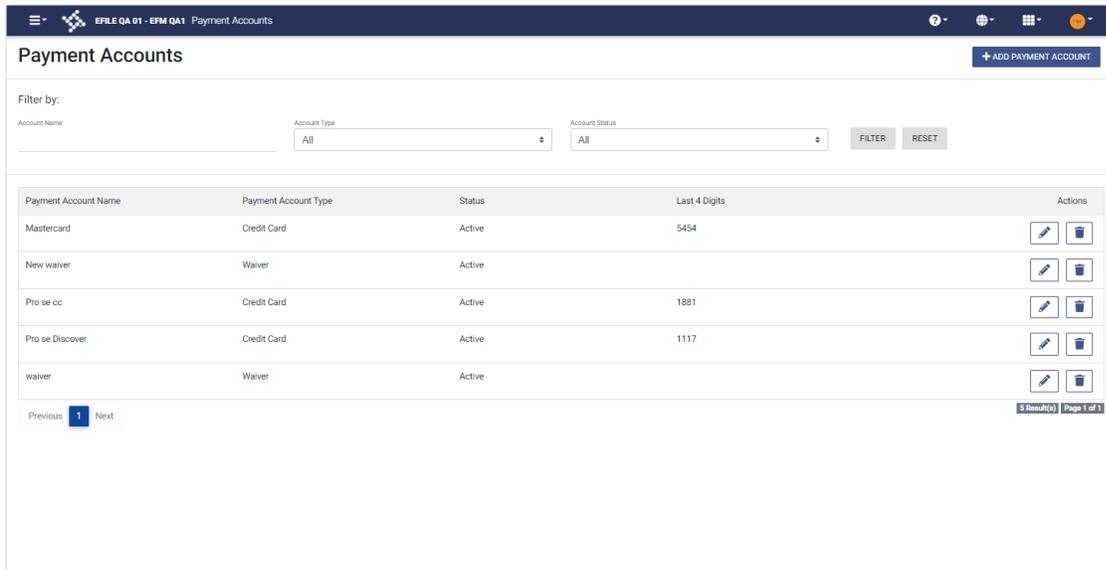
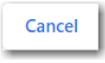


Figure 7.23 – Payment Accounts Page

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.

8 Case Initiation

Topics covered in this chapter

- ◆ Starting a New Case Filing
- ◆ Entering Case Information
- ◆ Adding Envelope Level Comments to a Case Filing
- ◆ 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
- ◆ 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
- ◆ Capability for Filing a Return Date
- ◆ Selecting a Return Date for a Case Filing
- ◆ Reverify the Return Date
- ◆ Reverifying a Return Date
- ◆ Submission Agreements
- ◆ Viewing the Envelope Summary
- ◆ Viewing Case Address Information on the Summary Page
- ◆ View Case Judicial Officer
- ◆ Capability for Filing Hearing Date
- ◆ Scheduling a Hearing Date for a New Case Filing
- ◆ Scheduling a Hearing for an Existing Case Filing

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.

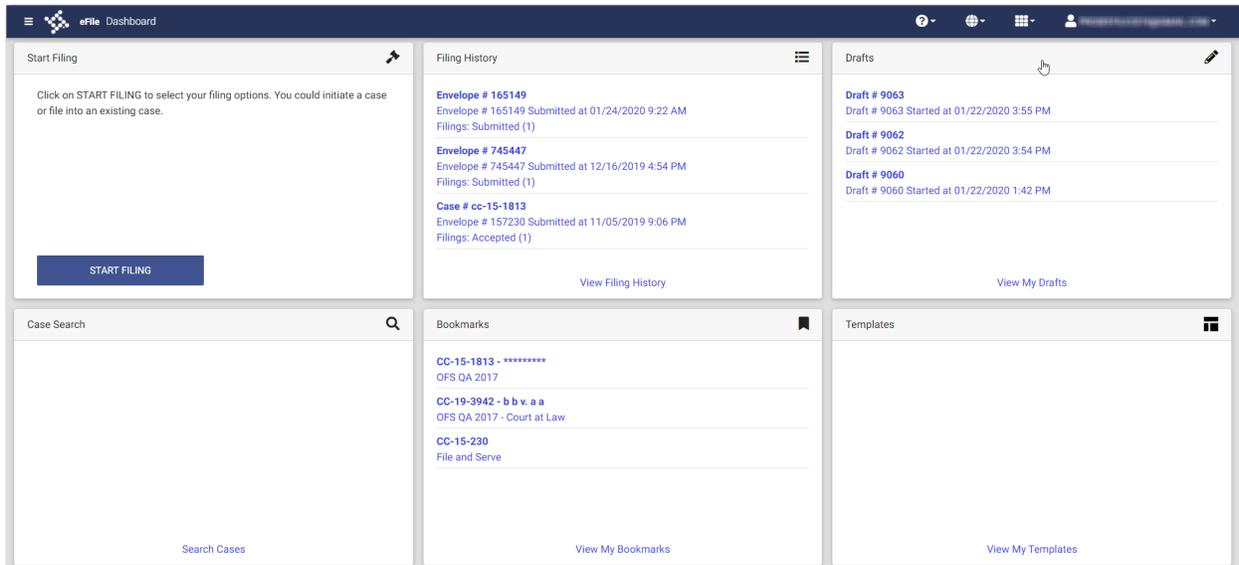


Figure 8.1 – Dashboard Page

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.

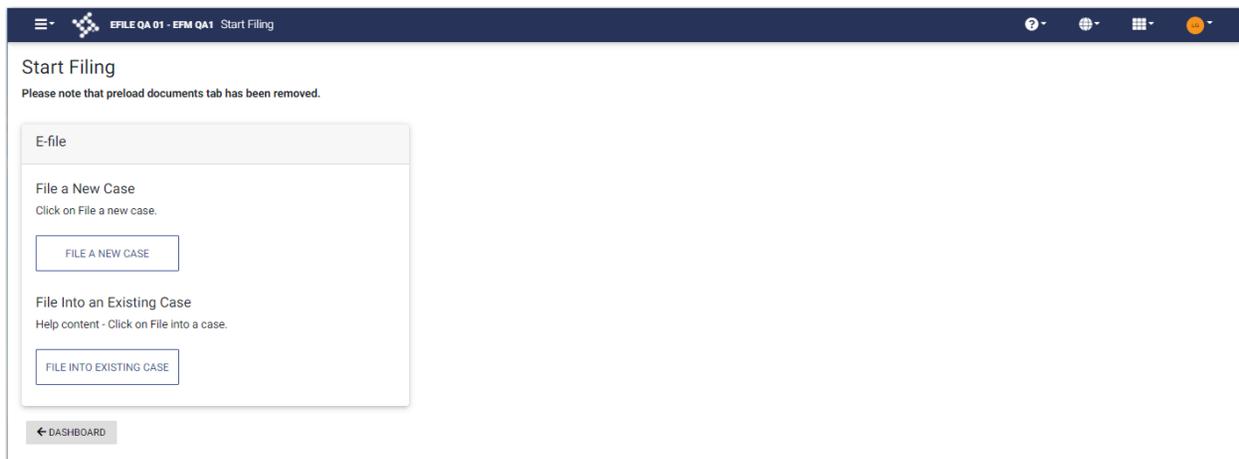
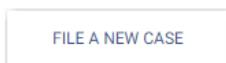


Figure 8.2 – Start Filing Page

2. Click



The *Case Information* page is displayed.

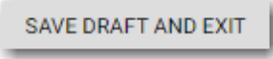
Entering Case Information

You must have a payment account to create a filing. You can set up a payment account in advance, or you can create an account from the *Fees* page.

Figure 8.3 – Case Information 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. Select the case subtype, if applicable, from the **Case Sub Type** drop-down list.
5. Click  to save your work and continue, or click  to save your filing and continue it at another time.

Adding Envelope Level Comments to a Case Filing

You can add envelope level comments on the *Case Information* page during filing creation. The comments are then displayed on the *Summary* page, in the print preview, and in the envelope details.

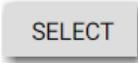
Note: This feature is configured by Tyler and may not be available on your system.

To add envelope level comments to a case filing:

1. On the *Dashboard* page, click .
The *Start Filing* page is displayed.
2. Click .
The *Case Information* page is displayed.

Figure 8.4 – Sample Case Information Page

3. Select the location from the **Location** drop-down list.
4. Select the case category from the **Case Category** drop-down list.
5. Select the case type from the **Case Type** drop-down list.

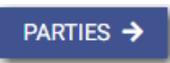
6. If configured, in the **Procedure / Remedy / Damage** section, click , and then complete the required fields for procedures and remedies.

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

7. If configured, from the **Damage Amount** drop-down list, select the amount of damages.

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

8. In the **Envelope Level Information** section, in the **Envelope Comments** field, type the comments that you want to attach to the case filing.

9. Click  to continue with your case 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.

The screenshot shows a web application interface for case information. At the top, there's a navigation bar with tabs: Case, Parties, Filings, Service, Fees, Summary. Below the navigation, there's a header area with the text "This is test content on case info page for firms." and a URL "https://www.hcdistrictclerk.com/Common/Civil/Efiling.aspx". The main form area contains several fields: Location (OFS QA 2017), Case Category (Civil), Case Type (Notice Of Removal), Procedures / Remedies (SELECT), and Damage Amount (Select...). Below these is the Case Address pane, which is currently blank. It contains fields for Country (United States), Address Line 1 (with a red error message "Address Line 1 is Required."), City (with a red error message "City is Required."), State (with a red error message "State is Required."), Zip Code (with a red error message "Zip Code is Required."), and County (with a red error message "County is Required."). At the bottom of the page, there are buttons for "SAVE DRAFT AND EXIT", "PARTIES", and "Help".

Figure 8.5 – Sample Case Information Page—Case Address Pane Blank

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 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. In the Case Address pane, complete all required address fields.

The screenshot shows a web application interface for entering case information. The top navigation bar includes 'Case', 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'. The main content area is titled 'Case Information - Draft # 8101'. Below the title, there are several form fields: 'Location' (OFS QA 2017), 'Case Category' (Civil), 'Case Type' (Notice Of Removal), 'Procedures / Remedies' (SELECT), and 'Damage Amount' (Select...). A 'Case Address' pane is expanded, showing 'Country' (United States), 'Address Line 1' (555 Main Street), 'City' (Dallas), 'State' (Texas), 'Zip Code' (75231), and 'County' (Dallas). At the bottom of the form, there are two buttons: 'SAVE DRAFT AND EXIT' and 'PARTIES'.

Figure 8.6 – Sample Case Information Page—Case Address Pane Completed

5. 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.

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

To enter case information:

1. Select the location from the **Location** drop-down list.
2. Select **Civil** from the **Case Category** drop-down list.

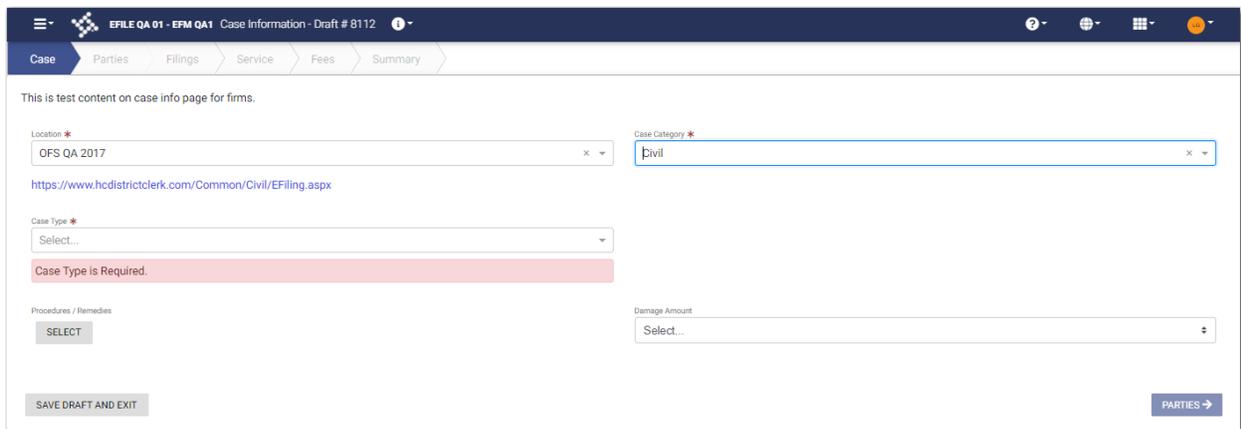
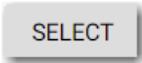


Figure 8.7 – Case Information Page

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

5. Click  .

The *Select Procedures / Remedies* window is displayed.

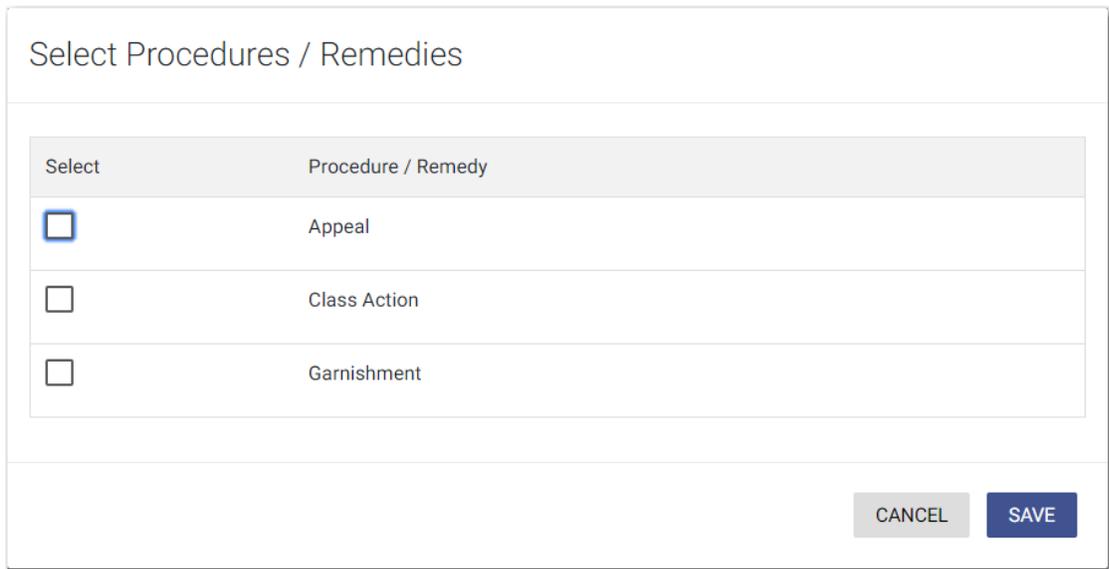


Figure 8.8 – Select Procedures / Remedies Window

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

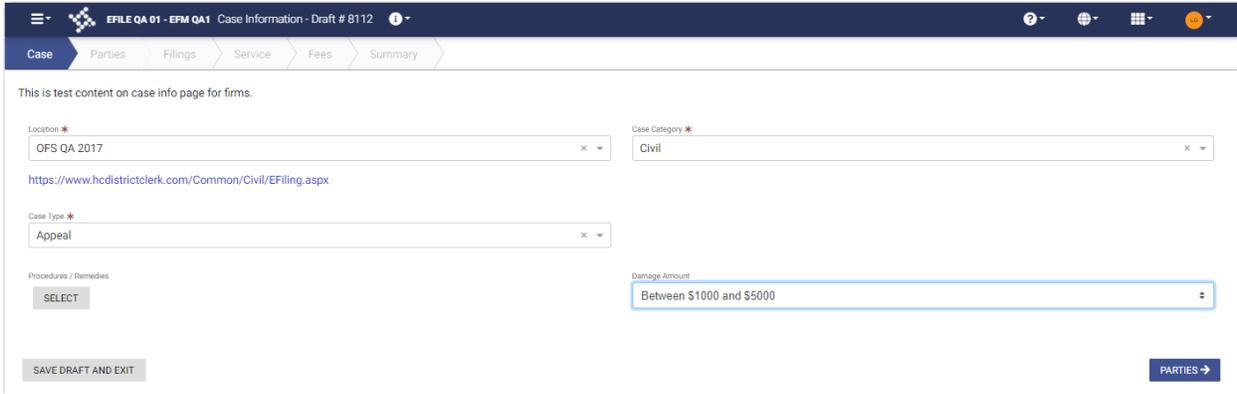


Figure 8.9 – Sample Completed Case Information Page

8. Click **PARTIES →** to save your work and continue, or click **SAVE DRAFT 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.

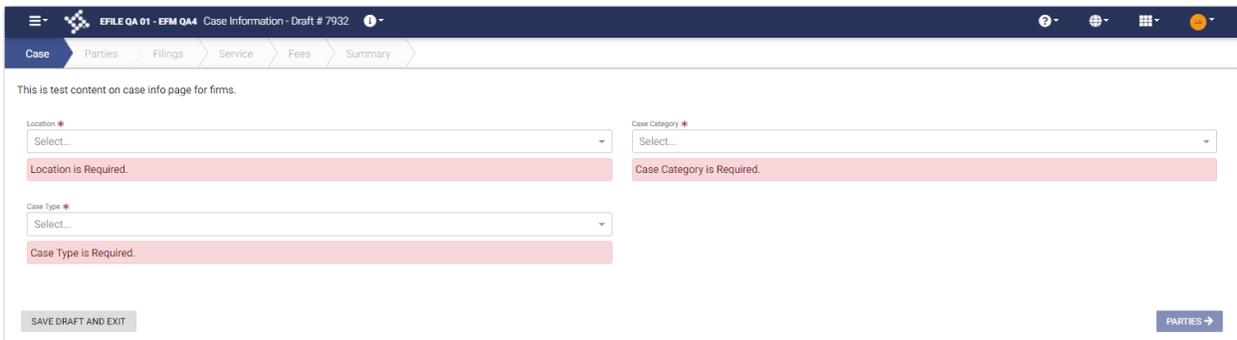


Figure 8.10 – Sample Case Information Page

To file a new case that uses case cross references:

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

Note: Some case cross reference types require a six-digit number. Other types may require a four-digit number.

The screenshot shows a web application interface for case information. At the top, there's a navigation bar with 'Case' selected. Below it, a breadcrumb trail shows 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'. The main content area has a header 'This is test content on case info page for firms.' followed by several form fields: 'Location' (OFS QA 2017), 'Case Category' (Civil), 'Case Type' (City Ordinance Cases - \$10.00), and 'Damage Amount' (Select...). A 'SELECT' button is under 'Procedures / Remedies'. A blue plus icon button labeled 'ADD CASE CROSS REFERENCE' is on the right. Below this is a table with columns 'Case Cross Reference Type', 'Case Cross Reference Id', and 'Action'. Two rows are shown: one for 'Case Cross Reference Number' and one for 'Warrant Number (CM)'. A red error message is displayed below the second row: 'Cross Reference Type "Warrant Number" is required and must be 6 numbers long'. At the bottom, there are 'SAVE DRAFT AND EXIT' and 'PARTIES' buttons.

Figure 8.11 – Sample Case Information Page with the Case Cross Reference Type Section Displayed

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



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

8. Select the appropriate option from the **Case Cross Reference Type** drop-down list. Then, type the 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.

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

This is test content on case info page for firms.

Location *
 x

Case Category *
 x

<https://www.hcdistrictclerk.com/Common/Civil/EFiling.aspx>

Case Type *
 x

Procedures / Remedies

Damage Amount

ADD CASE CROSS REFERENCE

Case Cross Reference Type	Case Cross Reference Id	Action
* Case Cross Reference Number	123456	
* Warrant Number (CM)	567890	
Uniform Case Number	4532	<input type="button" value="🗑"/>

Figure 8.12 – Example of a Case Information Page with Case Cross Reference Numbers Added

10. 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.

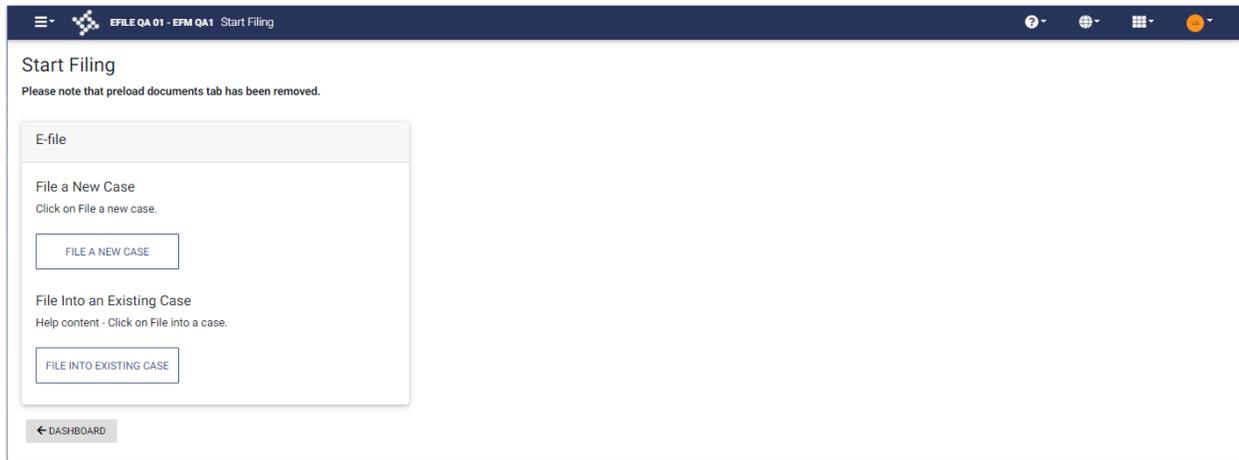


Figure 8.13 – Start Filing Page

2. Click 

The *Case Information* page is displayed.

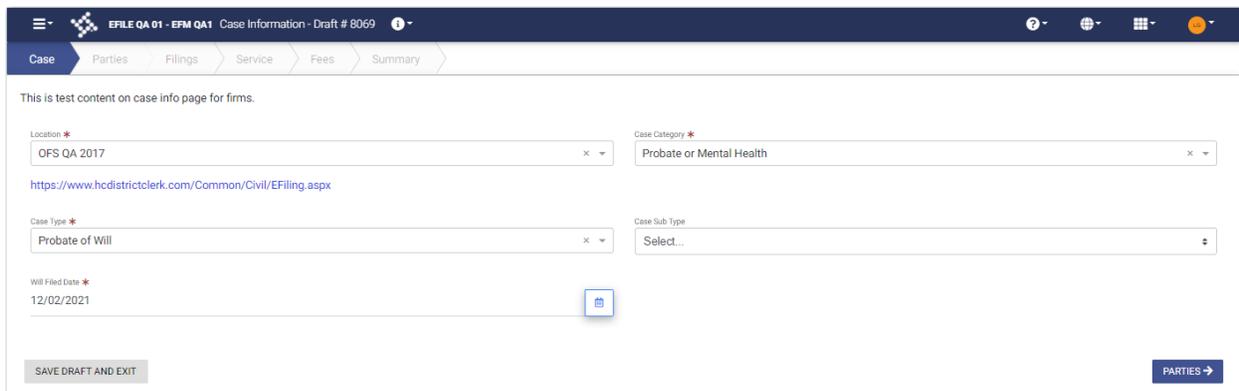
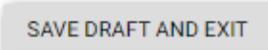


Figure 8.14 – Example of the Will Filed Field on the Case Information Page

3. Select the location from the **Location** drop-down list.
4. Select the category from the **Case Category** drop-down list.
Note: In the example, “Probate or Mental Health” is selected.
5. 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.
6. 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.
7. 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.

8. 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 8.15 – 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.

Figure 8.16 – Address Tab on the Parties Page

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

8. Click **GO TO ADDITIONAL IDENTIFIERS** to add more information for the specified party.

Figure 8.17 – Additional Identifiers Tab on the Parties Page

9. Select the type of driver’s license from the **Drivers License Type** drop-down list.

10. Select the state where the driver’s license was issued from the **Drivers License State** drop-down list.

11. Type the party’s driver’s license number in the **Drivers License Number** field.

12. Type the party’s Social Security number in the **Social Security Number** field.

Note: After you type the Social Security number, asterisks are displayed to hide the number.

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

14. Select the party’s gender from the **Gender** drop-down list.

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

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

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

18. 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.

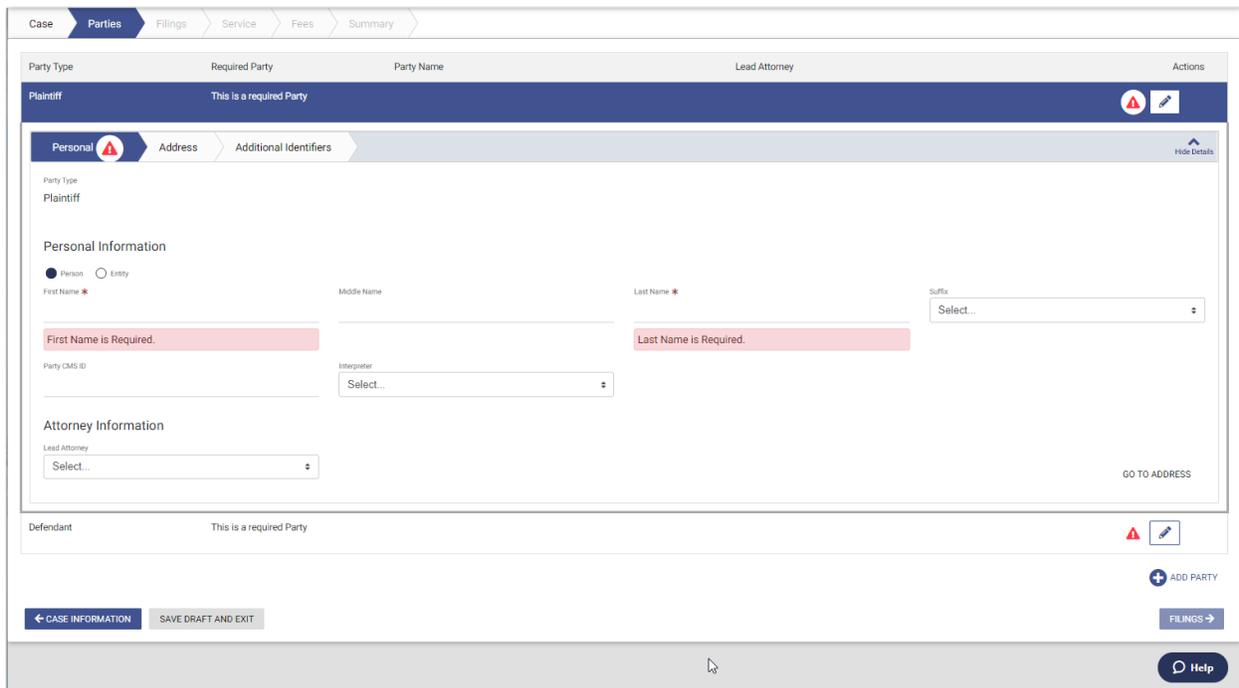


Figure 8.18 – Example of the Personal Tab on a Parties Page

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

1. On the *Dashboard* page, click .

The *Start Filing* page is displayed.

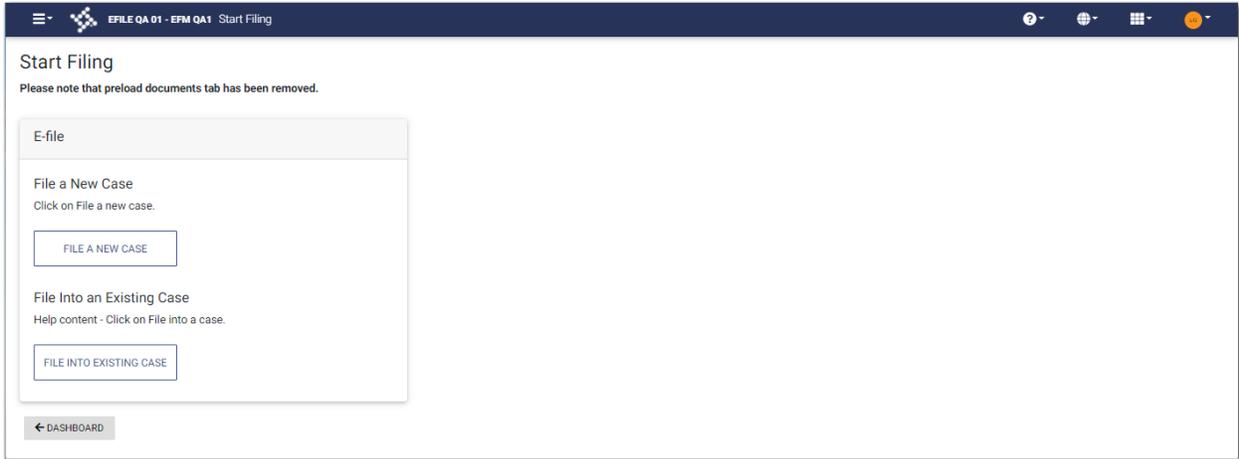
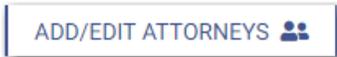


Figure 8.19 – Start Filing Page

2. Click 

The *Case Information* page is displayed.
 3. Complete the required sections on the *Case Information* page, and then click .
 4. 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.**
5. 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.
 6. Type the party case management system ID in the **Party CMS ID** field, if appropriate.
 7. Select a language from the **Interpreter** drop-down list, if appropriate.
8. Click  to select the filing attorney.

Note: For some users, the attorney is already selected.

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

Address Line 1: _____ Address Line 2: _____

City: _____ State: Zip Code: _____

Phone Number

[GO TO ADDITIONAL IDENTIFIERS](#)

Figure 8.20 – Example of the Address Tab on a Parties Page

10. Complete the required fields on the **Address** tab, and then click .
11. Select the type of driver’s license of the deceased party from the **Drivers License Type** drop-down list.
12. Select the state where the deceased party’s driver’s license was issued from the **Drivers License State** drop-down list.
13. Type the deceased party’s driver’s license number in the **Drivers License Number** field.
14. Type the deceased party’s Social Security number in the **Social Security Number** field.

Note: After you type the Social Security number, asterisks are displayed to hide the number.

15. Type the deceased party’s birth date in the **Date of Birth** field, or click  to select a date from the calendar.
16. Select the deceased party’s gender from the **Gender** drop-down list.
17. Type the deceased party’s date of death in the **Date of Death** field, or click  to select a date from the calendar.

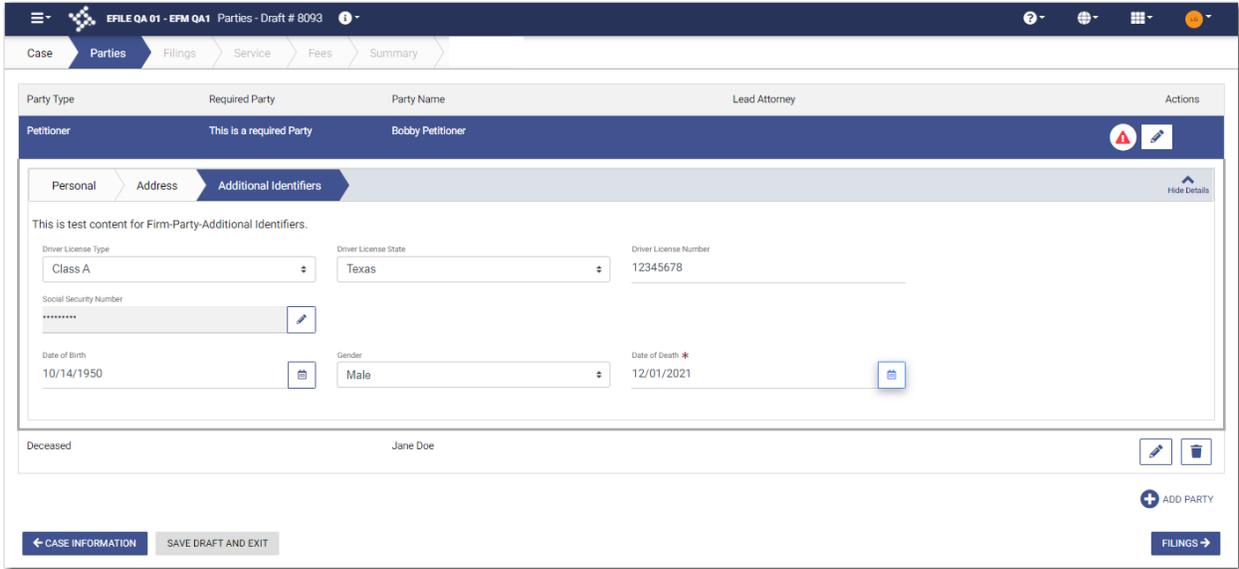


Figure 8.21 – Example of the Additional Identifiers Tab on a Parties Page Including the Date of Death Field

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

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

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

21. Click  to save your work and to continue.

Entering Filing Details

You can enter the filing details on the *Filings* page.

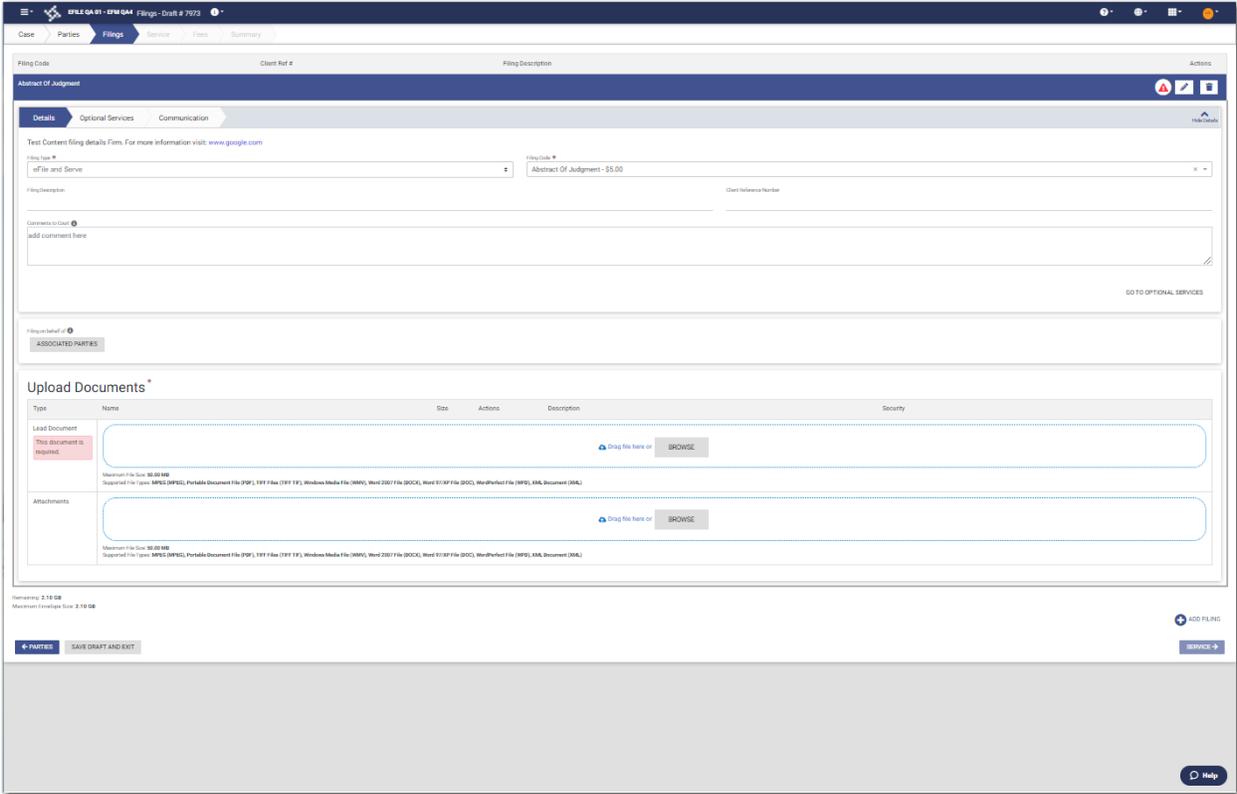


Figure 8.22 – Sample Filings Page

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.

GO TO OPTIONAL SERVICES

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

Note: Some courts require you to select an optional service. When an optional service is required, that service is automatically selected by the system. For some required optional services, you might be asked to select the multiplier before you can continue filing.

The **Optional Services** tab is displayed.

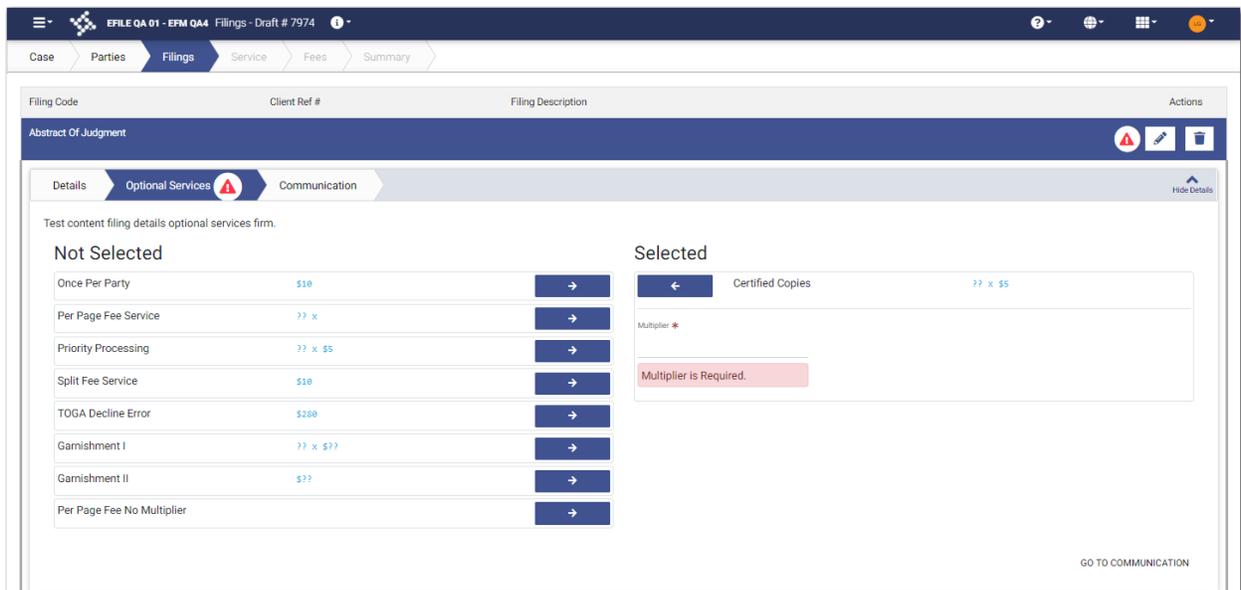


Figure 8.23 – Sample Optional Services Tab

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.

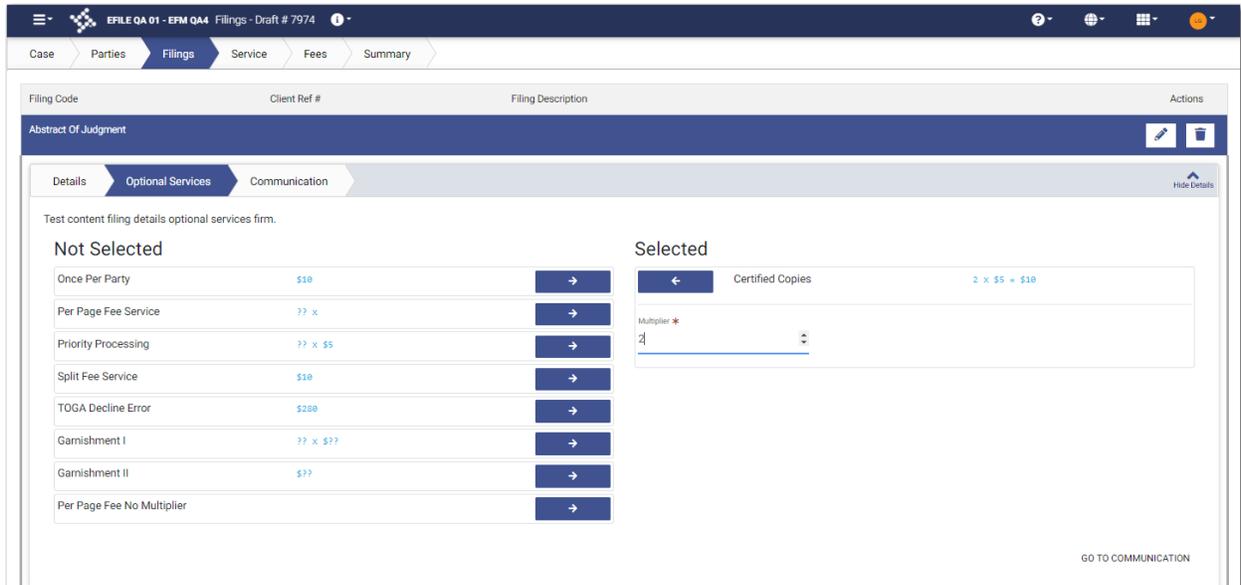


Figure 8.24 – Sample Optional Services Tab with an Optional Service Selected

Note: If you decide that you do not want to use a particular optional service that you have

selected, click . However, if a specified optional service is required by your court, that service will be automatically selected by the system.

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: 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 8.25 – 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 **SAVE**.

14. In the Upload Documents pane, click **BROWSE**. Then, select the document that you want to upload.

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

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

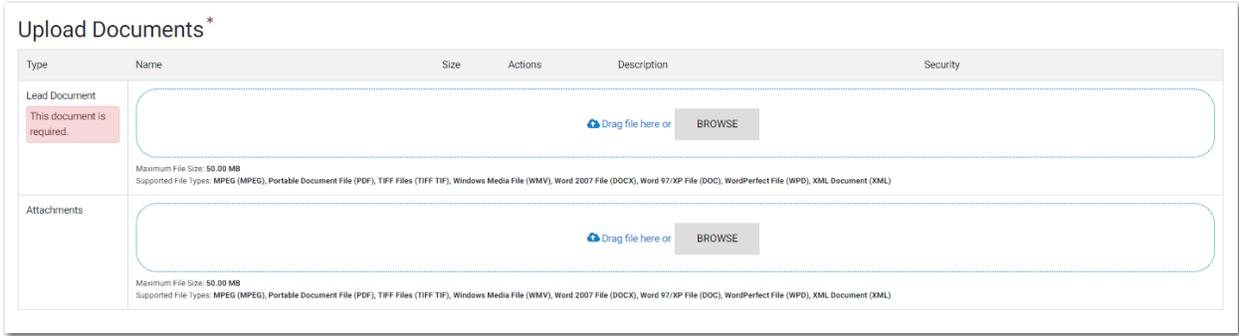
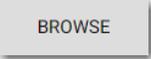


Figure 8.26 – Upload Documents Pane

15. If you have attachments to add to the filing, click  in the **Attachments** section. Then, upload the specified attachments.
16. If you want to add security to any of the documents, select an option from the **Security** drop-down list.
17. If you want to add another filing, click . Then, repeat the same steps for the next filing.
18. After you have added all of the filings, click .

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.

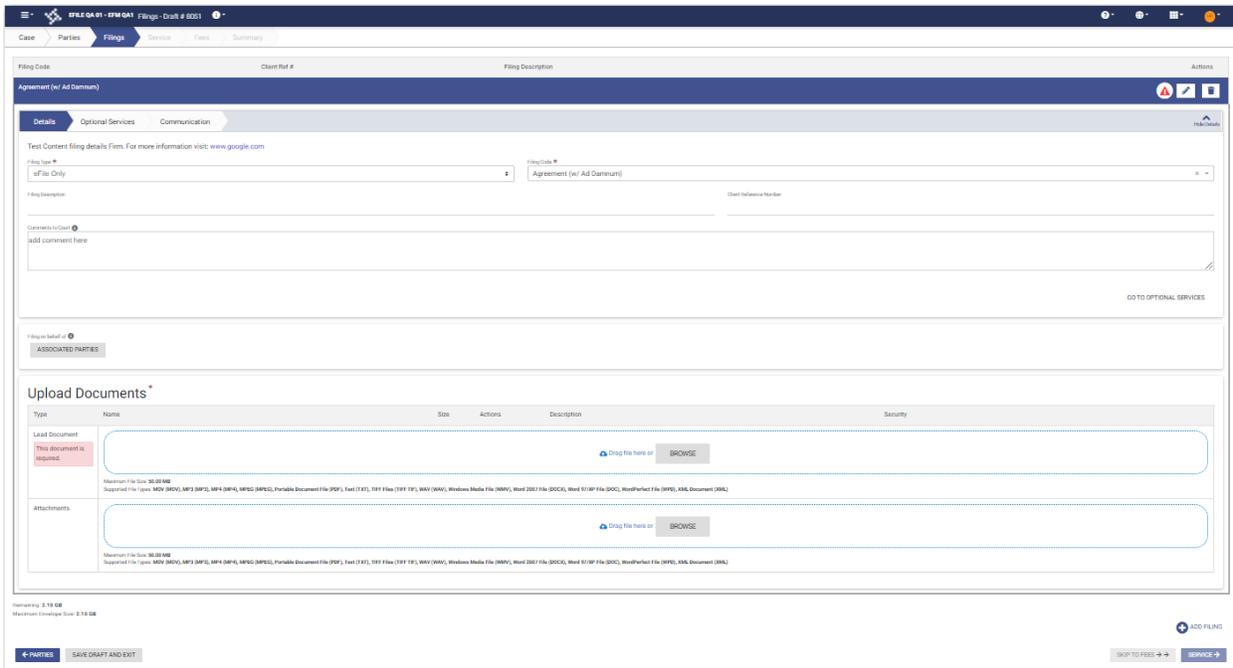


Figure 8.27 – Sample Filings Page

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

Note: Some courts require you to select an optional service. When an optional service is required, that service is automatically selected by the system. For some required optional services, you might be asked to select the multiplier before you can continue filing.

The **Optional Services** tab is displayed.

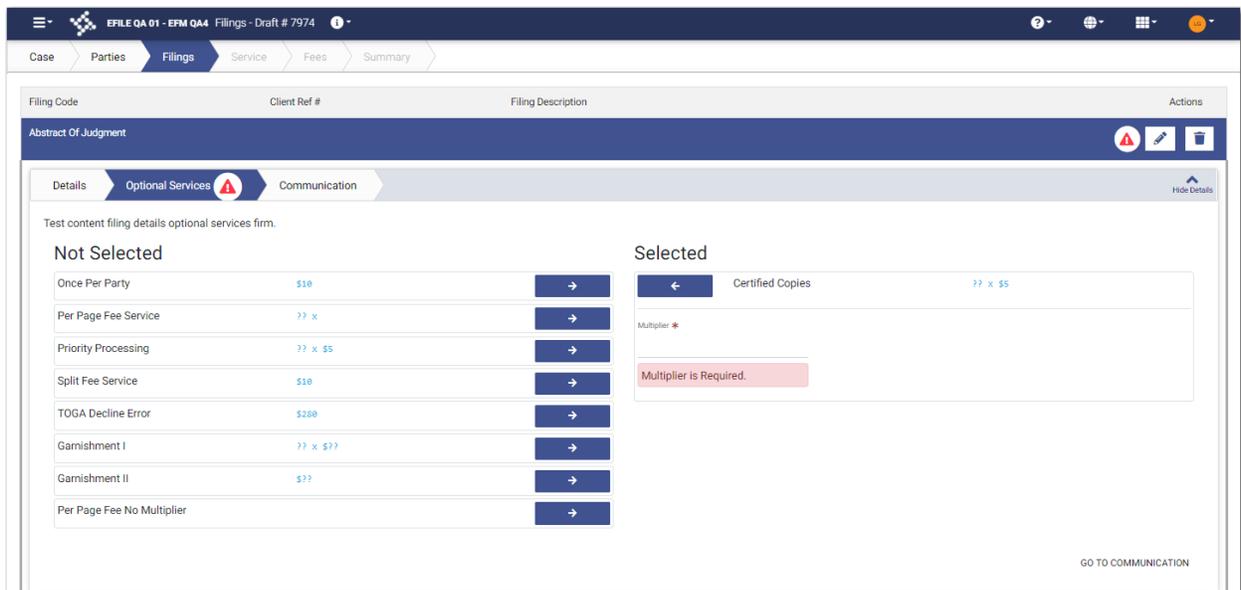


Figure 8.28 – Sample Optional Services Tab

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.

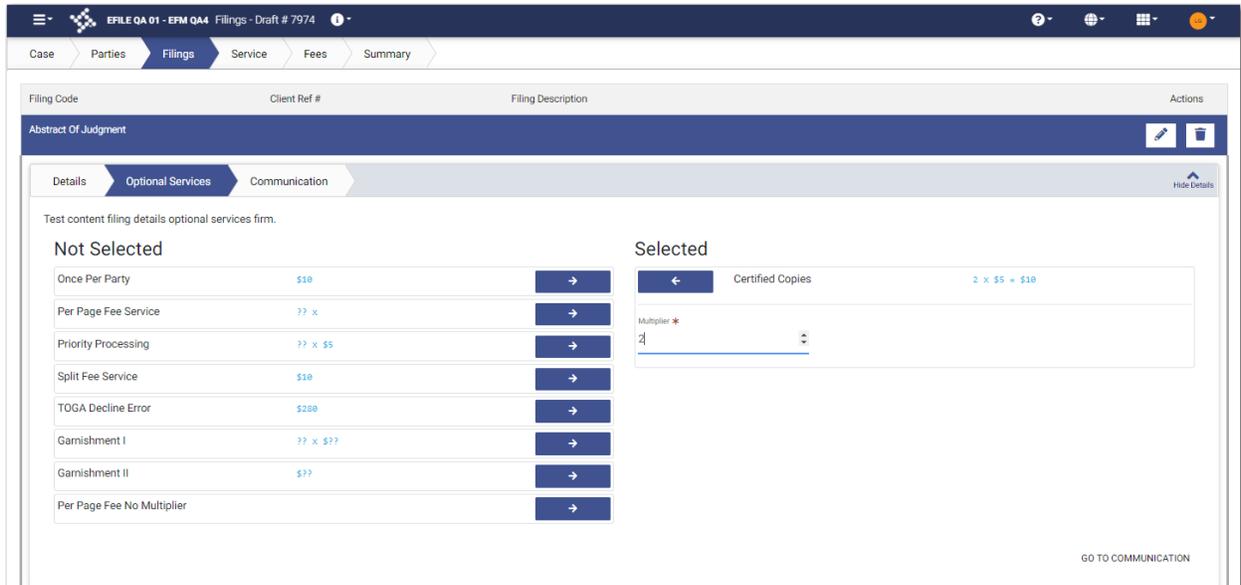


Figure 8.29 – Sample Optional Services Tab with an Optional Service Selected

Note: If you decide that you do not want to use a particular optional service that you have

selected, click . However, if a specified optional service is required by your court, that service will be automatically selected by the system.

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.

Figure 8.30 – 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 **SAVE**.

14. In the Upload Documents pane, click **BROWSE**. Then, select the document that you want to upload.

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

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

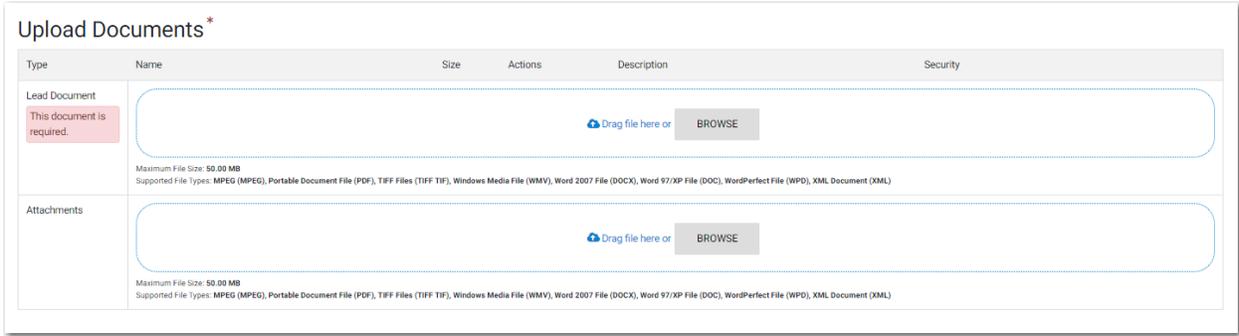
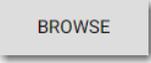


Figure 8.31 – Upload Documents Pane

15. If you have attachments to add to the filing, click  in the **Attachments** section. Then, upload the specified attachments.

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

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

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

The *Service* page is displayed.

19. Select the service contacts, and then click .

The *Fees* page is displayed.

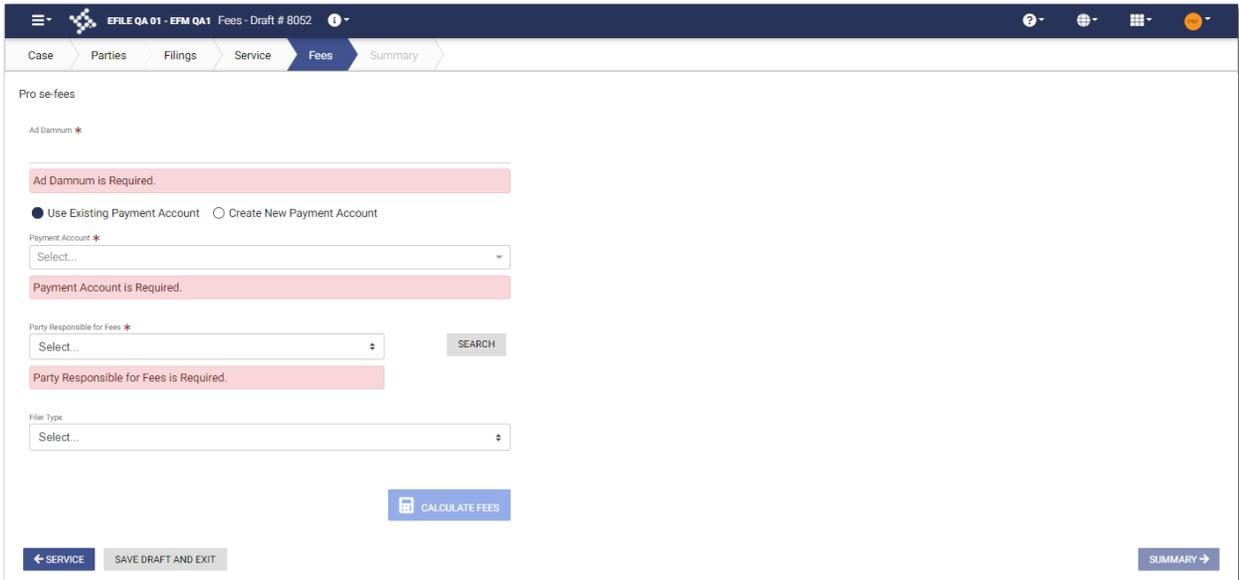


Figure 8.32 – Sample Fees Page

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

21. Select the payment account from the **Payment Account** drop-down list, or follow the steps to create a new payment account.
22. 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.

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

24. Click .

The fees for the filing are displayed.

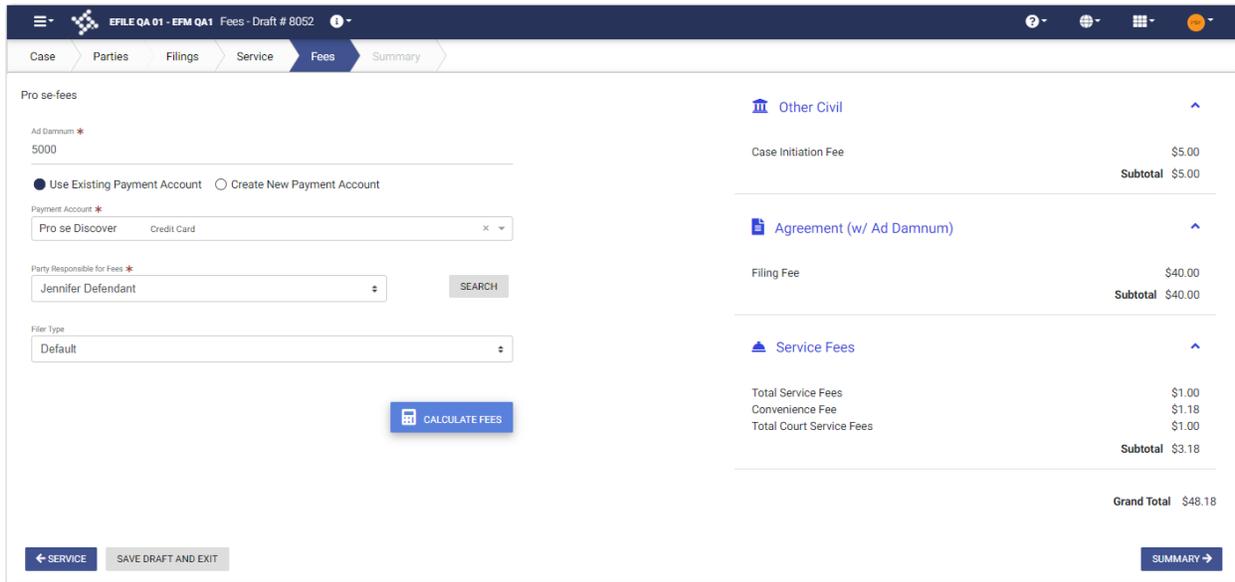


Figure 8.33 – Example of the Ad Damnum Fees on the Fees Page

25. Click  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.

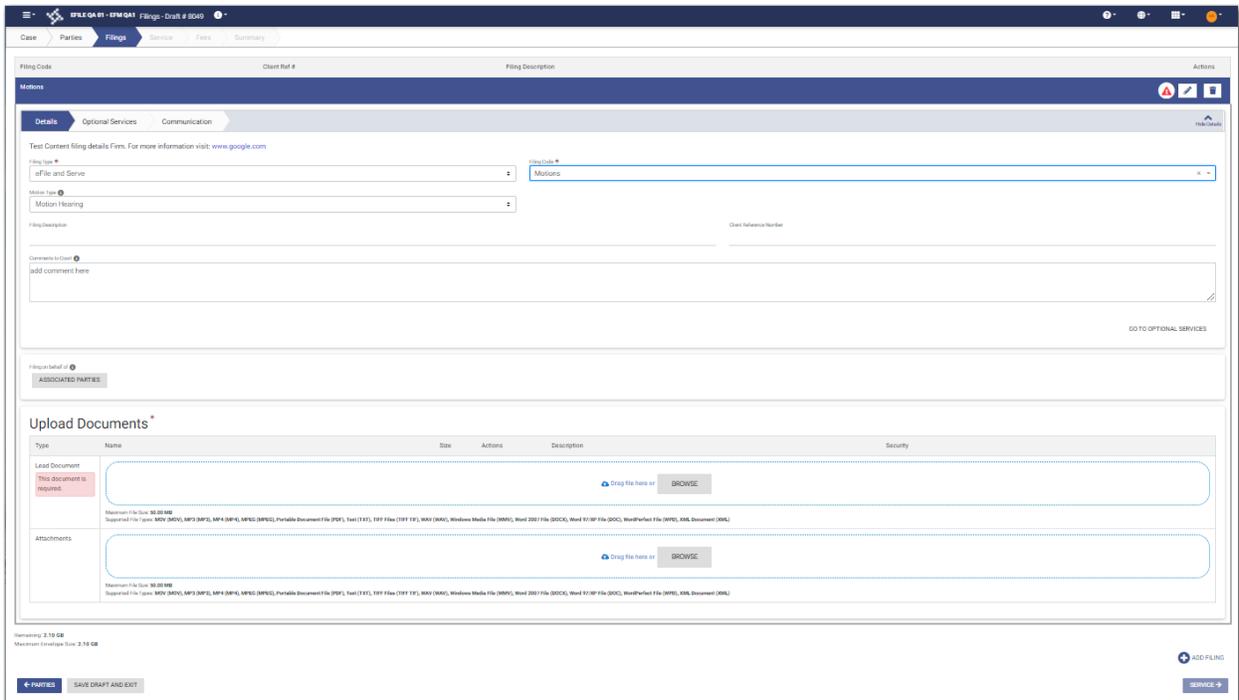


Figure 8.34 – Example of a Filings Page with a Motion Filing Code Selected

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 8.35 – 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.
7. If you need to apply any optional services for the filing, click **GO TO OPTIONAL SERVICES**.

Note: Some courts require you to select an optional service. When an optional service is required, that service is automatically selected by the system. For some required optional services, you might be asked to select the multiplier before you can continue filing.

The **Optional Services** tab is displayed.

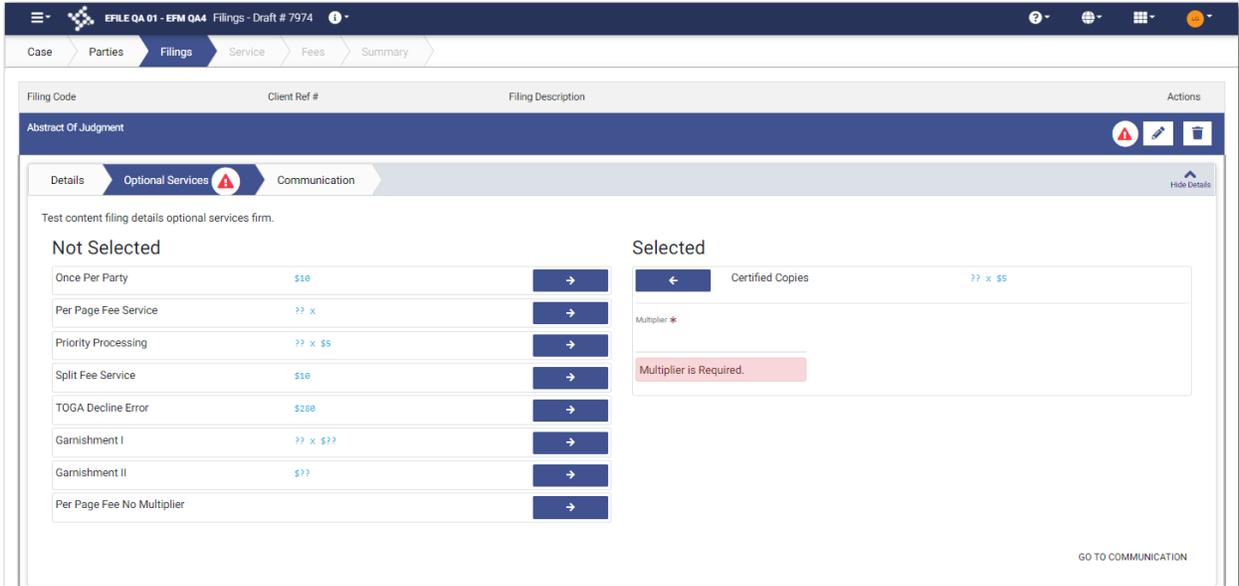


Figure 8.36 – Sample Optional Services Tab

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.

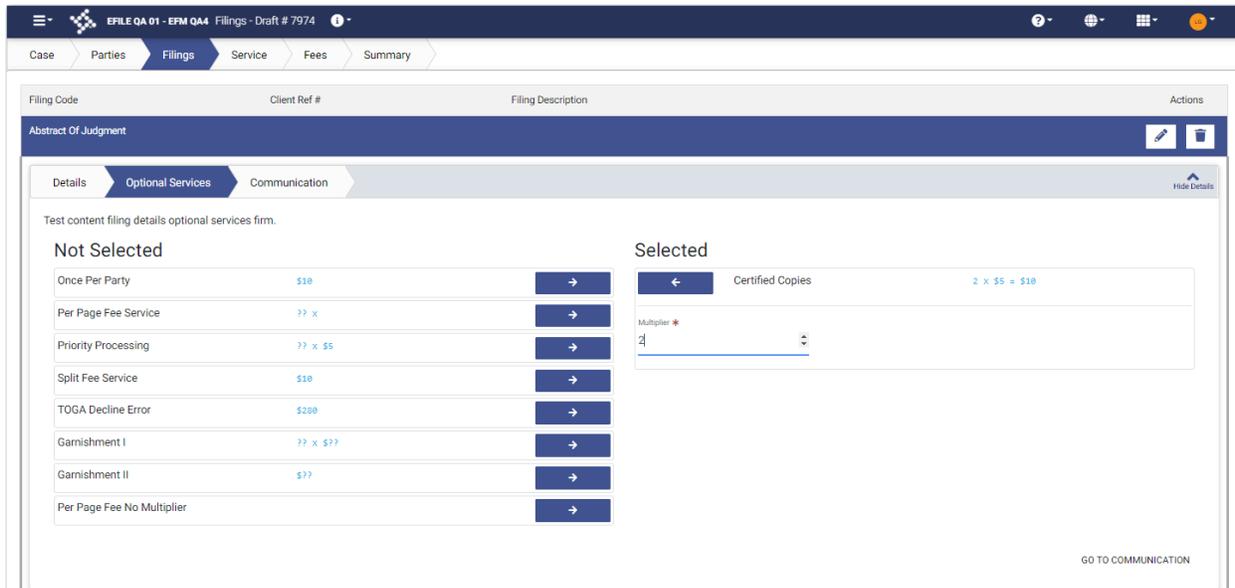
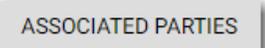


Figure 8.37 – Sample Optional Services Tab with an Optional Service Selected

Note: If you decide that you do not want to use a particular optional service that you have

selected, click . However, if a specified optional service is required by your court, that service will be automatically selected by the system.

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.

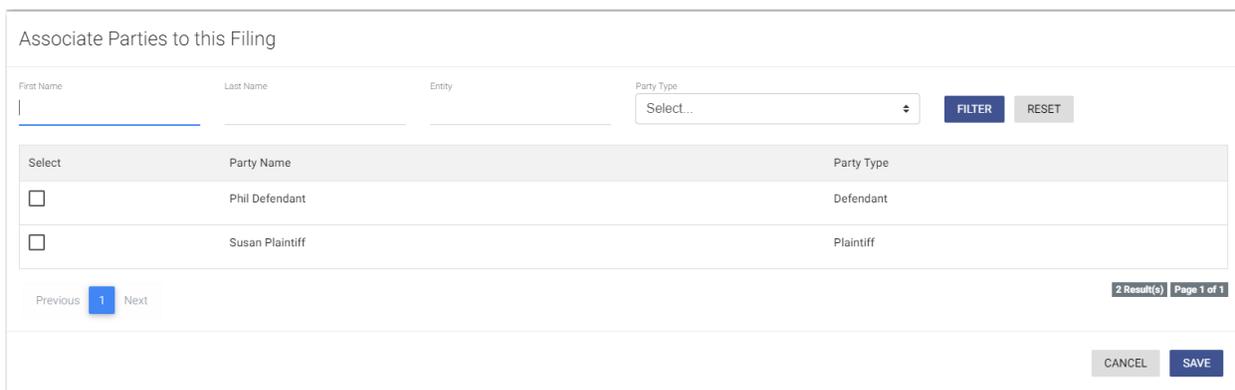
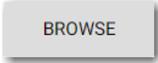


Figure 8.38 – Associate Parties to this Filing Window

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 . Then, select the document that you want to upload.

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

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

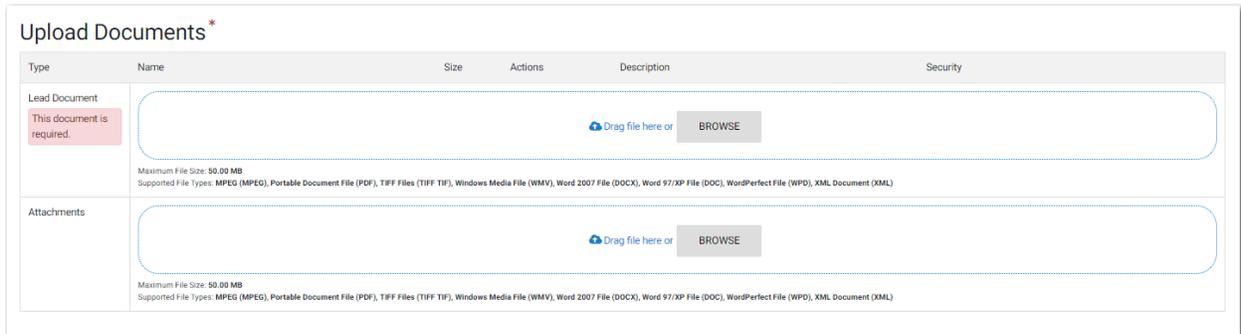
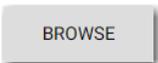


Figure 8.39 – Upload Documents Pane

16. If you have attachments to add to the filing, click  in the **Attachments** section. Then, upload the specified attachments.

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

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

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

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.

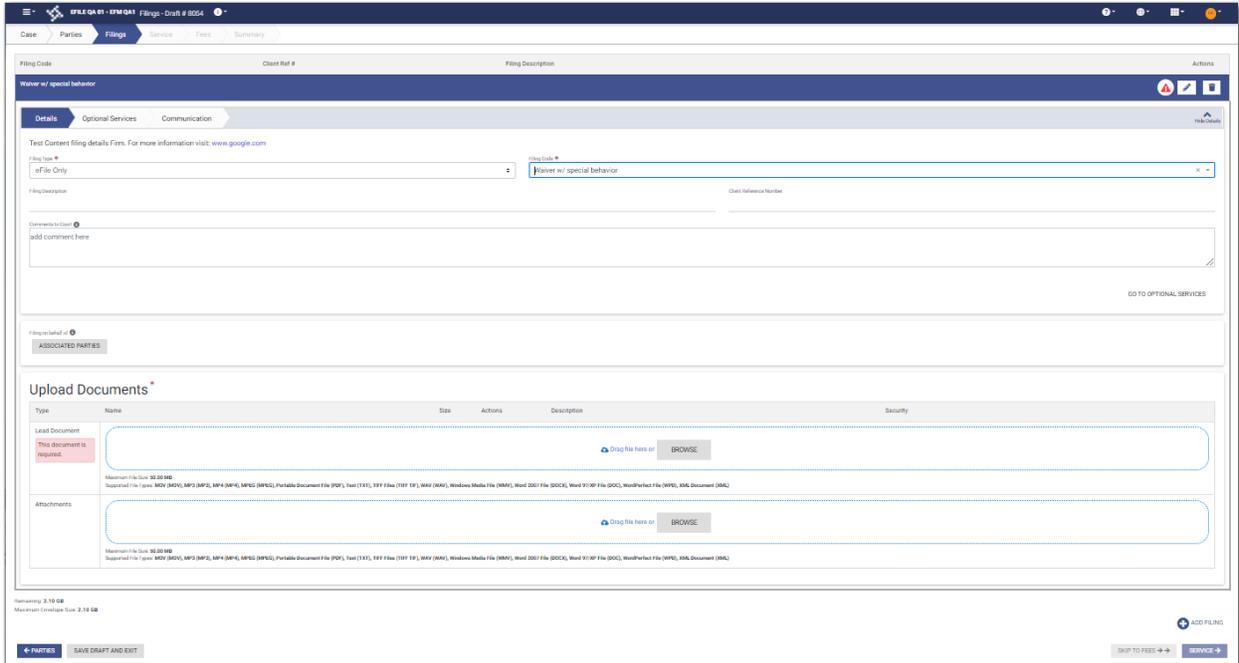


Figure 8.40 – Sample Filings Page

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

Note: In the example provided, the “Waiver w/ special behavior” 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

Note: Some courts require you to select an optional service. When an optional service is required, that service is automatically selected by the system. For some required optional services, you might be asked to select the multiplier before you can continue filing.

The **Optional Services** tab is displayed.

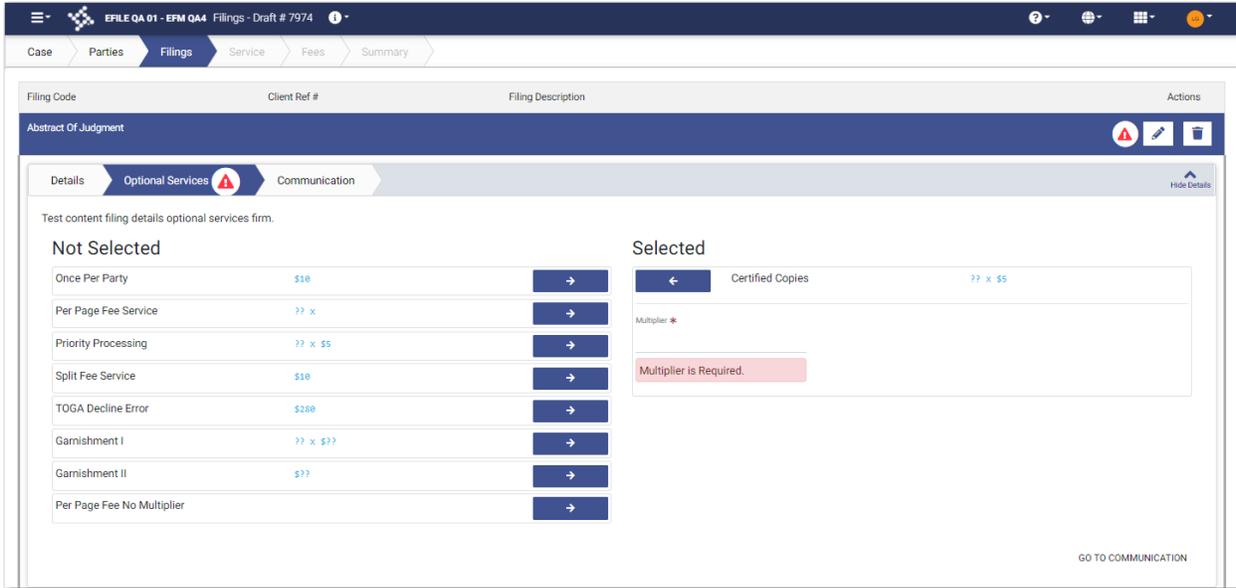


Figure 8.41 – Sample Optional Services Tab

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.

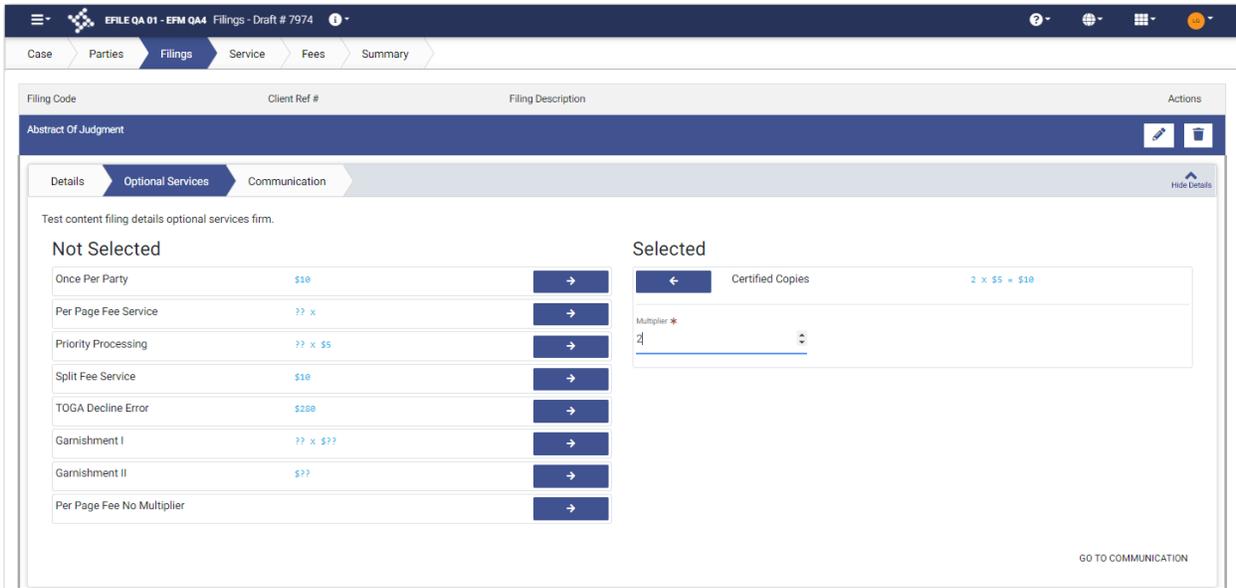


Figure 8.42 – Sample Optional Services Tab with an Optional Service Selected

Note: If you decide that you do not want to use a particular optional service that you have

selected, click . However, if a specified optional service is required by your court, that service will be automatically selected by the system.

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.

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

Figure 8.43 – 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 **SAVE**.

14. In the Upload Documents pane, click **BROWSE**. Then, select the document that you want to upload.

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

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

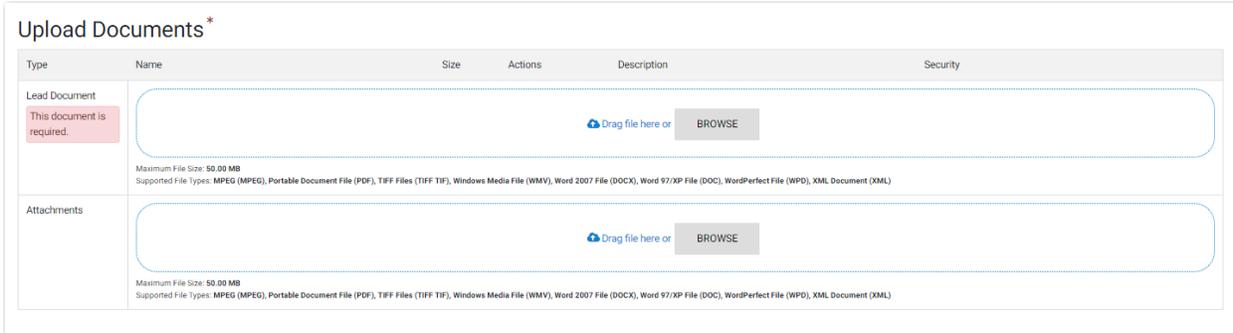
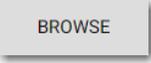


Figure 8.44 – Upload Documents Pane

15. If you have attachments to add to the filing, click  in the **Attachments** section. Then, upload the specified attachments.

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

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

18. After you have added all of the filings, click . The *Service* page is displayed.

19. Select the service contacts, and then click . The *Fees* page is displayed.

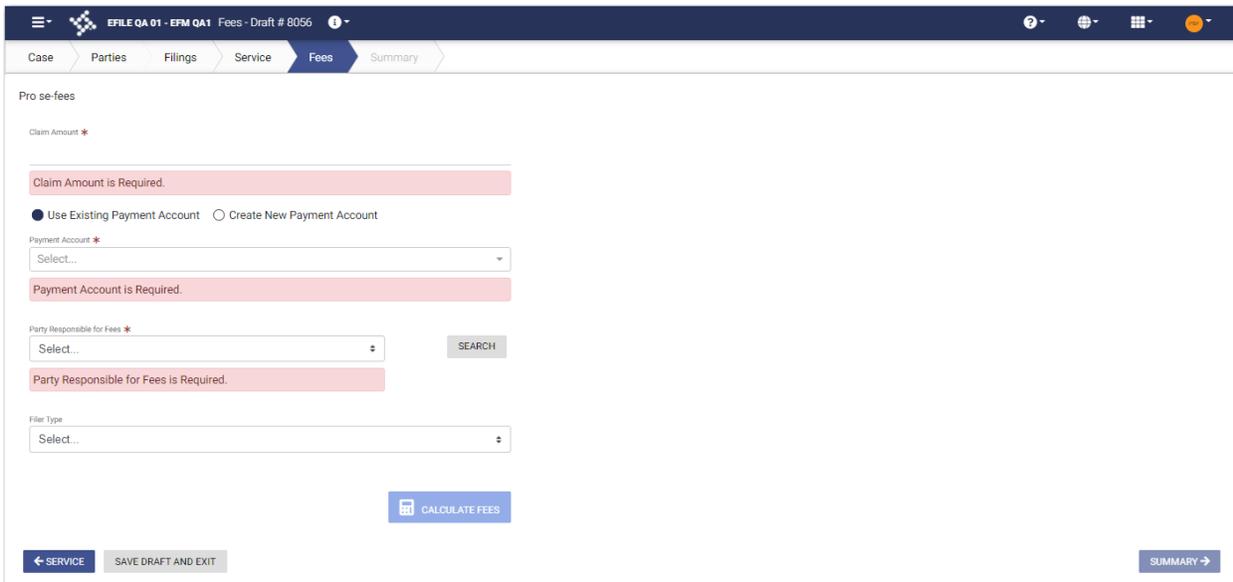


Figure 8.45 – Sample Fees Page

20. On the *Fees* page, type the Claim Amount in the **Claim Amount** field.

21. Select the payment account from the **Payment Account** drop-down list, or follow the steps to create a new payment account.
22. 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.

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

24. Click 

The fees for the filing are displayed.

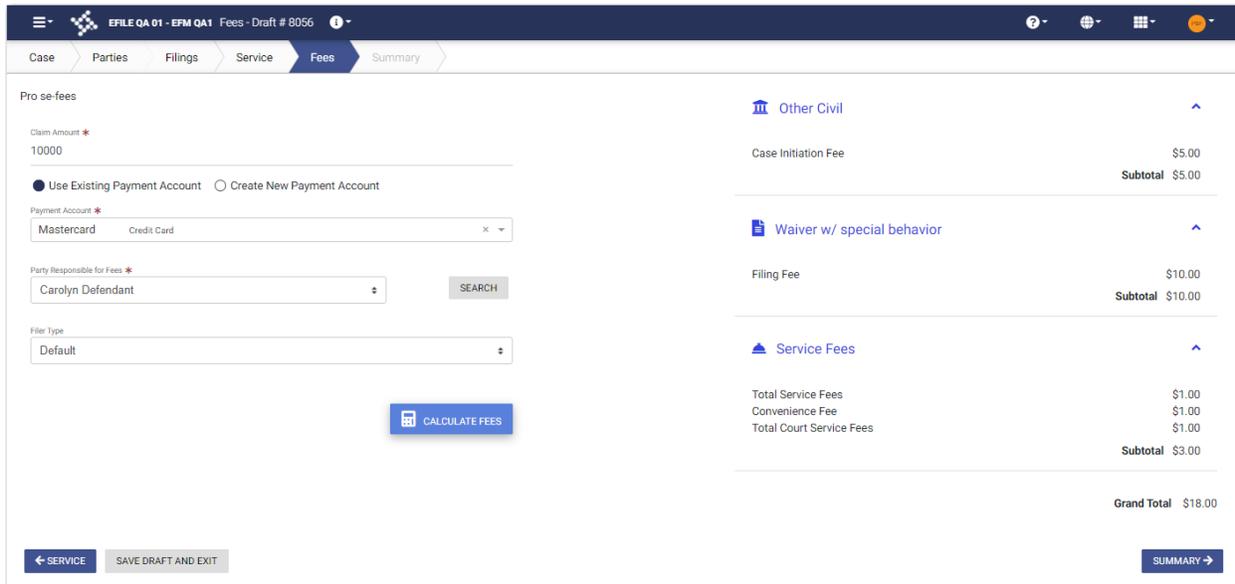


Figure 8.46 – Example of the Claim Amount Fees on the Fees Page

25. Click  to review and complete your filing.

Entering a Filing with an Estate Value

You can enter the Estate Value when that amount has been 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. You can enter the amount in the **Estate Value** field. When the Estate Value is set, an appropriate fee will be applied.

Note: The Estate Value 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.

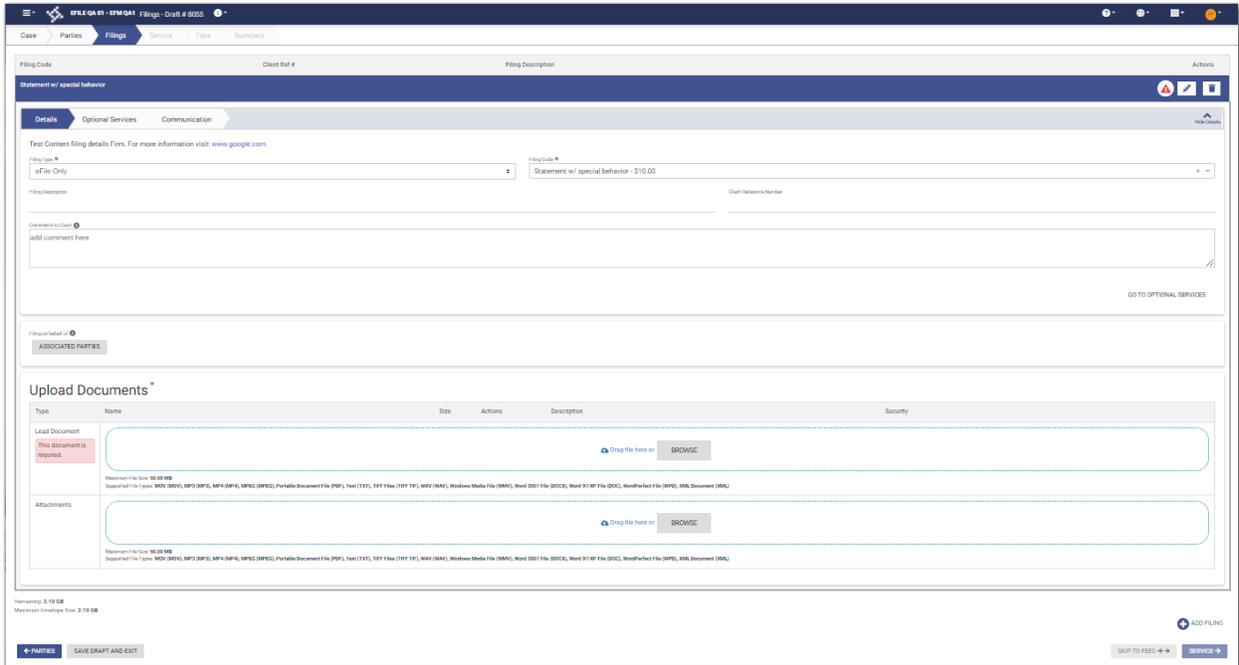


Figure 8.47 – Sample Filings Page

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

Note: In the example provided, the “Statement w/ special behavior - \$10.00” 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

Note: Some courts require you to select an optional service. When an optional service is required, that service is automatically selected by the system. For some required optional services, you might be asked to select the multiplier before you can continue filing.

The **Optional Services** tab is displayed.

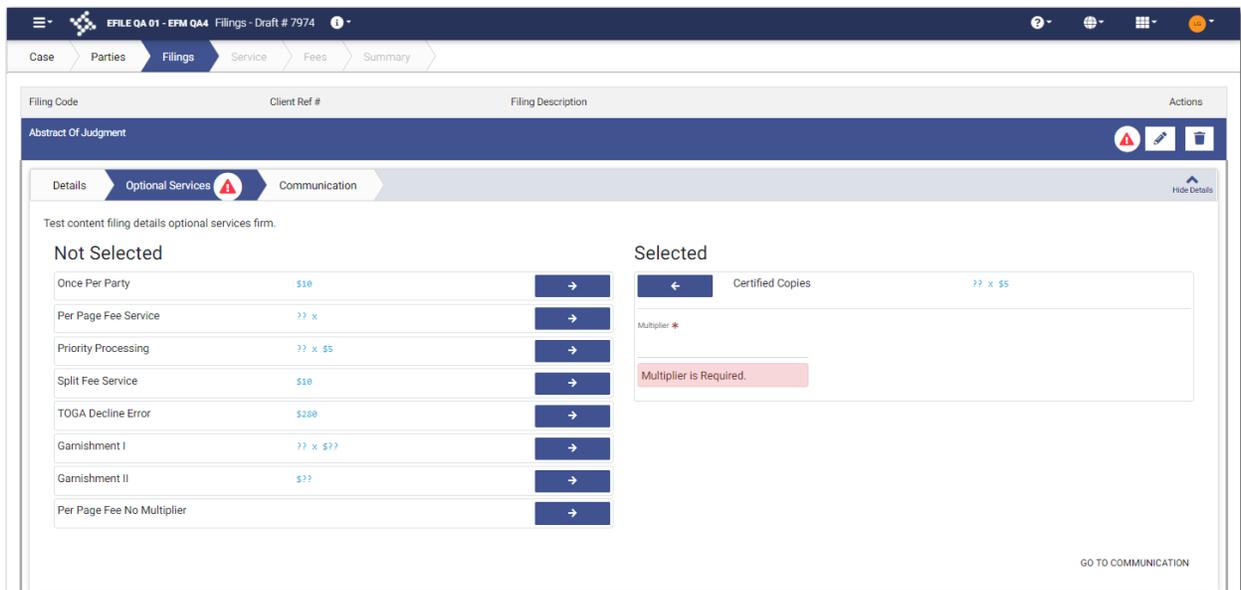


Figure 8.48 – Sample Optional Services Tab

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.

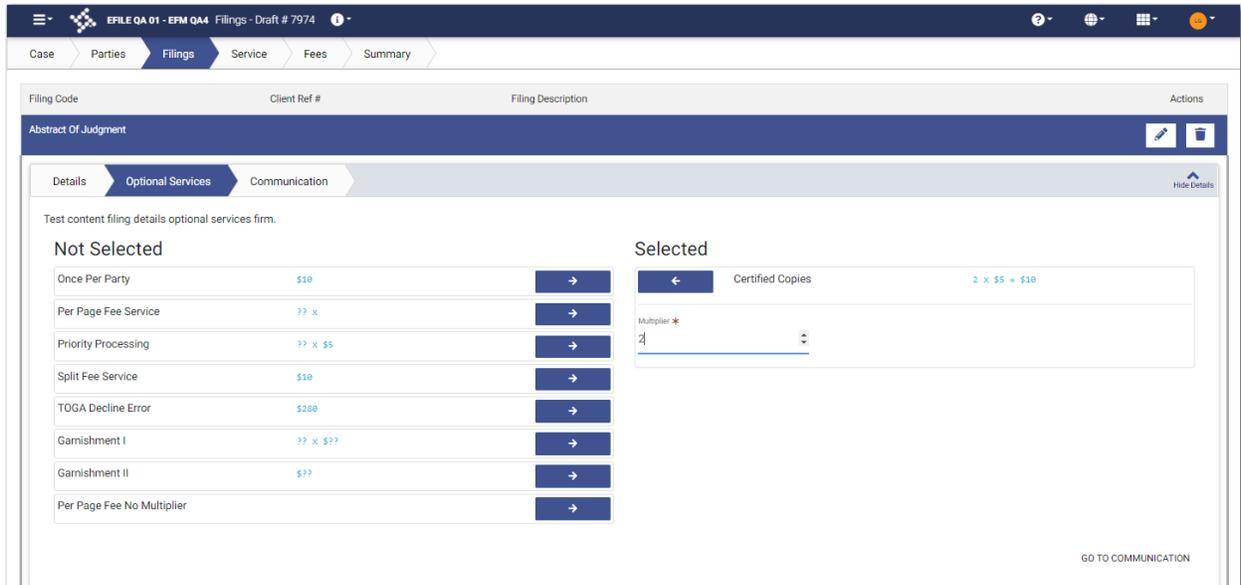


Figure 8.49 – Sample Optional Services Tab with an Optional Service Selected

Note: If you decide that you do not want to use a particular optional service that you have

selected, click . However, if a specified optional service is required by your court, that service will be automatically selected by the system.

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.

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

Figure 8.50 – 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 **SAVE**.

14. In the Upload Documents pane, click **BROWSE**. Then, select the document that you want to upload.

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

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

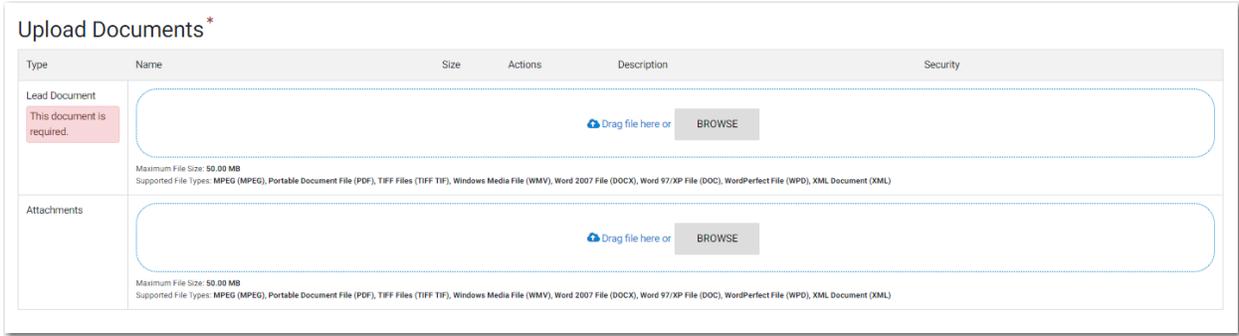
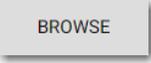


Figure 8.51 – Upload Documents Pane

15. If you have attachments to add to the filing, click  in the **Attachments** section. Then, upload the specified attachments.

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

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

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

The *Service* page is displayed.

19. Select the service contacts, and then click .

The *Fees* page is displayed.

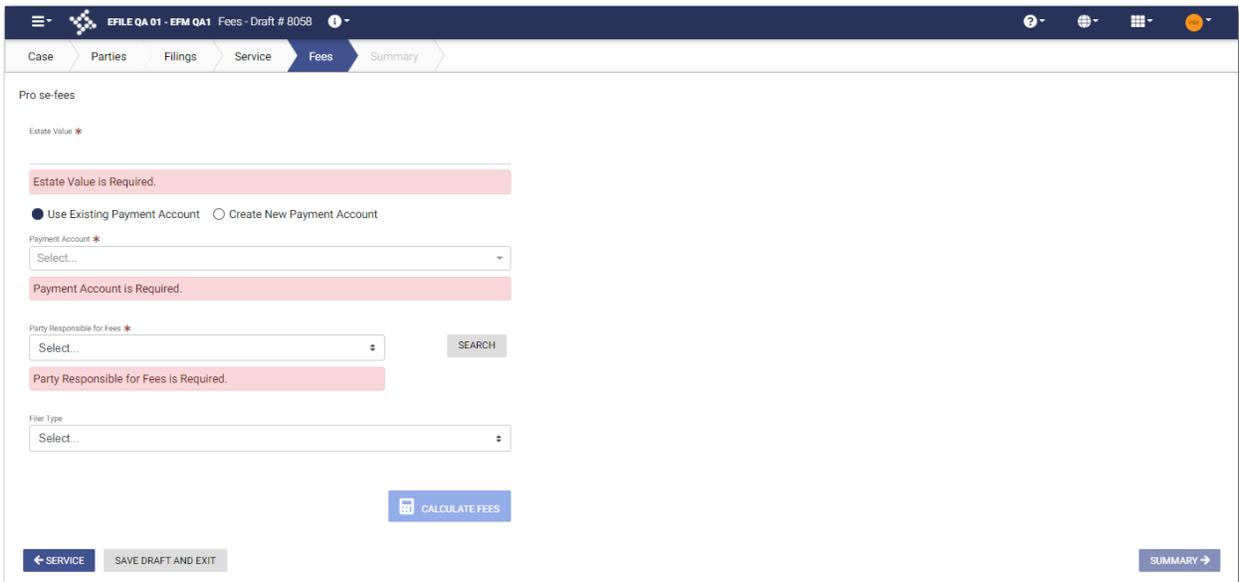


Figure 8.52 – Sample Fees Page

20. On the *Fees* page, type the Estate Value in the **Estate Value** field.

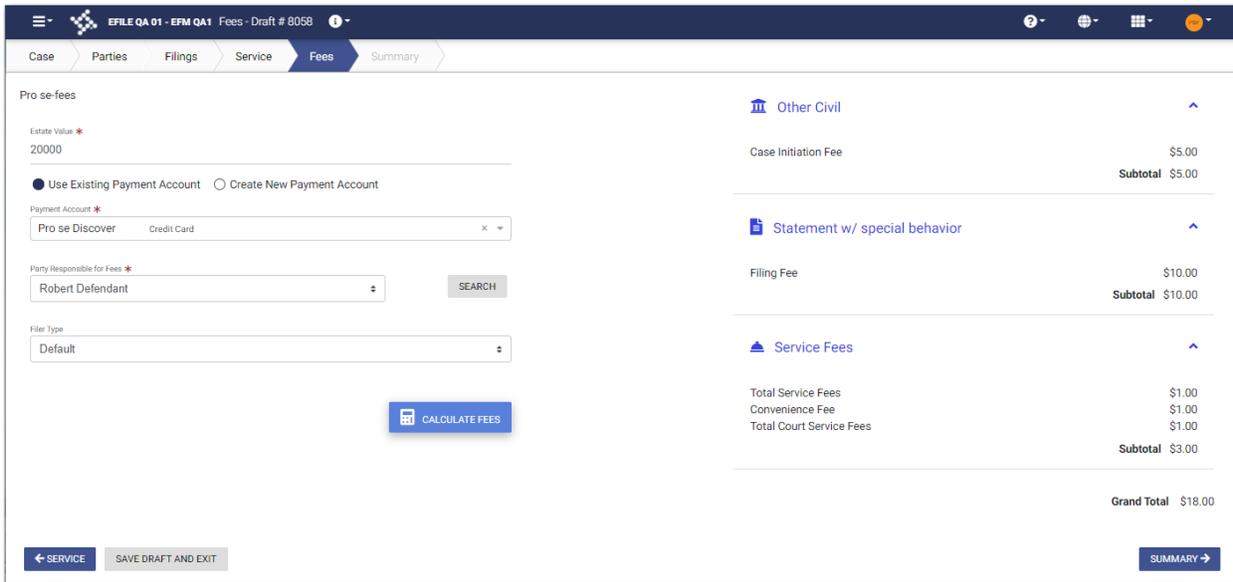
21. Select the payment account from the **Payment Account** drop-down list, or follow the steps to create a new payment account.
22. Select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.

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.

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

24. Click 

The fees for the filing are displayed.



Category	Item	Amount
Other Civil	Case Initiation Fee	\$5.00
	Subtotal	\$5.00
Statement w/ special behavior	Filing 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		\$18.00

Figure 8.53 – Example of the Estate Value Fees on the Fees Page

25. Click  to review and complete your filing.

Entering Payment Information

You can create a payment account before you begin your filing. You can also create a payment account during your filing from the *Fees* page.

Figure 8.54 – Example of a 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 one of the payment options:

- If you have already created a payment account, select the **Use Existing Payment Account** option. From the **Payment Account** drop-down list, select the account that you want to use. Then, continue to Step 2.
- If you do not have an existing payment account created, select the **Create New Payment Account** option. Additional fields are displayed. Type a name to the new payment account in the **Account Name** field. Then, select the type of account from the **Create a New** drop-down list. Complete the fields that are displayed for the account type that you are creating.

– For a waiver account, click . Then, continue to step 2.

– For a credit card or bank account, click . The *Enter Information* window is displayed. Complete the fields in the *Enter Information* window for the type of account that you want to create. Then, click  and go to step 2.

Note: For detailed information on how to complete the fields in the *Enter Information* window, refer to [Adding a Credit Card Payment Account, page 34](#) and [Adding an E-Check Payment Account, page 38](#).

– For a draw-down account, complete the fields that are displayed, and then click



. Proceed to step 2.

Note: For more information about creating a draw-down account, refer to [Adding a Draw-Down Account, page 42](#).

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... ▾	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 8.55 – 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 **CALCULATE FEES**.

The fees for the filing are displayed.

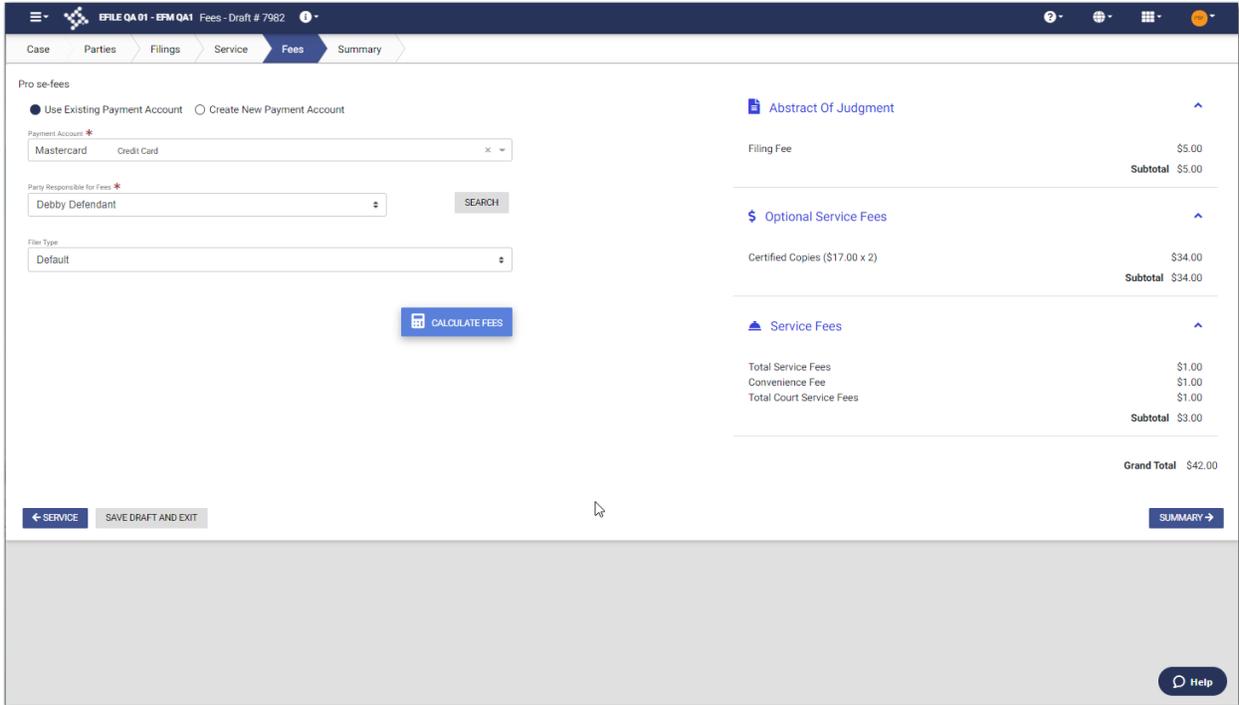


Figure 8.56 – Example of a Fees Page with the Filing Fees Displayed

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.

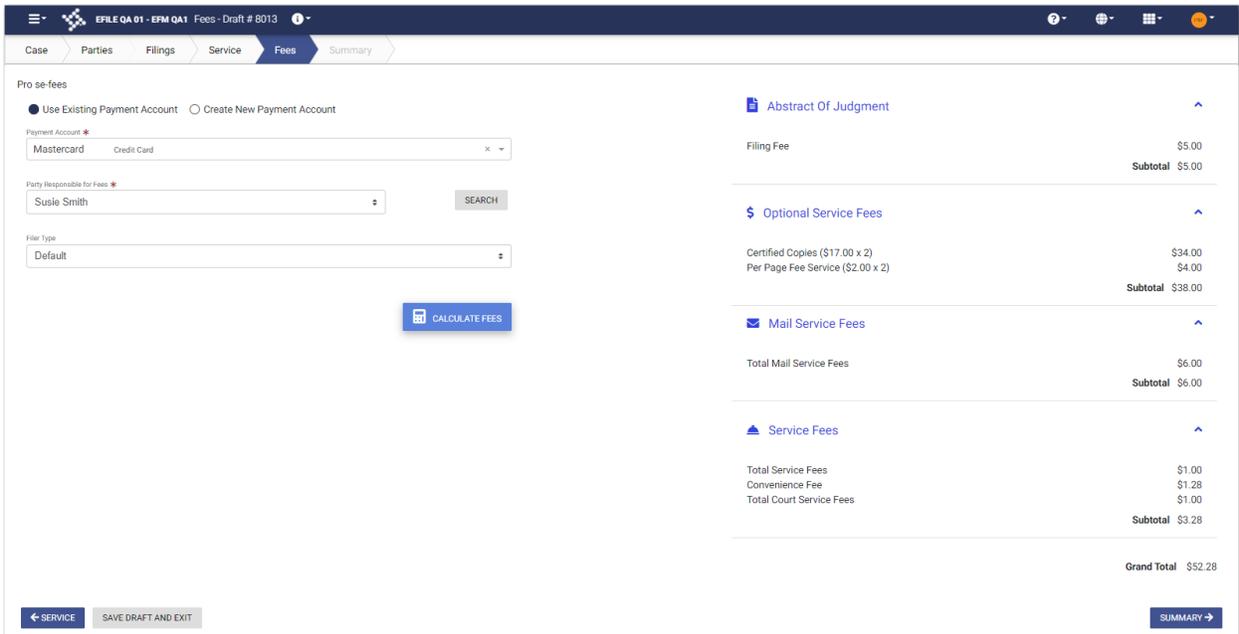


Figure 8.57 – Example of a Fees Page with the Mail Service Fees Displayed

5. Review the filing fees, and then click



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 can create a payment account before you begin your filing. You can also create a payment account during your filing from the *Fees* page.

To enter the payment information for your filing:

1. On the *Case Information* page, enter the information for the case.
2. On the *Parties* page, enter the information for all parties on the case.
3. 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.

GO TO OPTIONAL SERVICES

- c. Click

The **Optional Services** tab is displayed.

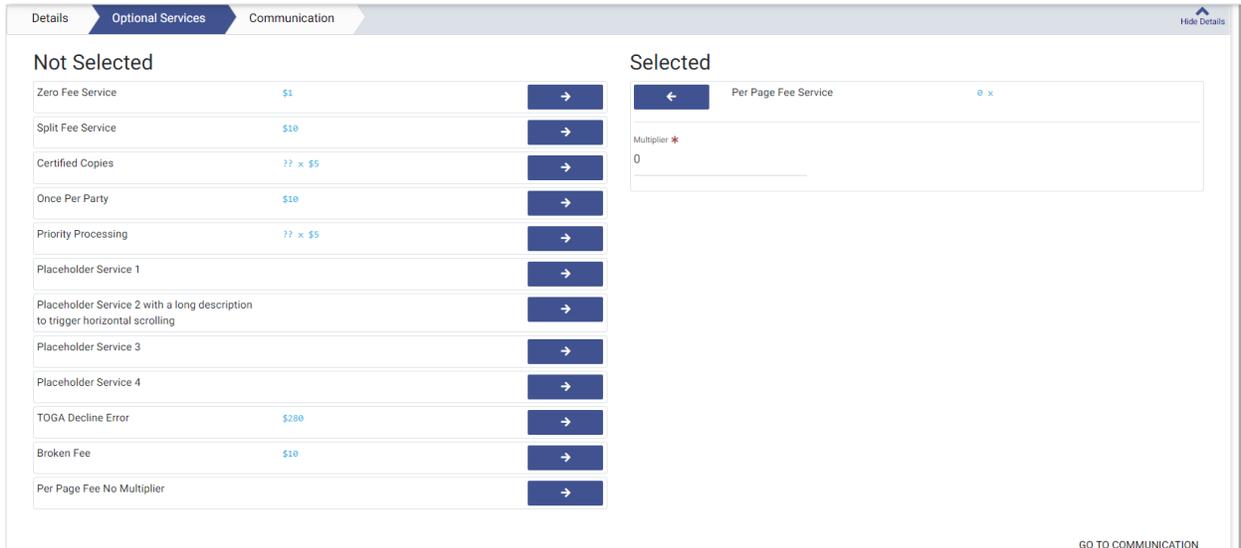


Figure 8.58 – Sample Optional Services Tab

- 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.

4. On the *Service* page, add the appropriate service contacts.
5. On the *Fees* page, select the payment account from the **Payment Account** drop-down list, or follow the steps to create a new payment account.
6. 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 **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 8.59 – 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.

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

CALCULATE FEES

8. Click

The fees for the filing are displayed.

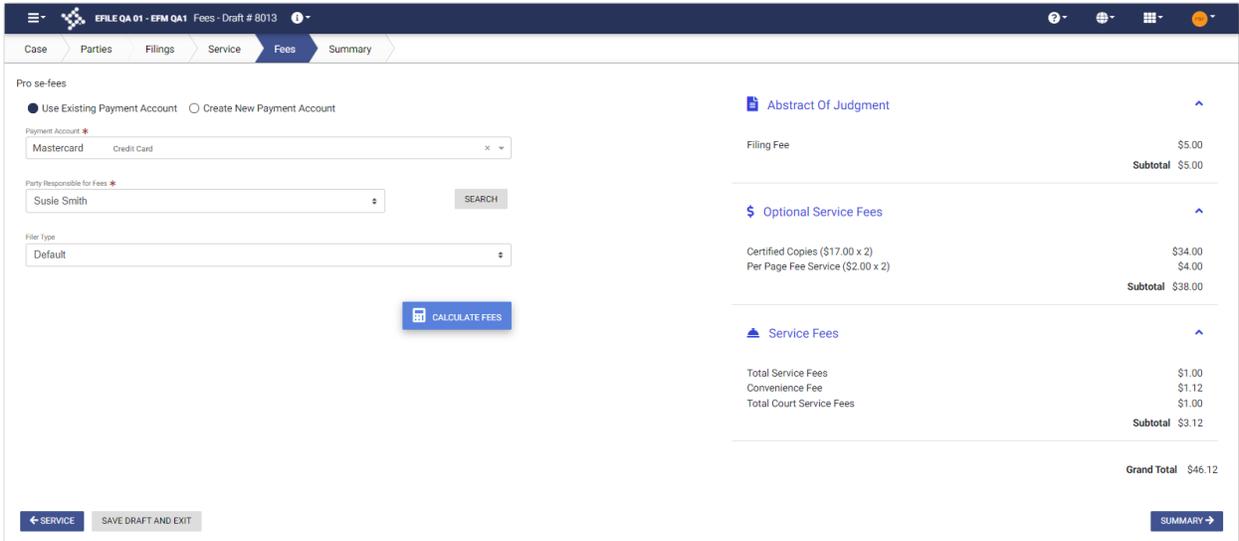


Figure 8.60 – Example of a Fees Page with the Filing Fees Displayed

9. Review the filing fees, and then click



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.



Figure 8.61 – Return Date Pane

After selecting a return date, you must click



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



Figure 8.62 – 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 a form titled "Return Date". At the top left, there is a checkbox labeled "Out Of State Service" which is currently unchecked. Below this, the text "Return Date" is followed by the date "04/06/2020" entered in a text field. To the right of the text field is a calendar icon. Further to the right is a grey button labeled "VERIFY".

Figure 8.63 – Sample Return Date Pane with Valid Date Displayed

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

The screenshot shows the same "Return Date" form as in Figure 8.63, but with an invalid date "01/13/2020" entered. Below the text field, a red error message box displays the text "Return Date must be on or after 04/06/2020." Below that, another red error message box displays "Return date must be verified." The "VERIFY" button is still present to the right of the text field.

Figure 8.64 – Return Date Pane with Error Message Displayed

After you complete your filing, the return date is displayed in the envelope details. If you requested out of state service, that information is also displayed in the envelope details.

Details - Envelope # 168796 PRINT CLOSE

Envelope

Envelope ID 168796	Submitted by Lauren Groswald	Username [redacted]@gmail.com
-----------------------	---------------------------------	----------------------------------

Case

Location OFS MockCMS	Category Civil	Type Breach Of Contract
-------------------------	-------------------	----------------------------

Hearing

Hearing Start Date 11/01/2021	Hearing Start Time 4:00 PM	Hearing End Time 5:00 PM
----------------------------------	-------------------------------	-----------------------------

Return Date

Return Date 11/11/2021	Out Of State Service
---------------------------	----------------------

Parties

Count: 2 Show All

Filings

Filing Code	Client Ref #	Filing Description	Submitted Date
Abstract Of Judgment			11/01/2021 5:15 PM
Status			
Submitted			
Component			
Lead Document			
Download Version			
Original			
Document Name		Description	Security
redactthis.pdf			

Service

Count: 0
None

Fees

Payment Account Lauren's Waiver	Filing Attorney Jack Stone	Party Responsible for Fees James Kirk	Filer Type
Order ID	Transaction Response	Transaction Amount \$0.00	Transaction ID

Total \$0.00

Figure 8.65 – Example of the Return Date and Out of State Service Option in the Envelope Details

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 

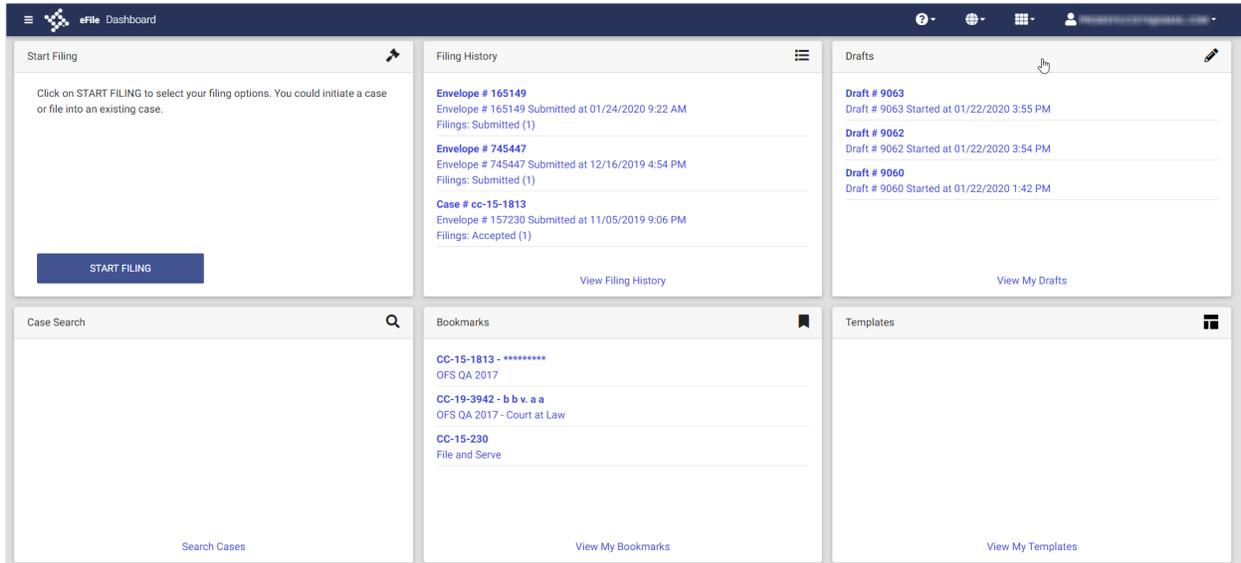


Figure 8.66 – Dashboard Page

The *Start Filing* page is displayed.

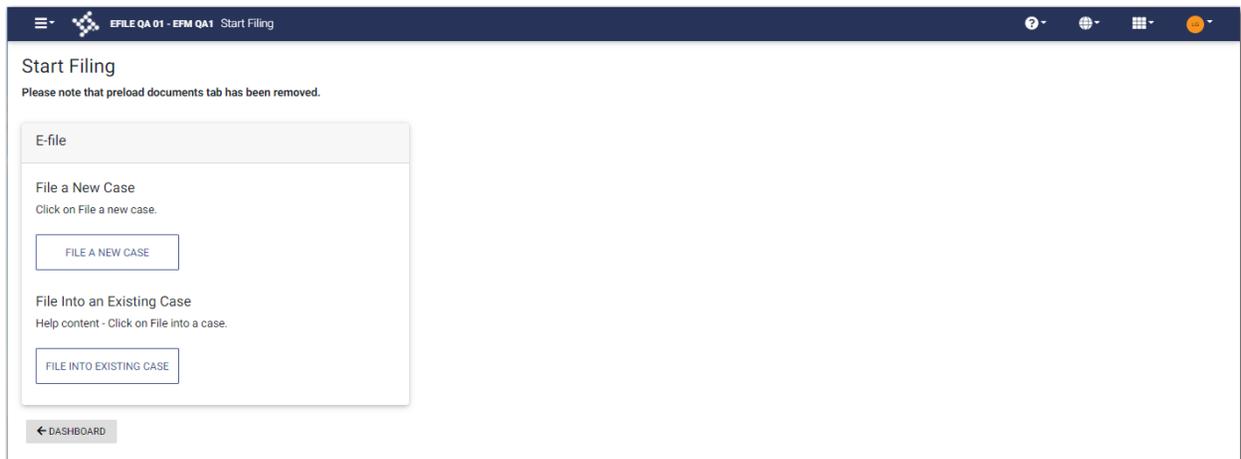
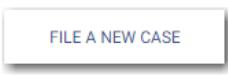


Figure 8.67 – Start Filing Page

2. Click 

The *Case Information* page is displayed.

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

PARTIES →

The *Parties* page is displayed.

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

FILINGS →

The *Filings* page is displayed.

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

SERVICE →

The *Service* page is displayed.

6. Select the service contacts, and then click

FEES

The *Fees* page is displayed.

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

SUMMARY →

The *Summary* page is displayed.

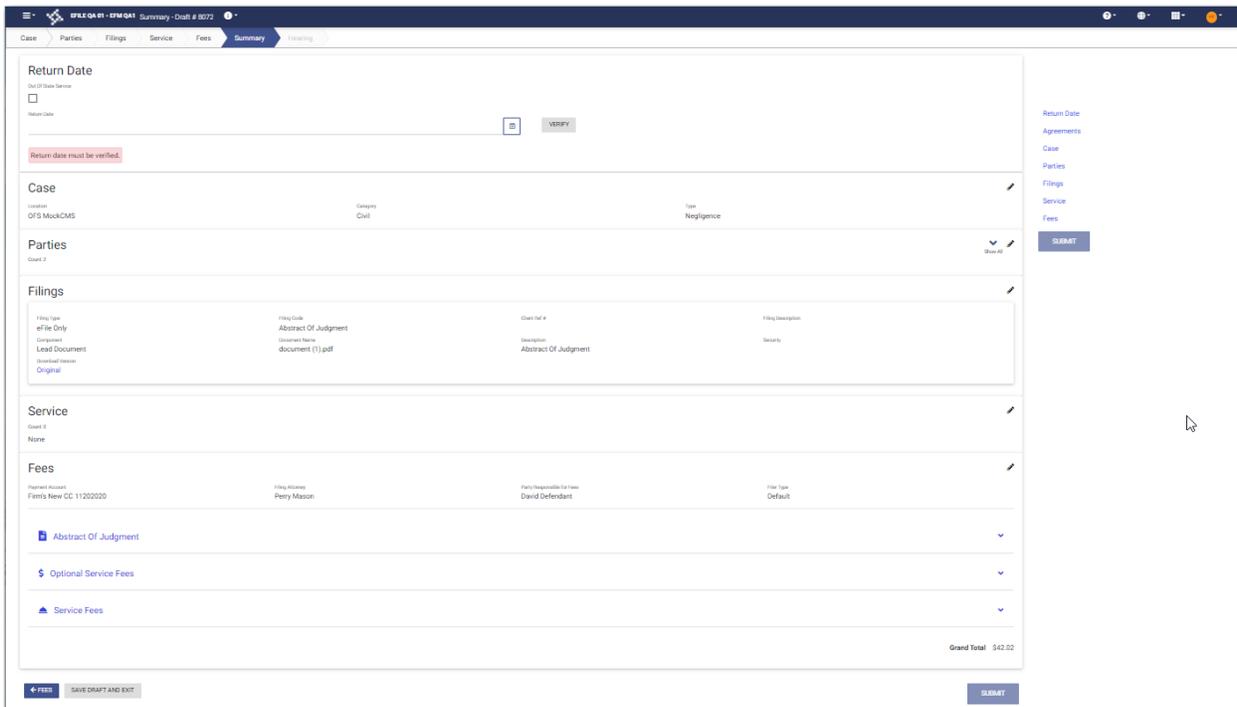


Figure 8.68 – Return Date Pane on the Summary Page

8. 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

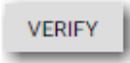
Return Date

04/10/2020



Figure 8.69 – 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 8.70 – 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.

Return Date

Out Of State Service

Return Date

04/06/2020



Figure 8.71 – Sample Return Date Pane with Valid Date Displayed

9. 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.

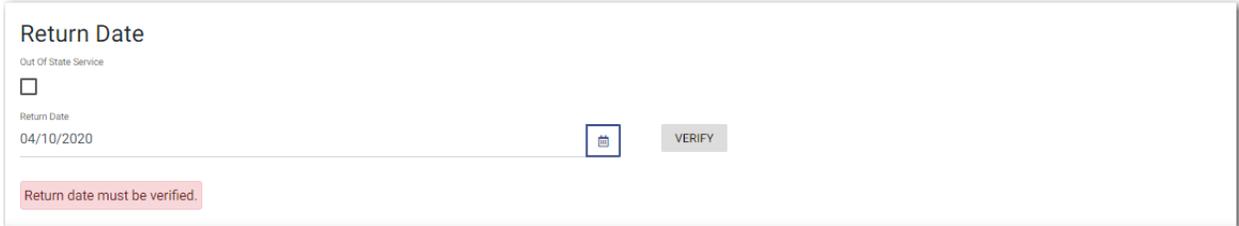
To reverify the return date:

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.



Return Date

Out Of State Service

Return Date

04/10/2020



Return date must be verified.

Figure 8.72 – Return Date Pane

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



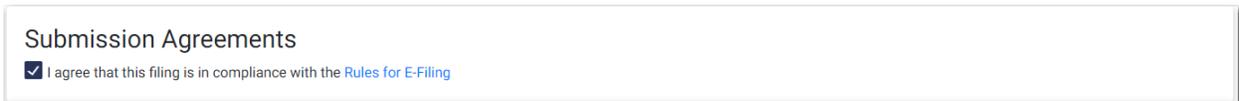
Submission Agreements

I agree that this filing is in compliance with the [Rules for E-Filing](#)

You must accept the Submission Agreements.

Figure 8.73 – 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.



Submission Agreements

I agree that this filing is in compliance with the [Rules for E-Filing](#)

Figure 8.74 – 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.



Submission Agreements

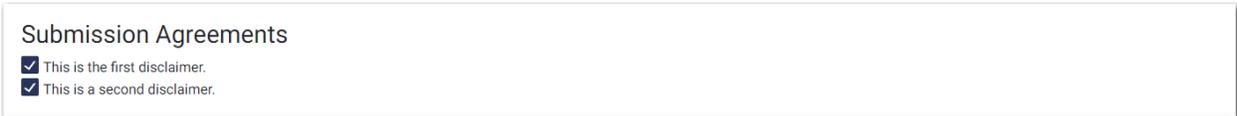
This is the first disclaimer.

This is a second disclaimer.

You must accept the Submission Agreements.

Figure 8.75 – 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.



Submission Agreements

This is the first disclaimer.

This is a second disclaimer.

Figure 8.76 – 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 8.77 – 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.

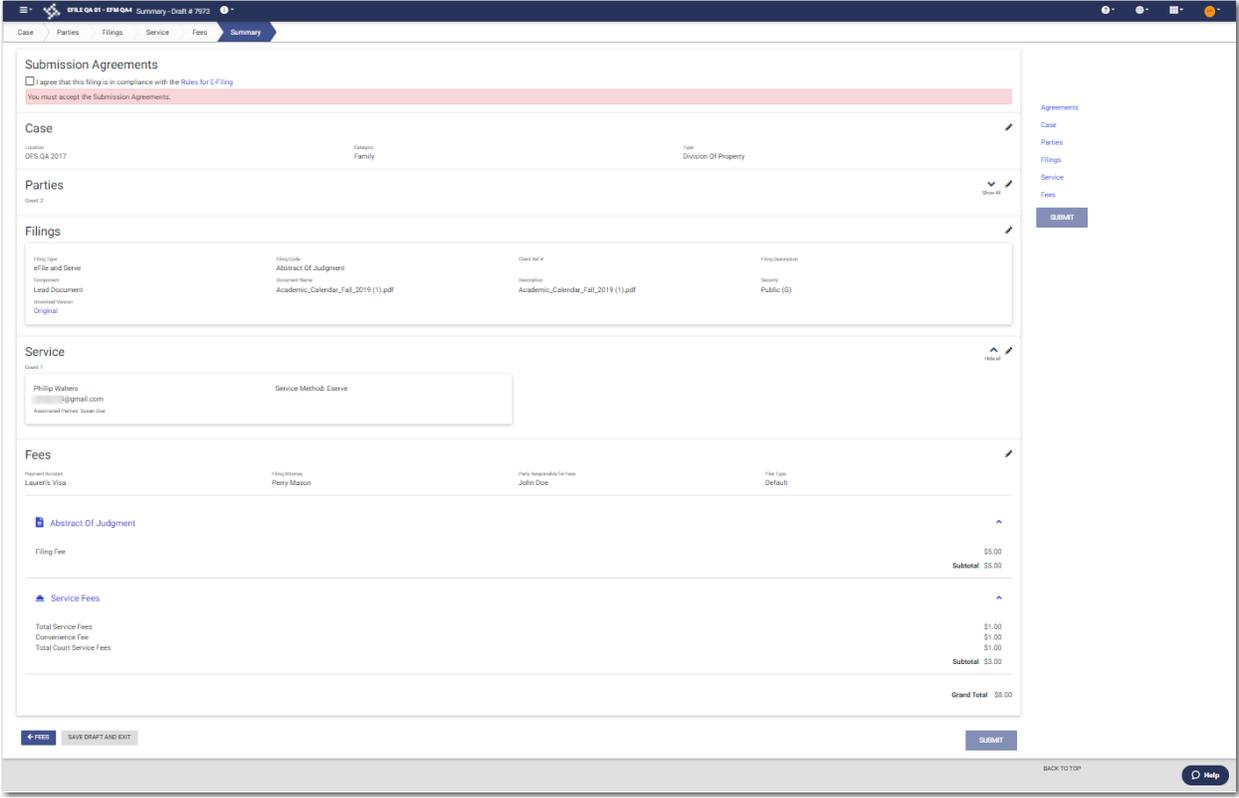


Figure 8.78 – Sample Summary Page

If you selected mail service for your filing, the mail service fees are displayed in the Fees pane 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	Filing Code	Client Ref #	Filing Description
eFile and Serve	Acknowledgement		
<hr/>			
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 <small>Associated Parties: Mary Doe</small>	Service Method: Mail
--	----------------------

Fees

Payment Account Firm's CC	Filing Attorney Perry Mason	Party Responsible for Fees Mary Doe	Filer Type Default
<hr/>			
⚖️ Fraud ^			
Case Initiation Fee			\$10.00
			Subtotal \$10.00
<hr/>			
✉️ Mail Service Fees ^			
Total Mail Service Fees			\$6.00
			Subtotal \$6.00

Figure 8.79 – Sample Summary Page with Mail Service Fees Displayed

If envelope comments are configured on your system, the comments are displayed in the Case pane on the *Summary* page.

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

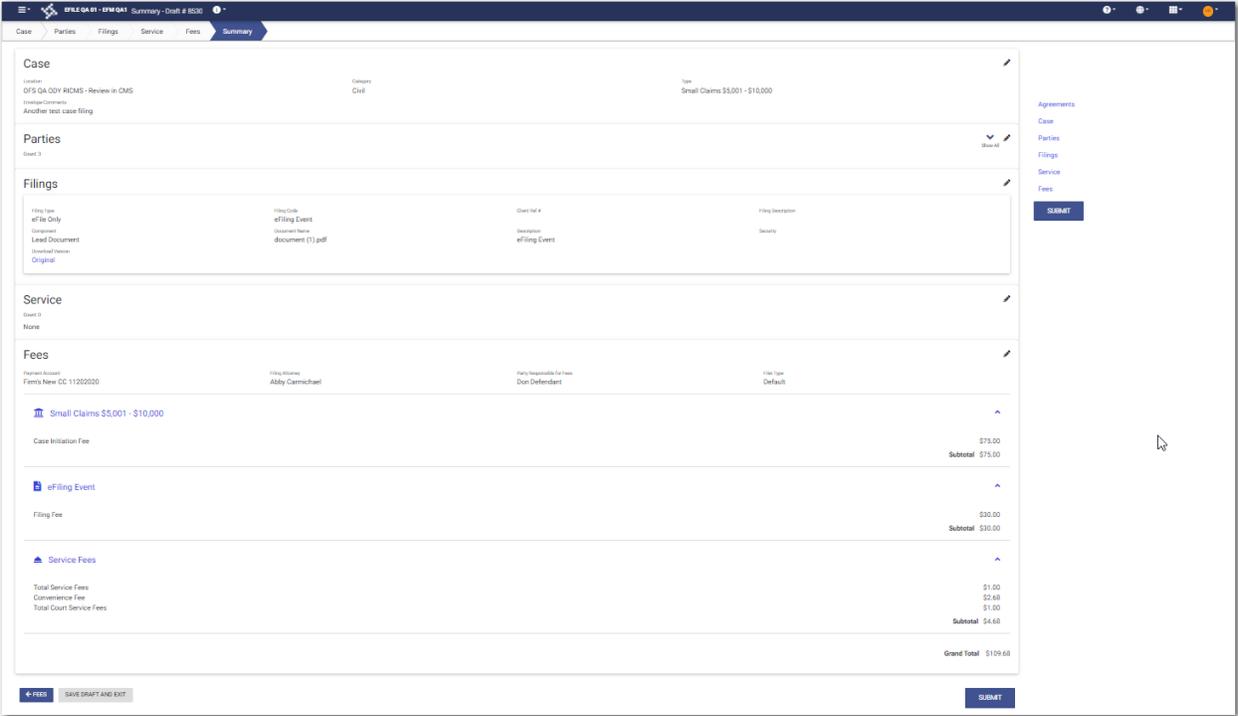


Figure 8.80 – Sample Summary Page with Envelope Comments Displayed

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



The *Envelope Submitting* window is displayed.

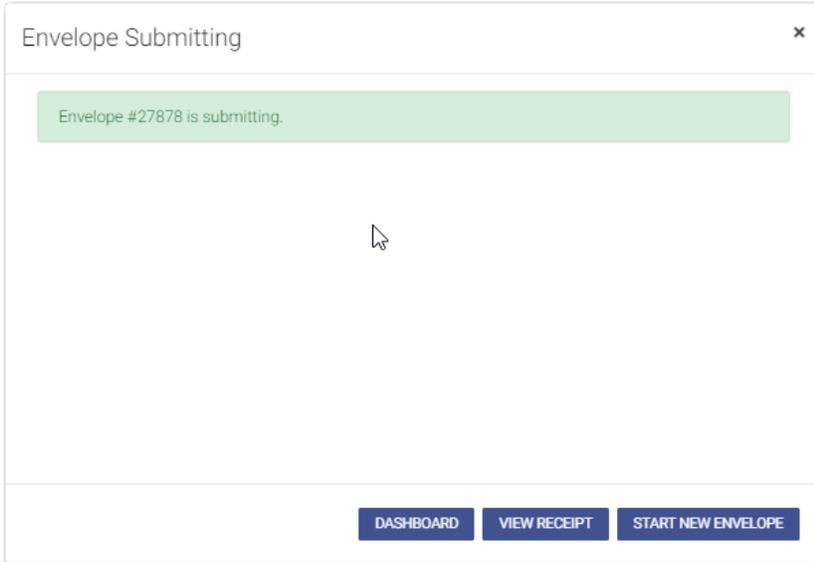


Figure 8.81 – Envelope Submitting Window

5. In the *Envelope Submitting* window, do one of the following:

- Click **DASHBOARD** to return to the *Dashboard* page.
- Click **VIEW RECEIPT**. The *Printable Envelope Details* page is displayed in a separate tab.

Details - Envelope # 27878

Case

Location: OFS-QA 2017 Category: ***** Type: *****

Parties

Count: 2 [Show All](#)

Filings

Filing Code	Client Ref #	Filing Description	Submitted Date
Petition (Open Case)		Summons for Amy Doe	08/05/2021 11:44 AM
Submitted	Review Date		
Component	Document Name	Description	Security
Lead Document	SUMMONS for Amy Doe.pdf		Public (T)
Download Version			
Original			
Action - Initial Only		Case Information	08/05/2021 11:44 AM
Submitted	Review Date		
Component	Document Name	Description	Security
Lead Document	Civil Domestic Filing Form1.pdf		Public (T)
Download Version			
Original			
Acknowledgement			08/05/2021 11:44 AM
Submitted	Review Date		
Component	Document Name	Description	Security
Lead Document	document.pdf		Confidential (G)
Download Version			
Original			

Service

Count: 0
None

Fees

Payment Account	Filing Attorney	Party Responsible for Fees	Filer Type
Lauren's Waiver	Abby Carmichael	Joanne Doe	Default
Order ID	Transaction Response	Transaction Amount	Transaction ID
		\$0.00	

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Figure 8.82 – Sample Printable Envelope Details Page

View the envelope details, and then close the tab. Then, in the *Envelope Submitting* window,

click either **DASHBOARD** or **START NEW ENVELOPE**.

- Click **START NEW ENVELOPE**. The *Start Filing* page is displayed.
- Click **x** to close the *Envelope Submitting* window. The *Dashboard* page is displayed.

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.

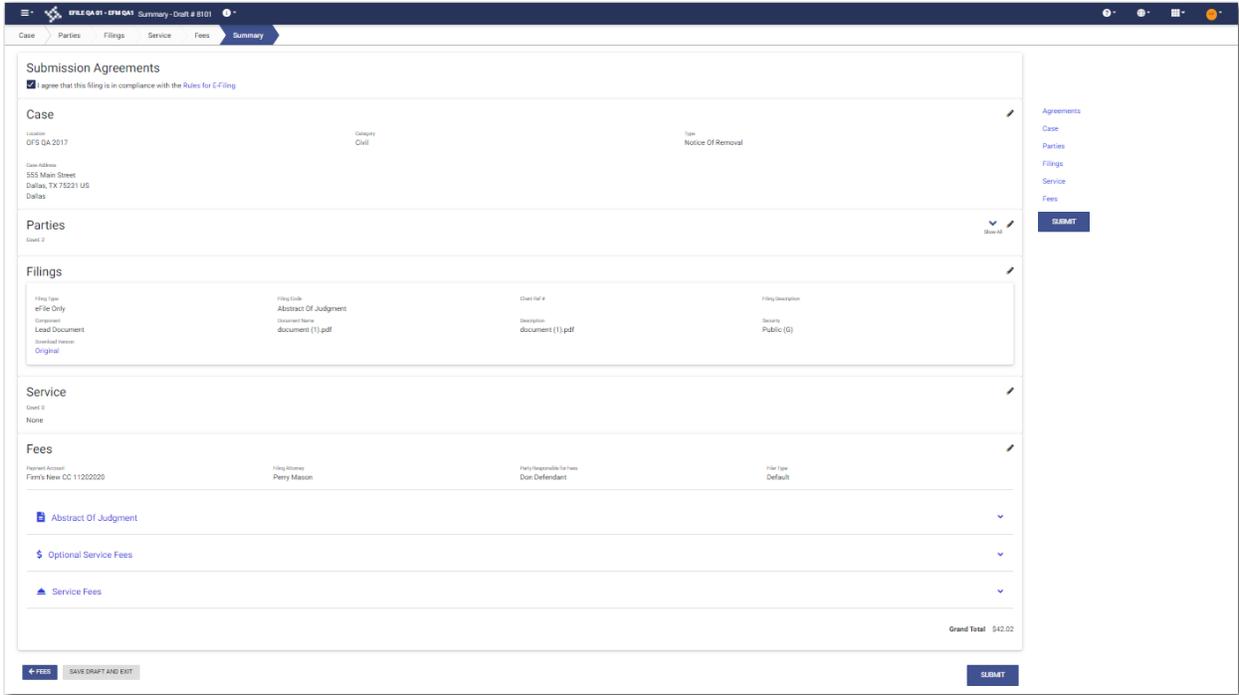


Figure 8.83 – Case Address Information on the Summary Page

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



The *Envelope Submitting* window is displayed.

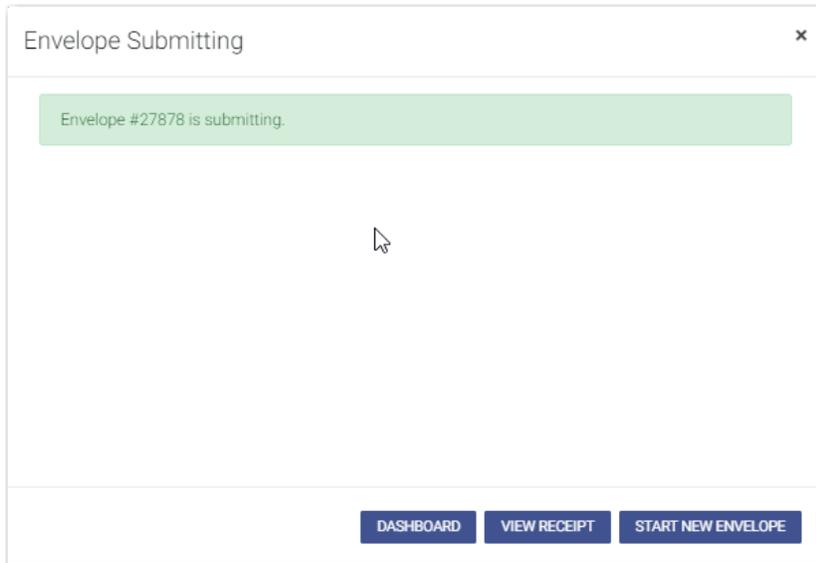


Figure 8.84 – Envelope Submitting Window

5. In the *Envelope Submitting* window, do one of the following:

- Click **DASHBOARD** to return to the *Dashboard* page.
- Click **VIEW RECEIPT**. The *Printable Envelope Details* page is displayed in a separate tab.

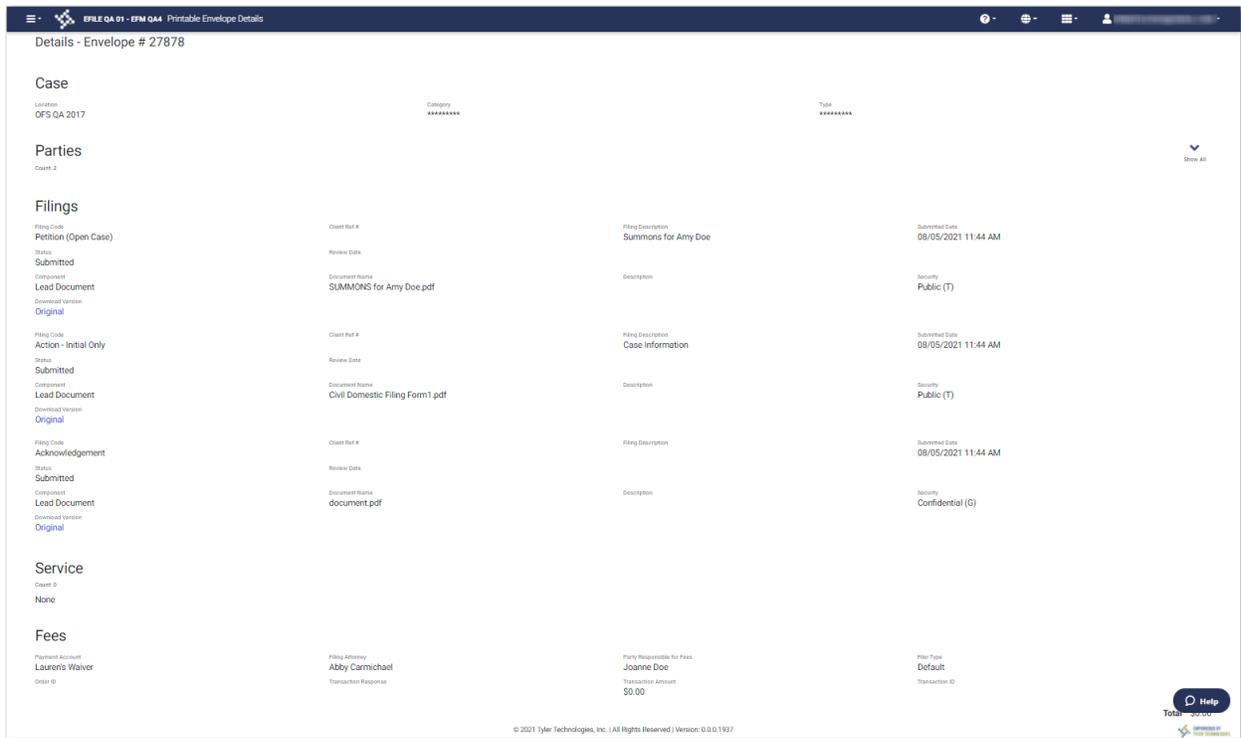


Figure 8.85 – Sample Printable Envelope Details Page

View the envelope details, and then close the tab. Then, in the *Envelope Submitting* window,

click either **DASHBOARD** or **START NEW ENVELOPE**.

- Click **START NEW ENVELOPE**. The *Start Filing* page is displayed.
- Click **x** to close the *Envelope Submitting* window. The *Dashboard* page is displayed.

View Case Judicial Officer

You can view the judicial officer who is assigned to a case from several locations in the application.

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

The judicial officer information is available on the following pages:

- *Envelope Details* page for initial and subsequent filings

Details - Case # CC-21-493 - Envelope # 158108 [PRINT](#) [CLOSE](#)

Envelope

Envelope ID 158108	Submitted by Lauren Groswald	Username [redacted]@gmail.com
-----------------------	---------------------------------	----------------------------------

Case

Location OFS QA 2014	Category Civil	Type Breach Of Contract
Judge Bender, Bill		

Parties

Count: 2 [Show All](#)

Filings

Filing Code	Client Ref #	Filing Description	Submitted Date
Acknowledgement			04/25/2021 8:10 AM
Status	Review Date	Comments	
Accepted	11/01/2021 5:23 PM		
Component	Document Name	Description	Security
Lead Document	Book1.pdf		Sealed - Criminal (G)
Download Version			
Original	Court Copy		

Service

Count: 0
None

Fees

Payment Account	Filing Attorney	Party Responsible for Fees	Filer Type
Lauren's Waiver	Tim Andrews		
Order ID	Transaction Response	Transaction Amount	Transaction ID
		\$0.00	

Total \$0.00

Figure 8.86 – Example of the Judge Information on the Envelope Details Page

- Summary page for subsequent filings

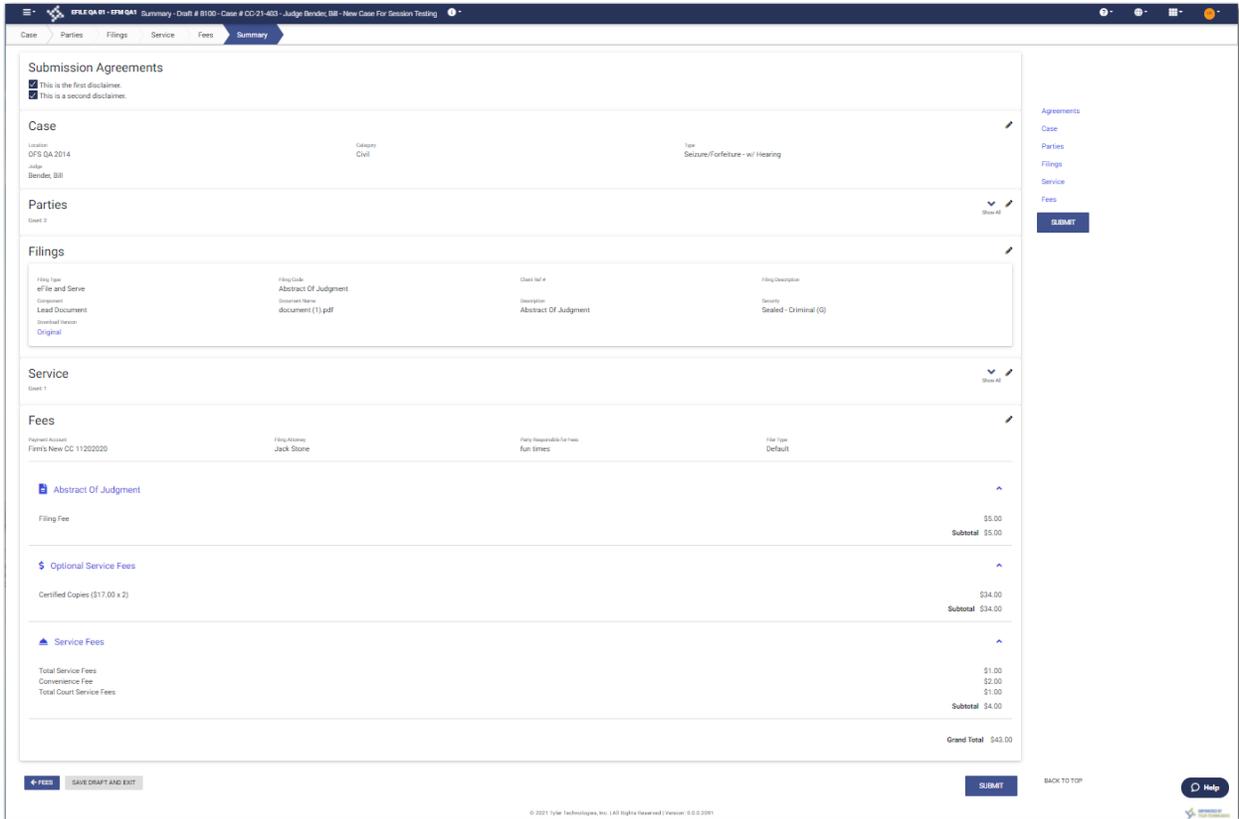


Figure 8.87 – Example of the Judge Information on the Summary Page

- *Case Information* page for subsequent filings

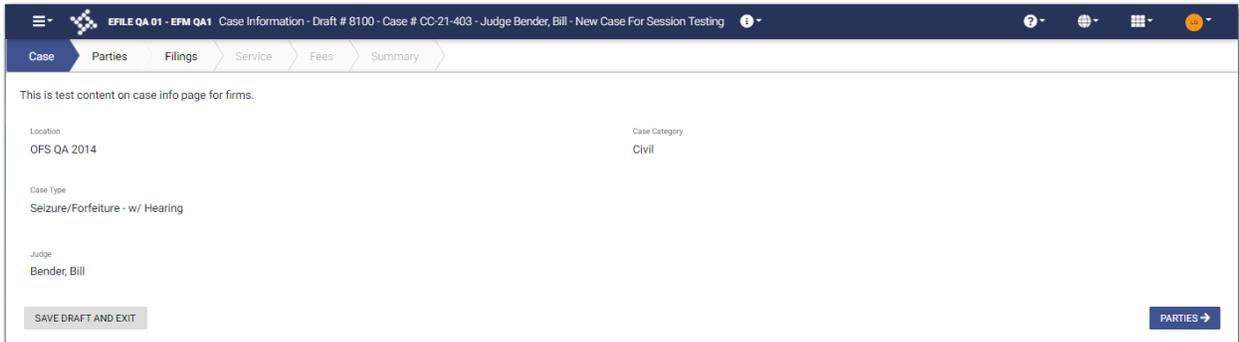


Figure 8.88 – Example of the Judge Information on the Case Information Page

- *Bookmarks* page for subsequent filings

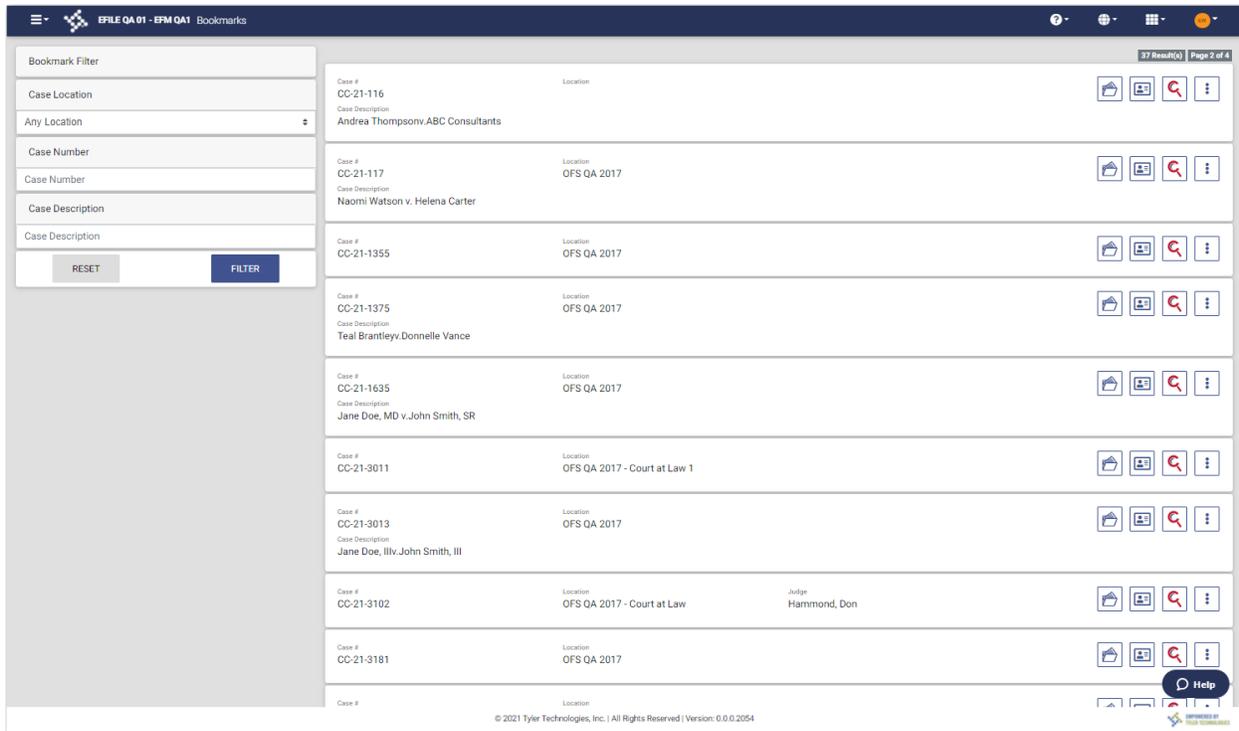


Figure 8.89 – Example of the Judge Information on the Bookmarks Page

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.

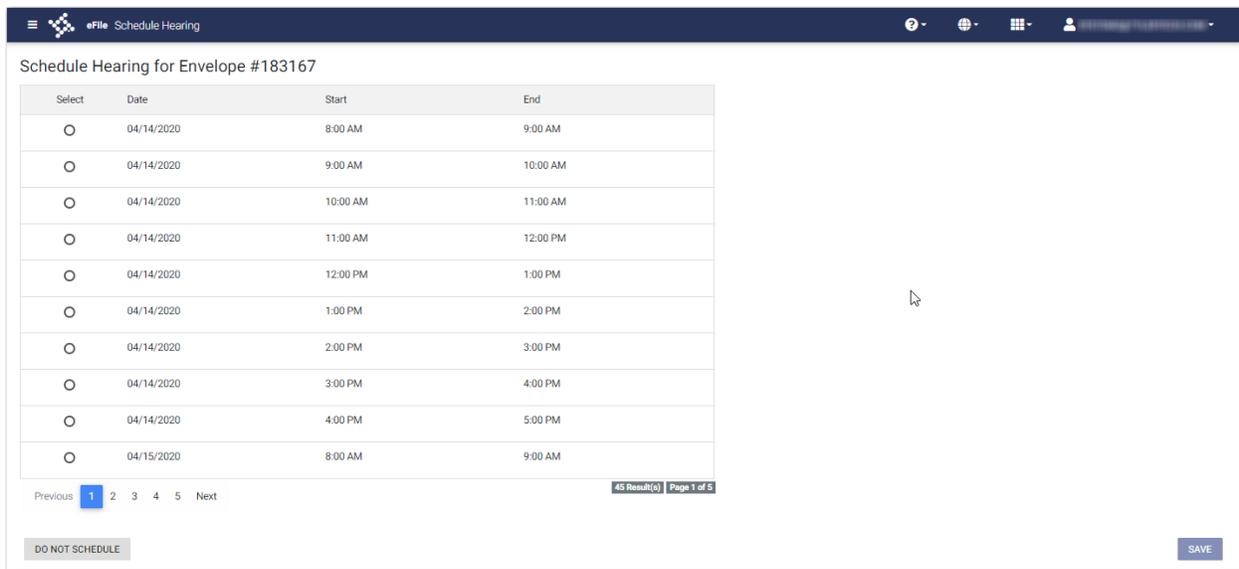


Figure 8.90 – Sample Schedule Hearing Page

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

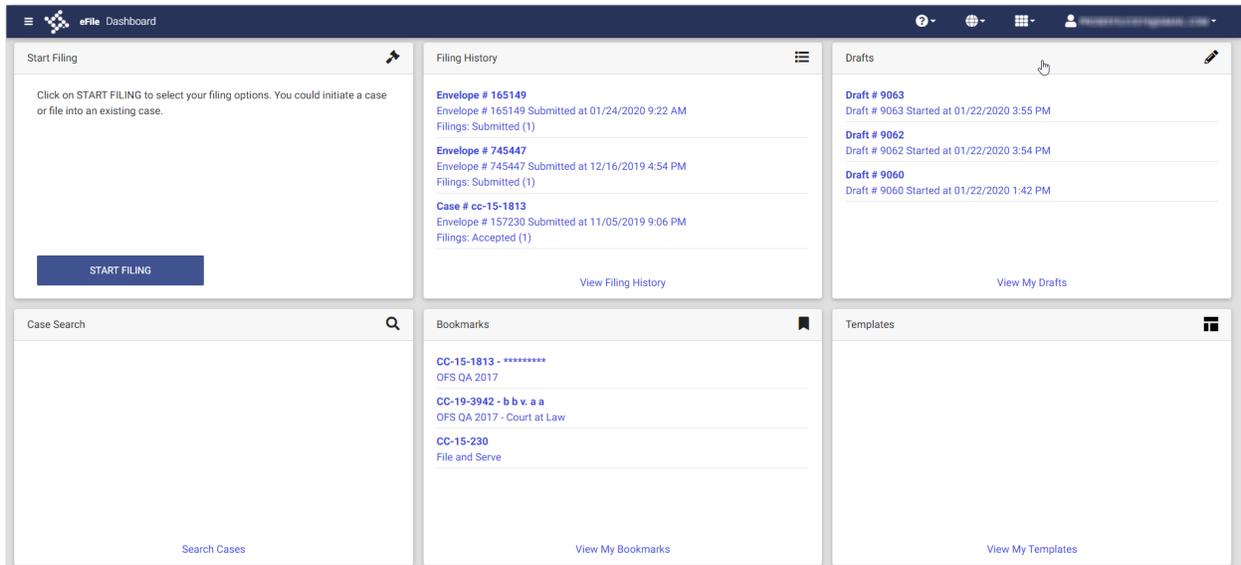


Figure 8.91 – Dashboard Page

The *Start Filing* page is displayed.

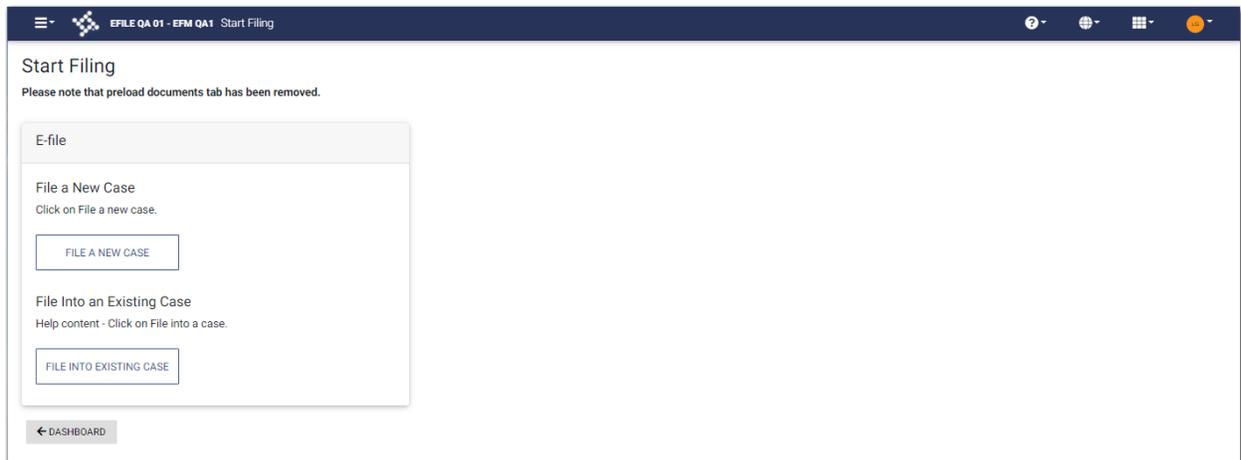


Figure 8.92 – Start Filing Page

2. Click



The *Case Information* page is displayed.

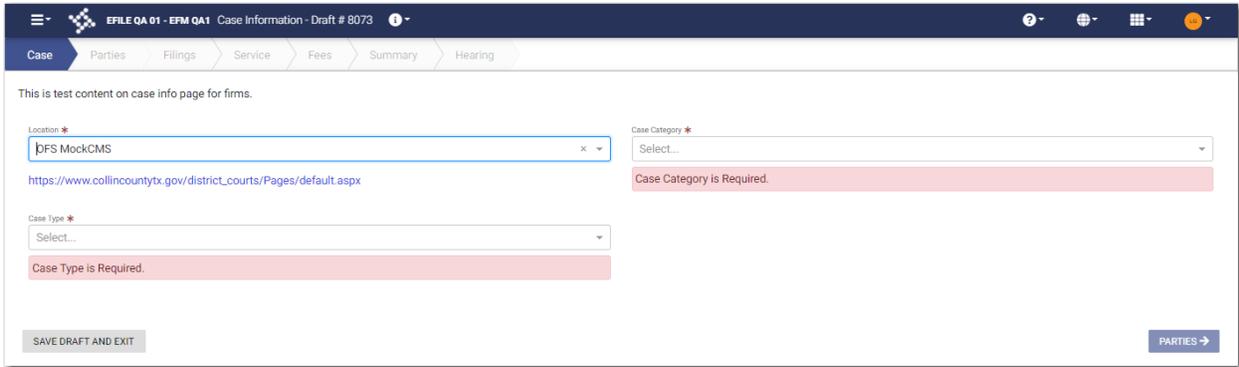


Figure 8.93 – Case Information Page

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



The *Parties* page is displayed.

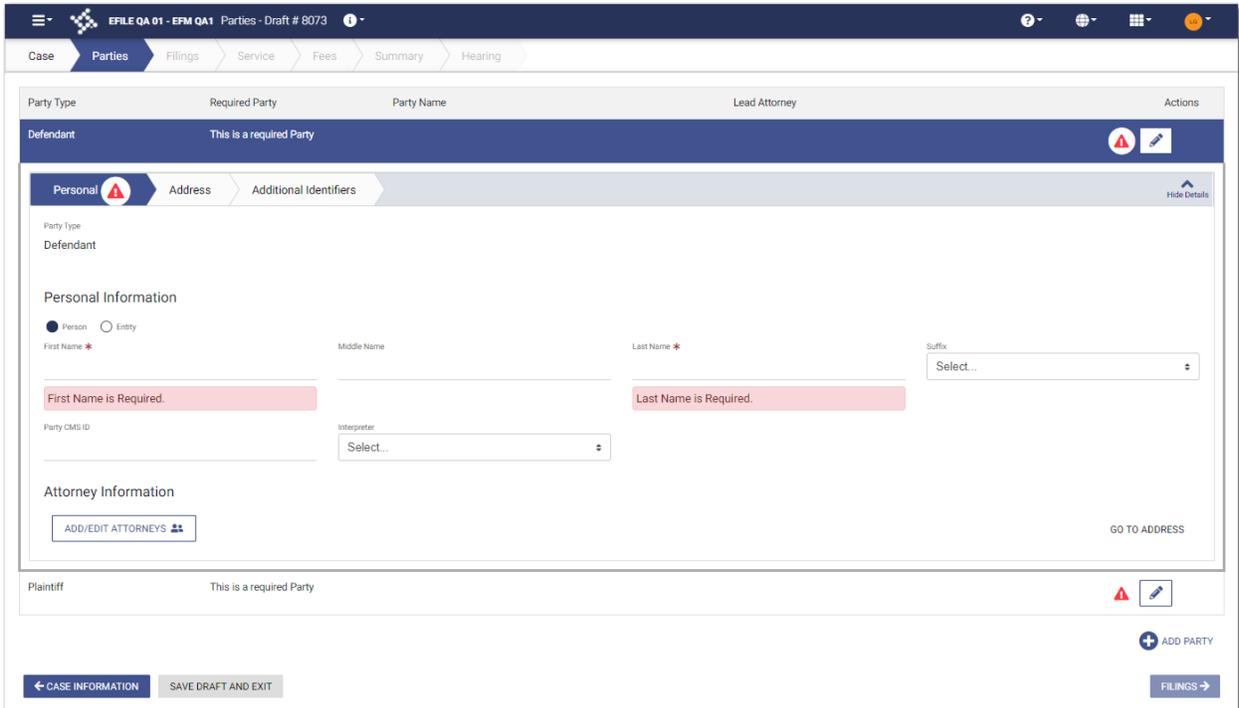


Figure 8.94 – Parties Page

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



The *Filings* page is displayed.

The screenshot shows the 'Filings' page in a legal case management system. The page is titled 'Abstract Of Judgment' and includes a 'Details' tab. The form contains the following fields:

- Filing Code:** Abstract Of Judgment - \$5.00
- Filing Description:** Abstract Of Judgment - \$5.00
- Filing Type:** eFile Only
- Comments to Court:** add comment here

Below the form is an 'Upload Documents' section with a table for document details:

Type	Name	Size	Actions	Description	Security
Lead Document			Drop file here or BROWSE		
Attachments			Drop file here or BROWSE		

At the bottom of the page, there are navigation buttons: 'PARTIES', 'SAVE DRAFT AND EXIT', 'SKIP TO FEES', and 'SERVICE'.

Figure 8.95 – Filings Page

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

SERVICE →

The *Service* page is displayed.

6. Select the service contacts, and then click

FEES

The *Fees* page is displayed.

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

SUMMARY →

The *Summary* page is displayed.

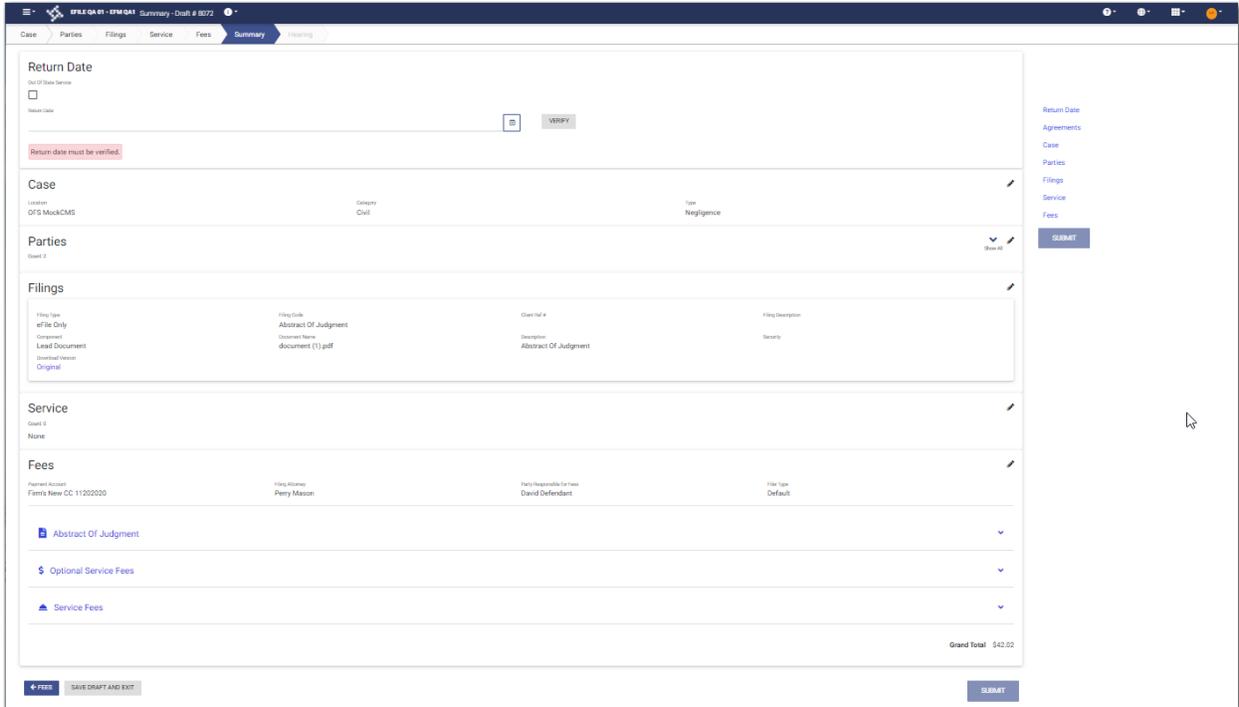
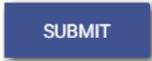


Figure 8.96 – Summary Page

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



The *Schedule Hearing* page is displayed.

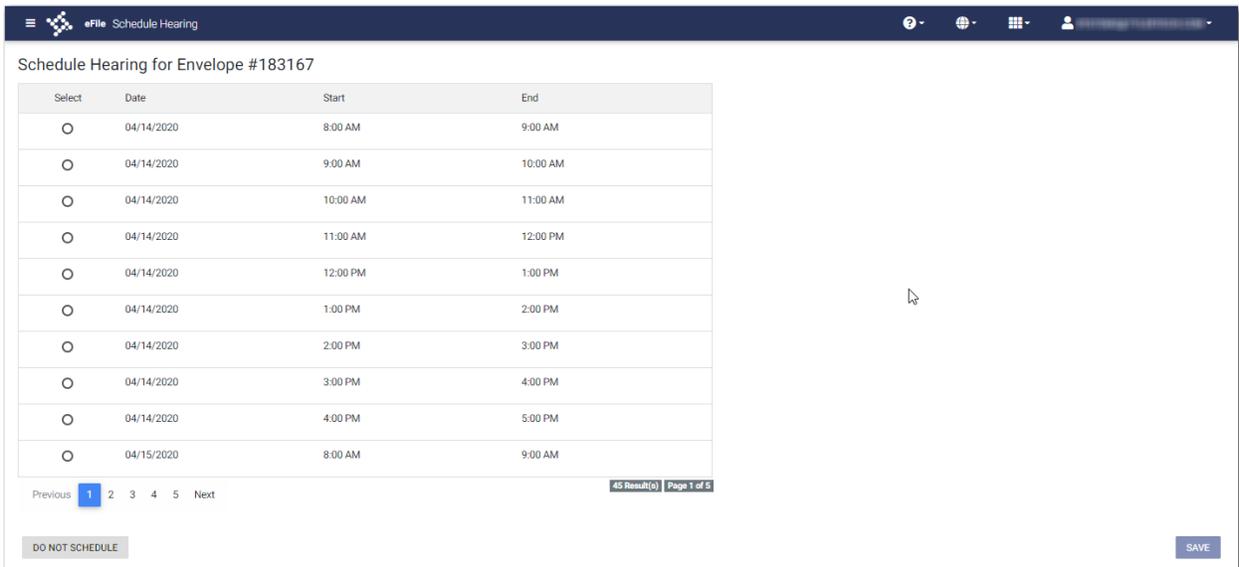


Figure 8.97 – Sample Schedule Hearing Page

9. 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.

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.

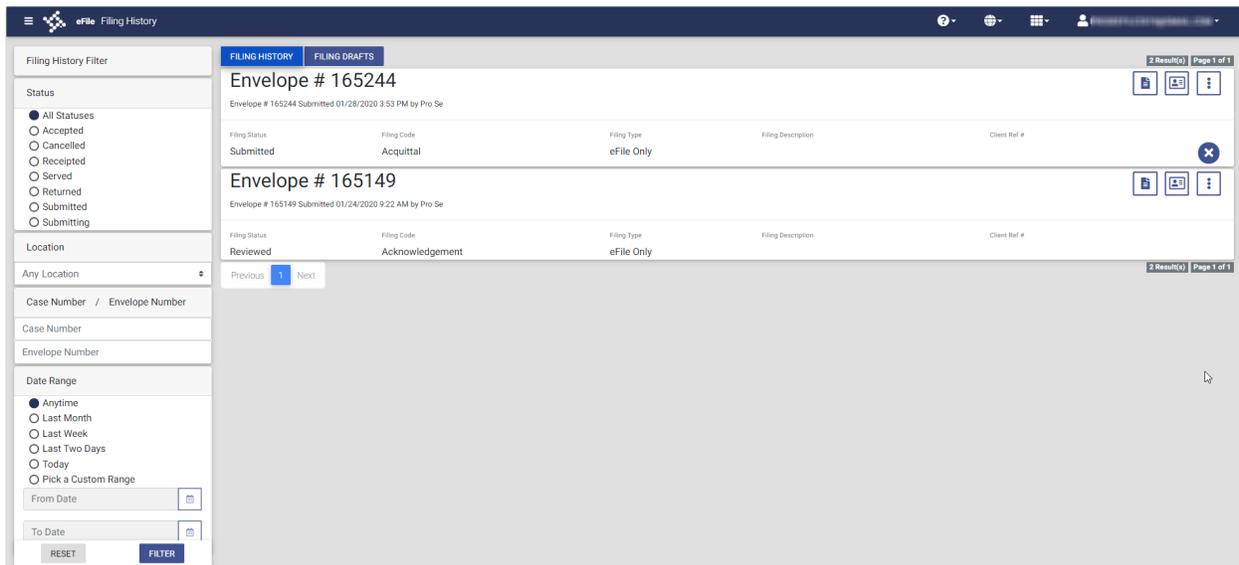


Figure 8.98 – Filing History Page

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

3. Click .

The envelope details are displayed.

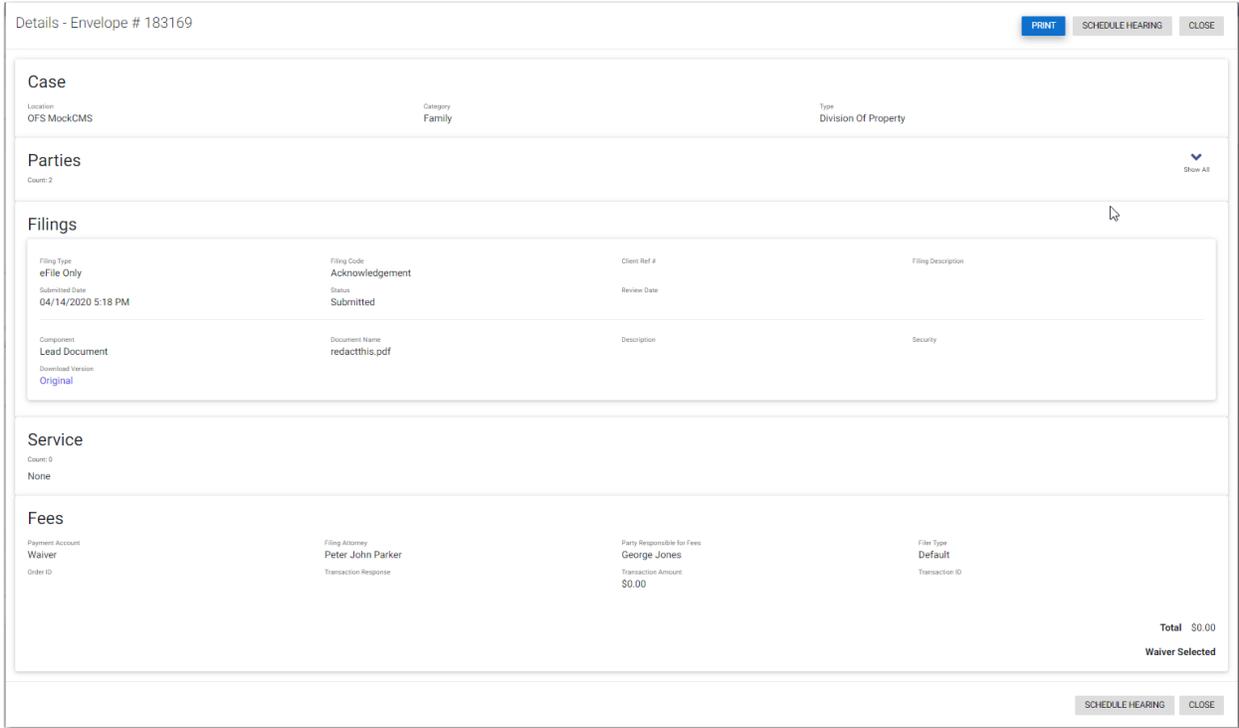


Figure 8.99 – Sample Envelope Details Page

4. Click 

The *Schedule Hearing* page is displayed.

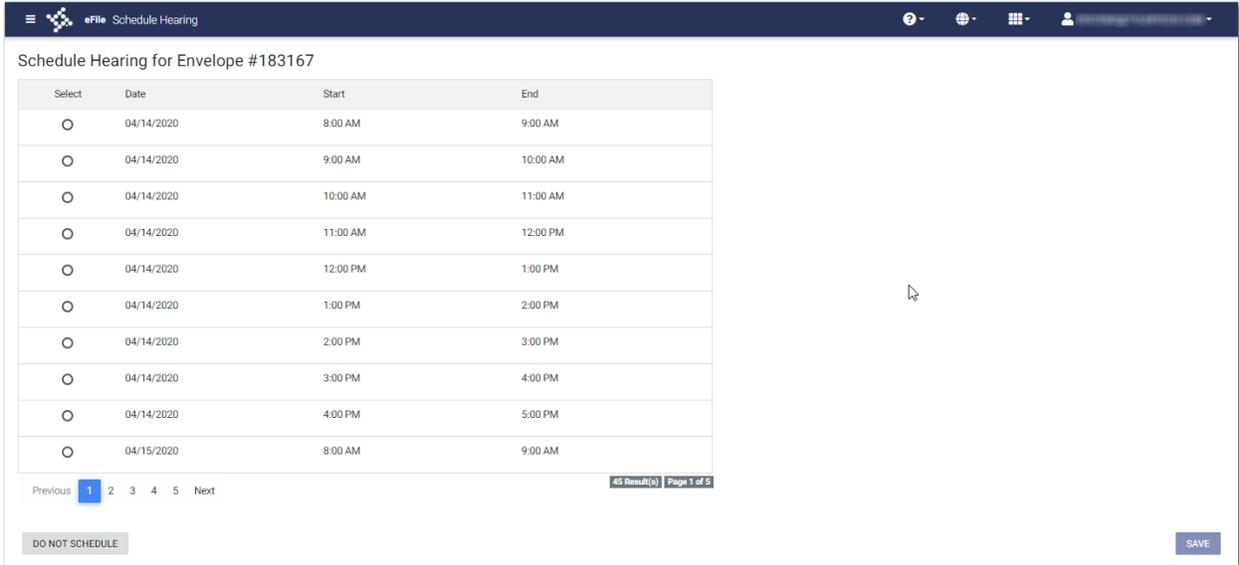


Figure 8.100 – Sample Schedule Hearing Page

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.

9 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 9.1 – Additional Data Fields on the Case Information 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  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.

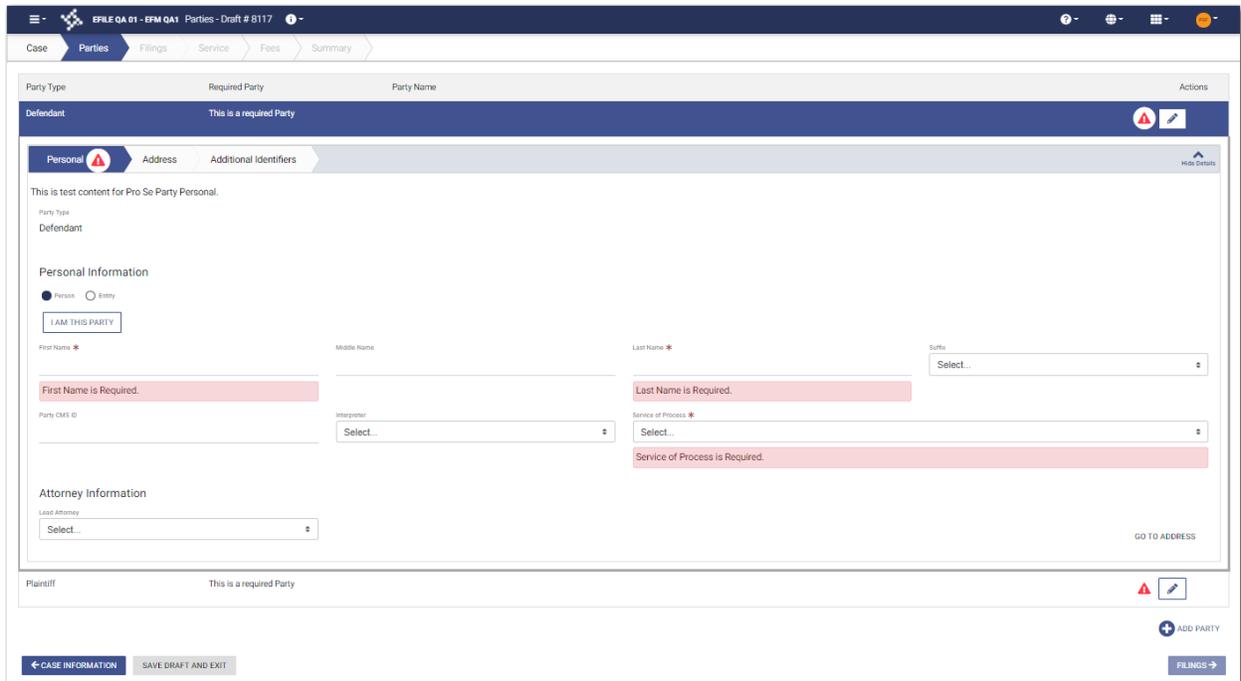


Figure 9.2 – Example of the Personal Tab on the Parties Page—Blank

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

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



2. If you are the first party, click .
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. If available, select an option from the **Service of Process** drop-down list.

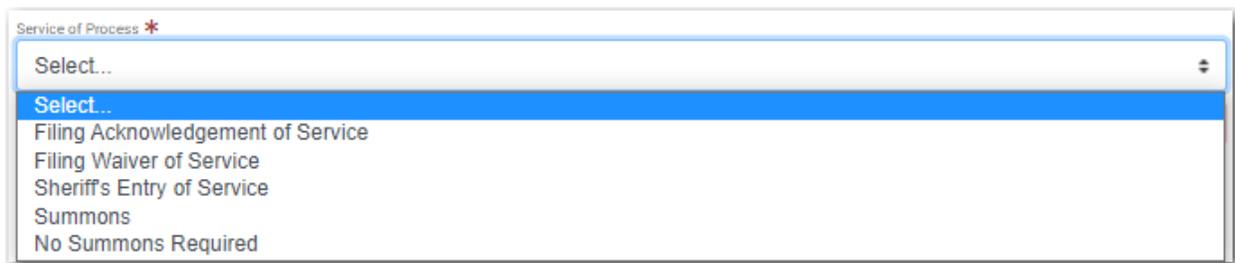


Figure 9.3 – Example of a Service of Process Drop-Down List

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

Figure 9.4 – Example of the Personal Tab on the Parties Page with Fields Completed

9. Click **GO TO ADDRESS** to enter the address information for the first party.

Figure 9.5 – Address Tab on the Parties Page

10. Enter the country, address, city, state, ZIP code, and phone number for the first party.
11. Click **GO TO ADDITIONAL IDENTIFIERS** to add more information for the specified party.

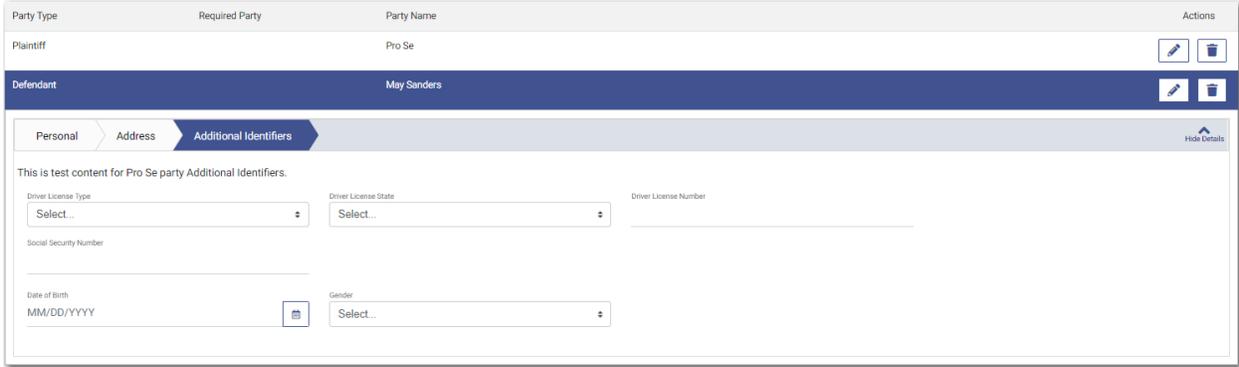


Figure 9.6 – Additional Identifiers Tab on the Parties Page

12. Select the type of driver’s license from the **Drivers License Type** drop-down list.
13. Select the state where the driver’s license was issued from the **Drivers License State** drop-down list.
14. Type the party’s driver’s license number in the **Drivers License Number** field.
15. Type the party’s Social Security number in the **Social Security Number** field.

Note: After you type the Social Security number, asterisks are displayed to hide the number.

16. Type the party’s date of birth in the **Date of Birth** field, or click  to select the date from the calendar.
17. Select the party’s gender from the **Gender** drop-down list.

18. Click  to enter information for the other required party.
19. Complete all of the required fields for the second party.

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

21. 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 on the *Filings* page. 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.

Filing Code	Filing Description	Filing Component	Document Name	Document Security
Action - Initial Only	Case Information	Lead Document	Civil Domestic Filing Form 1.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 9.7 – Example of an Auto Generated Filings Pane

The screenshot displays the 'Filings' page for a case. The main form includes fields for 'Filing Type' (set to 'of file and serve'), 'Filing Code' (set to 'Abstract Of Judgment - \$5.00'), 'Filing Description', 'Client Reference Number', and 'Comments to Court'. Below the form is an 'Upload Documents' section with a table for adding attachments. At the bottom, there is an 'Auto Generated Filings' pane showing a table of pre-generated filing entries.

Filing Code	Filing Description	Filing Component	Document Name	Document Security
Action - Initial Only	Case Information	Lead Document	Civil Domestic Filing Form 1.pdf	Public (T)
Petition (Open Case)	Summons for Danny Defendant	Lead Document	SUMMONS for Danny Defendant.pdf	Public (T)

Figure 9.8 – 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.

[GO TO OPTIONAL SERVICES](#)

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

Note: Some courts require you to select an optional service. When an optional service is required, that service is automatically selected by the system. For some required optional services, you might be asked to select the multiplier before you can continue filing.

The **Optional Services** tab is displayed.

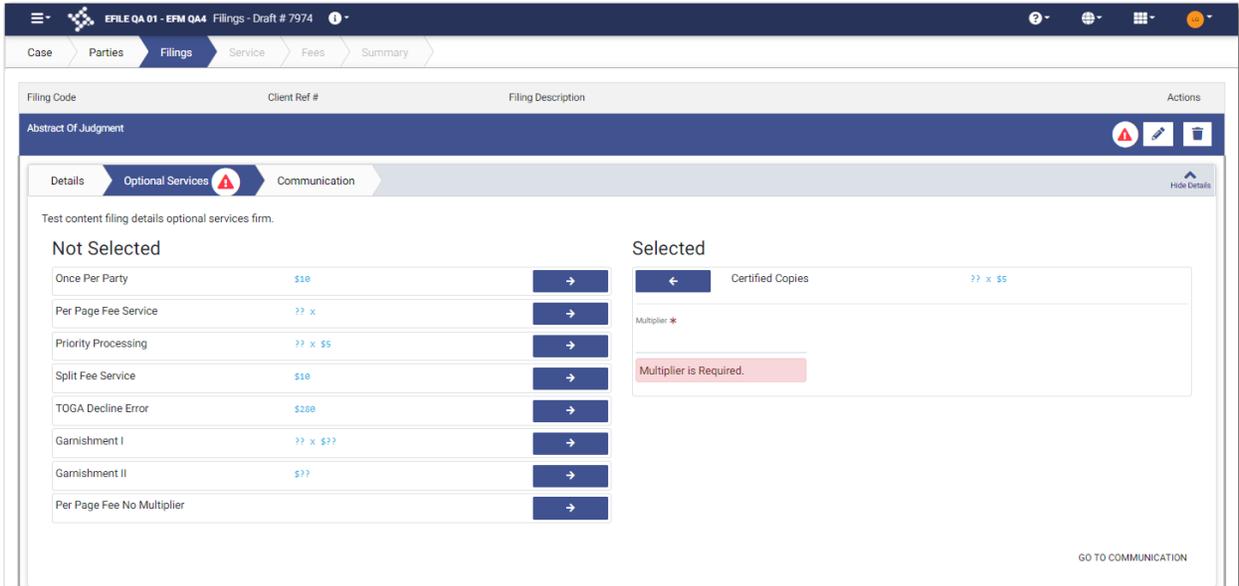


Figure 9.9 – Sample Optional Services Tab

- 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.

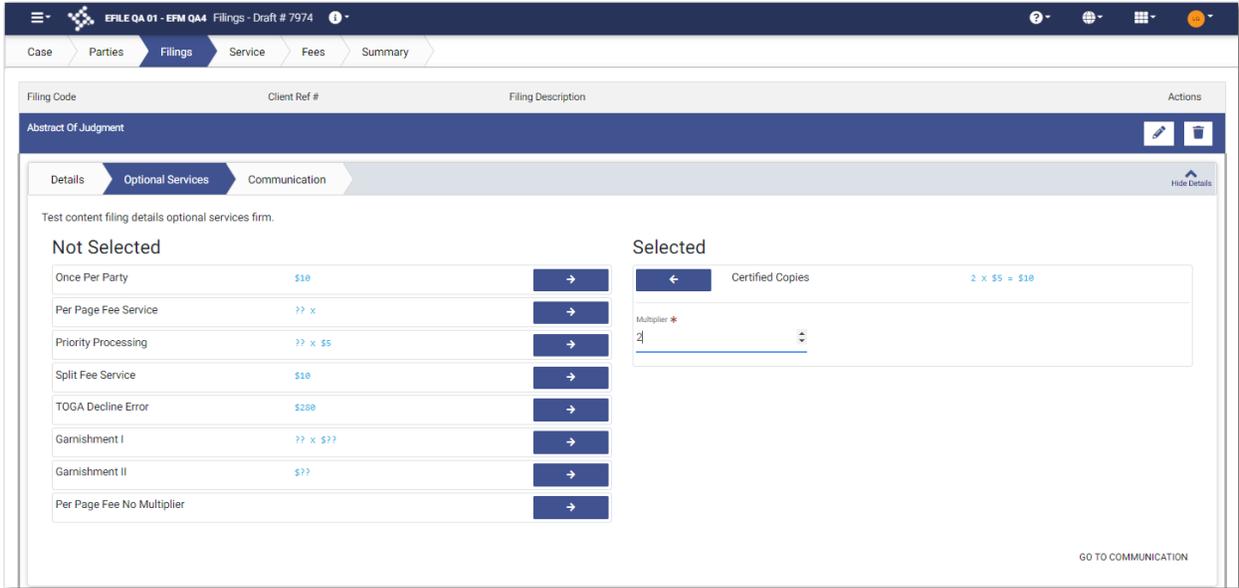
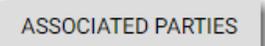


Figure 9.10 – Sample Optional Services Tab with an Optional Service Selected

Note: If you decide that you do not want to use a particular optional service that you have

selected, click . However, if a specified optional service is required by your court, that service will be automatically selected by the system.

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.

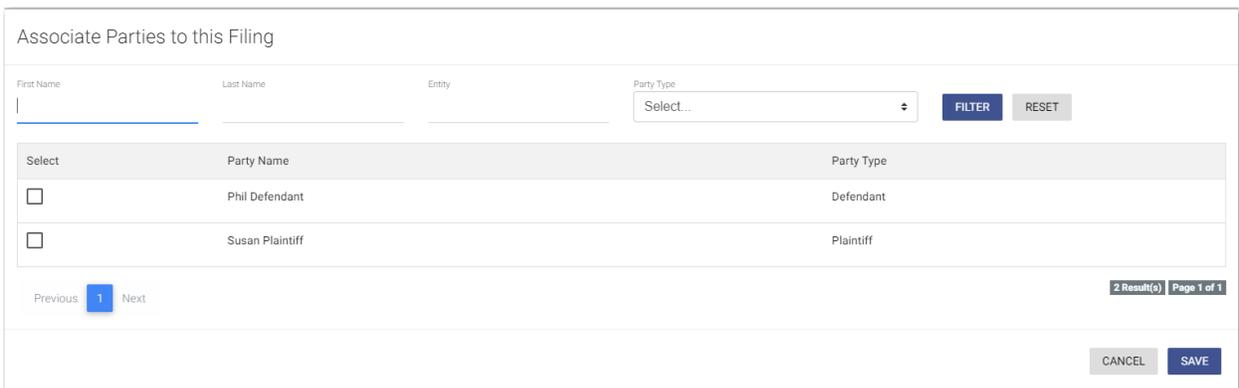
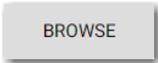


Figure 9.11 – Associate Parties to this Filing Window

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 . Then, select the document that you want to upload.

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

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

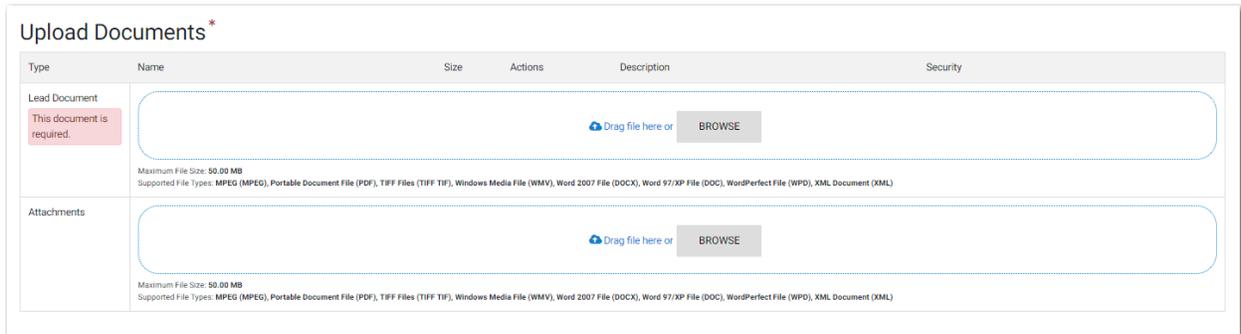
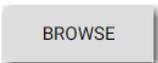


Figure 9.12 – Upload Documents Pane

15. If you have attachments to add to the filing, click  in the **Attachments** section. Then, upload the specified attachments.

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

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

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

Entering Payment Information

You can create a payment account before you begin your filing. You can also create a payment account during your filing from the *Fees* page.

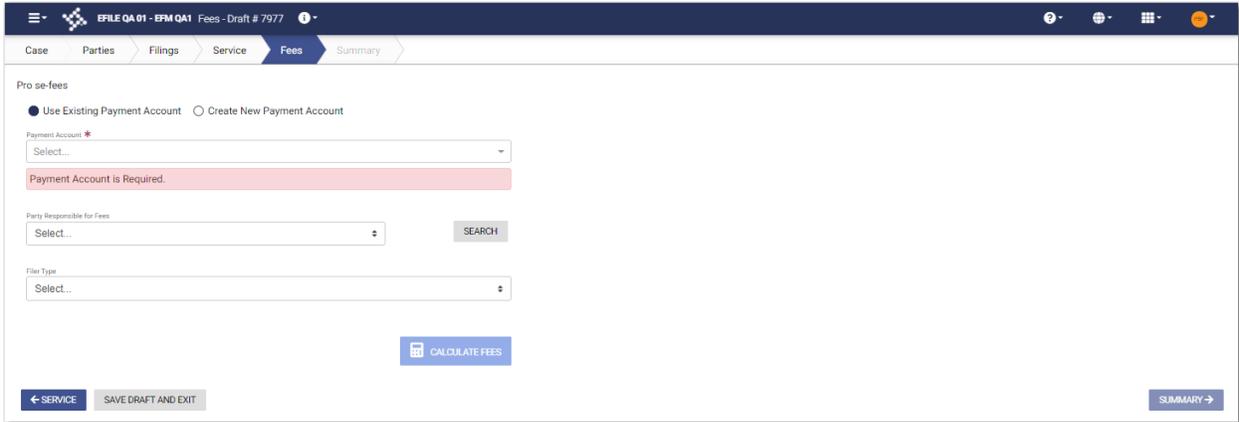


Figure 9.13 – Example of a Fees Page

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 one of the payment options:

- If you have already created a payment account, select the **Use Existing Payment Account** option. From the **Payment Account** drop-down list, select the account that you want to use. Then, continue to Step 2.
- If you do not have an existing payment account created, select the **Create New Payment Account** option. Additional fields are displayed. Type a name to the new payment account in the **Account Name** field. Then, select the type of account from the **Create a New** drop-down list. Complete the fields that are displayed for the account type that you are creating.

– For a waiver account, click . Then, continue to step 2.

– For a credit card or bank account, click . The *Enter Information* window is displayed. Complete the fields in the *Enter Information* window for the type of account that you want to create. Then, click  and go to step 2.

Note: For detailed information on how to complete the fields in the *Enter Information* window, refer to [Adding a Credit Card Payment Account, page 34](#) and [Adding an E-Check Payment Account, page 38](#).

– For a draw-down account, complete the fields that are displayed, and then click

. Proceed to step 2.

Note: For more information about creating a draw-down account, refer to [Adding a Draw-Down Account, page 42](#).

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... ▾	<input type="button" value="FILTER"/> <input type="button" value="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

Figure 9.14 – 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.

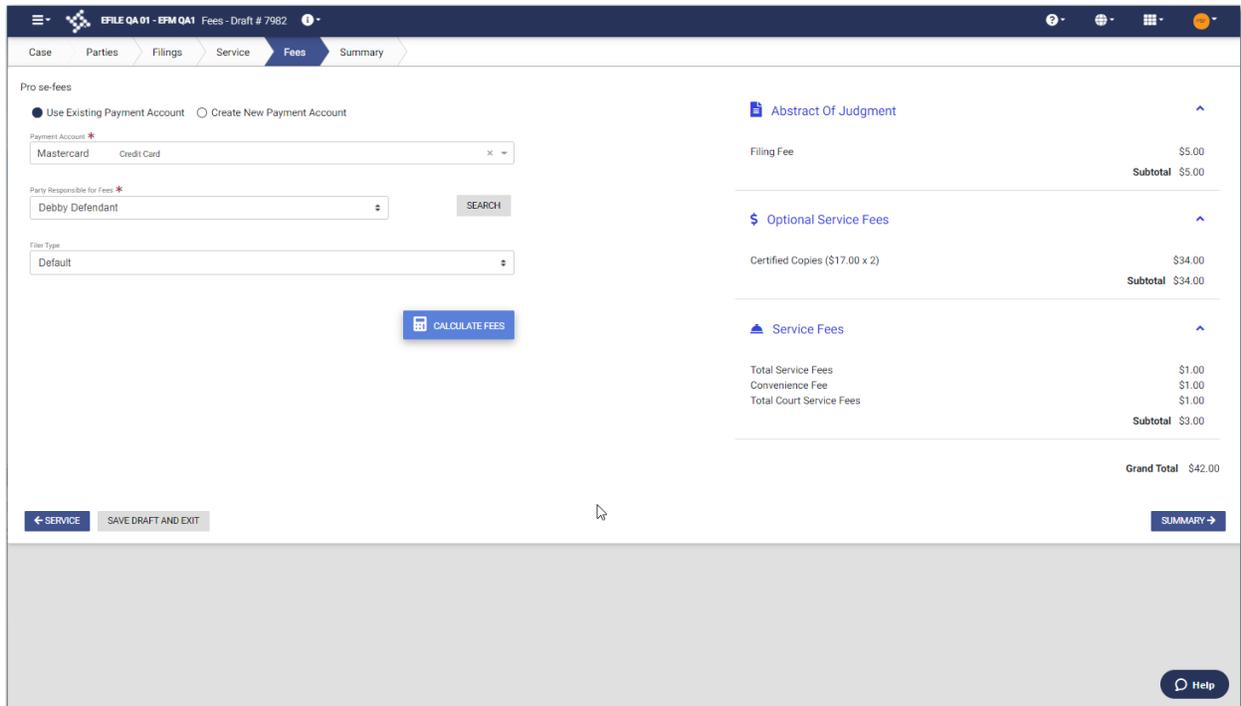


Figure 9.15 – Example of a Fees Page with the Filing Fees Displayed

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.

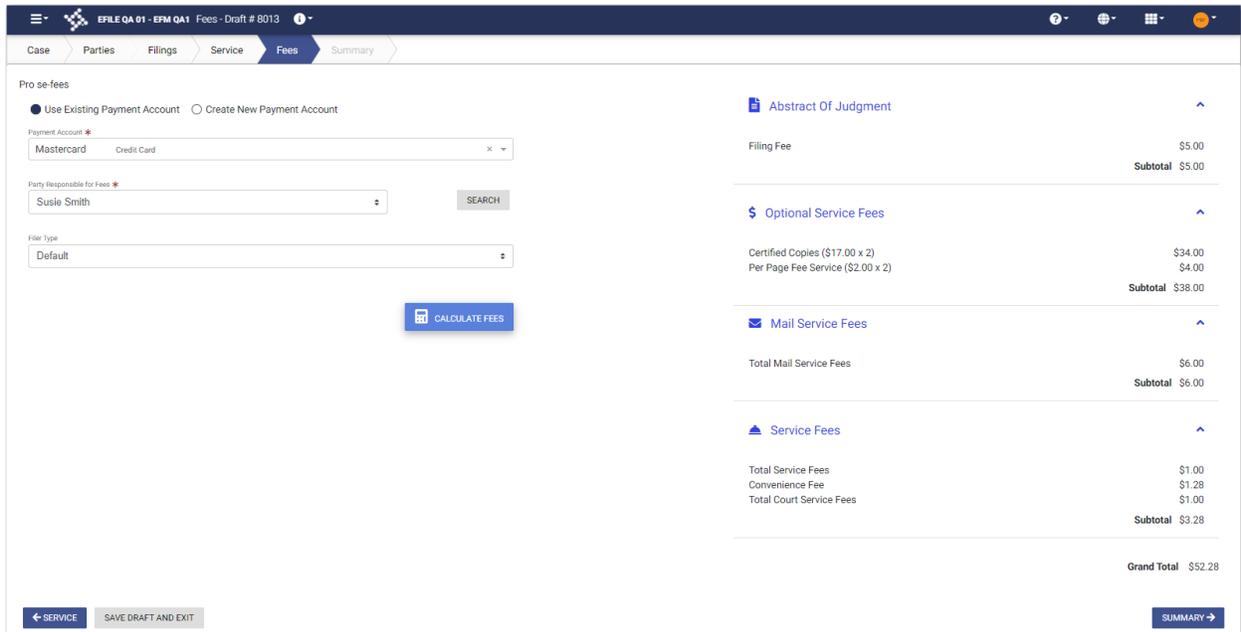


Figure 9.16 – Example of a Fees Page with the Mail Service Fees Displayed

5. Review the filing fees, and then click



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.

SUMMARY →

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

The *Summary* page is displayed.

The screenshot displays the 'Summary' page for a case titled 'OFFS QA 2017'. The page is divided into several sections:

- Submission Agreements:** A checkbox is checked, indicating agreement to the rules for e-filing.
- Case:** Location is 'OFFS QA 2017' and Case Type is 'Civil'.
- Parties:** Case # is '0000000000'.
- Filings:** A table listing filings:

Filing Type	Filing Code	Client Ref #	Filing Description
eFile Only	Abstract Of Judgment		Security Public (G)
Completed	Document Name	Description	
Lead Document	document (1).pdf	document (1).pdf	
Download Document			
Original			
- Auto Generated Filings:** A table listing auto-generated filings:

Filing Type	Filing Code	Client Ref #	Filing Description
eFile Only	Action - Initial Only		Case Information Security Public (T)
Completed	Document Name	Description	
Lead Document	Civil Domestic Filing Form1.pdf		
Preview Document			
Preview			
- Service:** Case # is '0000000000' and Name is 'None'.
- Fees:** Payment Account is 'Farris New CC 11202020'. A table lists fees:

Filing Name	Party Responsible for Fees	Fee Type
Perry Mason	Danny Defendant	Default

At the bottom, there is a 'Grand Total' of \$47.15 and a 'SUBMIT' button.

Figure 9.17 – Sample 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. 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**.

The *Envelope Submitting* window is displayed.

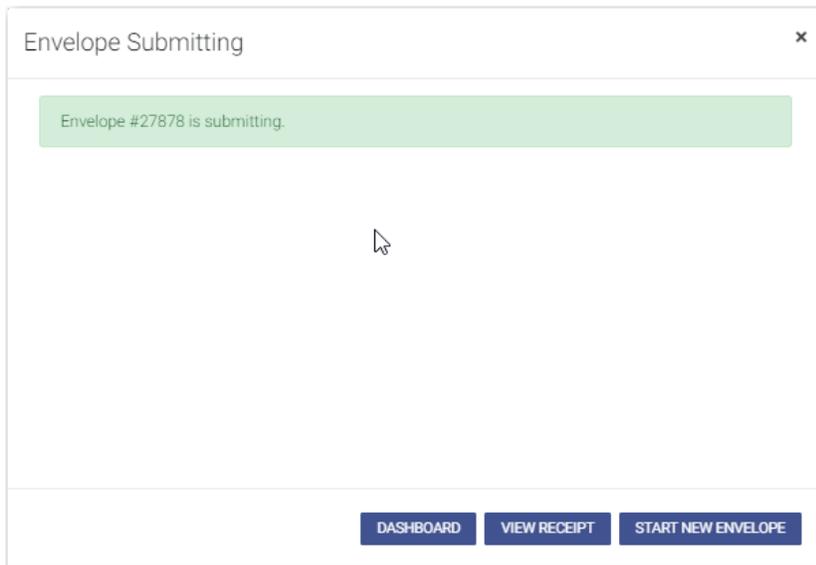


Figure 9.18 – Envelope Submitting Window

5. In the *Envelope Submitting* window, do one of the following:

- Click **DASHBOARD** to return to the *Dashboard* page.
- Click **VIEW RECEIPT**. The *Printable Envelope Details* page is displayed in a separate tab.

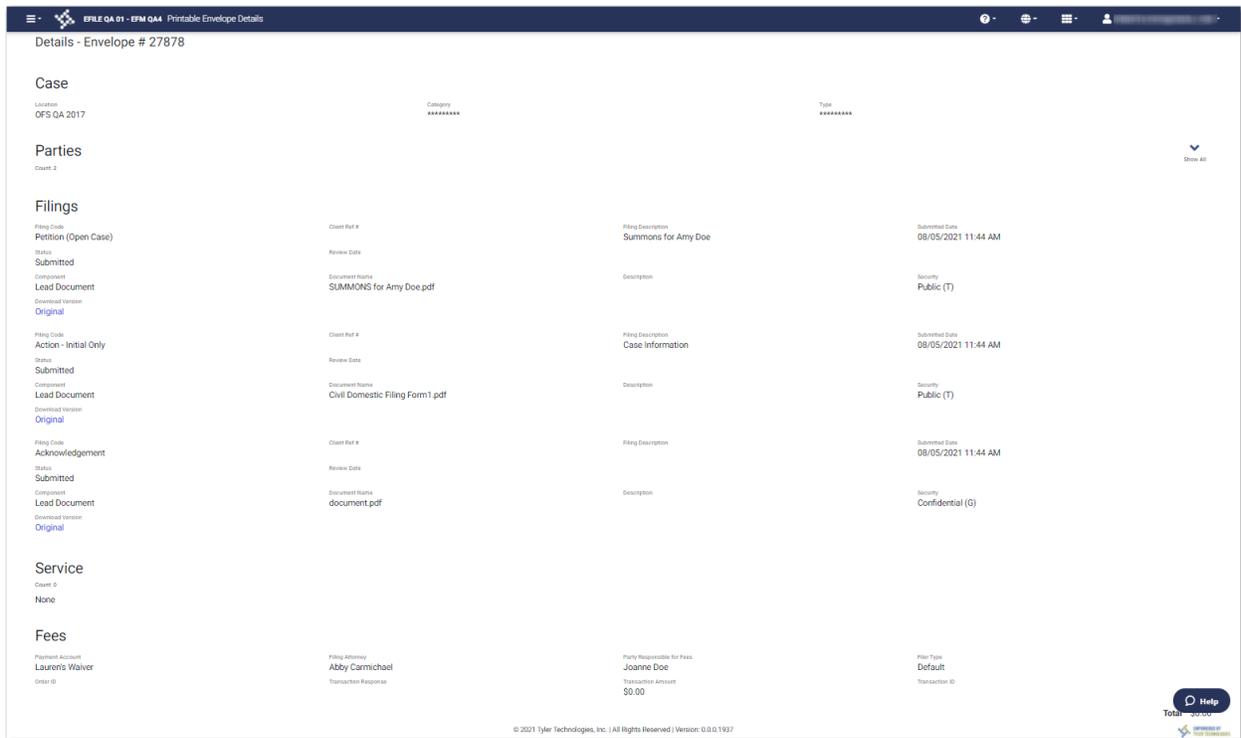


Figure 9.19 – Sample Printable Envelope Details Page

View the envelope details, and then close the tab. Then, in the *Envelope Submitting* window,

click either **DASHBOARD** or **START NEW ENVELOPE**.

- Click **START NEW ENVELOPE**. The *Start Filing* page is displayed.
- Click **x** to close the *Envelope Submitting* window. The *Dashboard* page is displayed.

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:

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

The *Filing History* page is displayed.

The screenshot shows 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 two tabs: 'FILING HISTORY' and 'FILING DRAFTS'. Under 'FILING HISTORY', two envelopes are listed:

Envelope #	Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Envelope # 165244	Submitted	Acquittal	eFile Only		
Envelope # 165149	Reviewed	Acknowledgement	eFile Only		

Each envelope entry includes a sub-header with the envelope number and a timestamp, and a 'Previous 1 Next' navigation bar at the bottom of the list.

Figure 9.20 – 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 [PRINT](#) [CLOSE](#)

Case

Location QFS_QA_2017 Invoice Amount Under \$1000	Category Civil	Type Breach Of Contract
---	-------------------	----------------------------

Parties [Show All](#)

Count: 2

Filings

Filing Code Action - Initial Only Status Submitted Component Lead Document Download Version Original	Client Ref # Name 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 # Name Date Document Name redaction.pdf	Filing Description Description	Submitted Date 07/20/2021 5:44 PM Security Confidential (C)
Filing Code Petition (Open Case) Status Submitted Component Lead Document Download Version Original	Client Ref # Name 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

Parent 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 9.21 – Sample Envelope Details Page

4. Click  to print a copy of the envelope details.

10 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.

Depending on your configuration, a transactional redaction fee may be applied to each document in your envelope. If a fee is applied, the amount is displayed on the *Filings* page, the *Fees* page, the *Summary* page, and in the envelope details.

The following data is automatically redacted from documents:

- 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.

Note: Your court may charge a transactional redaction fee for each document that you redact.

To enter a filing with redacted documents:

1. On the *Dashboard* page, click  .

The *Start Filing* page is displayed.

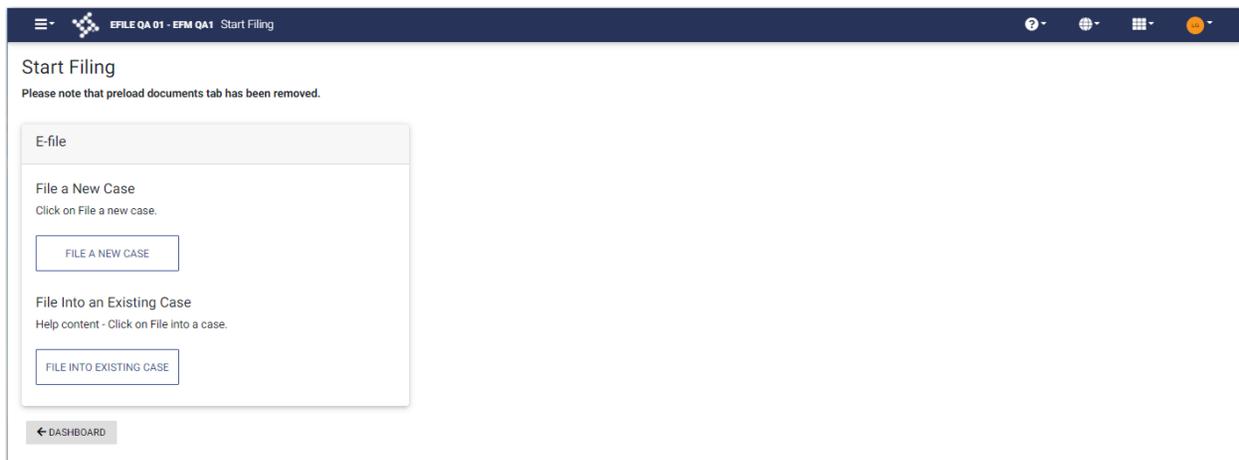


Figure 10.1 – Start Filing Page

2. Click  .

The *Case Information* page is displayed.

3. Complete the required fields on the *Case Information* page, and then click  .

The *Parties* page is displayed.

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

The *Filings* page is displayed.

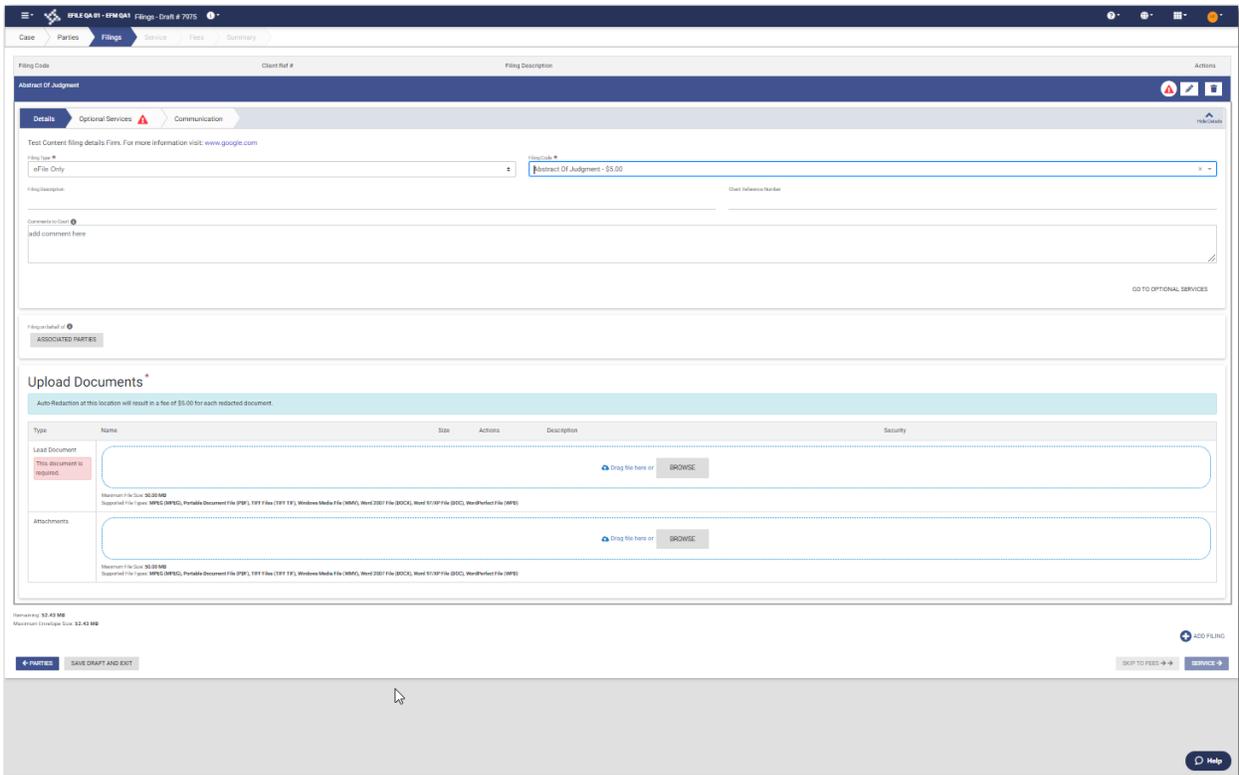


Figure 10.2 – Sample Filings Page with the Redaction Fee Displayed

- On the *Filings* page, complete the required fields. Upload a lead document and attachments, if applicable. Click **AUTO-REDACT**.

Note: 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.

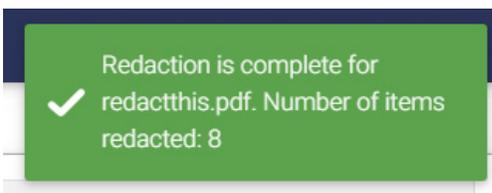


Figure 10.3 – Example of a Message for a Completed Redaction

- After you have completed all required fields on the *Filings* page and uploaded the applicable documents, click **SERVICE →**.
The *Service* page is displayed.

- Complete the required fields on the *Service* page, and then click **FEES**.
The *Fees* page is displayed.

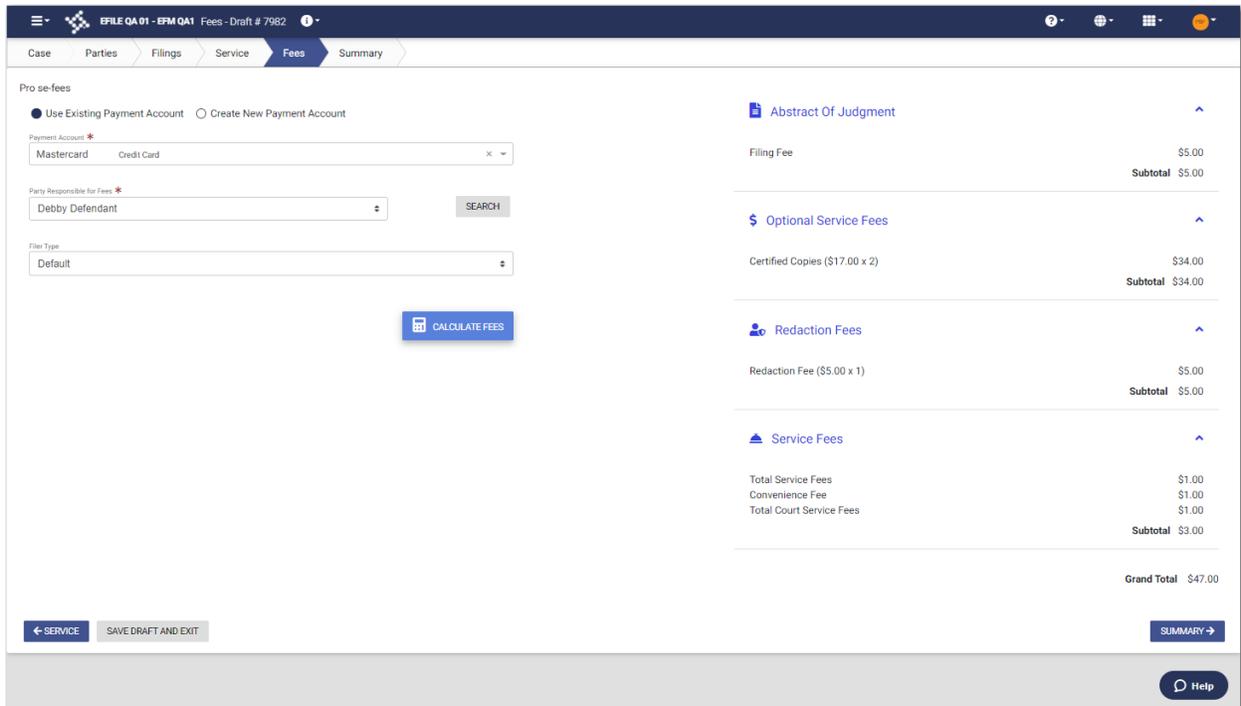


Figure 10.4 – Sample Fees Page with the Redaction Fees Displayed

- Complete the required fields on the *Fees* page, and then click . The *Summary* page is displayed.

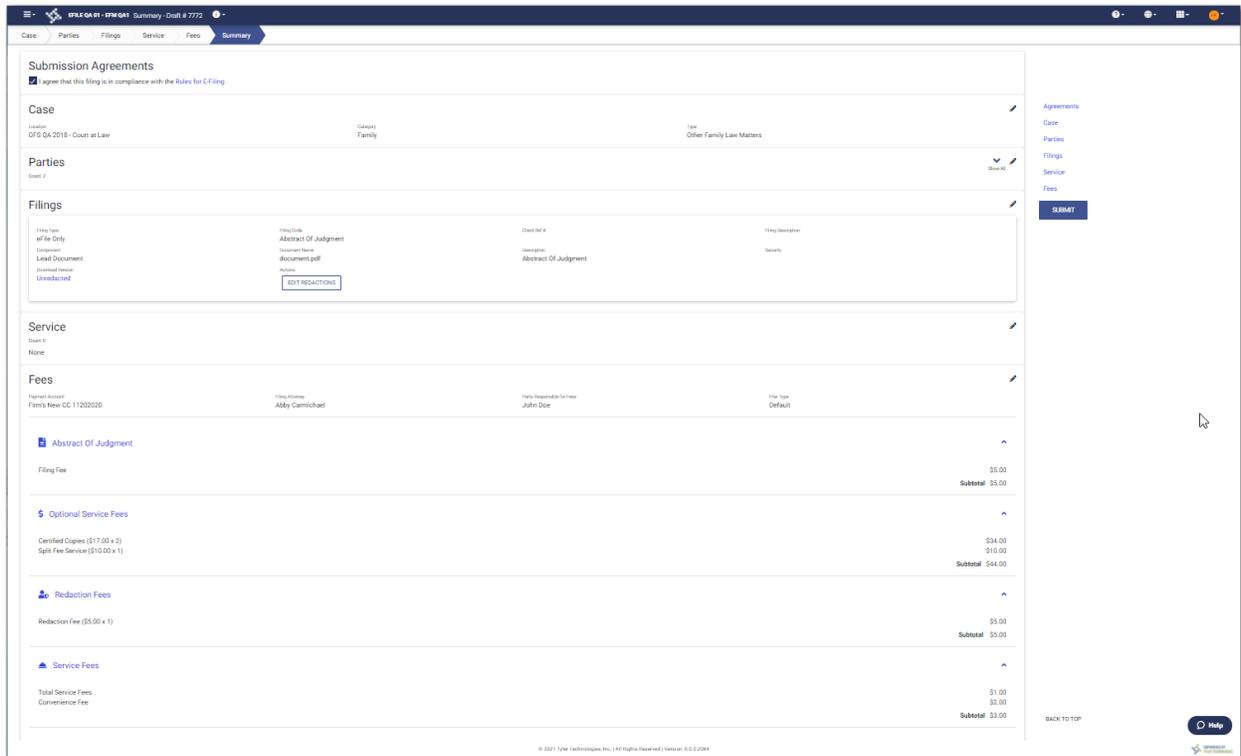


Figure 10.5 – Sample Summary Page with the Redaction Fees Displayed

9. Review the envelope summary. If you want to edit the redacted document, click



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.

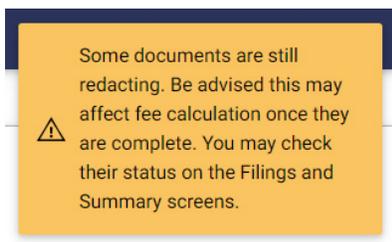


Figure 10.6 – Example of a Message with Redaction in Progress

10. 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.

11. When you are done reviewing the envelope summary and have selected the check boxes for the

submission agreements (if applicable), click



Note: After submission, you can view the redaction fees on the *Envelope Details* page.

The screenshot displays the 'Envelope Details' page for envelope # 169524. The page is organized into several sections:

- Envelope:** Envelope ID 169524, Submitted By Lauren Grosswald, User Name [redacted]@gmail.com.
- Case:** Location OFS GA 2018 - Court at Law, Category Family, Type Other Family Law Matters.
- Parties:** None listed.
- Filings:** A table with columns for Filing Date, Client Ref #, Filing Description, and Submitted Date. One filing is shown: Abstract Of Judgment, Submitted Date 11/09/2021 4:00 PM.
- Service:** None.
- Fees:**
 - Abstract Of Judgment:** Filing Fee \$5.00, Subtotal \$5.00.
 - Optional Service Fees:** Three Optional Service Fees at \$10.00, \$17.00, and \$17.00, Subtotal \$44.00.
 - Redaction Fees:** Total Redaction Fees \$5.00, Subtotal \$5.00.
 - Service Fees:** Convenience Fee, Total Filing & Service Fees.

At the bottom of the page, there is a copyright notice: © 2021 Tyler Technologies, Inc. All Rights Reserved. Version: 3.0.0.2024 and a Help icon.

Figure 10.7 – Sample Envelope Details Page with the Redaction Fees Displayed

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.

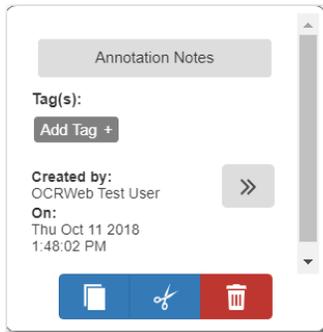


Figure 10.8 – Annotation Notes Dialog Box

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.

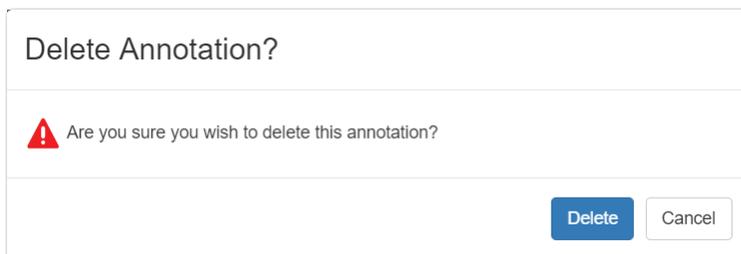


Figure 10.9 – Delete Annotation? Dialog Box

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.

Icon	Description
	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.
	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 10.10 – 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.

11 File into an Existing Case

Topics covered in this chapter

- ◆ Filing into an Existing Case from the Dashboard Page
- ◆ Filing into an Existing Case from the Filing History 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.

There are various ways to file into an existing case.

- On the *Dashboard* page, select one of the following methods to access the *File into Existing Case* window:

- Click . On the *Start Filing* page that is displayed, click .
- Click **Case Search**.
- Click .

When the *File into Existing Case* window is displayed, enter the search criteria for the case that you want to file into. Then, click  or press ENTER.

- On the *Filing History* page, locate the case that you want to file into, and then click .

Filing into an Existing Case from the Dashboard Page

You can file into an existing case from the *Dashboard* page using any one of several methods.

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

1. From the *Dashboard* page, select one of the following methods to begin:

- Click . On the *Start Filing* page that is displayed, click .
- Click **Case Search**. **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. Then, continue to step 3.**

- Click  .

The *File into Existing Case* window is displayed.

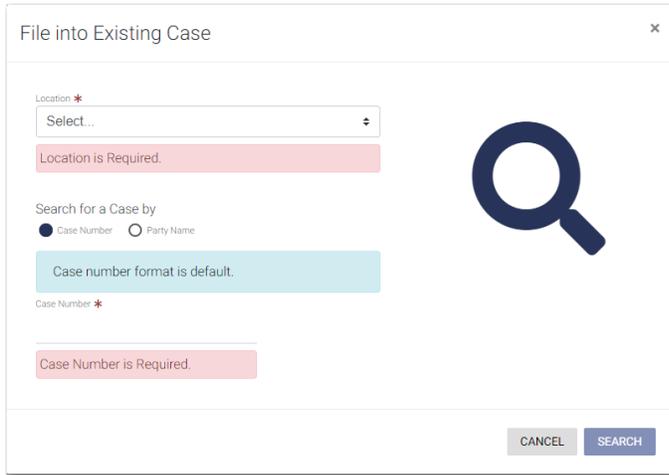


Figure 11.1 – File into Existing Case Window—Includes Party Name Option

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



Figure 11.2 – 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.

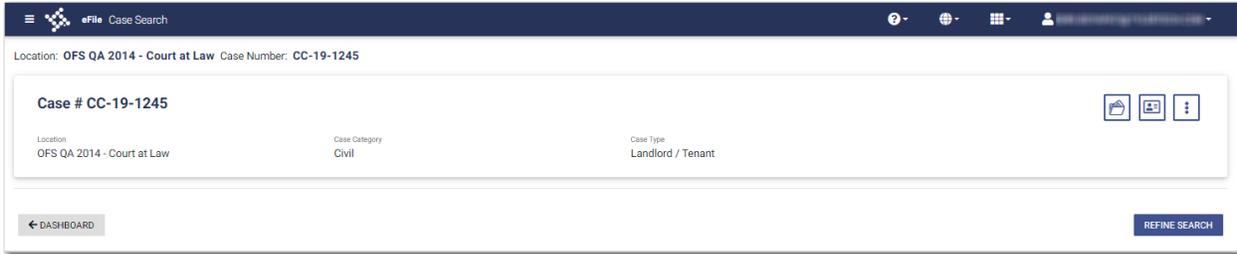


Figure 11.3 – Case Search Page

3. Click  to file into the case.

The *Case Information* page of the specified case is displayed.

4. Verify the information on the *Case Information* page. Make any changes, if applicable. Then, click .

The *Parties* page is displayed.

5. Add additional parties to the case if you want to.

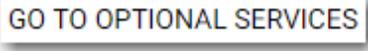
Note: The ability to add a new party to an existing case is configured by Tyler. If your system is

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

6. Click .

The *Filings* page is displayed.

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

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

Note: Some courts require you to select an optional service. When an optional service is required, that service is automatically selected by the system. For some required optional services, you might be asked to select the multiplier before you can continue filing.

The **Optional Services** tab is displayed.

13. 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 a particular optional service that you have



selected, click . **However, if a specified optional service is required by your court, that service will be automatically selected by the system.**

GO TO COMMUNICATION

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

ASSOCIATED PARTIES

- 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 11.4 – 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.

SAVE

- Click .

BROWSE

- In the Upload Documents pane, click . Then, select the document that you want to upload.



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

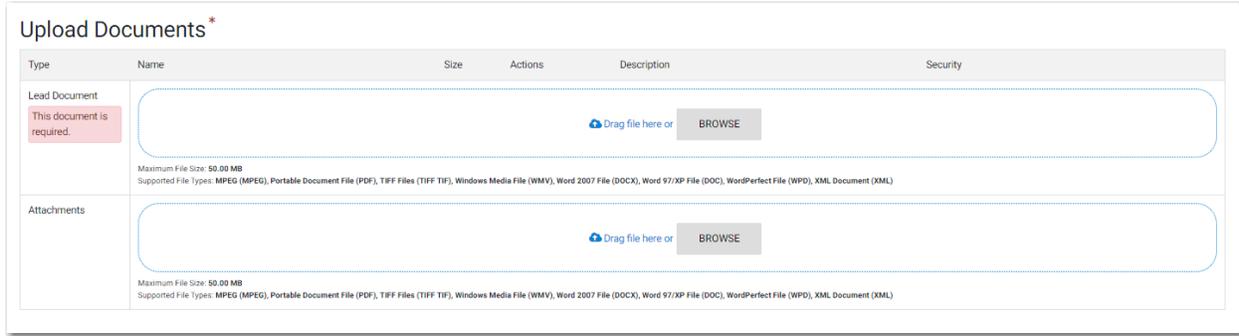
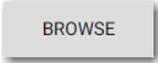


Figure 11.5 – Upload Documents Pane

21. If you have attachments to add to the filing, click  in the **Attachments** section. Then, upload the specified attachments.
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 . Then, repeat the same steps for the next filing.
24. After you have added all of the filings, click .
25. On the *Service* page, add service contacts if applicable. Then, click .
26. On the *Fees* page, select the payment account from the **Payment Account** drop-down list, or follow the steps to create a new payment account.
27. Select the party responsible for fees from the **Party Responsible for Fees** drop-down list.

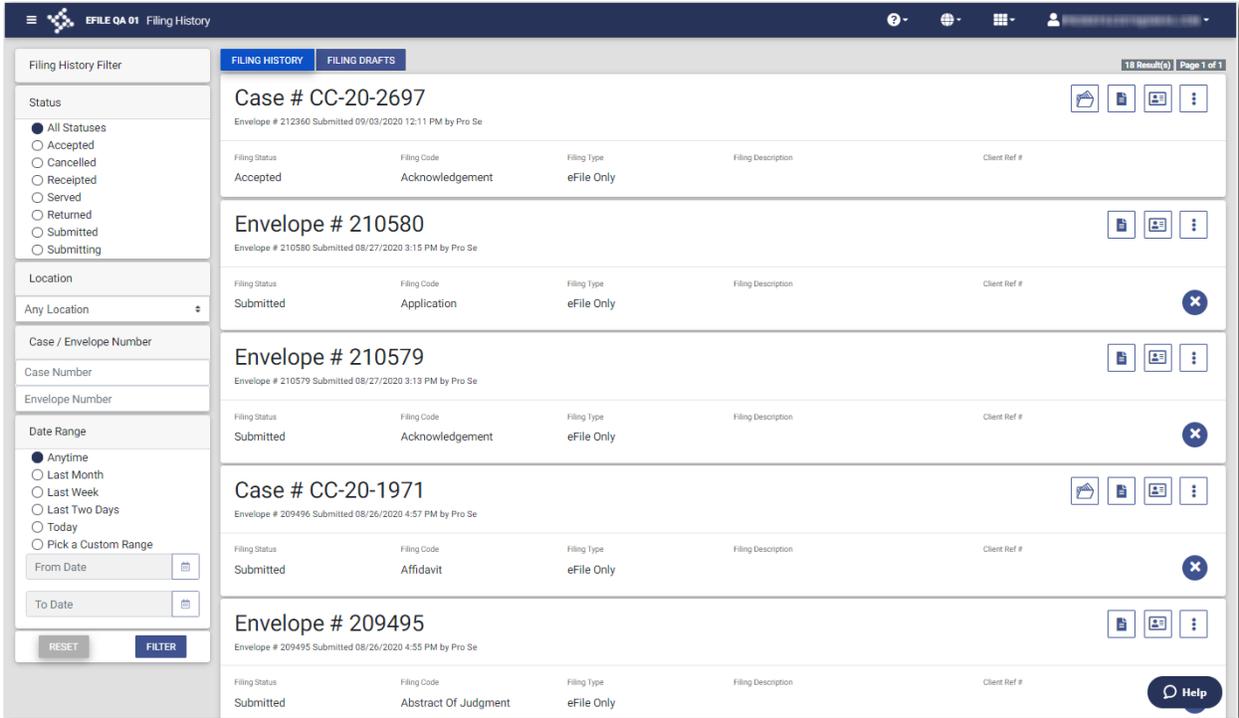
Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.
28. Select the filer type from the **Filer Type** drop-down list.
29. Click  if you want to view the fee total.
30. Click .
31. Review the summary. If applicable, select the **Submission Agreements** check box.
32. When you are satisfied with your filing, click .

Filing into an Existing Case from the 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  .



The screenshot displays the 'Filing History' page in the EFILE QA 01 system. The page is divided into a filter sidebar on the left and a main content area. The filter sidebar includes sections for 'Status' (with radio buttons for All Statuses, Accepted, Cancelled, Received, Served, Returned, Submitted, and Submitting), 'Location' (with a dropdown for Any Location), 'Case / Envelope Number' (with fields for Case Number and Envelope Number), and 'Date Range' (with radio buttons for Anytime, Last Month, Last Week, Last Two Days, Today, and Pick a Custom Range, along with From Date and To Date fields). The main content area shows a list of filing history entries for Case # CC-20-2697. The entries are: Envelope # 210580 (Submitted, Acknowledgement, eFile Only), Envelope # 210579 (Submitted, Acknowledgement, eFile Only), Case # CC-20-1971 (Submitted, Affidavit, eFile Only), and Envelope # 209495 (Submitted, Abstract Of Judgment, eFile Only). Each entry includes a 'Filing Status', 'Filing Code', 'Filing Type', 'Filing Description', and 'Client Ref #' column. The page also features a 'RESET' button and a 'FILTER' button at the bottom of the filter sidebar.

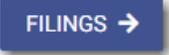
Figure 11.6 – Example of a Filing History Page

The *Case Information* page of the specified case is displayed.

2. Click  .

The *Parties* page is displayed.

3. Verify the party information. You can add another party to the filing if you want.

4. Click  to continue with your filing.

The *Filings* page is displayed.

5. 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

Note: Some courts require you to select an optional service. When an optional service is required, that service is automatically selected by the system. For some required optional services, you might be asked to select the multiplier before you can continue filing.

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 a particular optional service that you have



selected, click . **However, if a specified optional service is required by your court, that service will be automatically selected by the system.**

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 11.7 – 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

BROWSE

18. In the Upload Documents pane, click . Then, select the document that you want to upload.



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

Upload Documents*

Type	Name	Size	Actions	Description	Security
Lead Document	<div style="border: 1px solid #ccc; padding: 5px;"> <p>This document is required.</p> <p style="text-align: center;"> BROWSE </p> <p style="font-size: 8px; margin-top: 5px;"> Maximum File Size: 50.00 MB 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), XML Document (XML) </p> </div>				
Attachments	<div style="border: 1px solid #ccc; padding: 5px;"> <p style="text-align: center;"> BROWSE </p> <p style="font-size: 8px; margin-top: 5px;"> Maximum File Size: 50.00 MB 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), XML Document (XML) </p> </div>				

Figure 11.8 – Upload Documents Pane

19. If you have attachments to add to the filing, click BROWSE in the **Attachments** section. Then, upload the specified attachments.
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 SERVICE →.

23. On the *Service* page, add service contacts, if applicable. Then, click FEES →.

24. On the *Fees* page, select the payment account from the **Payment Account** drop-down list, or follow the steps to create a new payment account.

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 CALCULATE FEES if you want to view the fee total.

28. Click SUMMARY →.

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

30. When you are satisfied with your filing, click SUBMIT.

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.

The screenshot shows a window titled "File into Existing Case" with a close button (X) in the top right corner. It contains the following elements:

- A "Location" field with a red asterisk and a dropdown menu showing "Select...". Below it is a red error message: "Location is Required."
- A "Search for a Case by" section with two radio buttons: "Case Number" (selected) and "Party Name". Below this is a light blue box containing the text "Case number format is default."
- A "Case Number" field with a red asterisk. Below it is a red error message: "Case Number is Required."
- A large magnifying glass icon on the right side of the window.
- At the bottom right, there are two buttons: "CANCEL" and "SEARCH".

Figure 11.9 – 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 11.9 but with a different configuration. It shows the "File into Existing Case" window with the following elements:

- The "Location" field and "Location is Required." error message are present.
- The "Search for a Case by" section only has the "Case Number" radio button selected, and the "Party Name" option is not visible.
- The "Case number format is default." message is still present.
- The "Case Number" field and "Case Number is Required." error message are present.
- The magnifying glass icon and "CANCEL" and "SEARCH" buttons are also present.

Figure 11.10 – 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 **SEARCH** or press ENTER.

A message is displayed, stating that the case number you entered could not be found.

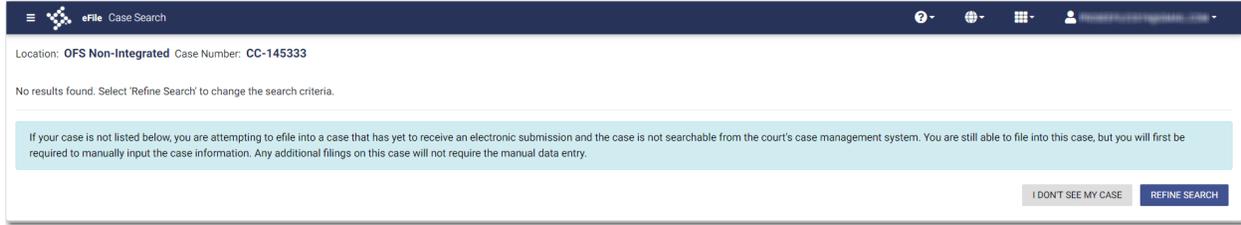


Figure 11.11 – Case Search Window with No Results Found

5. To continue, click **I DON'T SEE MY CASE**.
The *I Don't See My Case* window is displayed.

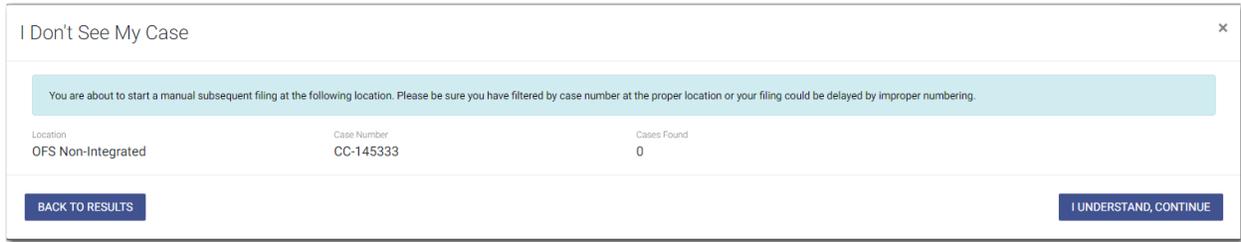


Figure 11.12 – I Don't See My Case Window

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.

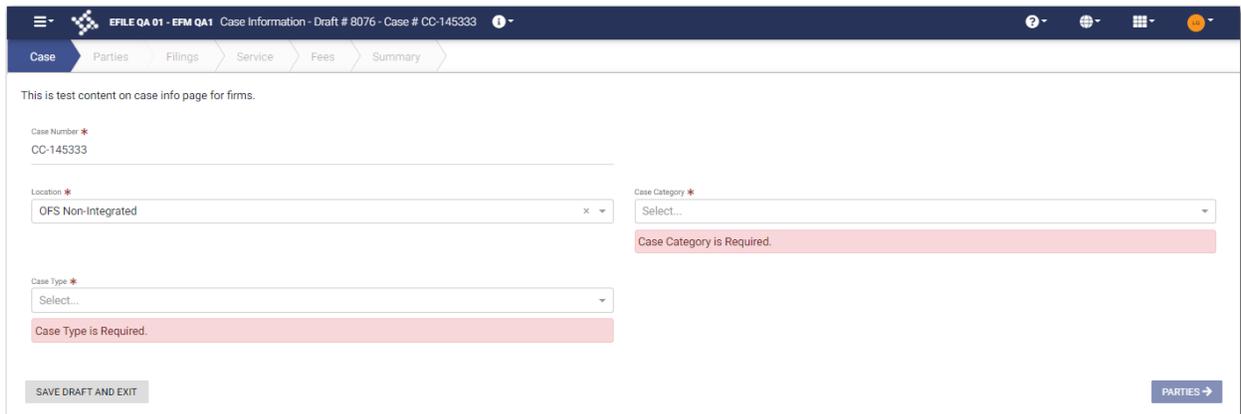


Figure 11.13 – Case Information Page

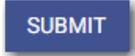
7. Select the case category from the **Case Category** drop-down list.
8. Select the case type from the **Case Type** drop-down list.

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 **BROWSE**. Then, select the document that you want to upload.



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

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

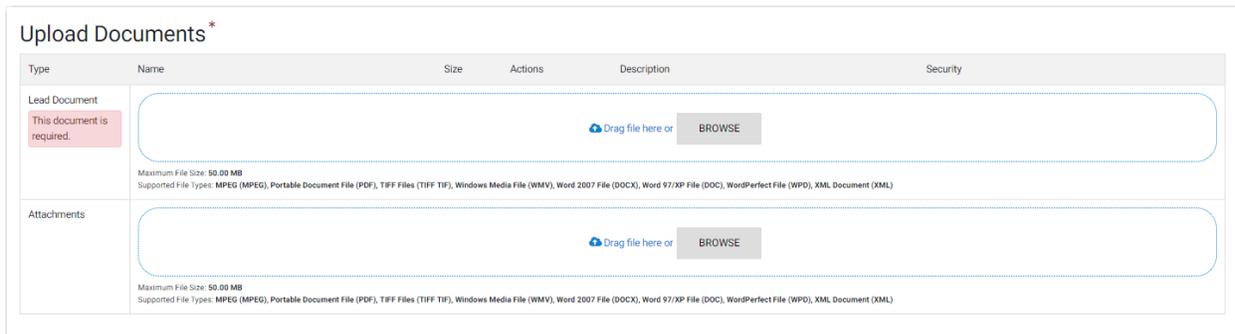


Figure 11.14 – Upload Documents Pane

5. If you have attachments to add to the filing, click **BROWSE** in the **Attachments** section. Then, upload the specified attachments.
6. If you want to add security to any of the documents, select an option from the **Security** drop-down list.



7. Click **SERVICE** to save your entries and to continue.

8. On the *Service* page, add the service contacts that you want to receive a Service Only filing.

- 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.

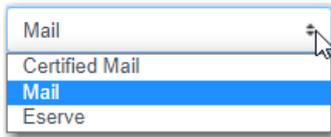


Figure 11.15 – Sample Service Method Drop-Down List

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.

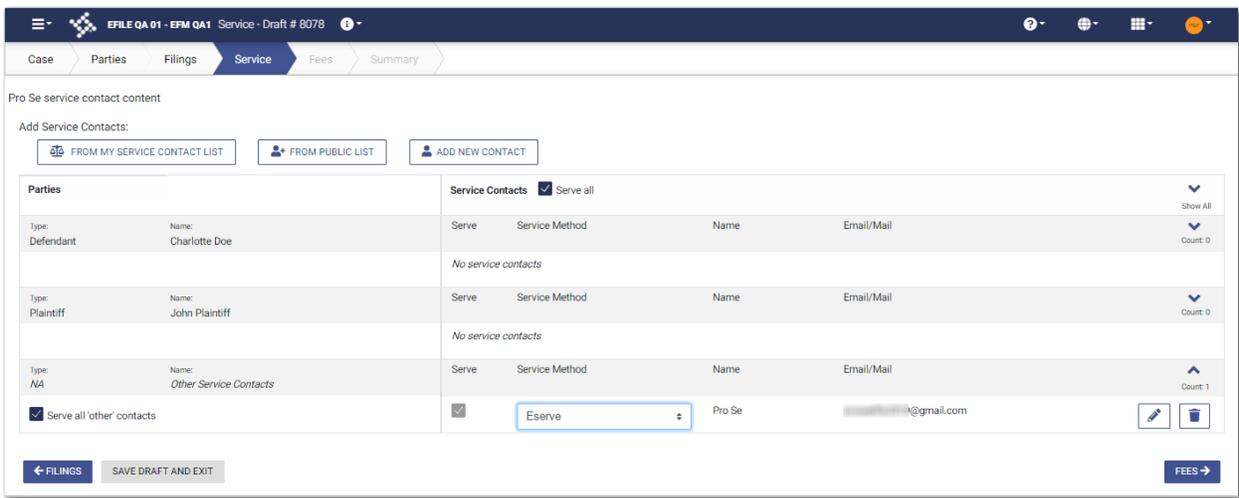


Figure 11.16 – Example of a Service Page for a Service Only Filing

- Click **FEES →** to save your entries and to continue.
- Complete the required fields on the *Fees* page, and then click **SUMMARY →**.
- Select the check boxes for the submission agreements, if applicable.
- Review the information on the *Summary* page, and then click **SUBMIT**.

12 Access re:Search®

While you are working in the Odyssey File & Serve system, you can access re:Search® from several locations in the system.

Note: This feature is configured by Tyler and may not be available on your system. You also must have an existing account in re:Search to access it from the Odyssey File & Serve system.

You can access re:Search from the following locations in the Odyssey File & Serve system:

- *Filing History* page

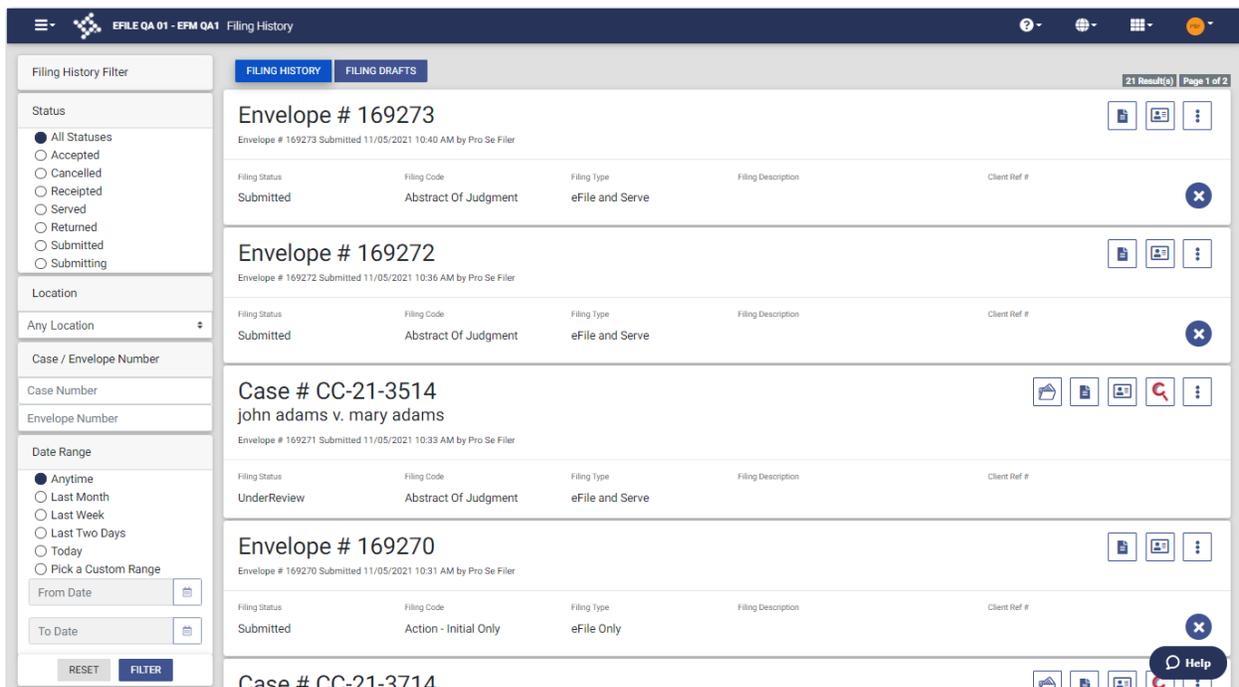


Figure 12.1 – re:Search Icon on the Filing History Page

- *Filing Drafts* page

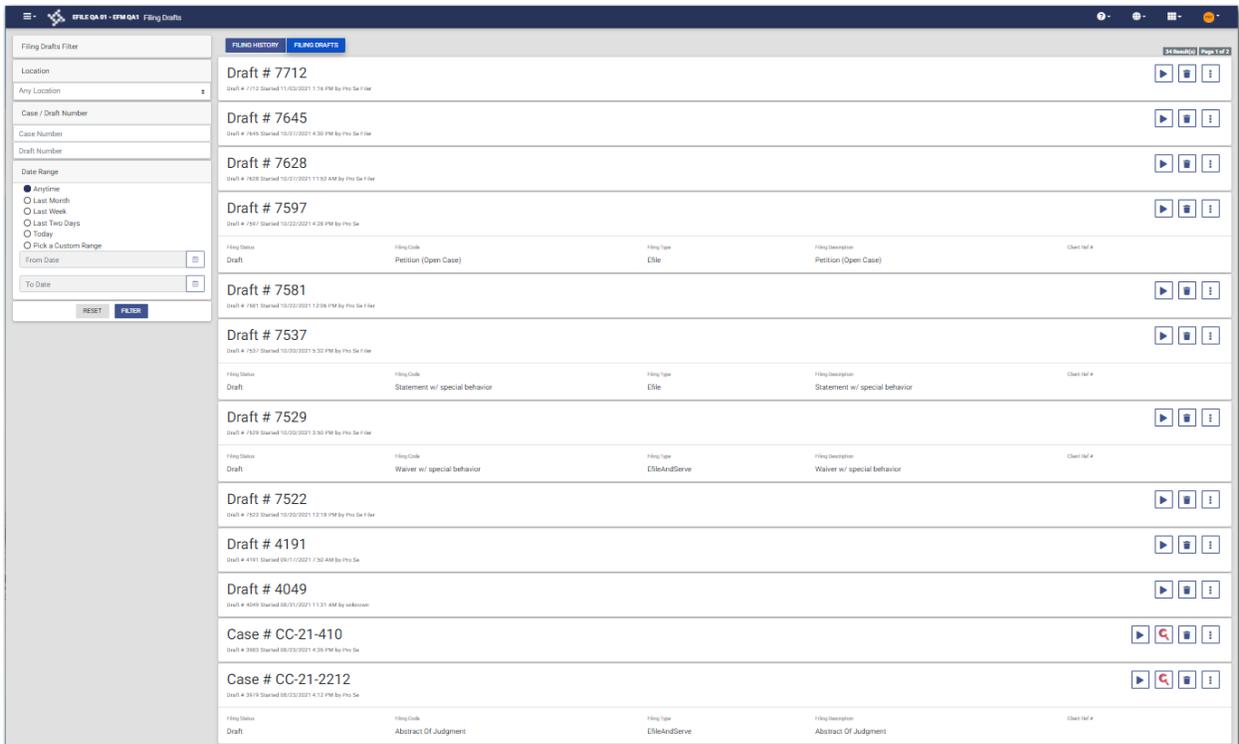


Figure 12.2 – re:Search Icon on the Filing Drafts Page

- Case Search page

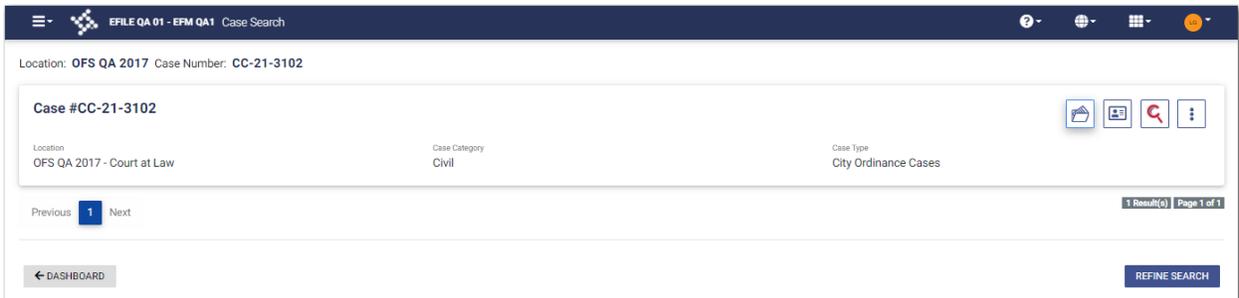


Figure 12.3 – re:Search Icon on the Case Search Page

- Bookmarks page

The screenshot displays the re:Search interface for the 'EFILE QA 01 - EFM QA1 Bookmarks' section. On the left, there is a 'Bookmark Filter' panel with fields for 'Case Location', 'Any Location', 'Case Number', and 'Case Description', along with 'RESET' and 'FILTER' buttons. The main area shows a list of six cases, each with a search icon (a magnifying glass with a red 'Q') in the top right corner. The cases are:

Case #	Location	Case Description
CC-20-1475	OFS QA 2017	Julia Reedv.Sam Muir
CC-21-2477		
CC-21-2479	OFS QA 2017	
CC-21-2499	OFS QA 2017	Henry Ford vs Jane Doe
CC-21-493	OFS QA 2014	Fran Klinv.Henderson and Associates
CV-2021-019900	OFS MockCMS	Henry Doe vs Maria Jones

At the bottom of the list, there are 'Previous' and 'Next' navigation buttons, and a 'Help' button in the bottom right corner. The top right of the interface shows '6 Result(s) Page 1 of 1'.

Figure 12.4 – re:Search Icon on the Bookmarks Page

A case that is integrated with re:Search is indicated by an icon (). Click  to access a specified case in re:Search. re:Search opens in a new tab in your browser, and the specified case details are displayed. You can view past and future hearing dates for the case.

13 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
- ◆ Viewing Service Contact History
- ◆ 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.

You can view the service contact history for a case from any of the following locations:

- *Filing History* page

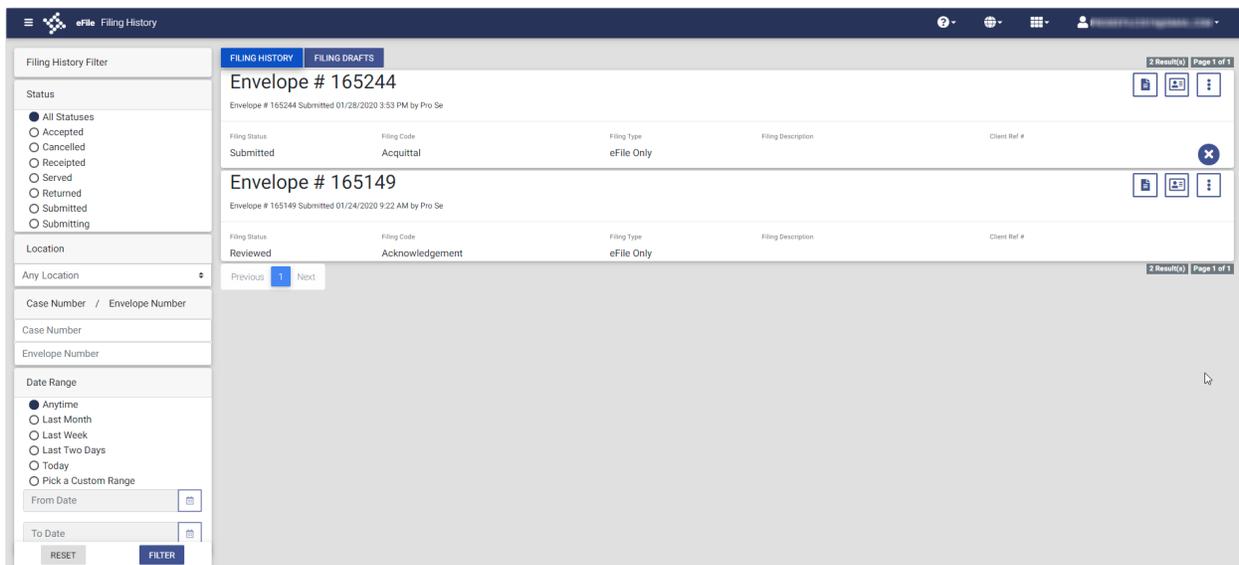


Figure 13.1 – Example of a Filing History Page

- *Case Search* page

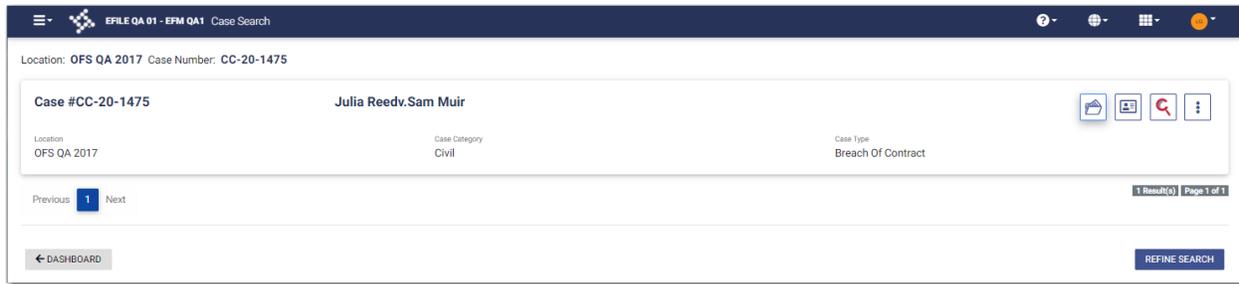


Figure 13.2 – Example of a Case Search Page

- *Bookmarks page*

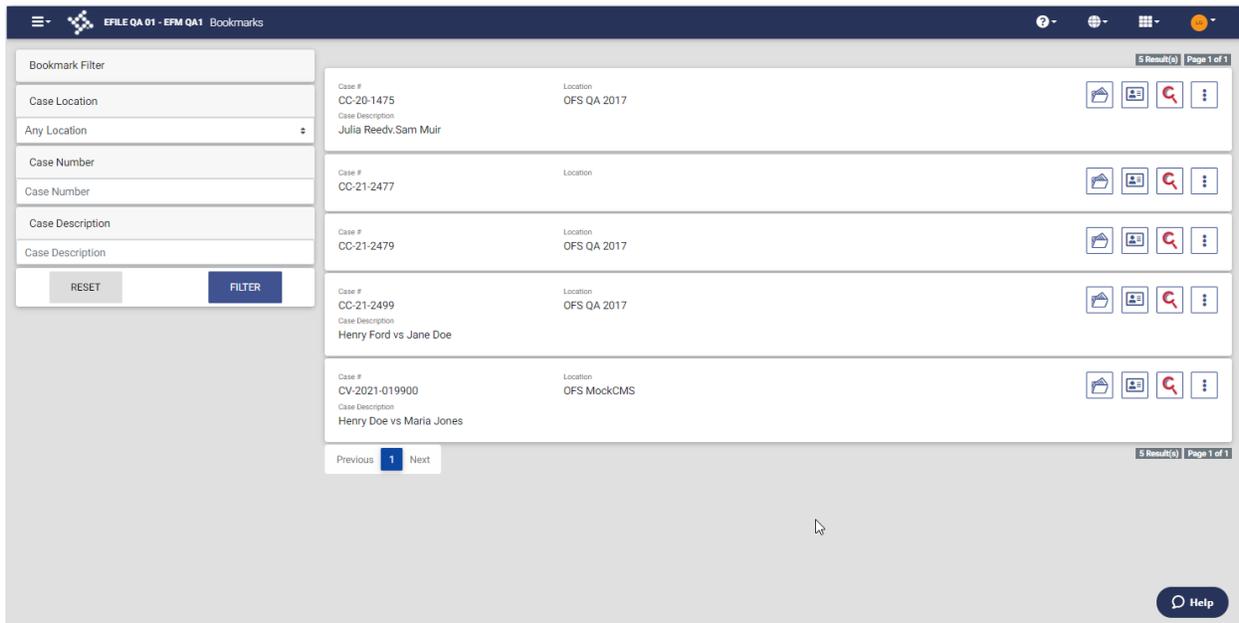


Figure 13.3 – Example of a Bookmarks Page

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.

The screenshot shows the 'eFile Service Contacts' page. At the top, there are search filters for 'First Name', 'Last Name', and 'Email Address', along with 'FILTER' and 'RESET' buttons. A table lists several contacts with columns for 'First Name', 'Last Name', 'Email Address', and 'Actions'. The 'Actions' column contains icons for edit, list, and delete. A '+ ADD SERVICE CONTACT' button is located in the top right corner. At the bottom, there are 'Previous', '1', and 'Next' navigation buttons, and a status bar indicating '6 Results Page 1 of 1'.

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	prose@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 13.4 – Service Contacts Page



2. Click

Additional fields are displayed.

The screenshot shows the 'Service Contacts - Additional Fields' form. At the top, a message states: 'You must provide either an email address or a physical address.' Below this, there are two checkboxes: 'Add to My List' (checked) and 'Add to Public List'. The form contains several required fields with red error messages: 'First Name is Required.', 'Last Name is Required.', 'Email is Required.', 'Address Line 1 is Required.', 'City is Required.', 'State is Required.', and 'Zip Code is Required.'. The fields include 'First Name', 'Middle Name', 'Last Name', 'Email', 'Phone Number', 'Country' (set to 'United States'), 'Address Line 1', 'Address Line 2', 'City', 'State' (set to 'Select...'), and 'Zip Code'. 'CANCEL' and 'SAVE' buttons are at the bottom right.

Figure 13.5 – 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.



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 **FROM MY SERVICE CONTACT LIST**.
 The *My Service Contacts* window is displayed.

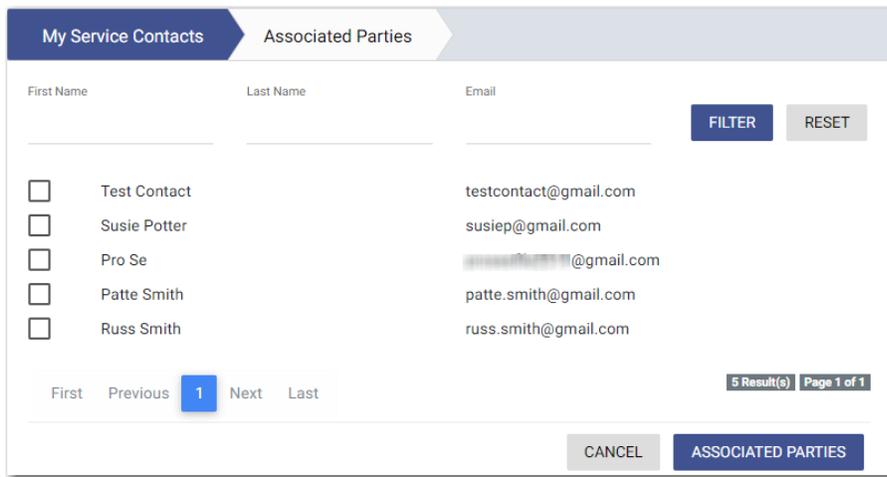
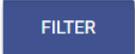


Figure 13.6 – My Service Contacts Window

2. If you want to filter the list, type at least one letter in a field, and then click **FILTER**.
 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 **ASSOCIATED PARTIES**.
 The *Associated Parties* window is displayed.



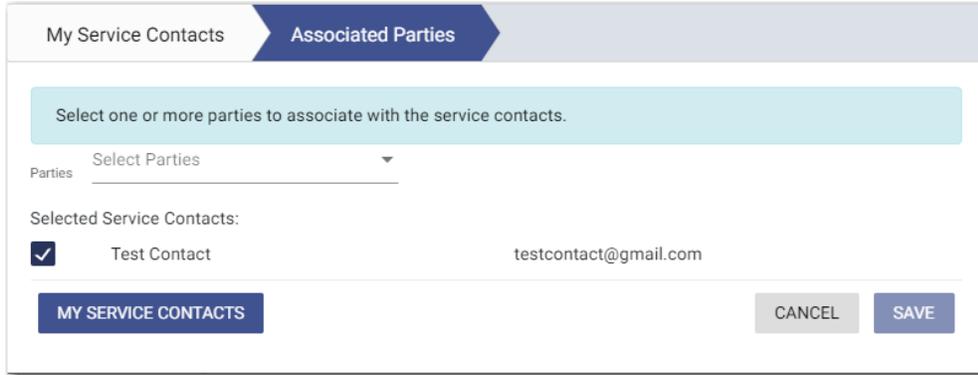


Figure 13.7 – Sample Associated Parties Window

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 .

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.

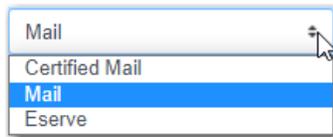


Figure 13.8 – Sample Service Method Drop-Down List

Note: if you want to return to the list of service contacts to make any changes or additions, click

.

The service contacts that you added are displayed on the *Service* page, along with the service method option that you selected for each contact.

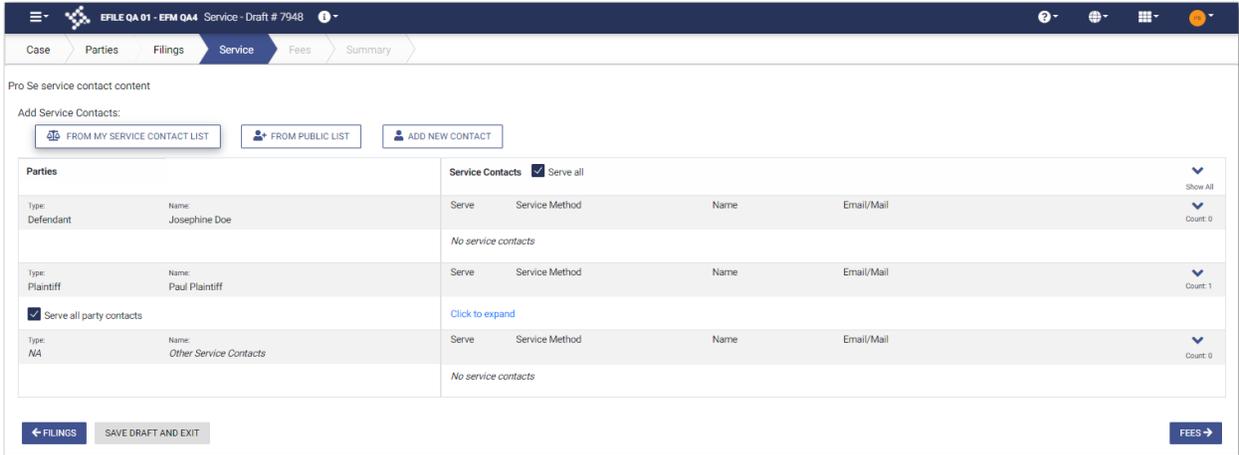


Figure 13.9 – Example of a Service Page in a Case Filing

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.

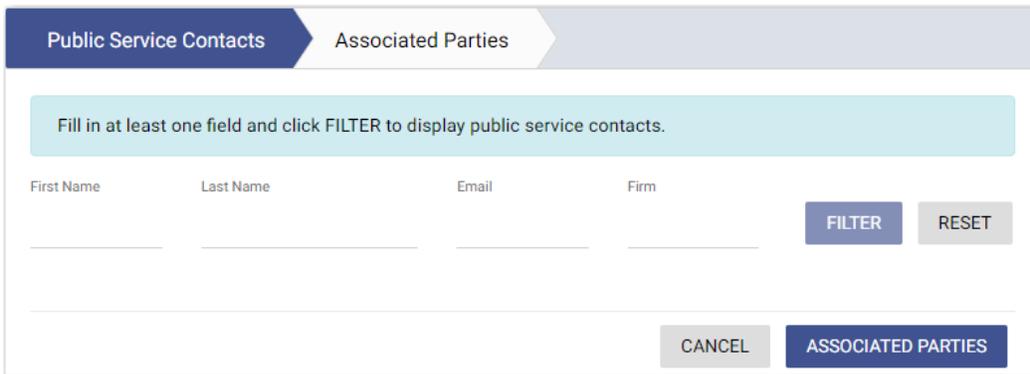
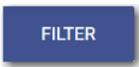


Figure 13.10 – Public Service Contacts Window

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.

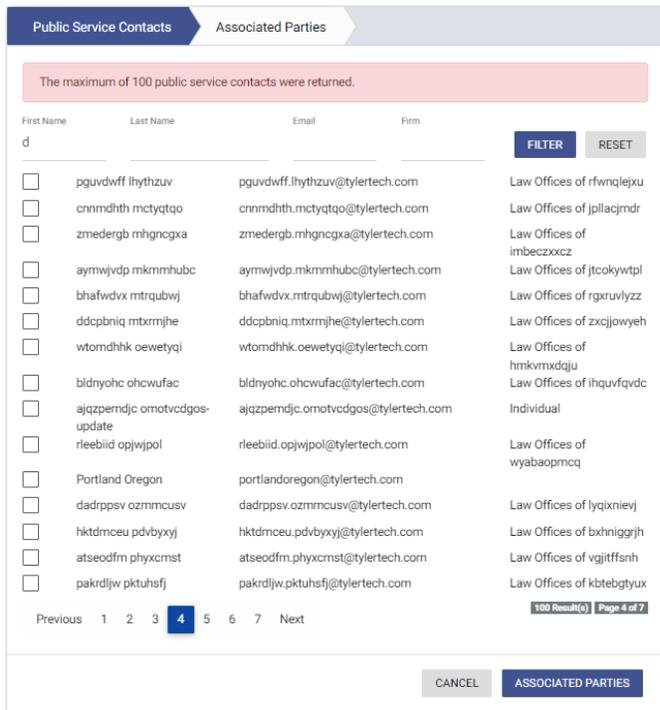


Figure 13.11 – Sample Public Service Contacts List

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.

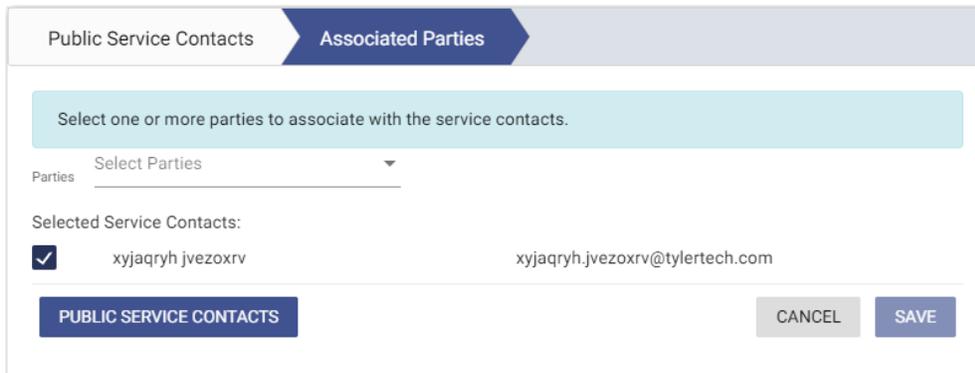


Figure 13.12 – Sample Associated Parties Window

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.

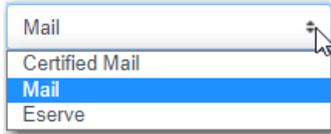


Figure 13.13 – Sample Service Method Drop-Down List

Note: If you want to review the list of public service contacts to make any changes or additions,



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.

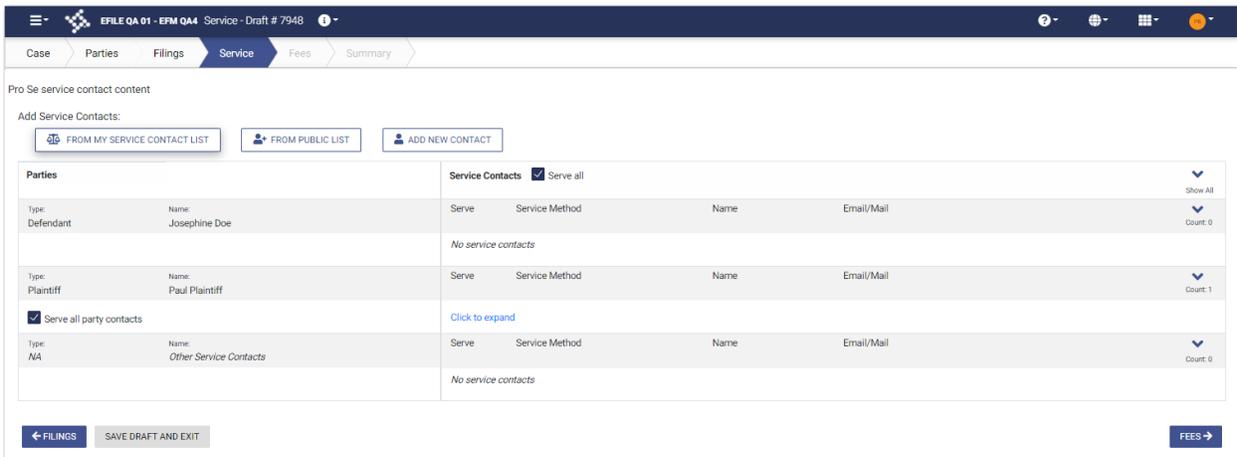


Figure 13.14 – Example of a Service Page in a Case Filing

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 .

The *Add Service Contact* window is displayed.

Figure 13.15 – 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



13. After you have added the contact for your filing, click



The *Associated Parties* window is displayed.

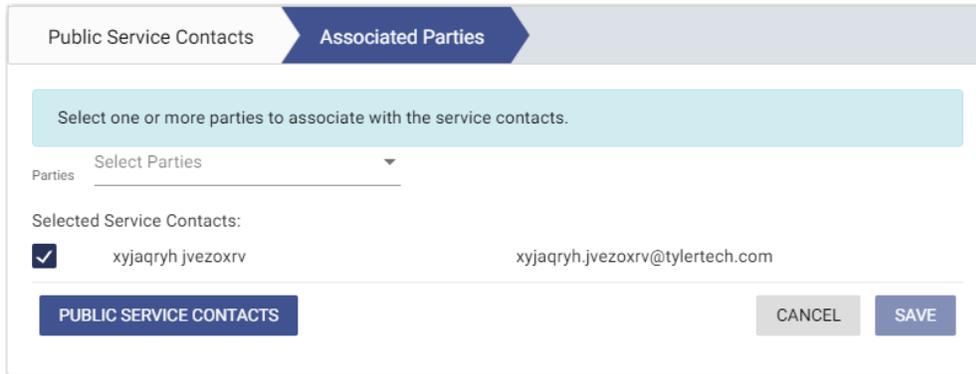


Figure 13.16 – Sample Associated Parties Window

14. Select the party that you want to associate with the selected service contact from the **Parties** drop-

down list, and then click



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.

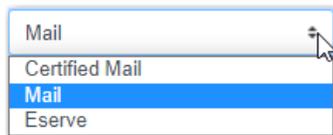


Figure 13.17 – Sample Service Method Drop-Down List

The service contact that you added is displayed on the *Service* page, along with the service method option that you selected for the contact.

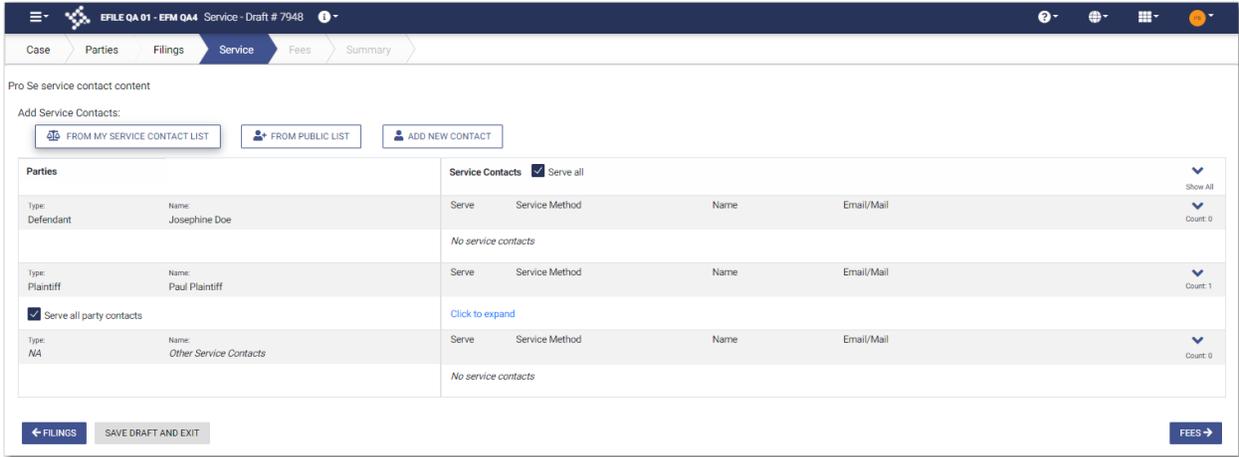


Figure 13.18 – Example of a Service Page in a Case Filing

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.

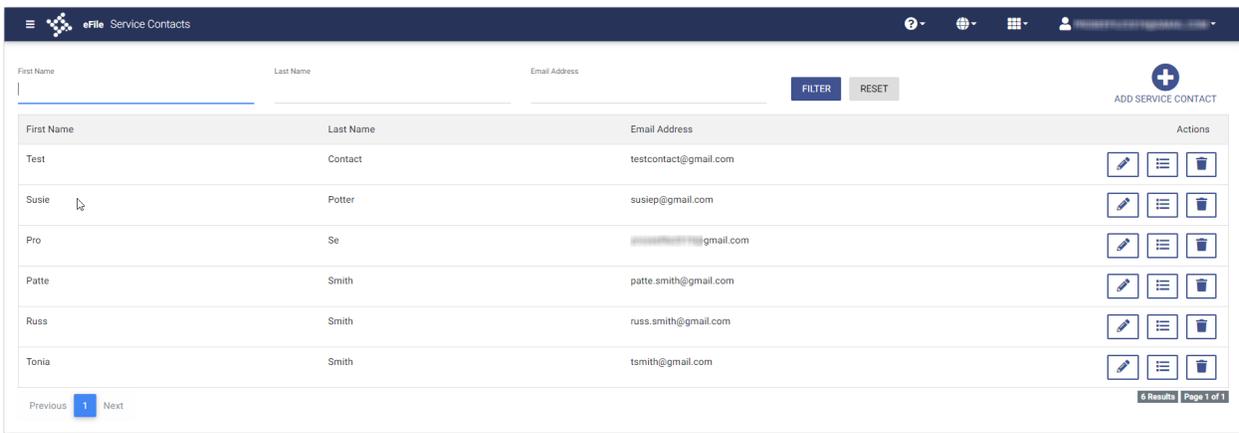


Figure 13.19 – Service Contacts Page

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

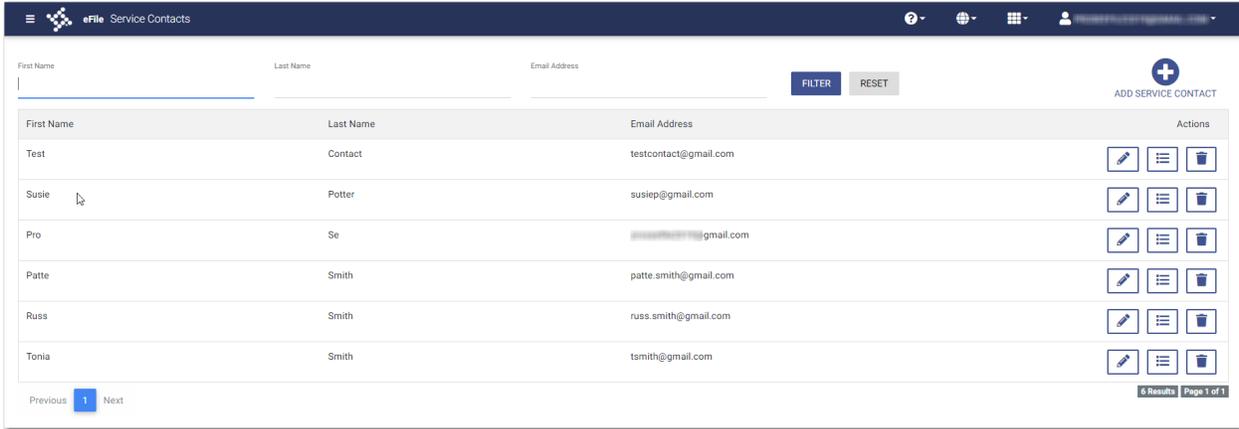
You can view a list of cases that are attached to a specified service contact.

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.



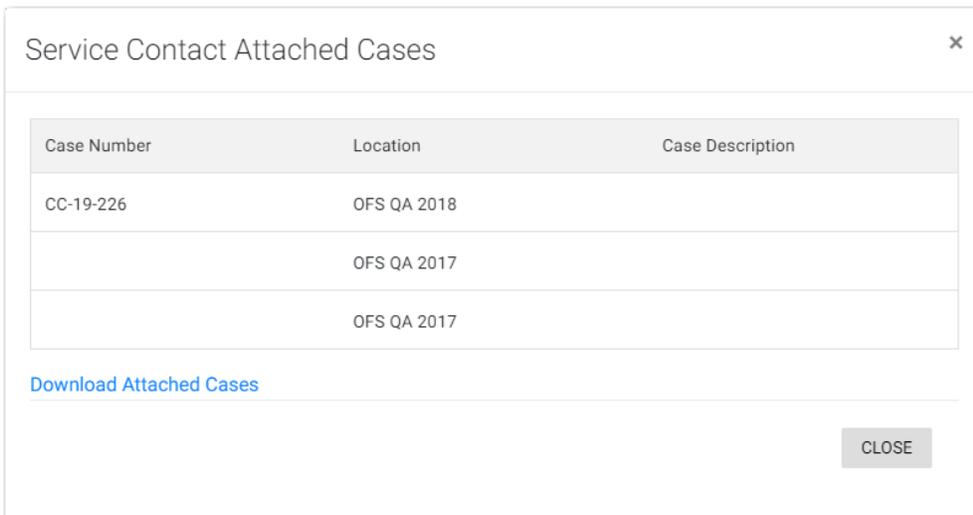
First Name	Last Name	Email Address	Actions
Test	Contact	testcontact@gmail.com	[Edit] [List] [Delete]
Susie	Potter	susiep@gmail.com	[Edit] [List] [Delete]
Pro	Se	proseal@se.com	[Edit] [List] [Delete]
Patte	Smith	patte.smith@gmail.com	[Edit] [List] [Delete]
Russ	Smith	russ.smith@gmail.com	[Edit] [List] [Delete]
Tonia	Smith	tsmith@gmail.com	[Edit] [List] [Delete]

Figure 13.20 – 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 13.21 – 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.

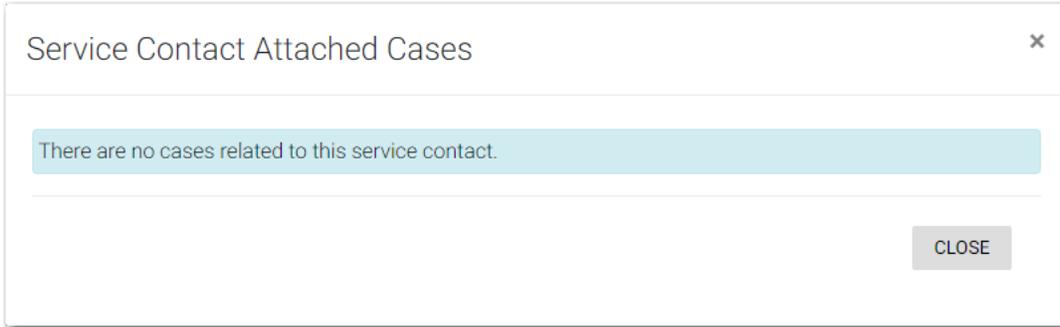


Figure 13.22 – Service Contact Attached Cases Window – No Attached Cases

Viewing Service Contact History

You can view the service contact history from the *Filing History* page, the *Case Search* page, or the *Bookmarks* page.

To view the service contact history for a case:

1. Locate the case for which you want to view the service contact history.

2. Click  .

The *Service Contacts* window for the specified case is displayed.

Service Contacts - Case # CC-20-1475

Pro Se service contact content

Add Service Contacts:

Parties		Service Contacts		
Type: Defendant	Name: Sam Muir	Name	Email/Mail	Show All Count: 2
		Click to expand		
Type: Plaintiff	Name: Julia Reed	Name	Email/Mail	Count: 1
		Click to expand		
Type: Leinholder	Name: Texas Fences	Name	Email/Mail	Count: 0
		<i>No service contacts</i>		
Type: NA	Name: Other Service Contacts	Name	Email/Mail	Count: 0
		<i>No service contacts</i>		

Figure 13.23 – Example of a Case Service Contacts Window

3. Click .

The *Service Contact History* window is displayed.

Name	Action	Date/Time
Test Attorney	Attach	11/01/2021 5:08 PM
Jojo Carey	Attach	11/01/2021 5:08 PM
Tim Cook	Attach	11/01/2021 5:08 PM
Tim Cook	Detach	11/01/2021 5:09 PM
Greg Jones	Attach	11/01/2021 5:09 PM

CLOSE

Figure 13.24 – Example of a Service Contact History Window

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.

The screenshot shows 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 displays a list of filings. The first entry is 'Envelope # 165244' with status 'Submitted', filing code 'Acquittal', and filing type 'eFile Only'. The second entry is 'Envelope # 165149' with status 'Reviewed', filing code 'Acknowledgement', and filing type 'eFile Only'. Navigation buttons like 'Previous', '1', and 'Next' are visible at the bottom of the list.

Figure 13.25 – 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.

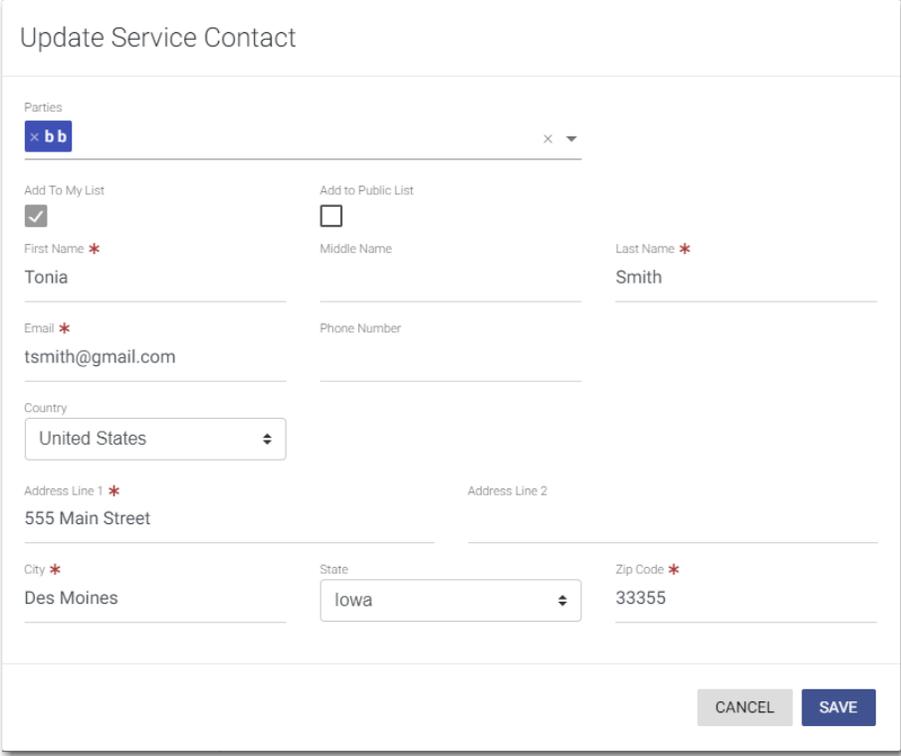


Figure 13.26 – Update Service Contact Window

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.

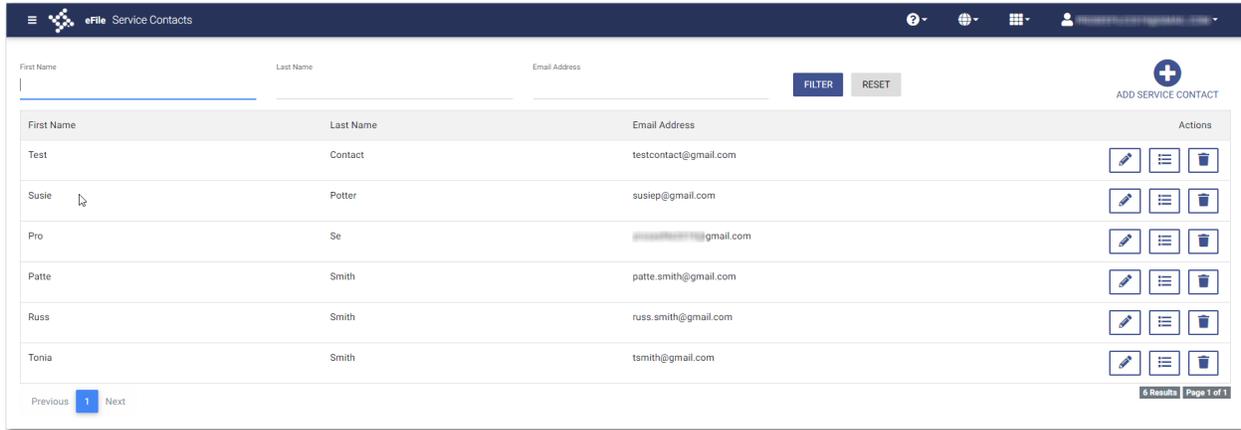


Figure 13.27 – Service Contacts Page

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.

14 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.

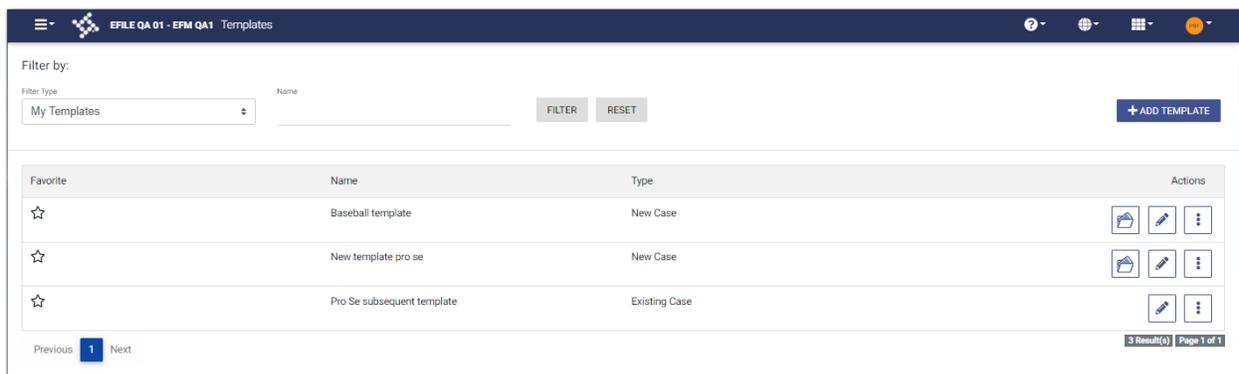


Figure 14.1 – Templates Page

2. Click  .

A pane is displayed.

The screenshot shows a form titled 'New Case' within a 'Templates Pane'. The form includes a 'Favorite' checkbox, a 'Name' field with a red asterisk indicating it is required, and radio buttons for 'New Case' (selected) and 'Existing Case'. A red error message 'Name is Required.' is displayed below the name field. At the bottom right, there are buttons for 'CANCEL', 'SAVE', and 'EDIT DETAILS ->'.

Figure 14.2 – 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 **EDIT DETAILS →** 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 **SAVE TEMPLATE**

The screenshot displays the 'Summary' page for a case. The breadcrumb navigation includes Case, Parties, Filings, Service, Fees, and Summary. The main content area is divided into sections: Case, Parties, Filings, Service, and Fees. The Case section shows Location: OFS QA 2017, Category: Family, and Type: Other Family Law Matters. The Parties section shows a count of 2. The Filings section shows a filing type of 'eFile Only' with a filing code of 'Abstract Of Judgment', document name 'document (1).pdf', and a security download version. The Service section shows a count of 0. The Fees section shows a payment account of 'Firm's New CC 11202020', filing attorney 'Perry Mason', party responsible for fees 'Ray Respondent', and a default filer type. A 'SAVE TEMPLATE' button is visible on the right side of the page.

Figure 14.3 – 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.

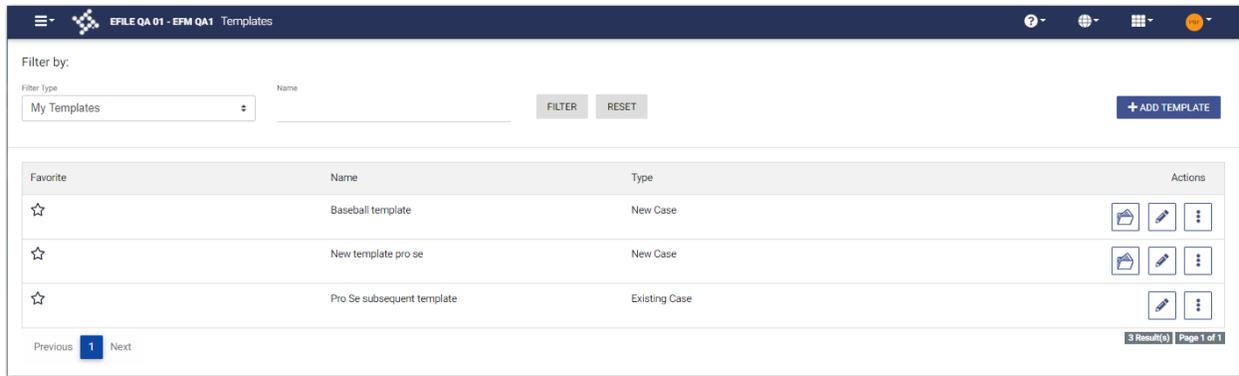


Figure 14.4 – Templates Page

2. Locate the template that you want to edit, and then click .

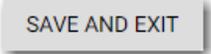
The template name is displayed in a separate pane.

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.

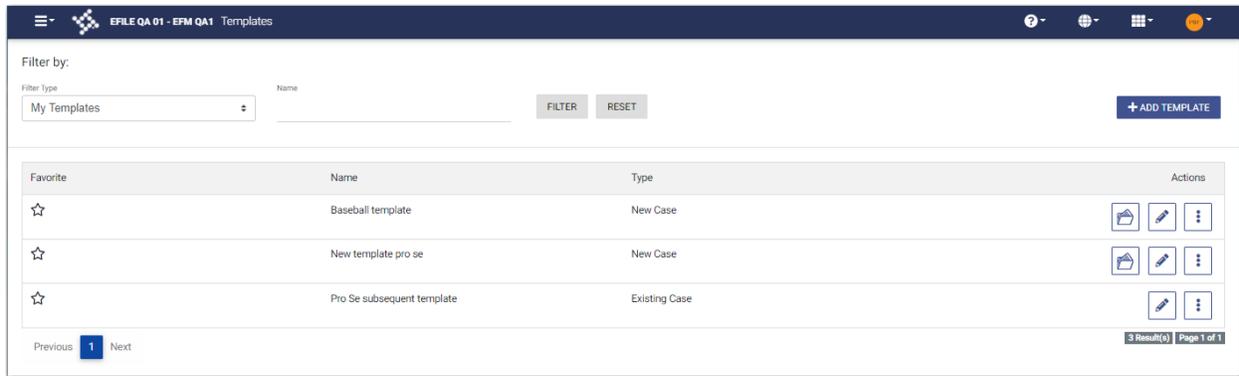


Figure 14.5 – Templates Page

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.

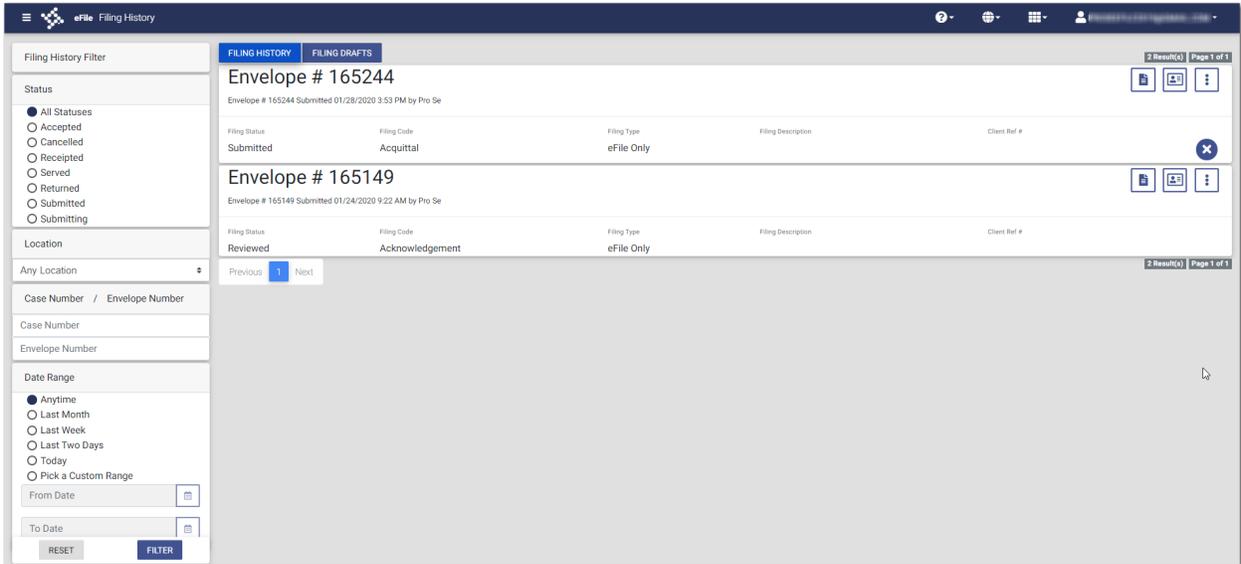


Figure 14.6 – Filing History Page

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 Next 2 Result(s) Page 1 of 1

Figure 14.7 – 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 *Preload 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.

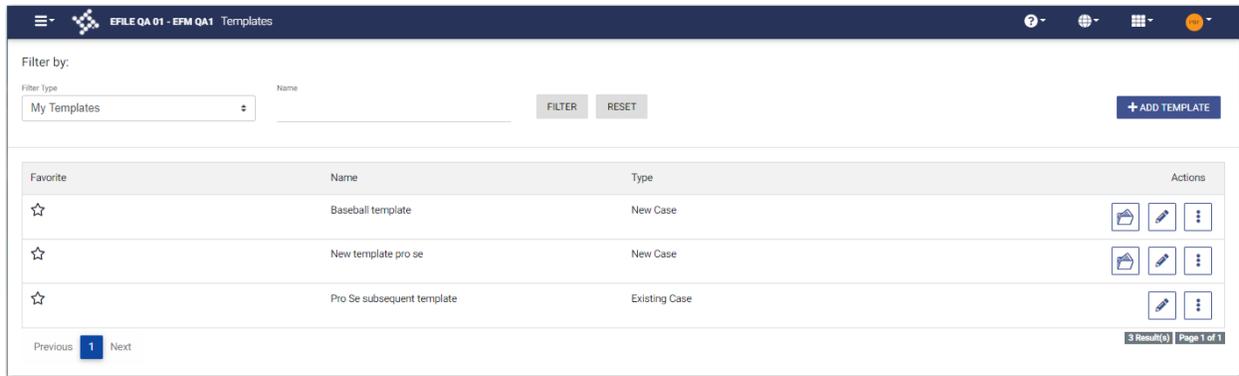


Figure 14.8 – Templates Page

2. Locate the template that you want to copy, and then click . A drop-down list is displayed.

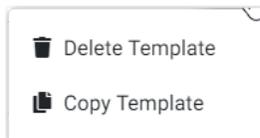


Figure 14.9 – More Options Drop-Down List

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.

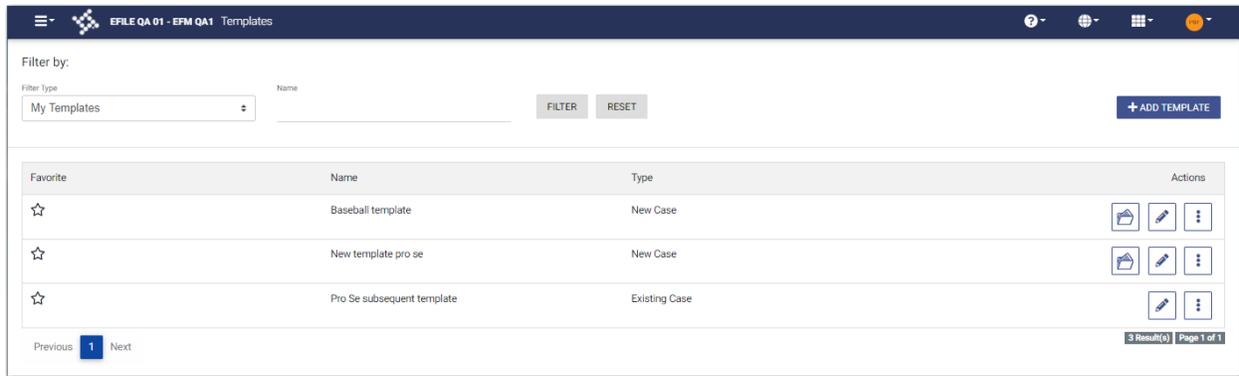


Figure 14.10 – Templates Page

2. Locate the template that you want to delete, and then click . A drop-down list is displayed.

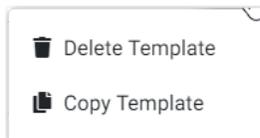
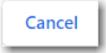


Figure 14.11 – More Options Drop-Down List

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.

15 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
- ◆ Viewing Envelope Level Information in the 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.

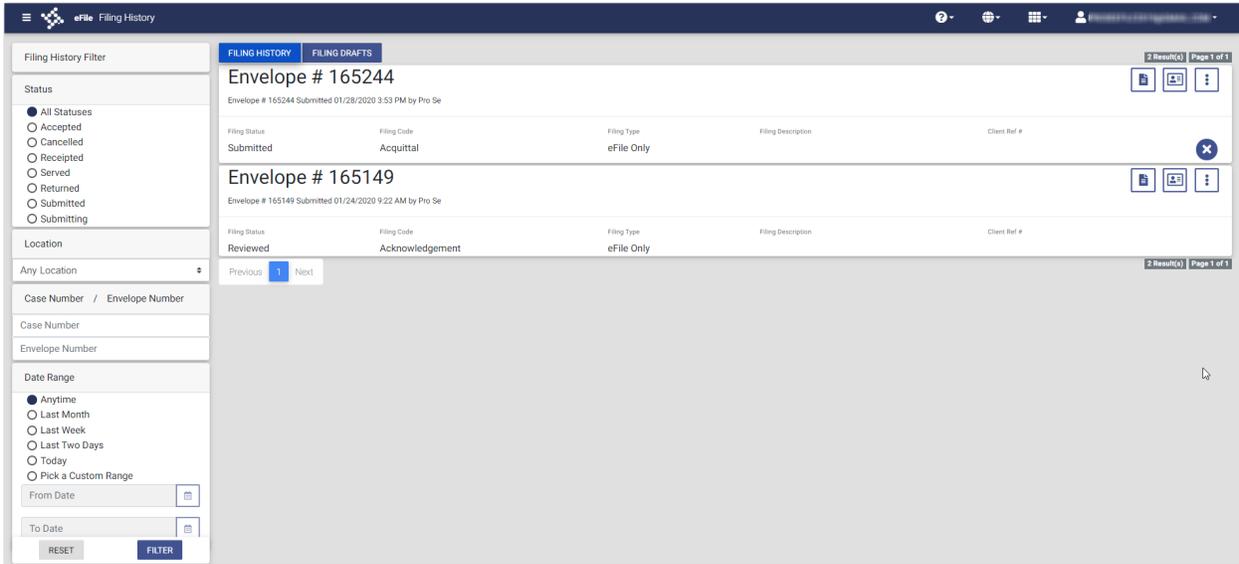
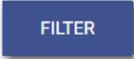


Figure 15.1 – Filing History Page

2. In the Status pane, select **Returned**, and then click  .
The returned cases are displayed, per the filter that you set.
3. Locate the envelope that you want to copy.
4. Click  , and then select **Copy Envelope**.

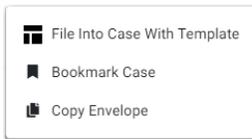


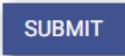
Figure 15.2 – More Options Drop-Down List

A copy of the envelope is displayed on the *Case Information* page.



Figure 15.3 – Sample Case Information Page for a Copied Envelope

5. Navigate through the pages of the envelope to verify the information. Make any changes as appropriate.



6. Review the information on the *Summary* page. If everything is correct, click

Note: A message on the *Summary* page indicates that the envelope is a copy.

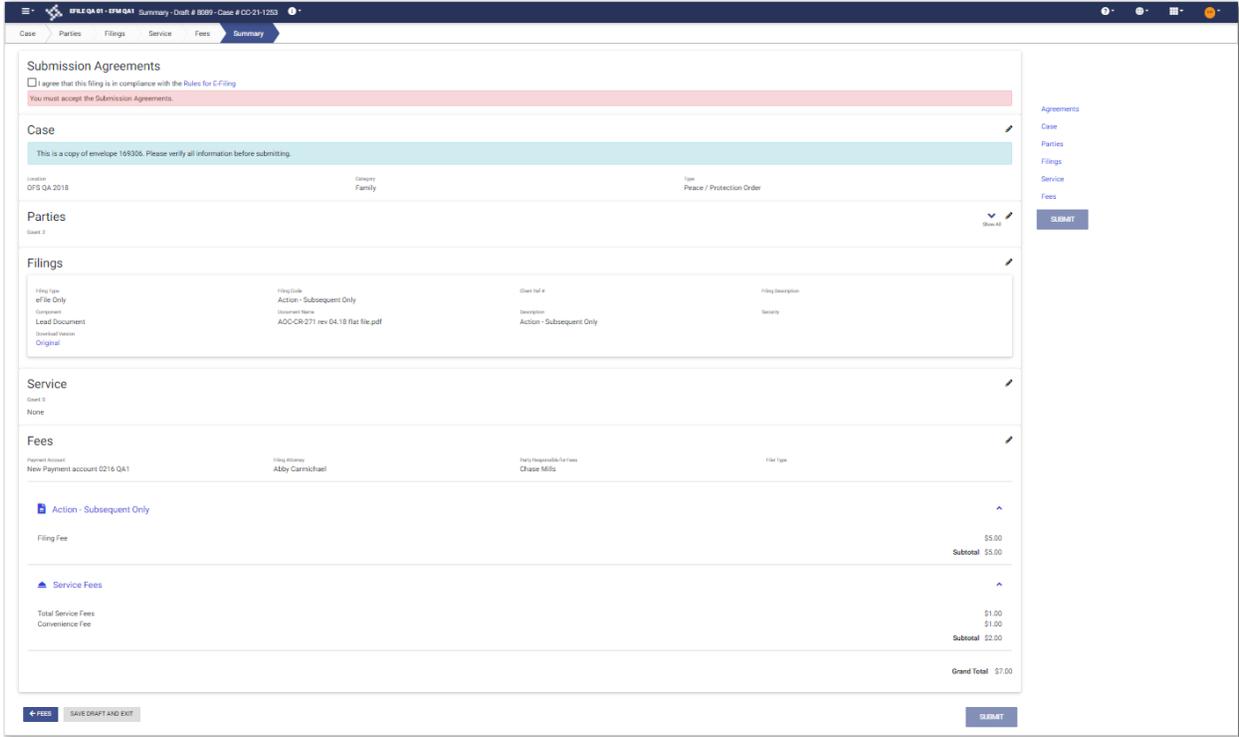


Figure 15.4 – Sample Summary Page for a Copied Envelope

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.

The screenshot shows 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 has two tabs: 'FILING HISTORY' and 'FILING DRAFTS'. Below the tabs, two envelopes are listed in a table:

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Acquittal	eFile Only		
Reviewed	Acknowledgement	eFile Only		

Each envelope entry includes a title (Envelope # 165244 and Envelope # 165149) and a subtitle (Envelope # 165244 Submitted 01/28/2020 3:53 PM by Pro Se and Envelope # 165149 Submitted 01/24/2020 9:22 AM by Pro Se). Action icons (print, refresh, details) are visible for each entry.

Figure 15.5 – 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

Case
 Location: GFS MockCMS Category: Civil Type: Wrongful Death

Parties
 Count: 2 Show All

Filings

Filing Type	Filing Code	Client Ref #	Filing Description
eFile Only	Motions		
Submitted Date	Status	Review Date	
12/16/19 4:54 PM	Submitted		

Component	Document Name	Description	Security
Lead Document	test.pdf		Confidential (T)

Service
 Count: 1 Hide All

Party	Service Method
many ales wsl@edg.com Status: Not Sent Associated Parties Name	Eserve

Fees

Payment Account	Party Responsible for Fees	Fee Type	Transaction Amount	Transaction ID
walver	Plaintiff/Defendant	Default	\$0.00	
Order ID	Transaction Response			

Total: \$0.00
 Waiver Selected

Figure 15.6 – Sample Envelope Details Page

4. Click  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 table of filings. The first row is for 'Envelope # 165244', submitted on 01/28/2020 3:53 PM by Pro Se, with a filing code of 'Acquittal' and a filing type of 'eFile Only'. The second row is for 'Envelope # 165149', submitted on 01/24/2020 9:22 AM by Pro Se, with a filing code of 'Acknowledgement' and a filing type of 'eFile Only'. The table has columns for Filing Status, Filing Code, Filing Type, Filing Description, and Client Ref #. Below the table are 'Previous' and 'Next' pagination buttons, and a '2 Result(s) Page 1 of 1' indicator.

Figure 15.7 – 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	Category Civil	Type Notice Of Removal
-------------------------	-------------------	---------------------------

Case Address
555 Main Street
Dallas, TX 75220 US
Dallas

Parties Show All

Count: 2

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 15.8 – Case Address Information on the Envelope Details Page

4. Click  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 shows 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 displays a list of envelopes:

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Acquittal	eFile Only		
Reviewed	Acknowledgement	eFile Only		

Each envelope entry includes a title (e.g., 'Envelope # 165244'), a subtitle (e.g., 'Envelope # 165244 Submitted 01/28/2020 3:53 PM by Pro Se'), and a set of action icons (print, details, refresh, etc.). A pagination bar at the bottom shows 'Previous 1 Next' and '2 Result(s) Page 1 of 1'.

Figure 15.9 – 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

Case
 Case: QFS-QA-2017
 Category: Civil
 Type: Appeal

Parties
 Count: 2

Filings

Filing Type	Filing Code	Client Ref #	Filing Description
eFile Only	Abstract Of Judgment		
Submitted Date: 01/21/2021 11:13 AM	Status: Accepted	Filing Date: 01/21/2021 11:16 AM	Comments: Auto Review Accepted
Component: Attachments	Document Name: Petition.pdf	Description:	Security: Public (G)
Download Version: Original	Document Name: Court Copy	Description:	Security: Public (G)
Component: Lead Document	Document Name: BlankTest.pdf	Description:	Security: Public (G)
Download Version: Original	Document Name: Court Copy	Description:	Security: Public (G)

Service
 Count: 2

Fees

Payment Method	Filing Name	Filer Responsible for Fees	Filer Type
Firm's CC	Abby Carmichael	Naomi Watson	AutoReview
Order ID: 000256195-0	Transaction Response: Approved	Transaction Amount: \$20.00	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

Figure 15.10 – Sample Envelope Details Page with the Mail Service Fees Displayed

- Click  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:

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

The *Filing History* page is displayed.

The screenshot shows 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 has tabs for 'FILING HISTORY' and 'FILING DRAFTS'. It displays a table of envelopes:

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Acquittal	eFile Only		
Reviewed	Acknowledgement	eFile Only		

Each envelope entry includes a title (e.g., 'Envelope # 165244'), a subtitle (e.g., 'Envelope # 165244 Submitted 01/28/2020 3:53 PM by Pro Se'), and a set of action icons (print, refresh, details). A pagination bar at the bottom shows 'Previous 1 Next' and '2 Result(s) Page 1 of 1'.

Figure 15.11 – 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 Show All

Count: 2

Filings

Filing Type	Filing Code	Client Ref #	Filing Description
eFile Only	Abstract Of Judgment		
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 Hide all

Count: 3

Firm Admin

Service Method: Eserve

!@gmail.com

Status: Sent (Opened)

Served Date: 01/21/2021 10:35 AM

Opened Date: 01/21/2021 11:08 AM

Associated Parties: None

Lillian Henderson

Service Method: Mail

1201 tenth ave Plano US, Texas

Status: Not Sent

Tracking: 0000000000000000000075025 (USPS)

Associated Parties: None

Raymond Thompson

Service Method: Mail

4201 Ohio Dr Dallas US, Texas

Status: Not Sent

Tracking: 0000000000000000000075024 (USPS)

Associated Parties: None

Figure 15.12 – Sample Envelope Details Page

In the Service pane, you can view the information related to the certified mail for a specified filing.

4. 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.

5. 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.

Viewing Envelope Level Information in the Envelope Details

You can view the envelope comments that were added to a case filing in the envelope details.

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

To view the envelope comments in the envelope details:

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

The *Filing History* page is displayed.

The screenshot shows 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 has tabs for 'FILING HISTORY' and 'FILING DRAFTS'. It displays a list of envelopes:

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Acquittal	eFile Only		
Reviewed	Acknowledgement	eFile Only		

Each envelope entry includes a title (e.g., 'Envelope # 165244'), a subtitle (e.g., 'Envelope # 165244 Submitted 01/28/2020 3:53 PM by Pro Se'), and a set of action icons (document, print, details). A pagination bar at the bottom shows 'Previous 1 Next' and '2 Result(s) Page 1 of 1'.

Figure 15.13 – Filing History Page

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

3. Click .

The envelope comments are displayed in the envelope details in the Case pane.

Details - Envelope # 174042
[PRINT](#) [CLOSE](#)

Envelope

Envelope ID 174042	Submitted By Lauren Groszwald	Username @gmail.com
-----------------------	----------------------------------	------------------------

Case

Location OFS QA ODY RICMS - Review in CMS	Category Civil	Type Small Claims \$5,001 - \$10,000
--	-------------------	---

Envelope Comments
Another test case filing

Parties

Count: 3 ▼ Show All

Filings

Filing Code eFiling Event	Client Ref #	Filing Description	Submitted Date 01/06/2022 3:45 PM
Status Under Review	Retire Date		
Component Lead Document	Document Name document (1).pdf	Description	Security
Download Version Original			

Service

Count: 0
None

Fees

Payment Account Firm's New CC 11202020	Filing Attorney Abby Carmichael	Party Responsible for Fees Opp. Defendant	Filer Type Default
Order ID 000174042-0	Transaction Response	Homestead Amount \$109.68	Homestead ID 144291

Small Claims \$5,001 - \$10,000

Total Court Case Fees	\$75.00
	Subtotal \$75.00

eFiling Event

Filing Fee	\$30.00
	Subtotal \$30.00

Service Fees

Convenience Fee	\$2.68
Total Filing & Service Fees	\$1.00
Total Court Service Fees	\$1.00
	Subtotal \$4.68

Grand Total \$109.68

Figure 15.14 – Sample Envelope Details with the Envelope Comments Displayed

4. Click  to print a copy of the envelope details.

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:

1. Locate the specified draft on the *Filing Drafts* page.

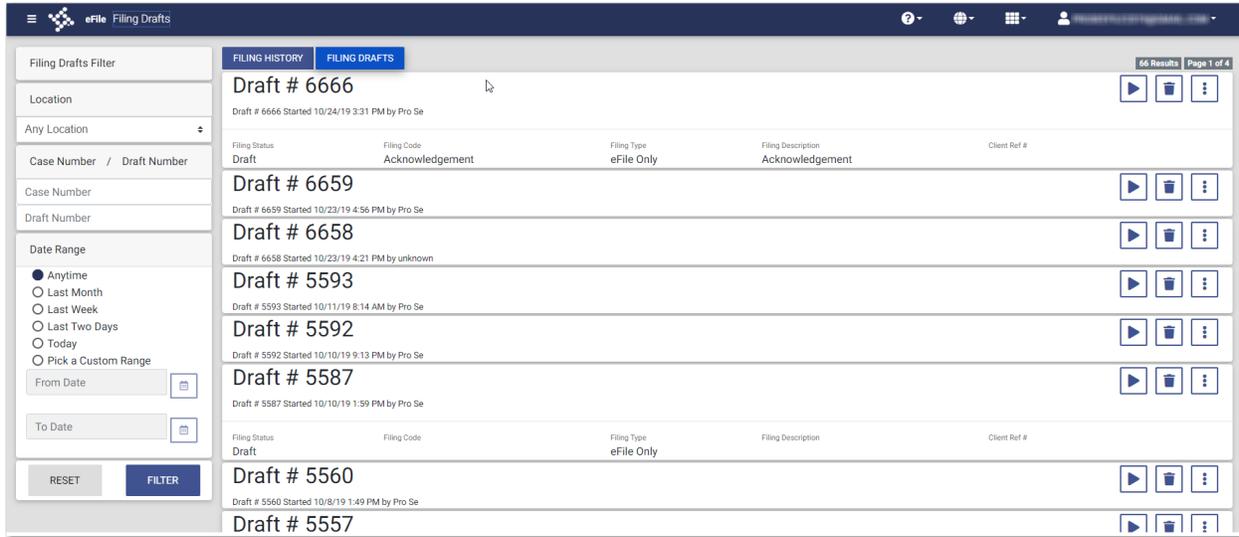


Figure 15.15 – Filing Drafts Page

2. Click .

The filing opens on the *Preload 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.

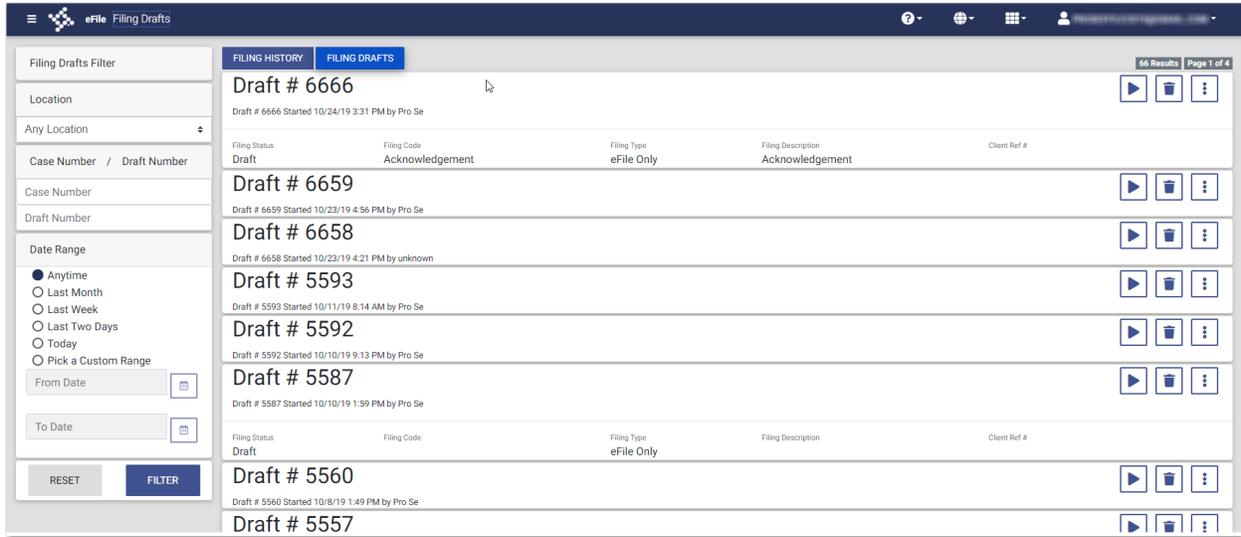
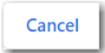


Figure 15.16 – Filing Drafts Page

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.

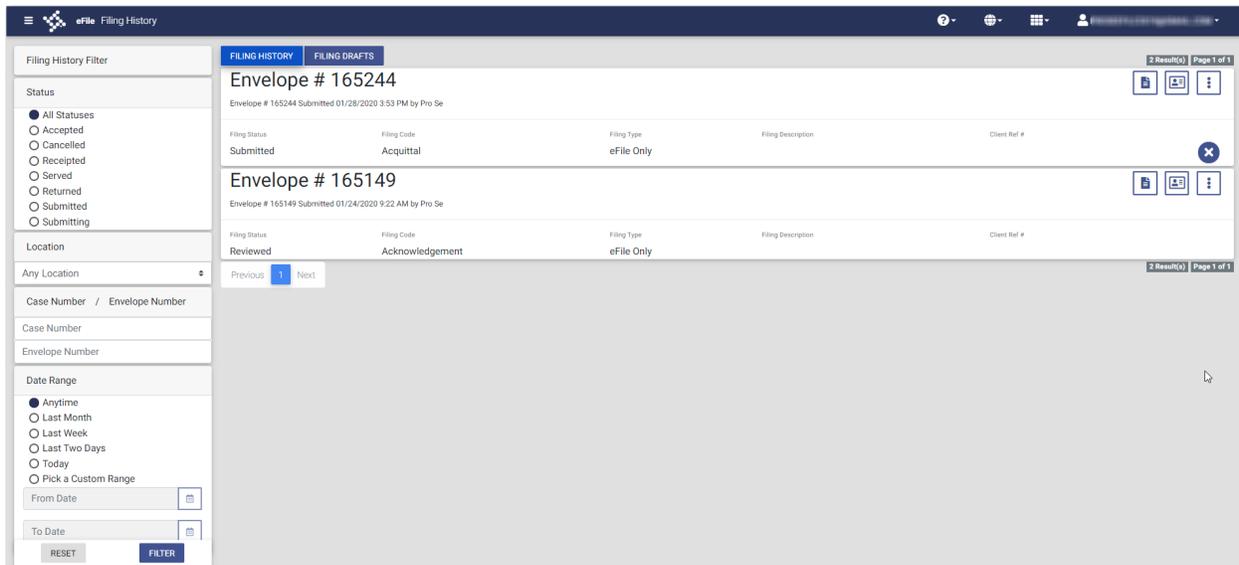


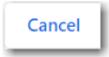
Figure 15.17 – Filing History Page

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.

16 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.

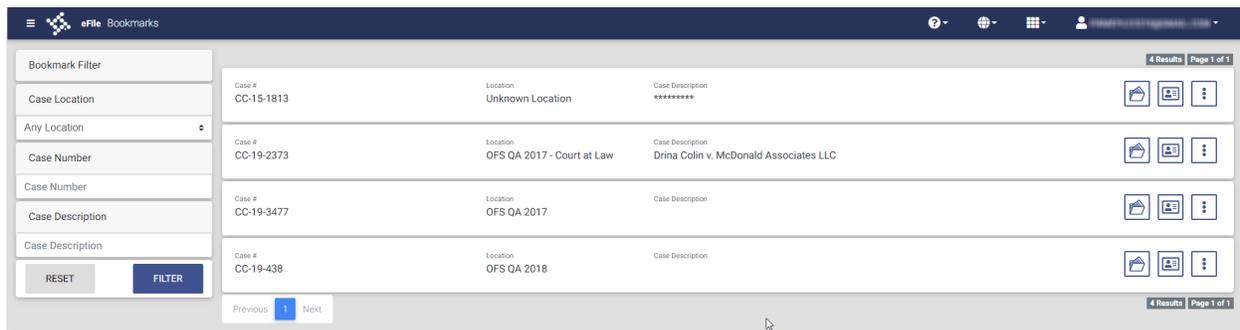


Figure 16.1 – Sample Bookmarks Page

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.

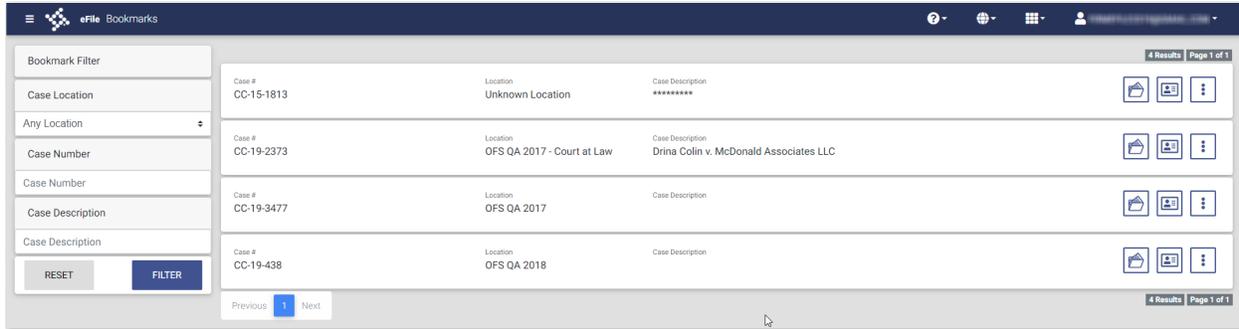


Figure 16.2 – Sample Bookmarks Page

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.

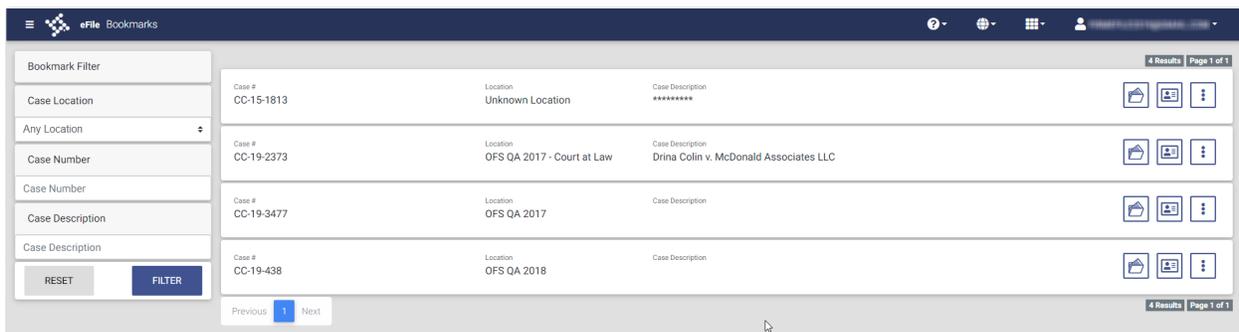


Figure 16.3 – Sample Bookmarks Page

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.

17 Bulk Filing

Topics covered in this chapter

- ◆ Dashboard
- ◆ Starting Multiple New Case Filings
- ◆ 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



when it is enabled on the *Bulk Filing Dashboard* page.

Dashboard

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

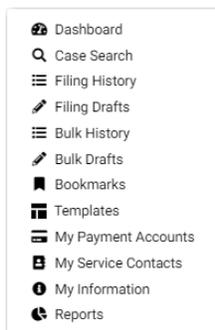


Figure 17.1 – Dashboard

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 *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.

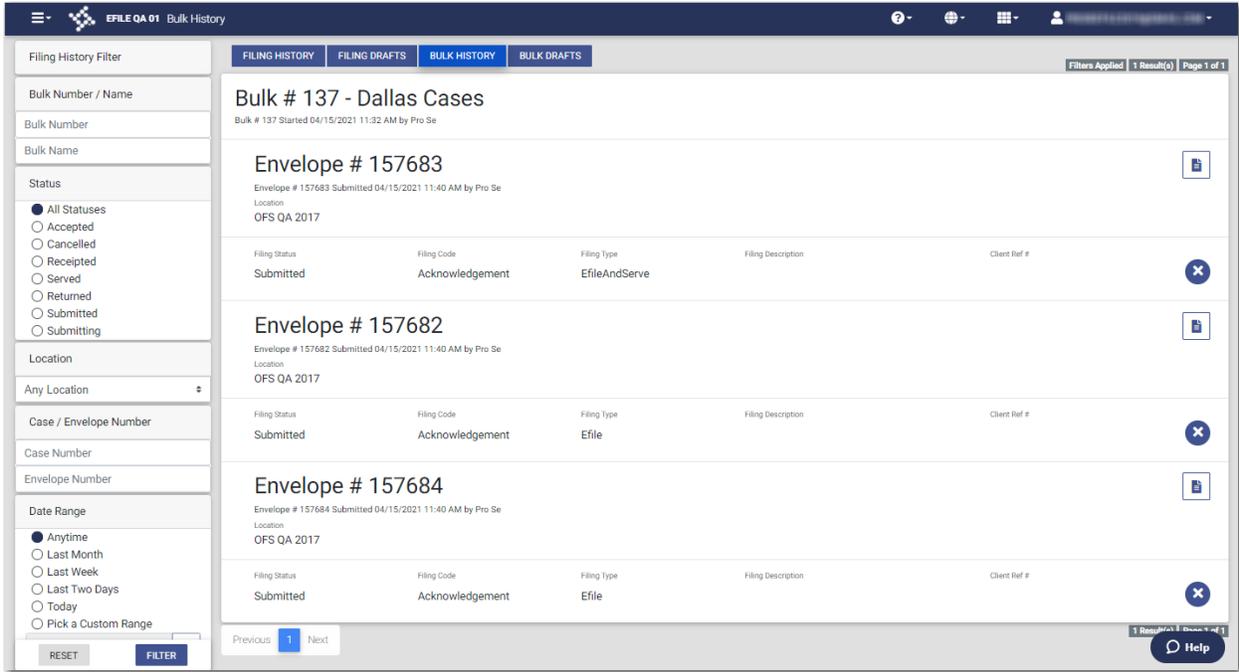


Figure 17.2 – Bulk History Page

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 17.3 – 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.

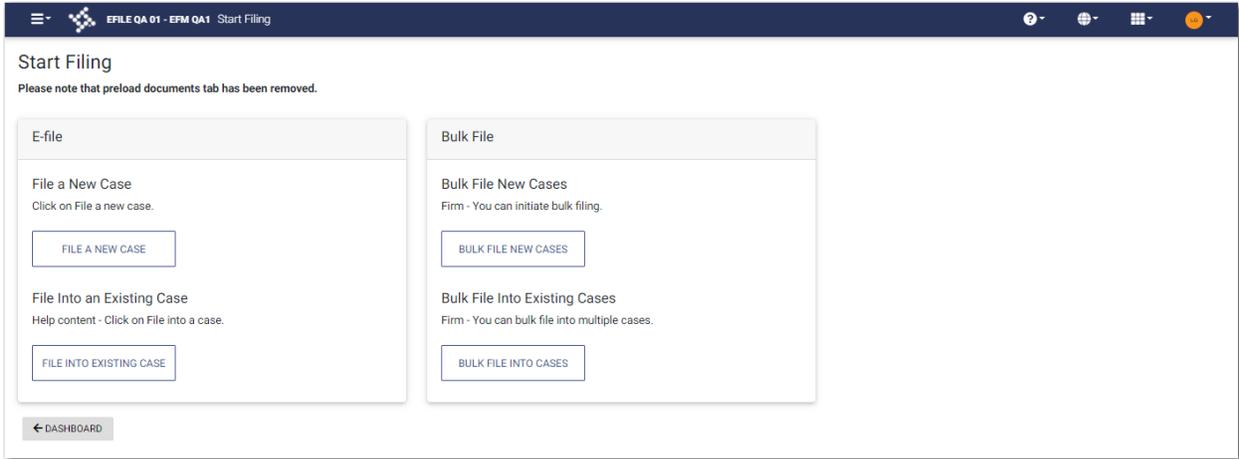


Figure 17.4 – Start Filing Page

2. Click 

The *Bulk Filing* window is displayed.

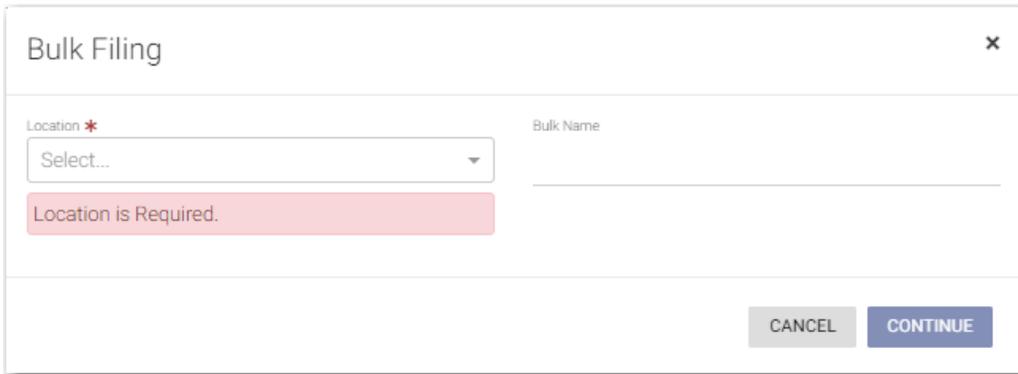


Figure 17.5 – Bulk Filing Window

3. Select the location from the **Location** drop-down list.
 4. Type a name for the bulk filing, and then click 
- The *Bulk Filing Dashboard* page is displayed.

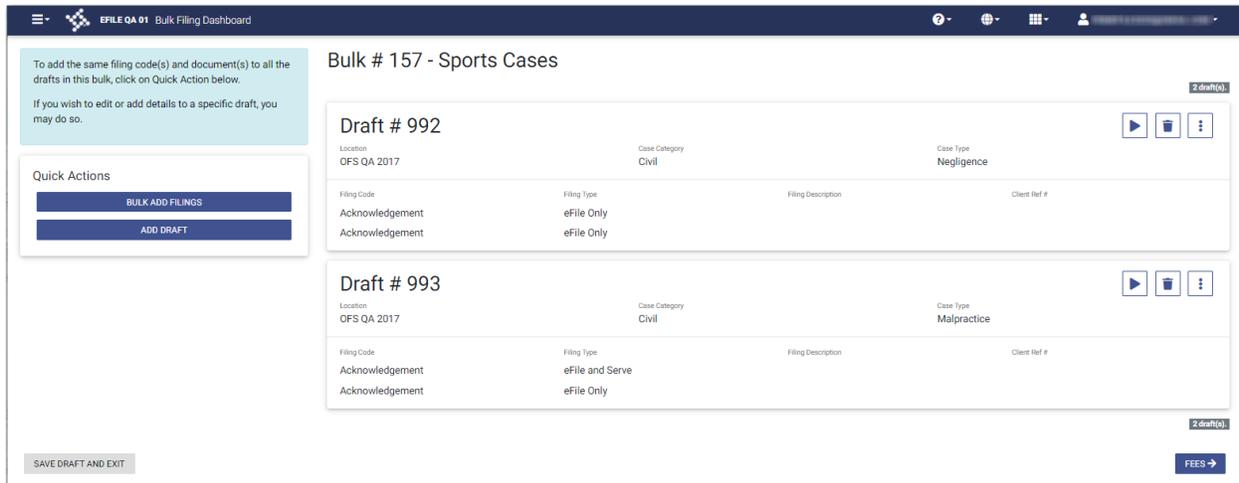


Figure 17.6 – Sample Bulk Filing Dashboard

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

ADD DRAFT

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 *Case Information* page is displayed.

Entering Case Information for a Bulk Filing

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

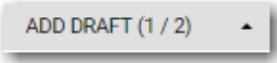
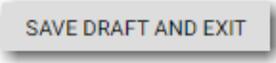
The screenshot shows a web application interface for entering case information. At the top, there is a navigation bar with 'Case', 'Parties', 'Filings', and 'Service' tabs. Below the navigation, there is a header area with the text 'This is test content on case info page for firms.' The main form area contains three dropdown menus: 'Location' (set to 'OFS QA 2017'), 'Case Category' (set to 'Select...'), and 'Case Type' (set to 'Select...'). There are two red error messages: 'Case Category is Required.' and 'Case Type is Required.'. At the bottom of the form, there are three buttons: 'SAVE DRAFT AND EXIT', 'ADD DRAFT', and 'PARTIES'. A 'Help' button is located in the bottom right corner.

Figure 17.7 – Sample Case Information Page

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

To enter case information:

1. 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.

Figure 17.8 – 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.

Figure 17.9 – Address Tab on the Parties Page

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

8. Click **GO TO ADDITIONAL IDENTIFIERS** to add more information for the specified party.

Figure 17.10 – Additional Identifiers Tab on the Parties Page

9. Select the type of driver’s license from the **Drivers License Type** drop-down list.

10. Select the state where the driver’s license was issued from the **Drivers License State** drop-down list.

11. Type the party’s driver’s license number in the **Drivers License Number** field.

12. Type the party’s Social Security number in the **Social Security Number** field.

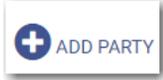
Note: After you type the Social Security number, asterisks are displayed to hide the number.

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

14. Select the party’s gender from the **Gender** drop-down list.

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

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

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

18. 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.

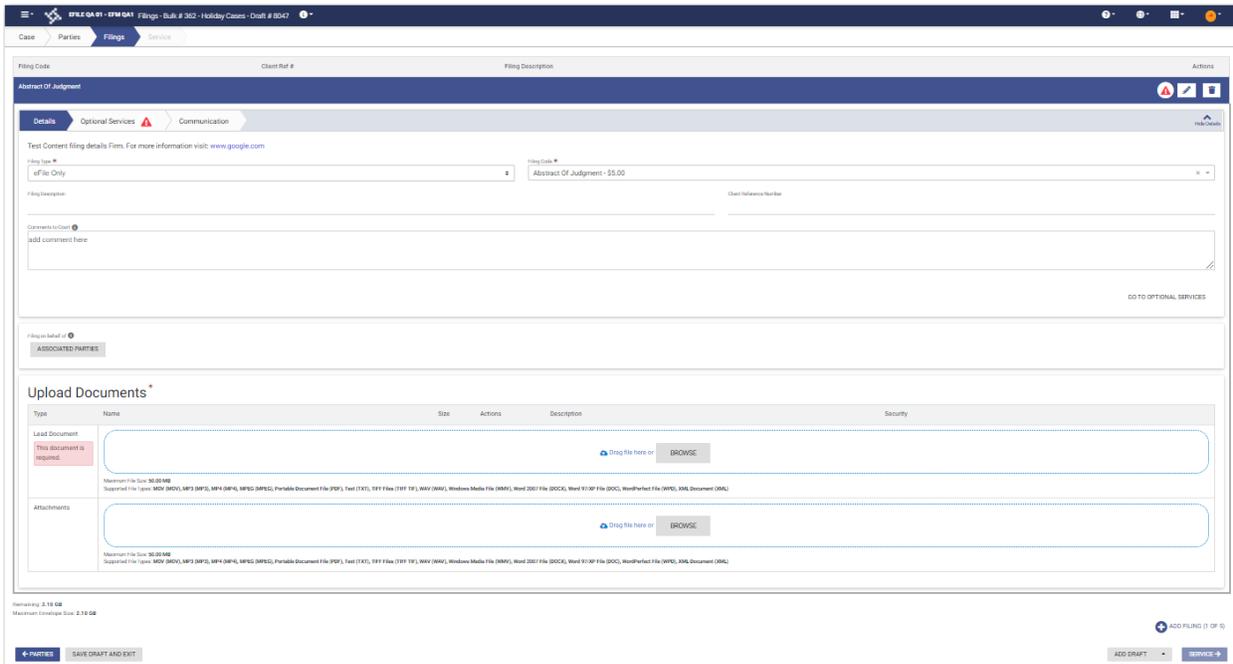
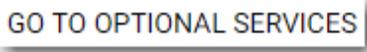


Figure 17.11 – Sample Filings Page

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 .

Note: Some courts require you to select an optional service. When an optional service is required, that service is automatically selected by the system. For some required optional services, you might be asked to select the multiplier before you can continue filing.

The **Optional Services** tab is displayed.

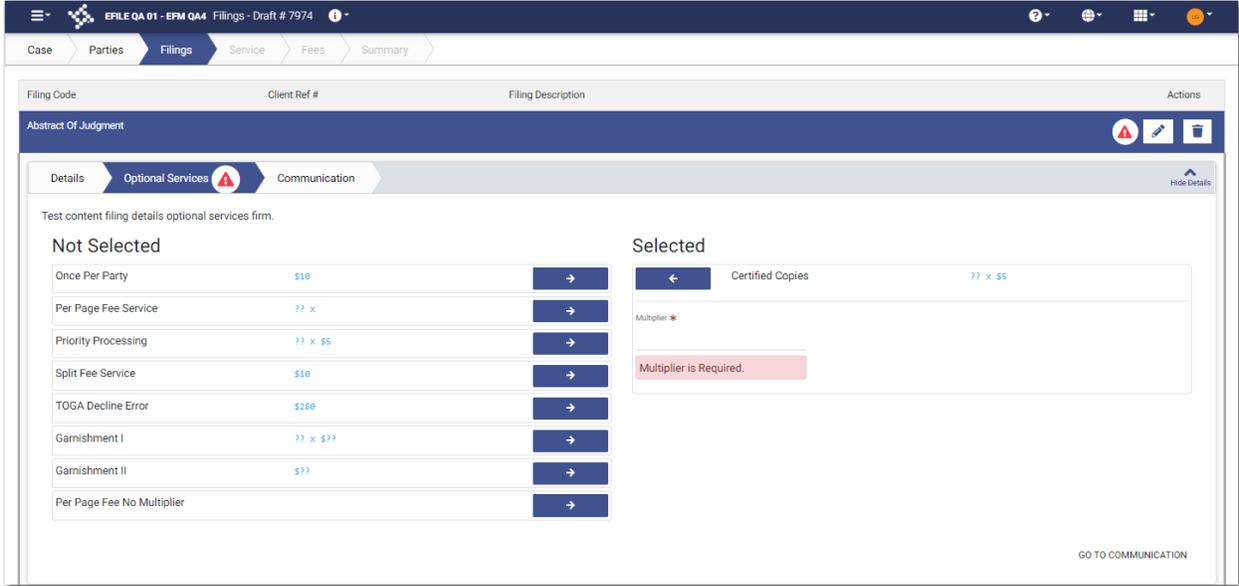


Figure 17.12 – Sample Optional Services Tab

- 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.

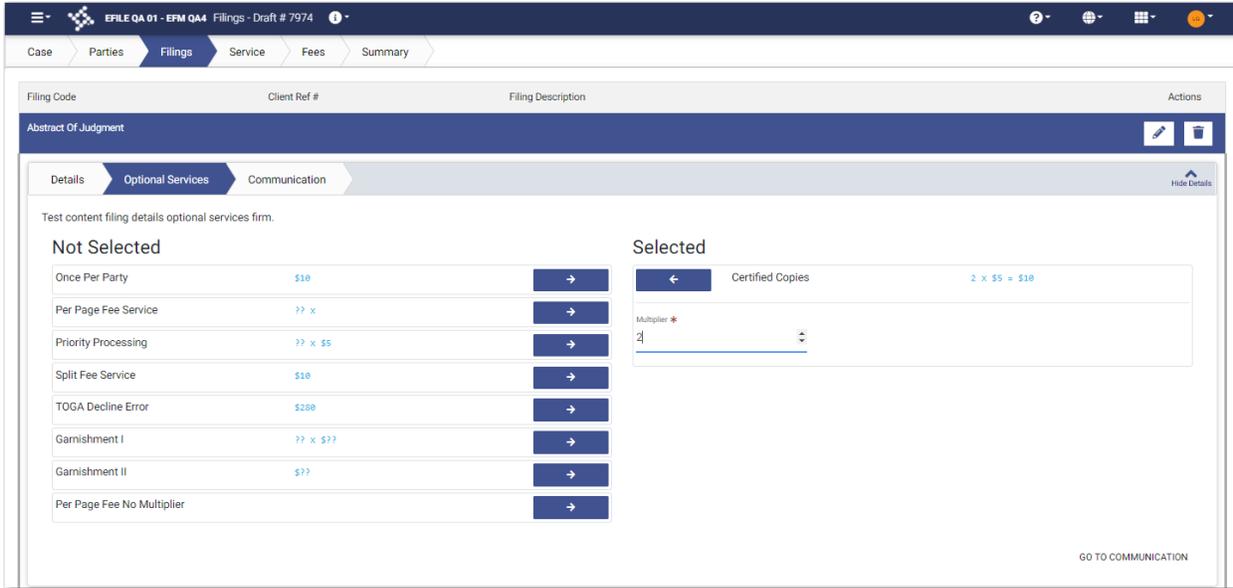


Figure 17.13 – Sample Optional Services Tab with an Optional Service Selected

Note: If you decide that you do not want to use a particular optional service that you have

selected, click . However, if a specified optional service is required by your court, that service will be automatically selected by the system.

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.

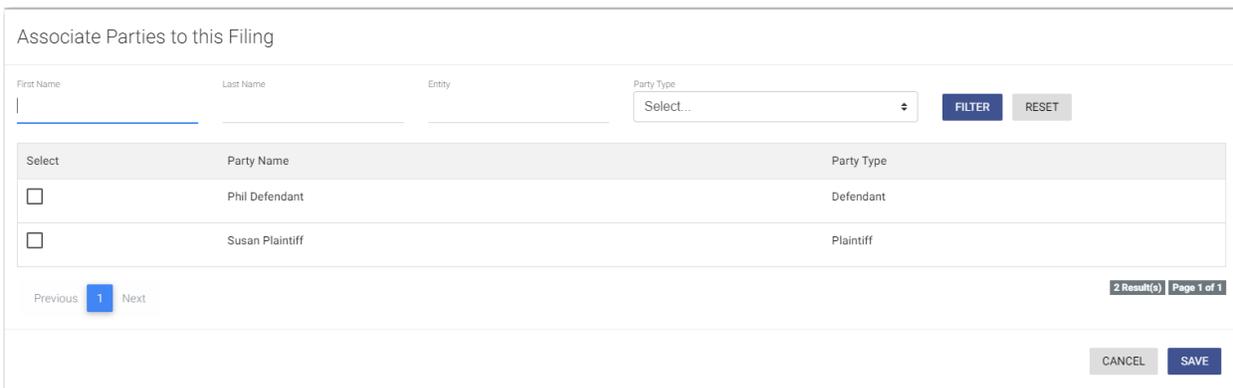
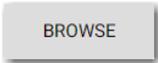


Figure 17.14 – Associate Parties to this Filing Window

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 . Then, select the document that you want to upload.

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

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

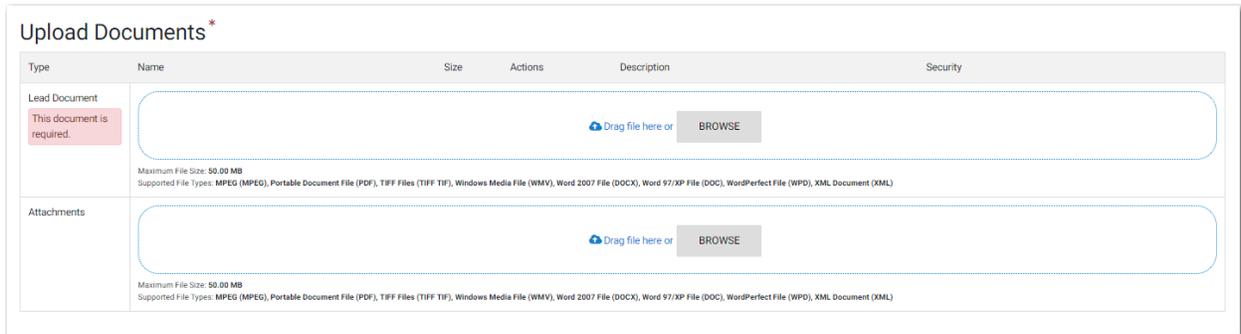
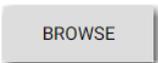
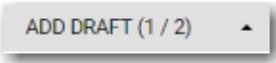
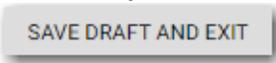


Figure 17.15 – Upload Documents Pane

15. If you have attachments to add to the filing, click  in the **Attachments** section. Then, upload the specified attachments.

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

17. Click  to save your work and continue, click  to add another draft filing, or click  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.

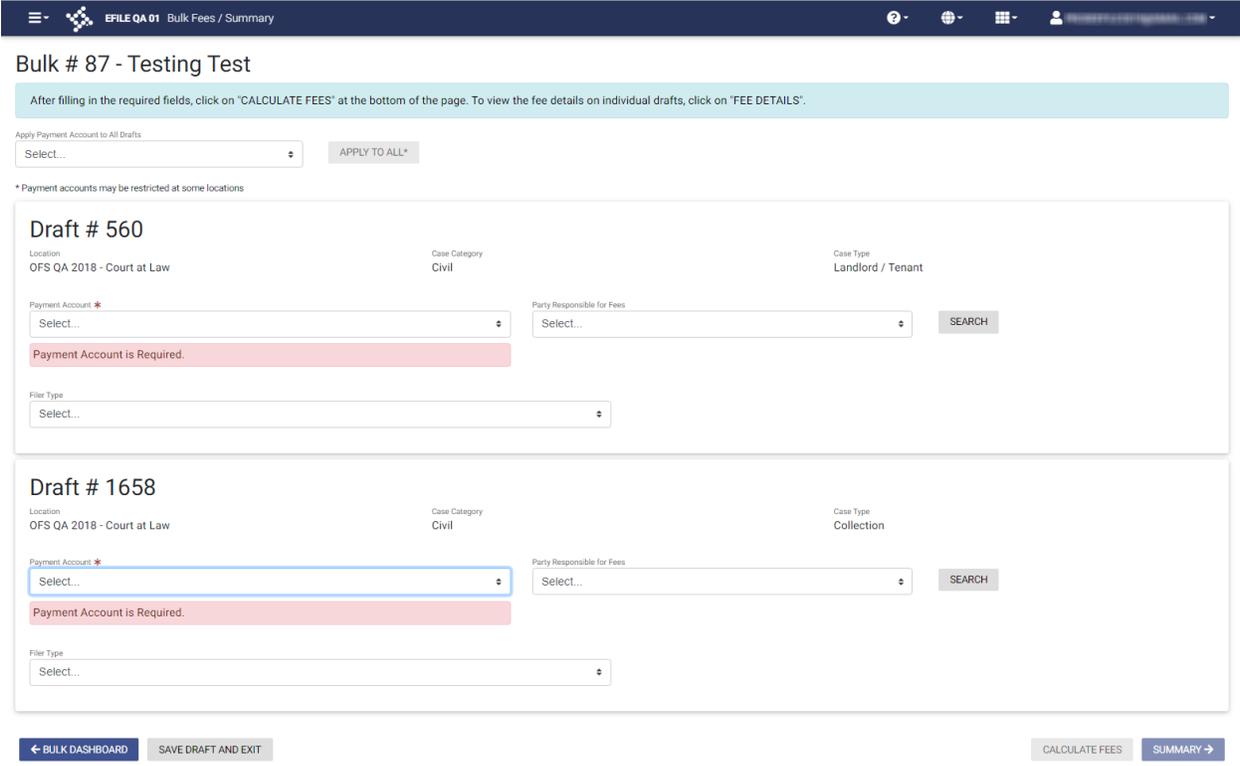
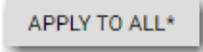


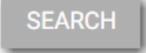
Figure 17.16 – Sample Bulk Fees / Summary Page—Blank Fields

Note: While you are entering a case filing, click  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  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-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 17.17 – 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.

- For each draft filing, select the filer type from the **Filer Type** drop-down list.

EFILE QA 01 Bulk Fees / Summary

Bulk # 87 - Testing Test

After filing 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

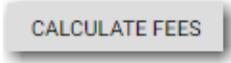
Location: OFS QA 2018 - Court at Law Case Category: Civil Case Type: Collection

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 17.18 – Sample Bulk Fees / Summary Page—Completed Fields

- When all fields on the page have been completed, click  .
The **Fee Details** button is displayed.

FEE DETAILS

5. Click

The *Fee Details* window is displayed.

Fee Details		×
Fraud ^		
Case Initiation Fee		\$10.00
	Subtotal	\$10.00
<hr/>		
Service Fees ^		
Total Service Fees		\$1.00
Convenience Fee		\$1.00
Total Court Service Fees		\$1.00
	Subtotal	\$3.00
		Grand Total \$13.00
		CLOSE

Figure 17.19 – Sample Fee Details Window

SUMMARY →

6. Review the filing fees, and then click

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.

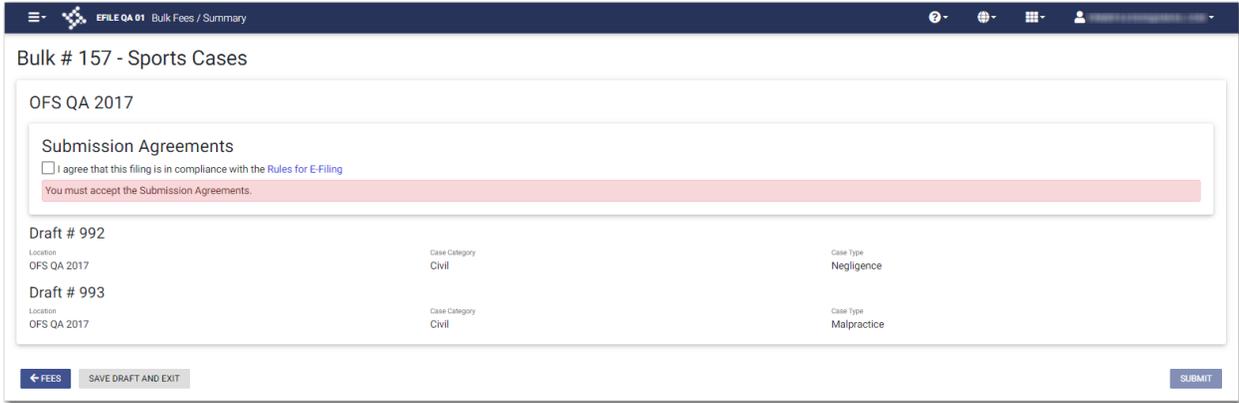


Figure 17.20 – Sample Bulk Fees / Summary Page—Submission Agreements Not Accepted

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

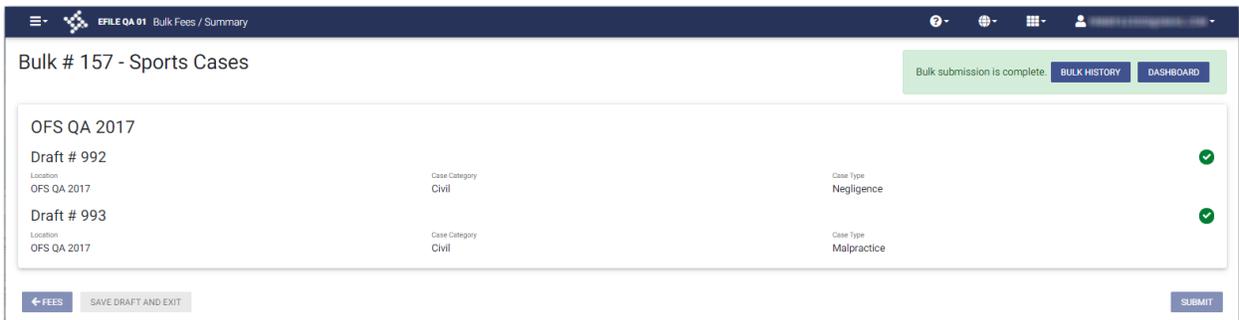


Figure 17.21 – Sample Bulk Fees / Summary Page After Filing is Submitted

5. Click  to return to the *Bulk History* page, or click  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.

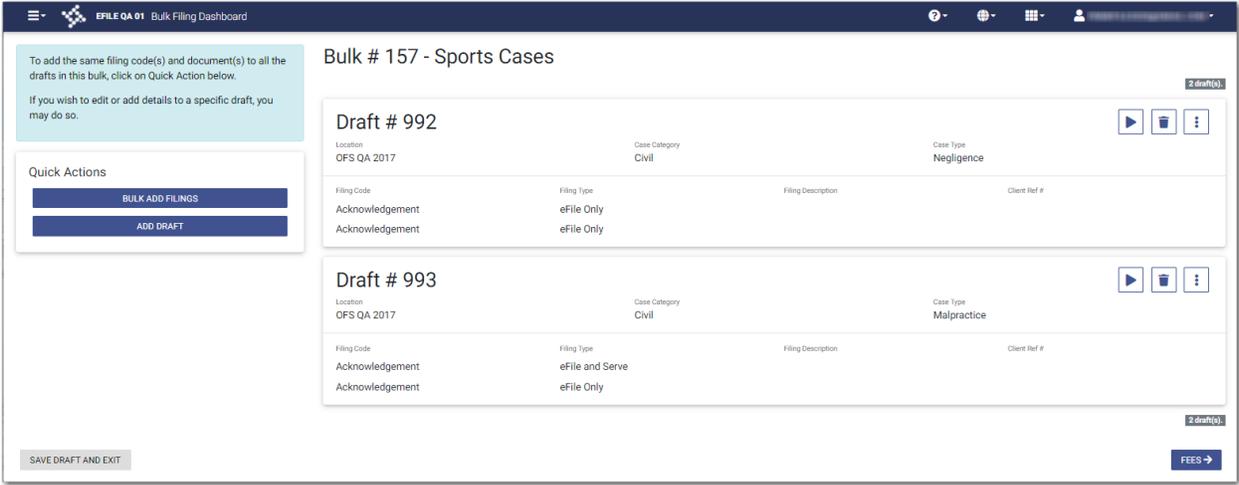


Figure 17.22 – Sample Bulk Filing Dashboard Page

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.

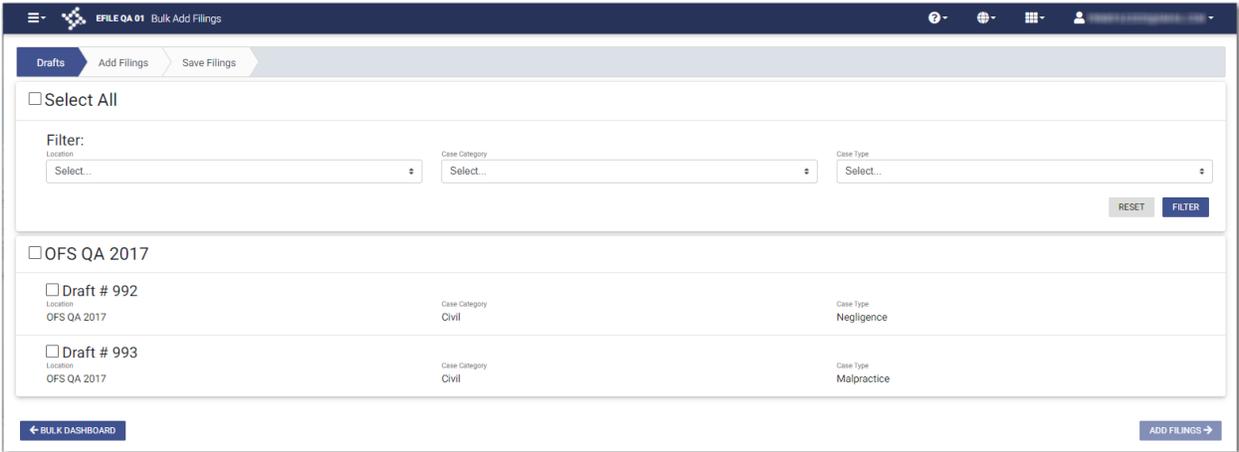


Figure 17.23 – Sample Drafts Tab on the Bulk Add Filings Page

- 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  .

The **Add Filings** tab is displayed.

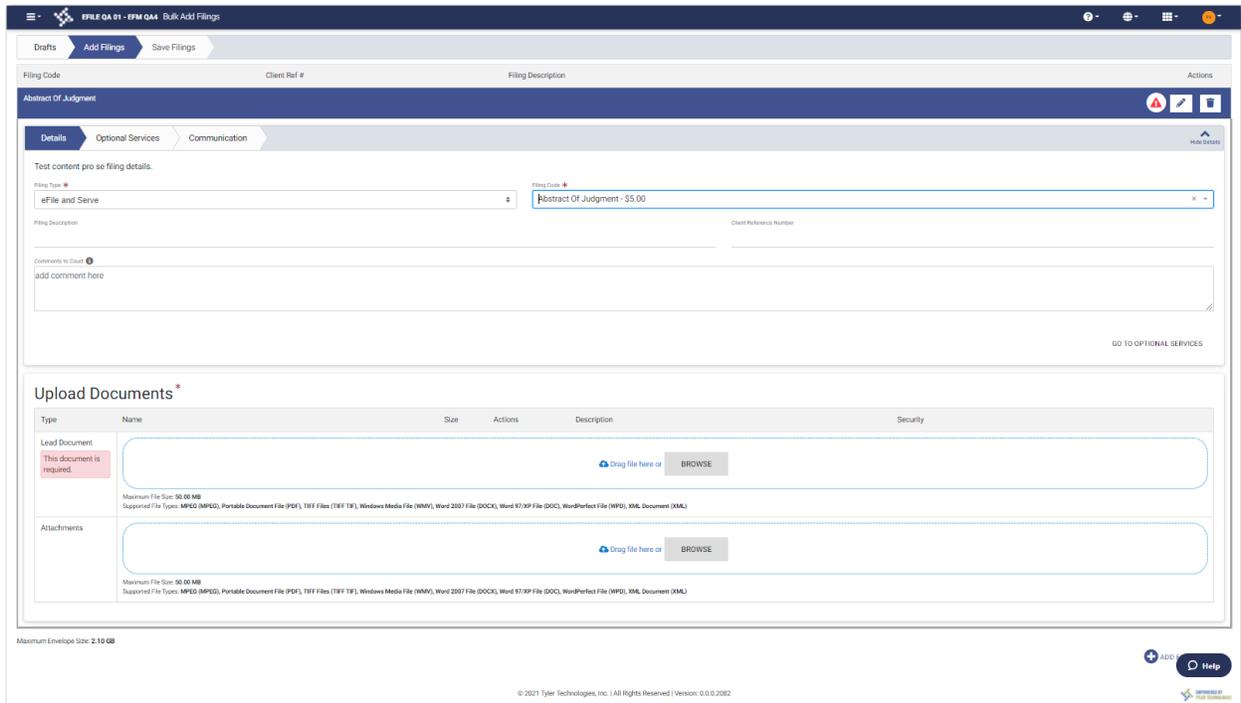
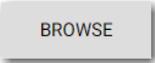


Figure 17.24 – Sample Add Filings Tab on the Bulk Add Filings Page

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  . Then, select the document that you want to upload.

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

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

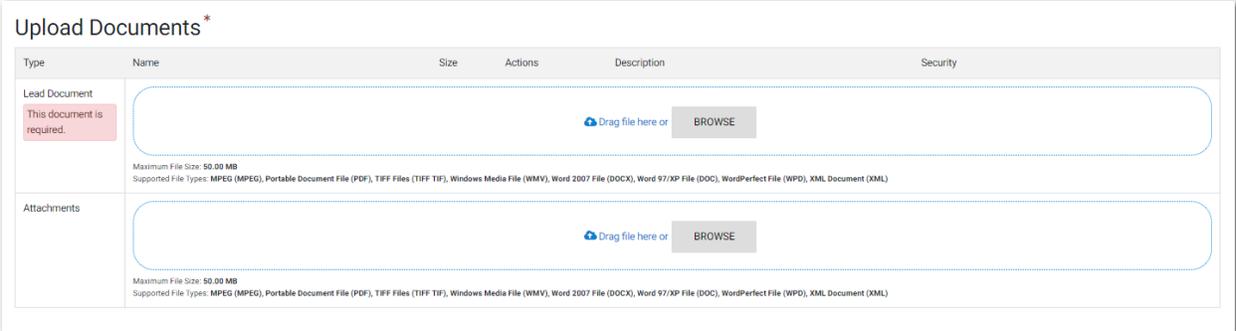
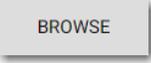


Figure 17.25 – Upload Documents Pane

8. If you have attachments to add to the filing, click  in the **Attachments** section. Then, upload the specified attachments.

9. Click .

The **Save Filings** tab is displayed.

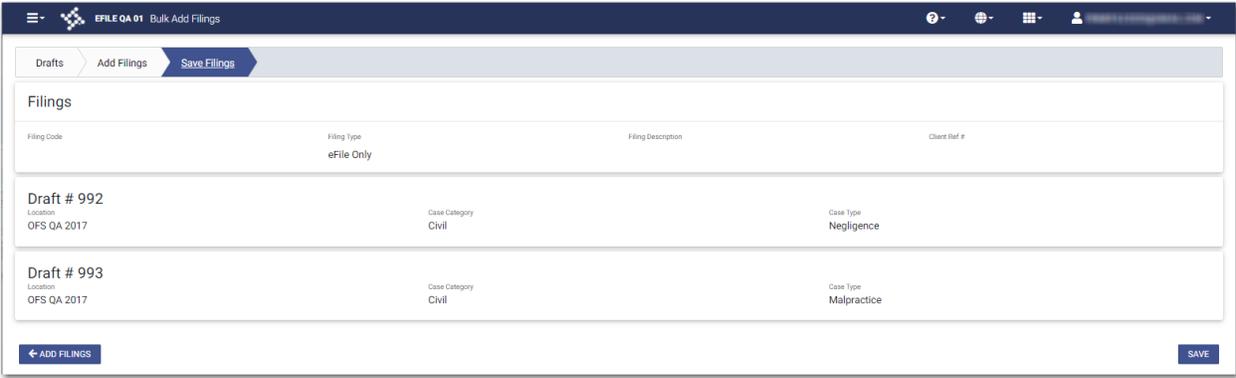


Figure 17.26 – Sample Save Filings Tab on the Bulk Add Filings Page

10. On the **Save Filings** tab, click .

The **Associate Parties** button is displayed for each filing.

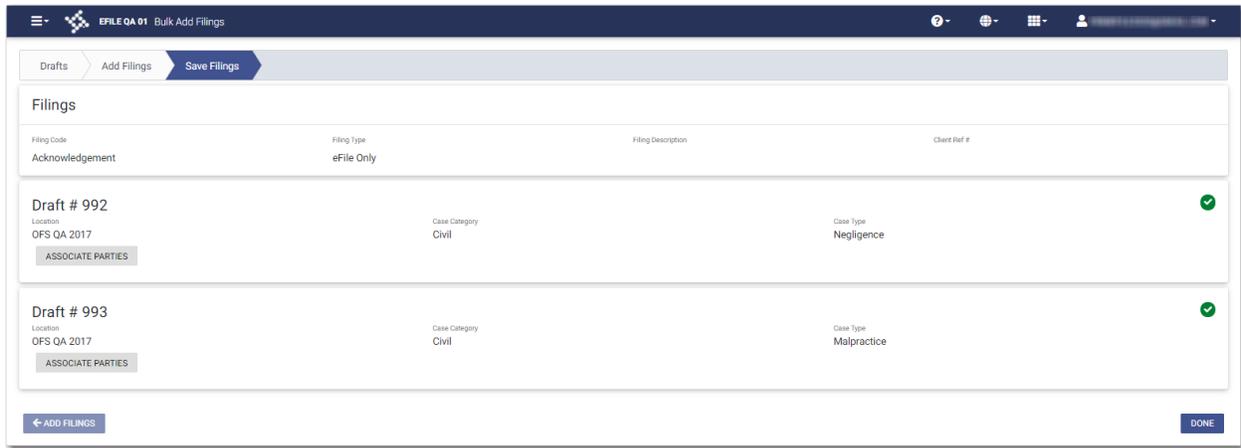


Figure 17.27 – Associate Parties Button Displayed in the Save Filings Tab

11. Click  .

The *Select Filings* window is displayed.

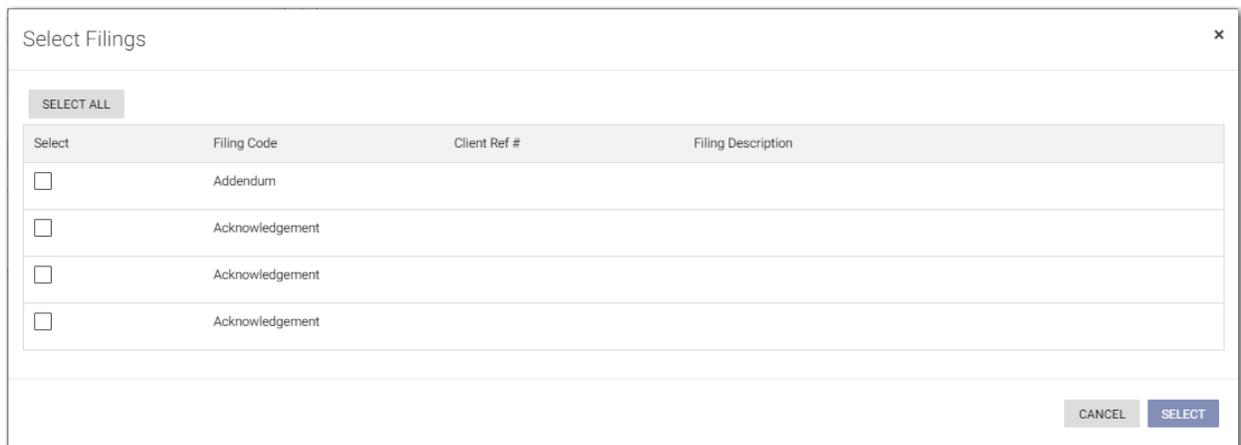


Figure 17.28 – Select Filings Window

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	Party Name	Party Type
<input type="checkbox"/>	Jane Doe	Defendant
<input type="checkbox"/>	John Doe	Plaintiff

Previous Next 2 Result(s) Page 1 of 1

Figure 17.29 – 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

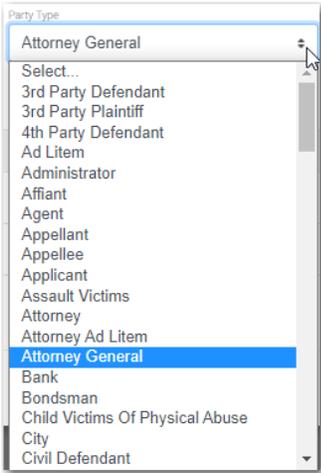
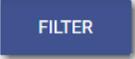


Figure 17.30 – Party Type Drop-Down List

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.

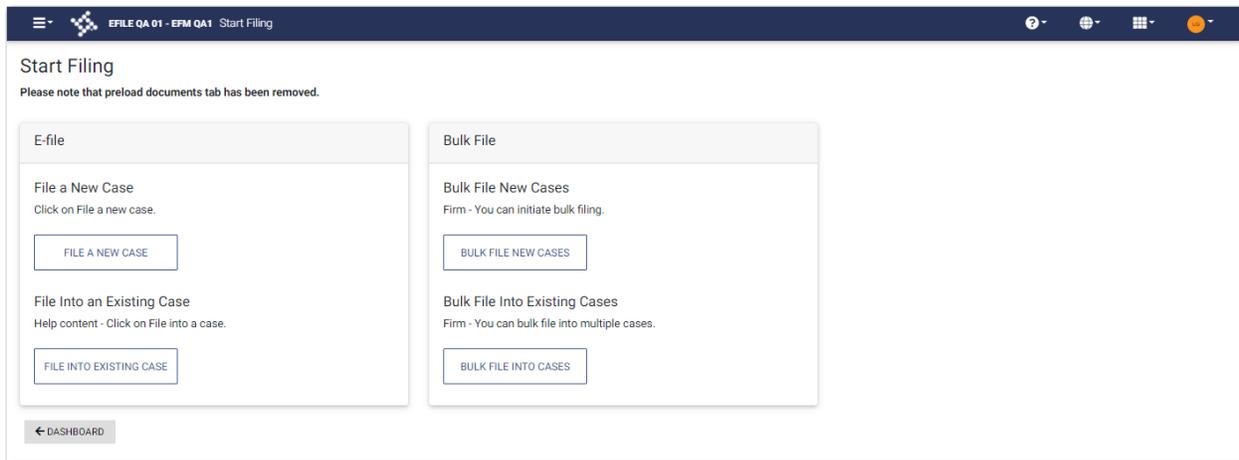


Figure 17.31 – Start Filing Page

2. Click



The *Bulk Filing* window is displayed.

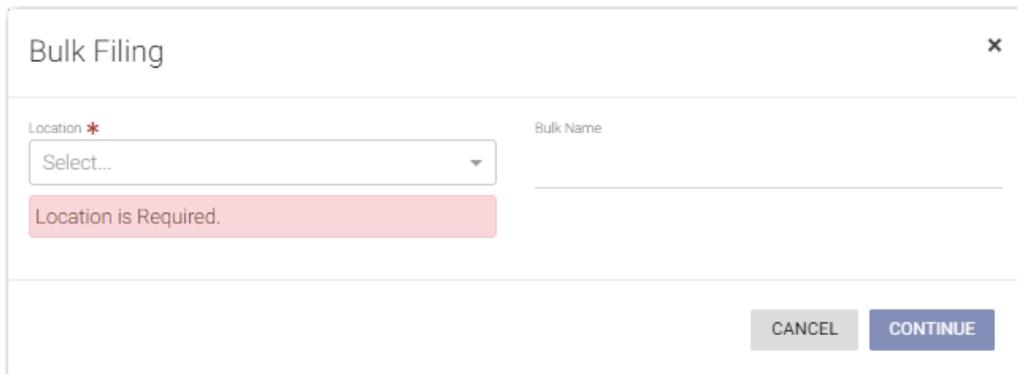


Figure 17.32 – Bulk Filing Window

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

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.

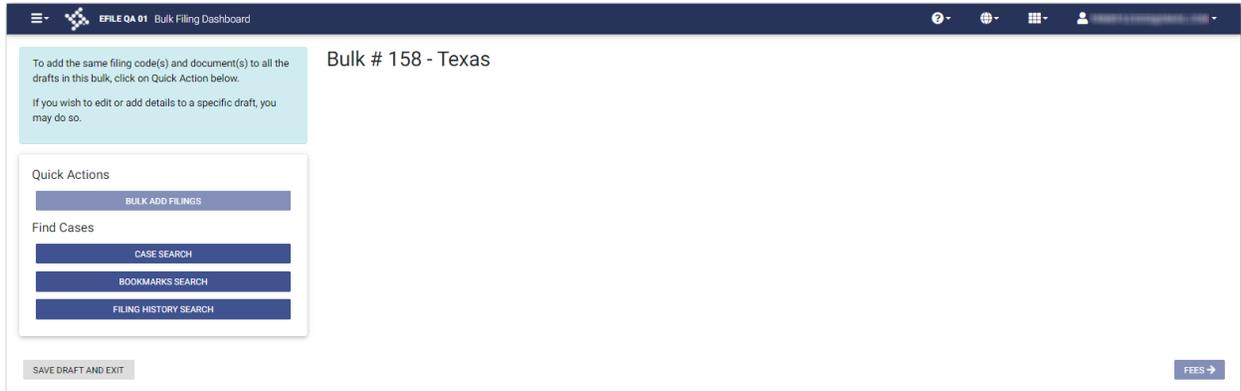


Figure 17.33 – Sample Bulk Filing Dashboard Page

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:

START FILING

1. On the *Dashboard* page, click

The *Start Filing* page is displayed.

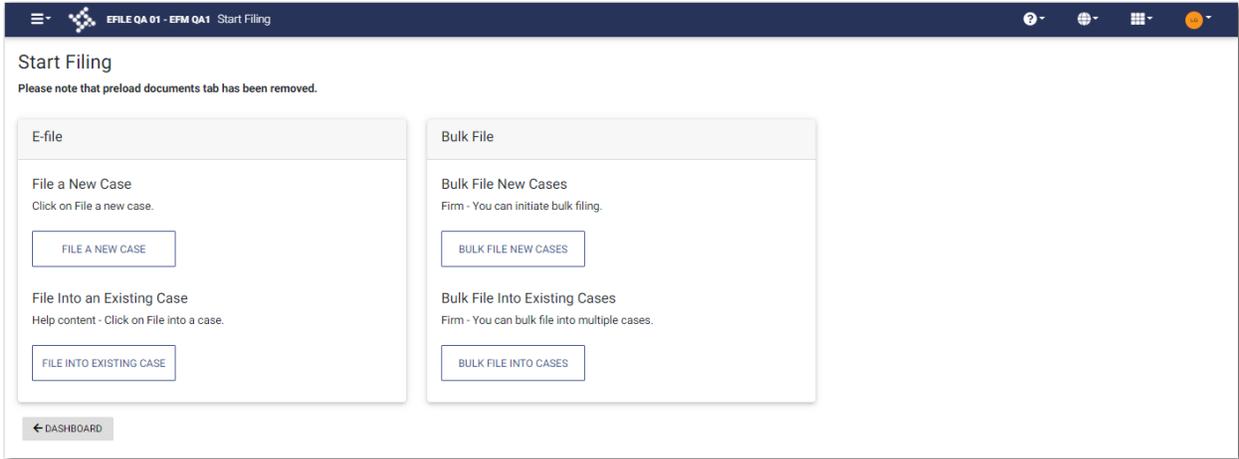


Figure 17.34 – Start Filing Page

2. Click .

The *Bulk Filing* window is displayed.

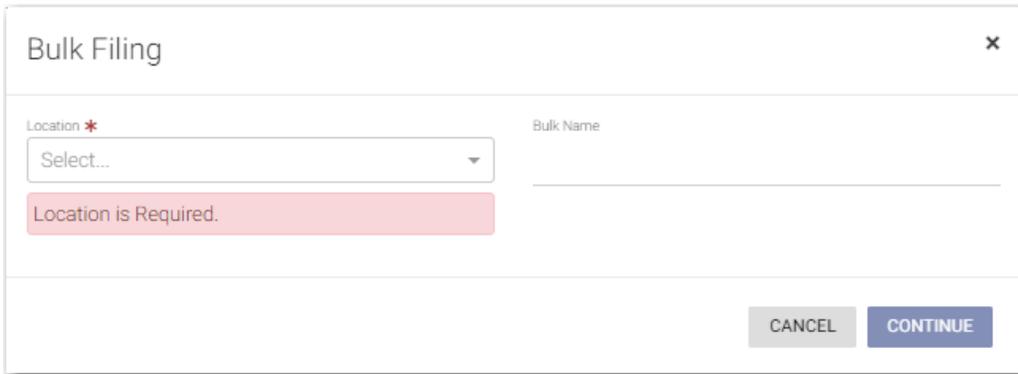


Figure 17.35 – Bulk Filing Window

3. Select the location from the **Location** drop-down list.
 4. Type the name of the bulk filing that you want to file into, and then click .
- The *Bulk Filing Dashboard* page is displayed.

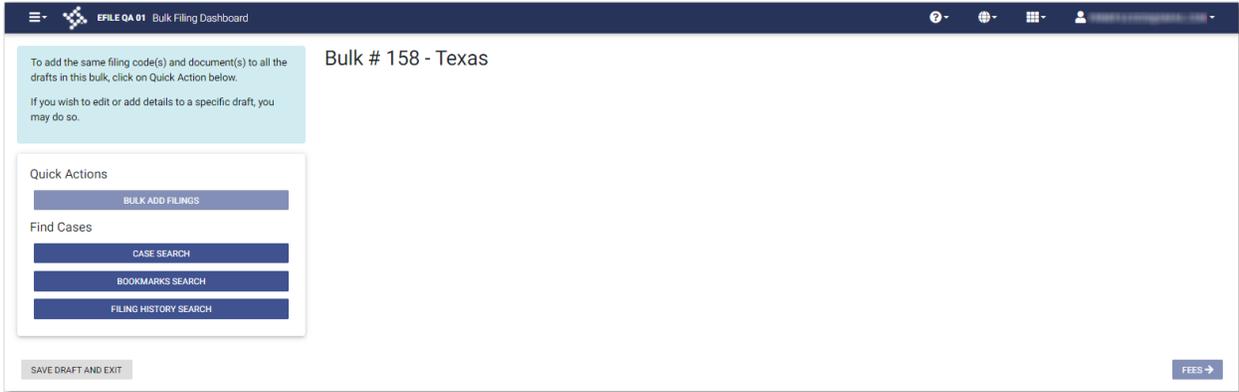


Figure 17.36 – Sample Bulk Filing Dashboard Page

- In the Quick Actions pane, click



The *Bookmarks* window is displayed. If previous bulk filings were bookmarked, they are displayed in the window.

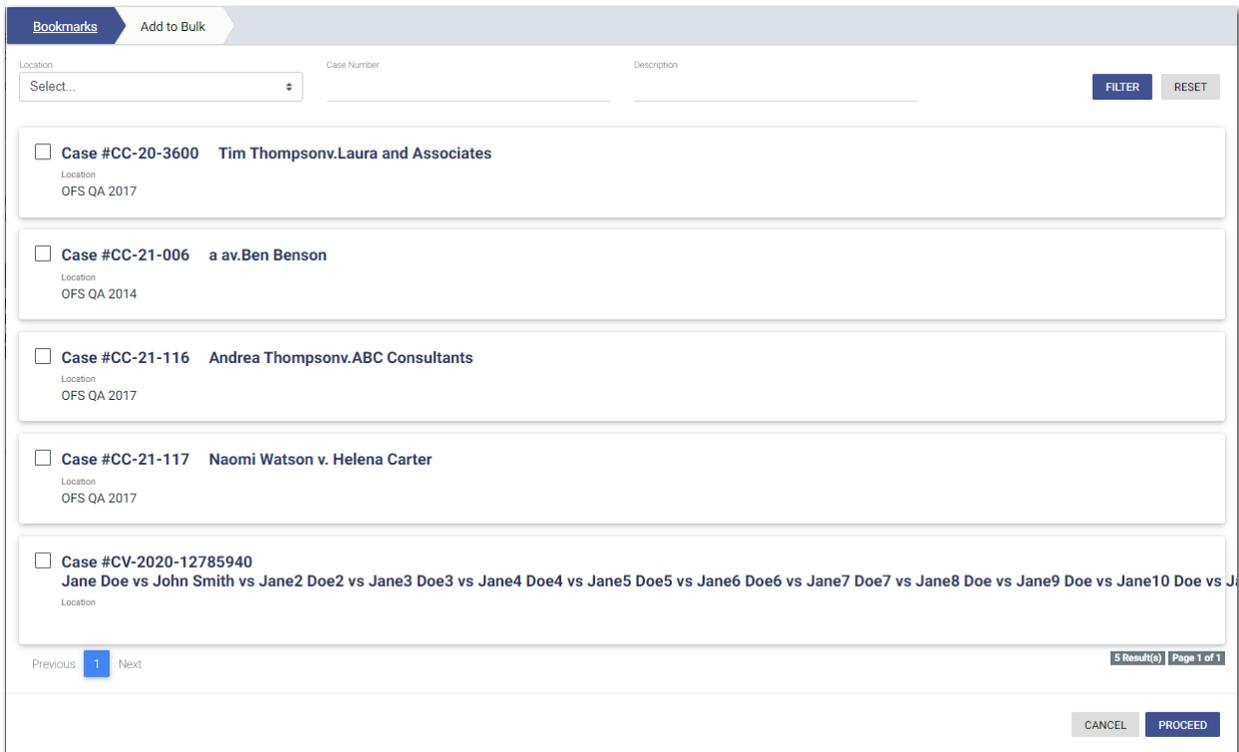
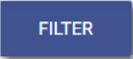


Figure 17.37 – Sample Bookmarks Window

- Select the bulk filing that you want to file into, and then click



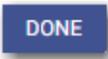
Note: If your bulk filing is not displayed in the *Bookmarks* window, you can search for the bulk filing that you want. Select the location from the Location drop-down list, and then type the case

number in the *Case Number* field. Then, click .

The *Add to Bulk* window is displayed.



Figure 17.38 – Add to Bulk Window

- Click , and then click .

The case you selected is added to the bulk filing and is displayed on the *Bulk Filing Dashboard* page.



Figure 17.39 – 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:

- On the *Dashboard* page, click .

The *Start Filing* page is displayed.

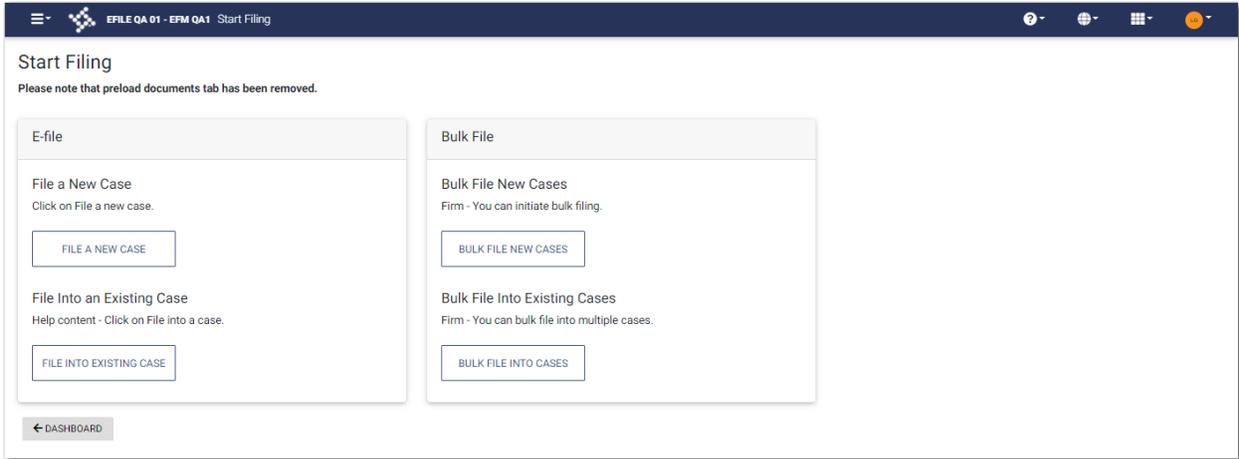


Figure 17.40 – Start Filing Page

2. Click .

The *Bulk Filing* window is displayed.

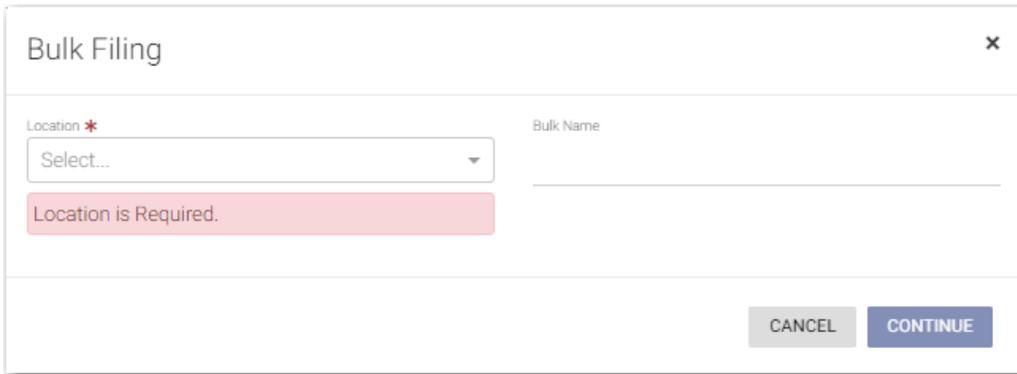


Figure 17.41 – Bulk Filing Window

3. Select the location from the **Location** drop-down list.
 4. Type the name of the bulk filing that you want to file into, and then click .
- The *Bulk Filing Dashboard* page is displayed.

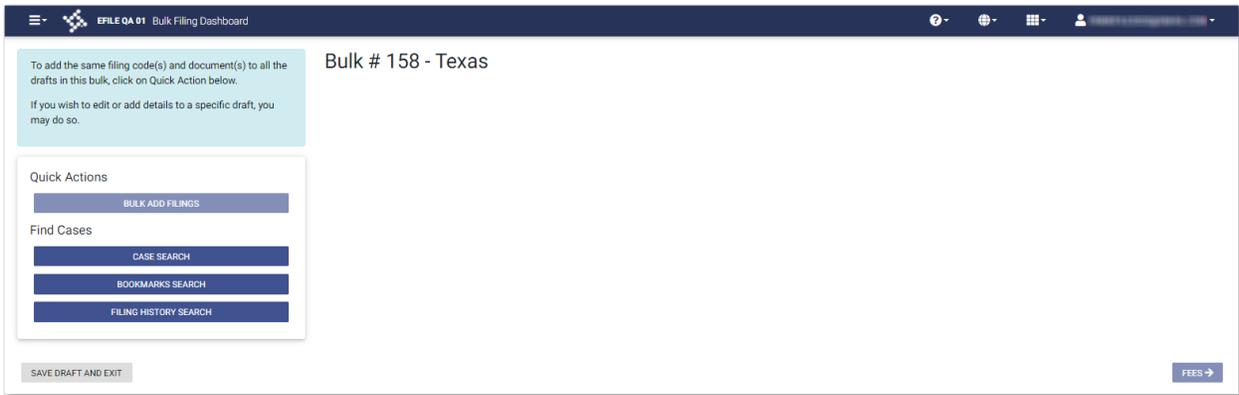


Figure 17.42 – Sample Bulk Filing Dashboard Page

- In the Quick Actions pane, click . The *Case Search* window is displayed.

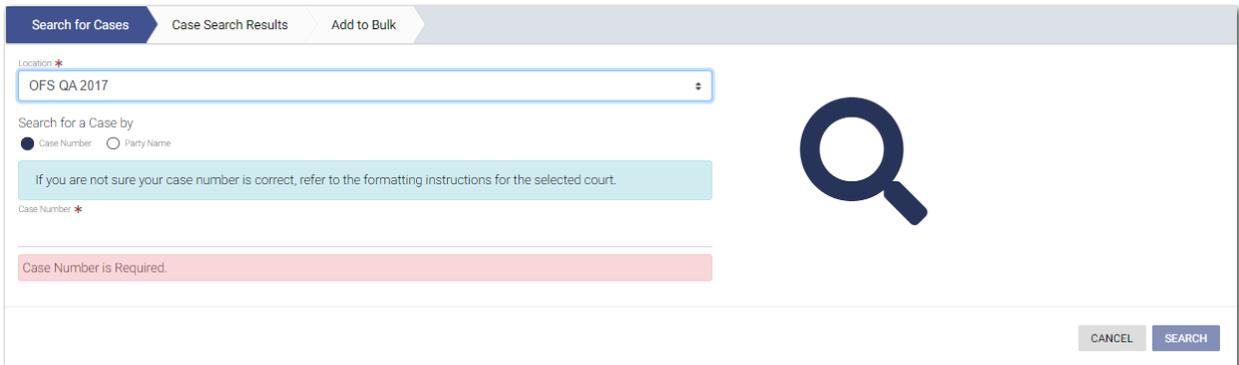


Figure 17.43 – Case Search Window

- Select the location of the case that you want to find from the **Location** drop-down list.
- Type the number for the case you want to find, and then click  or press ENTER. The *Case Search Results* window is displayed.

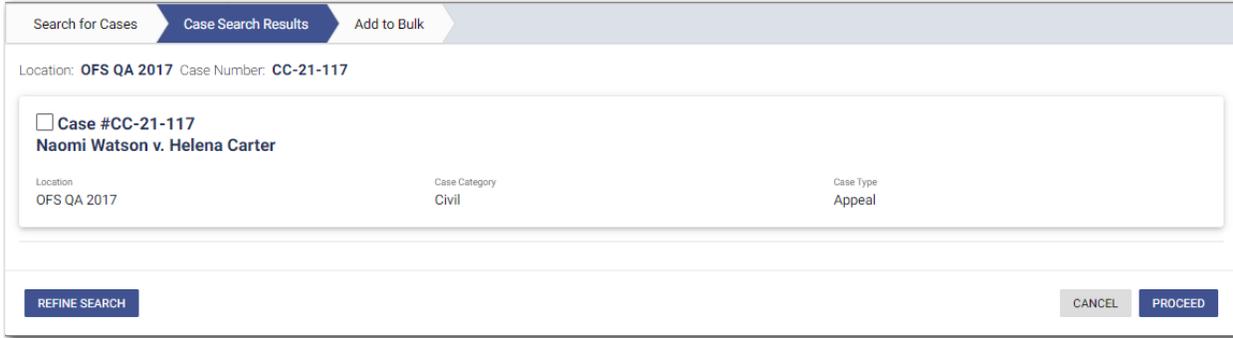


Figure 17.44 – Case Search Results Window

- If the case is the one you want to add to the bulk, select the check box, and then click **PROCEED**.
The *Add to Bulk* window is displayed.

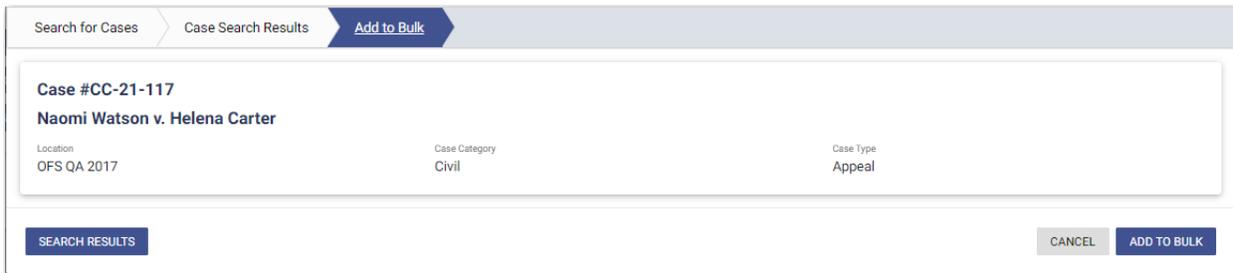


Figure 17.45 – Add to Bulk Window

Note: If the case that results from the search is not correct, click **REFINE SEARCH**. Then search for your case again.

Note: If you do not click any cases in the *Case Search Results* window, you cannot proceed.

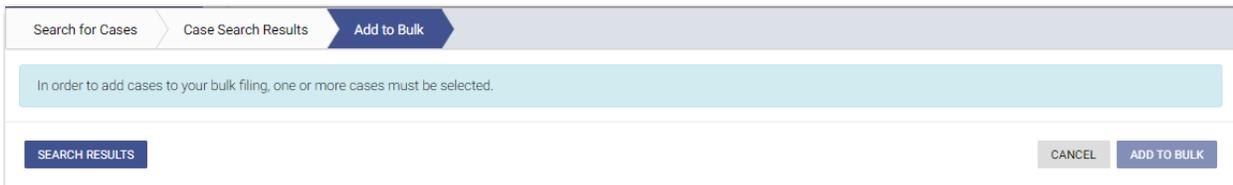


Figure 17.46 – Case Search Message—No Cases Selected

- If the case that results from your search is correct and you selected the check box for that case, click **ADD TO BULK**, and then click **DONE**.

The case you selected is added to the bulk filing and is displayed on the *Bulk Filing Dashboard* page.

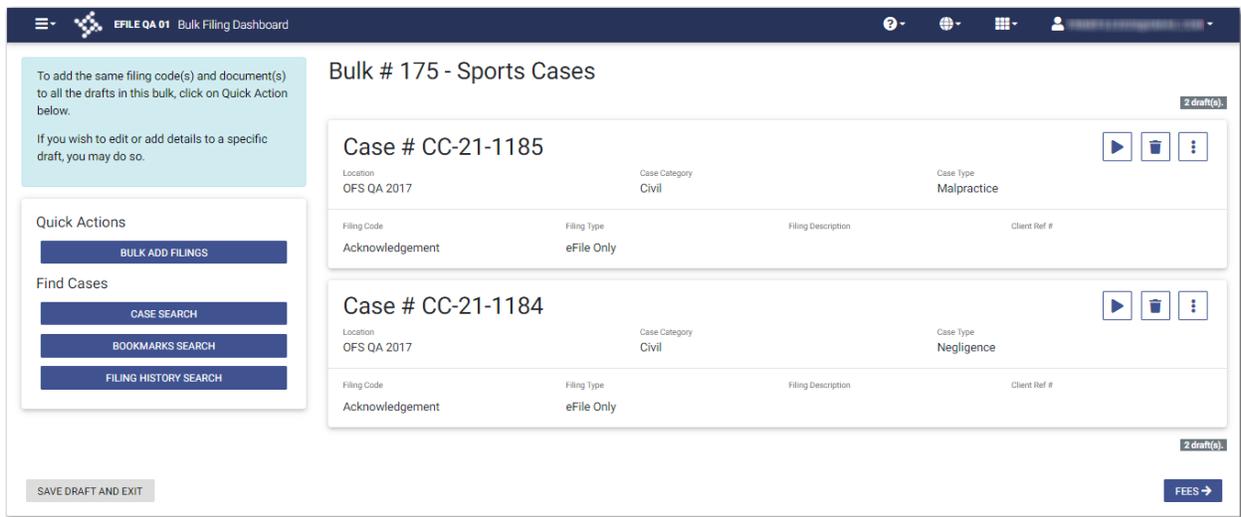


Figure 17.47 – Sample Bulk Filing Dashboard Page—Case Added to Bulk

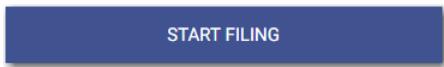
Filing into Multiple Existing Cases Using Filing History Search

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:

1. On the *Dashboard* page, click



The *Start Filing* page is displayed.

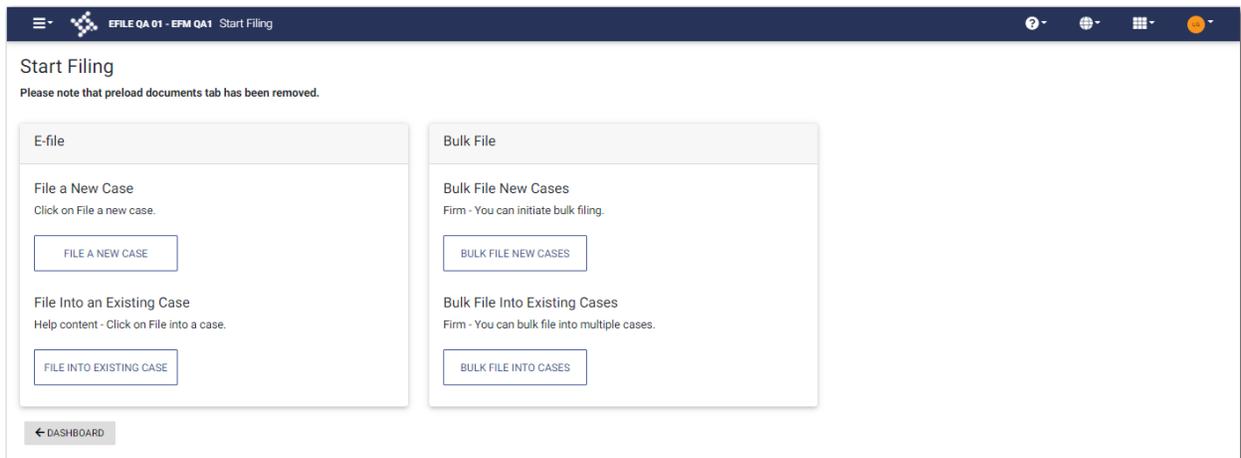


Figure 17.48 – Start Filing Page

2. Click



The *Bulk Filing* window is displayed.

Bulk Filing [X]

Location * Bulk Name

Select... _____

Location is Required.

[CANCEL] [CONTINUE]

Figure 17.49 – Bulk Filing Window

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

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

Bulk # 158 - Texas

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 →]

Figure 17.50 – Sample Bulk Filing Dashboard Page

FILING HISTORY SEARCH

5. In the Quick Actions pane, click

The *Filing History* window is displayed.

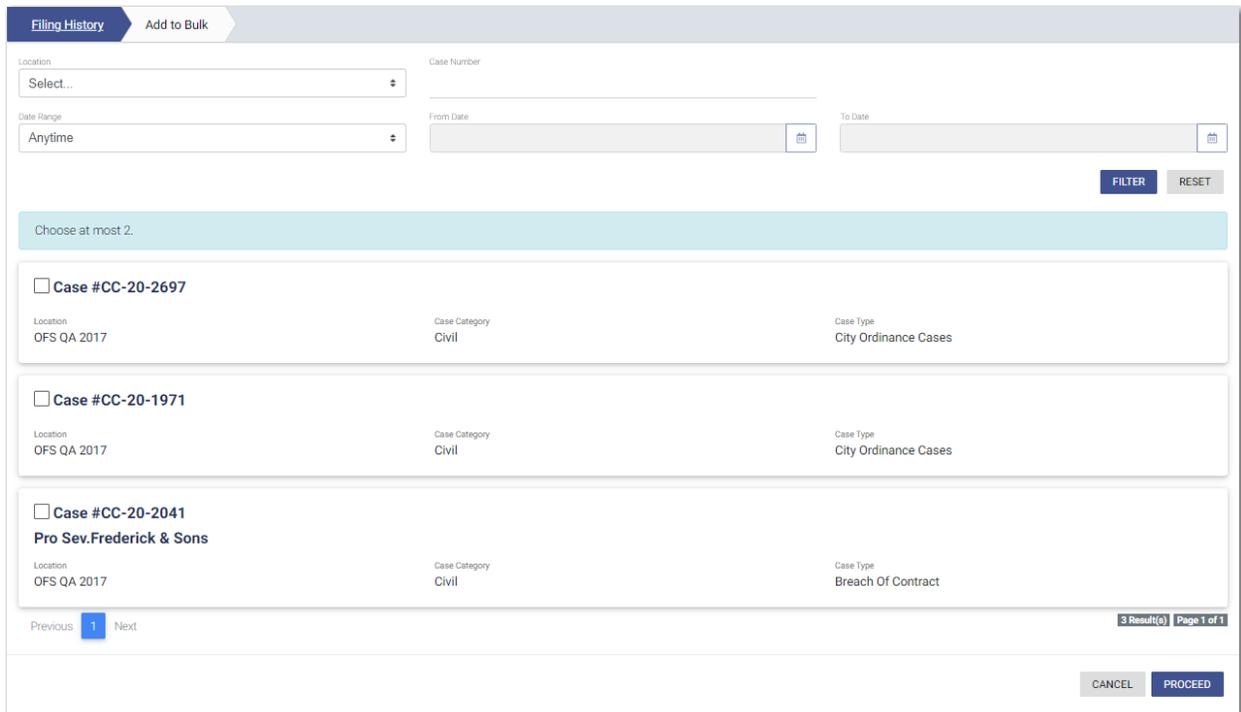


Figure 17.51 – Sample Filing History Window

6. Select the bulk filing that you want to file into, and then click **PROCEED**.

The *Add to Bulk* window is displayed.



Figure 17.52 – 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**, and then click **DONE**.

The case you selected is added to the bulk filing and is displayed on the *Bulk Filing Dashboard* page.

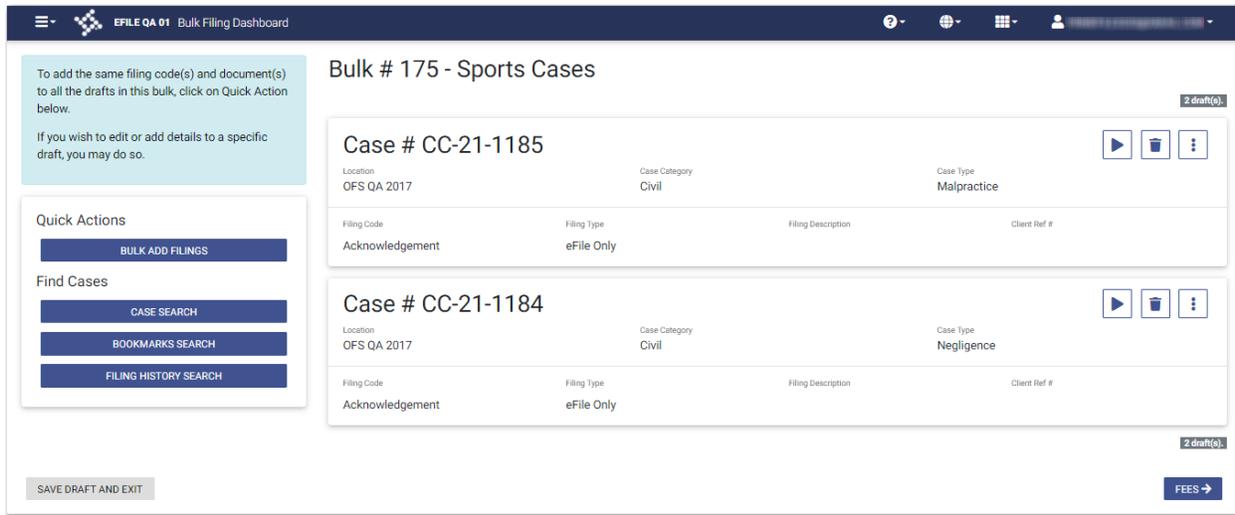


Figure 17.53 – Sample Bulk Filing Dashboard Page—Case Added to Bulk

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.

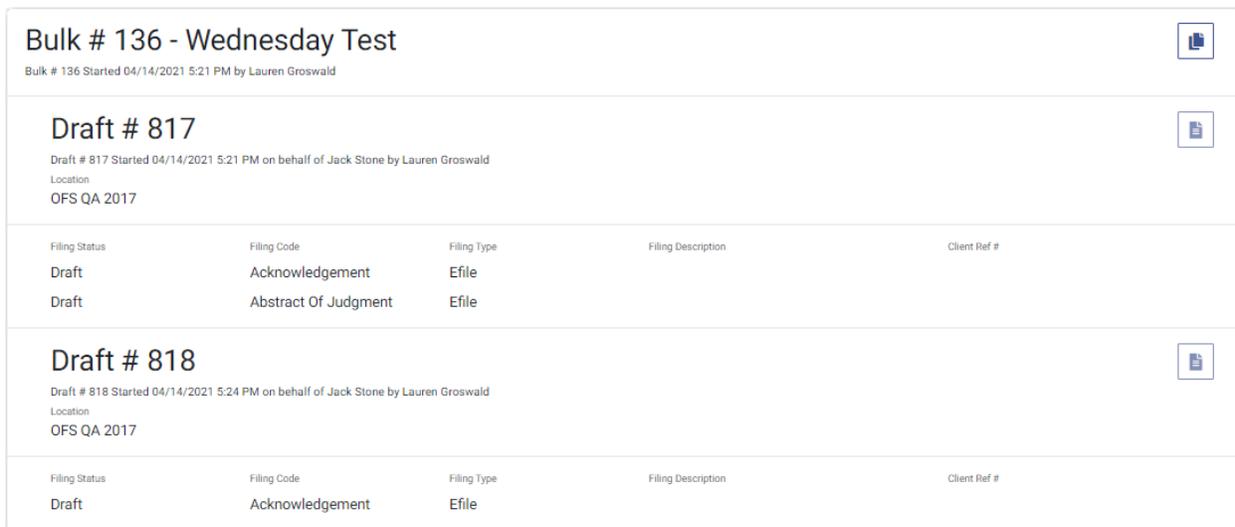


Figure 17.54 – Sample Bulk Filing Pane

3. Click  .

The filing that you copied is displayed on the *Bulk Filing Dashboard* page.



Figure 17.55 – Sample Bulk Filing Dashboard

- Continue with your filing.

18 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.

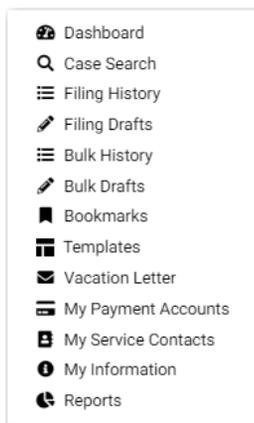


Figure 18.1 – Dashboard

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 *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.

The screenshot displays the 'Bulk History' page. On the left is a 'Filing History Filter' sidebar with sections for Bulk Number / Name, Status (radio buttons for All Statuses, Accepted, Cancelled, Received, Served, Returned, Submitted, Submitting), Location (Any Location), Case / Envelope Number (Case Number, Envelope Number), and Date Range (radio buttons for Anytime, Last Month, Last Week, Last Two Days, Today, and a 'Pick a Custom Range' option with a date picker). At the bottom of the filter are 'RESET' and 'FILTER' buttons. The main content area has tabs for 'FILING HISTORY', 'FILING DRAFTS', 'BULK HISTORY', and 'BULK DRAFTS'. The 'BULK HISTORY' tab is active, showing a list of bulk filings. Each entry includes a 'Bulk #', a 'Case #', and a table of filing details. The table columns are 'Filing Status', 'Filing Code', 'Filing Type', 'Filing Description', and 'Client Ref #'. There are also 'RESET', 'FILTER', and 'Help' buttons at the bottom of the page.

Bulk #	Case #	Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Bulk # 242	Case # CC-20-2697	Submitted	Notice - Auto Accept	Efile		
Bulk # 240	Case # CC-20-2041	Submitted	Notice - Auto Accept	Efile		
Bulk # 240	Case # CC-20-2697	Accepted	Notice - Auto Accept	Efile		

Figure 18.2 – 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.

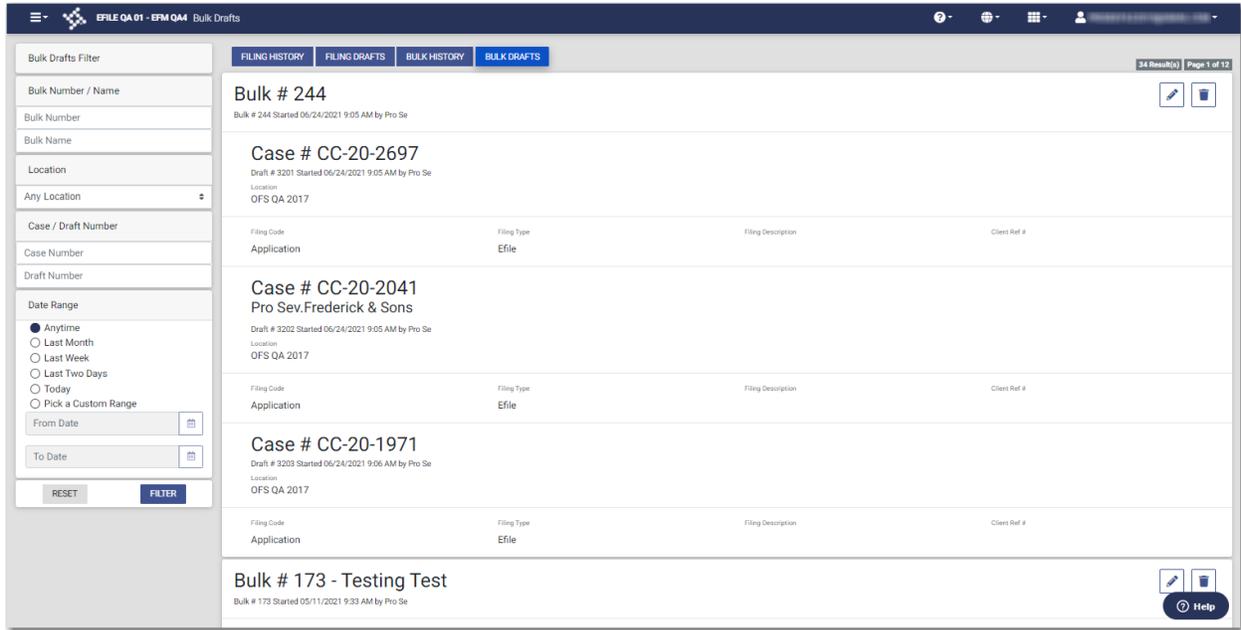


Figure 18.3 – Sample Bulk Drafts Page

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.

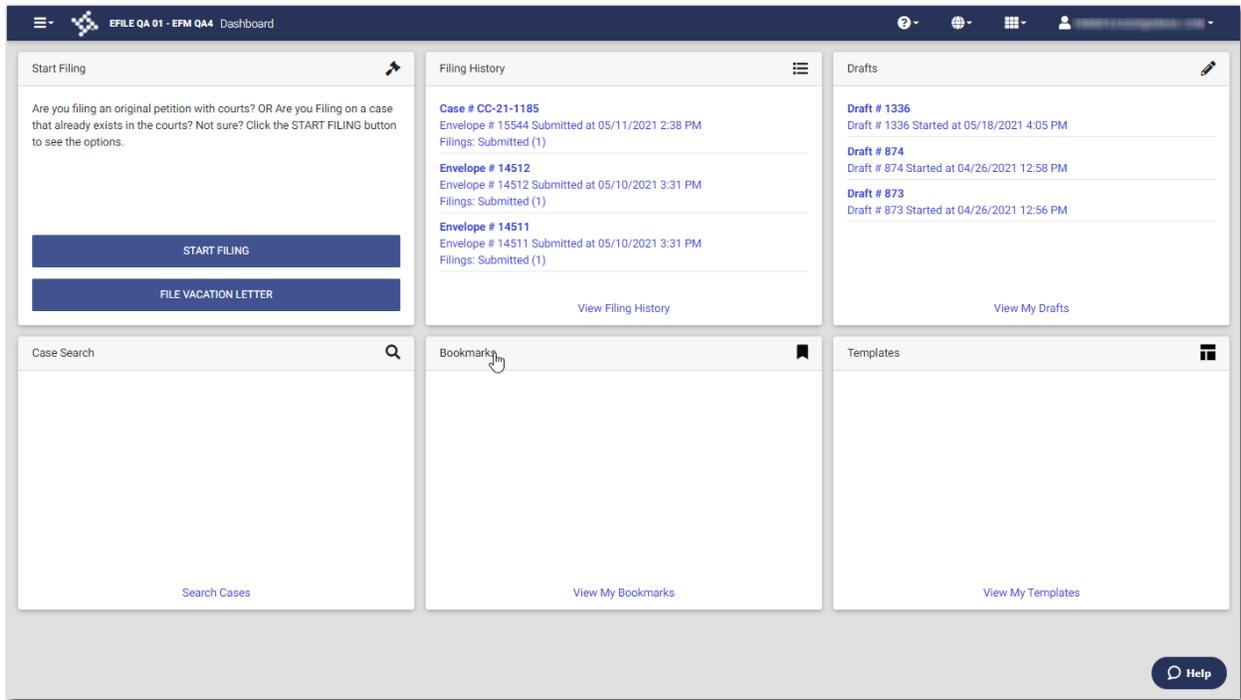


Figure 18.4 – Dashboard Page

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.

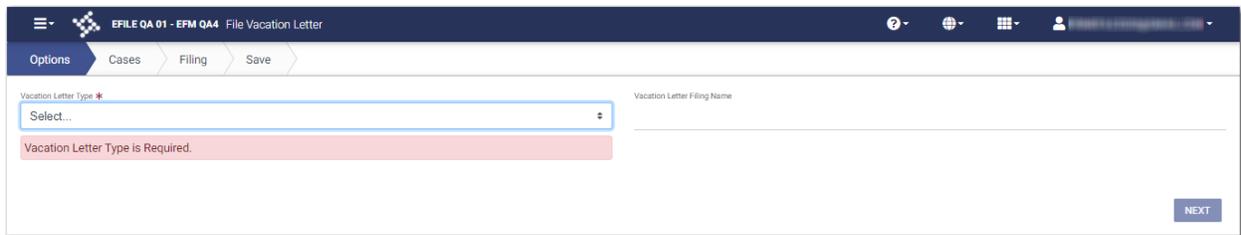


Figure 18.5 – Options Tab on the File Vacation Letter Page

2. From the **Vacation Letter Type** drop-down list, select the vacation letter type that you want.

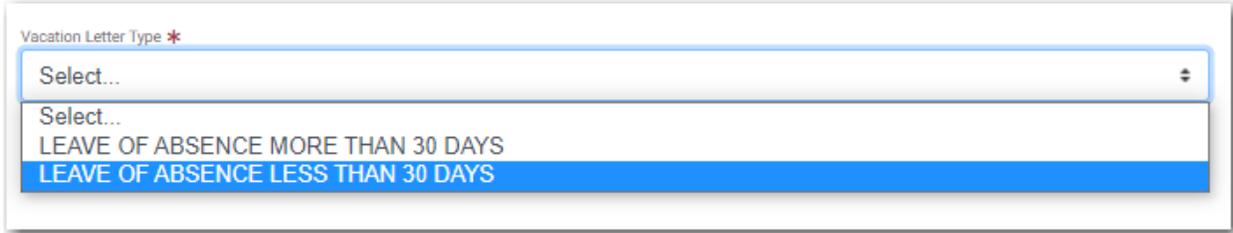


Figure 18.6 – Sample Vacation Letter Type Drop-Down List

3. Type a name for the vacation letter filing in the **Vacation Letter Filing Name** field.

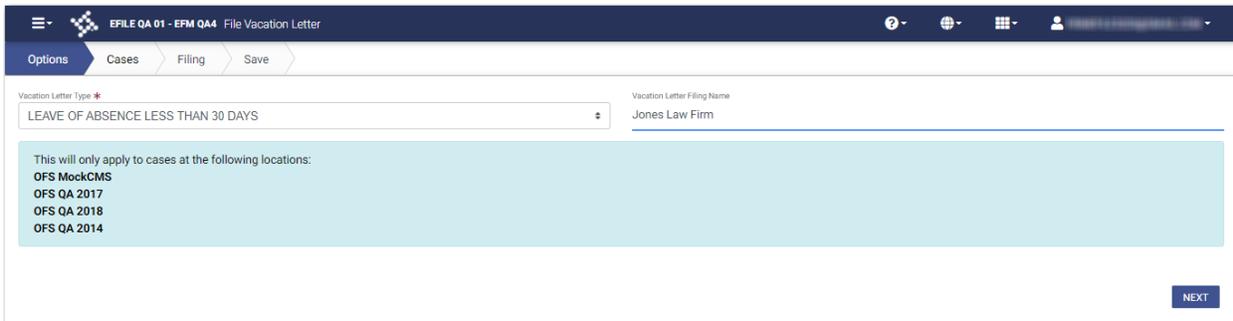


Figure 18.7 – Sample Options Tab on the File Vacation Letter Page with Fields Completed

4. Click .

The **Cases** tab is displayed. Your current cases are selected.

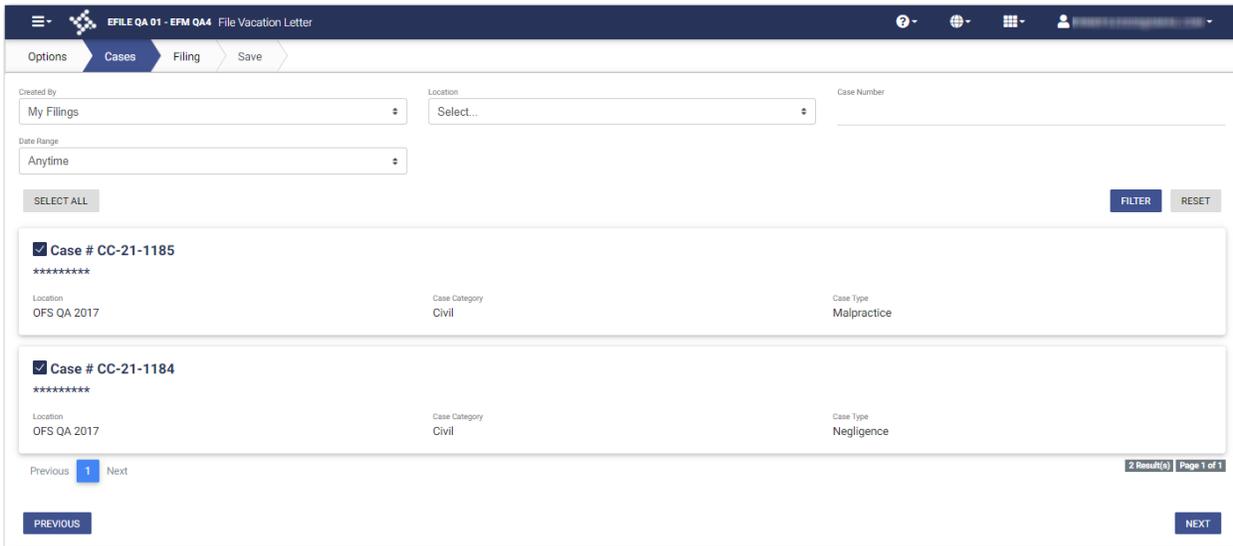


Figure 18.8 – Sample Cases Tab on the File Vacation Letter Page

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  .

 .

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.

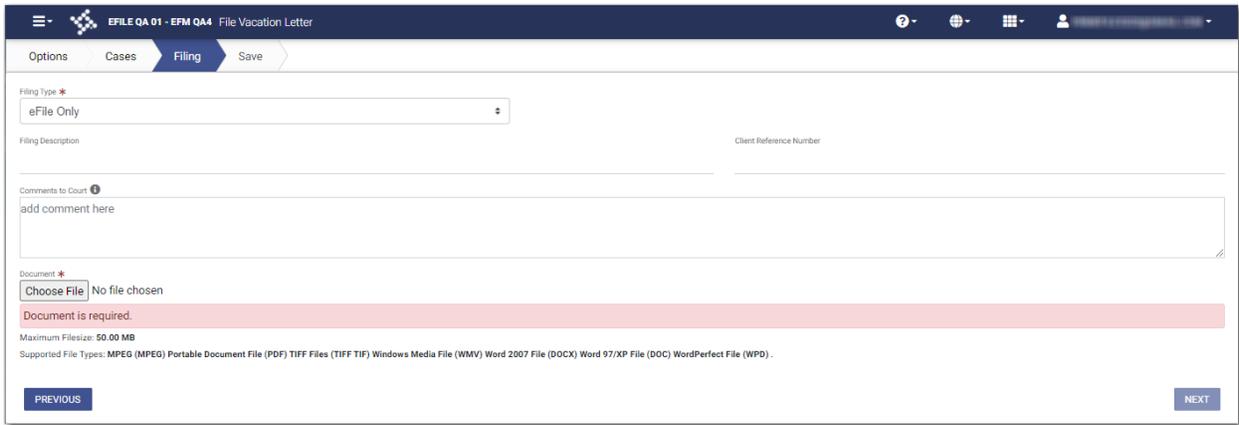
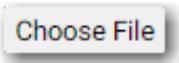


Figure 18.9 – Filing Tab on the File Vacation Letter Page

8. Click  , and then upload the vacation letter document.

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.

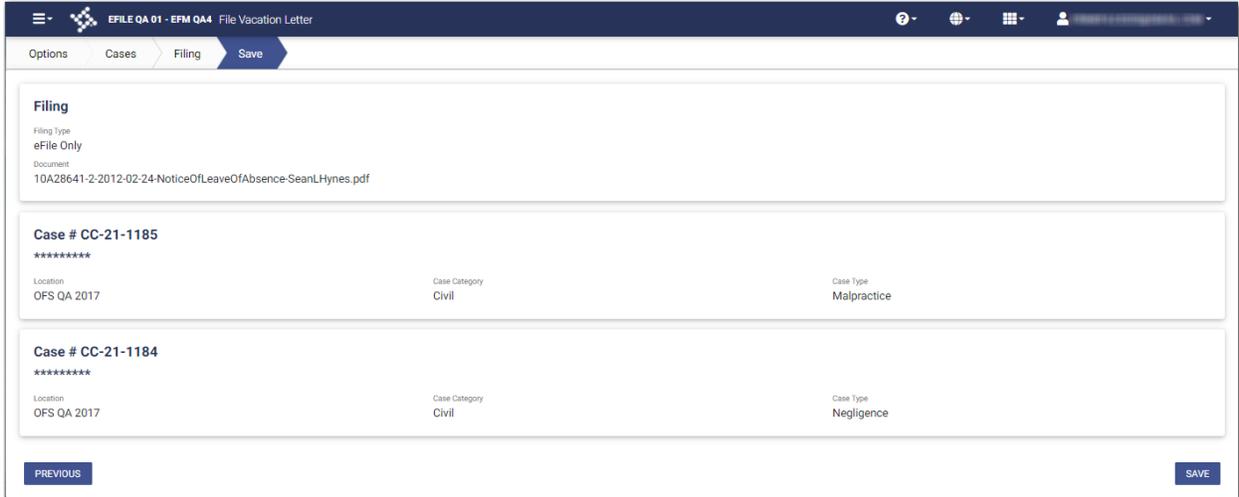


Figure 18.10 – Save Tab on the File Vacation Letter Page

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.

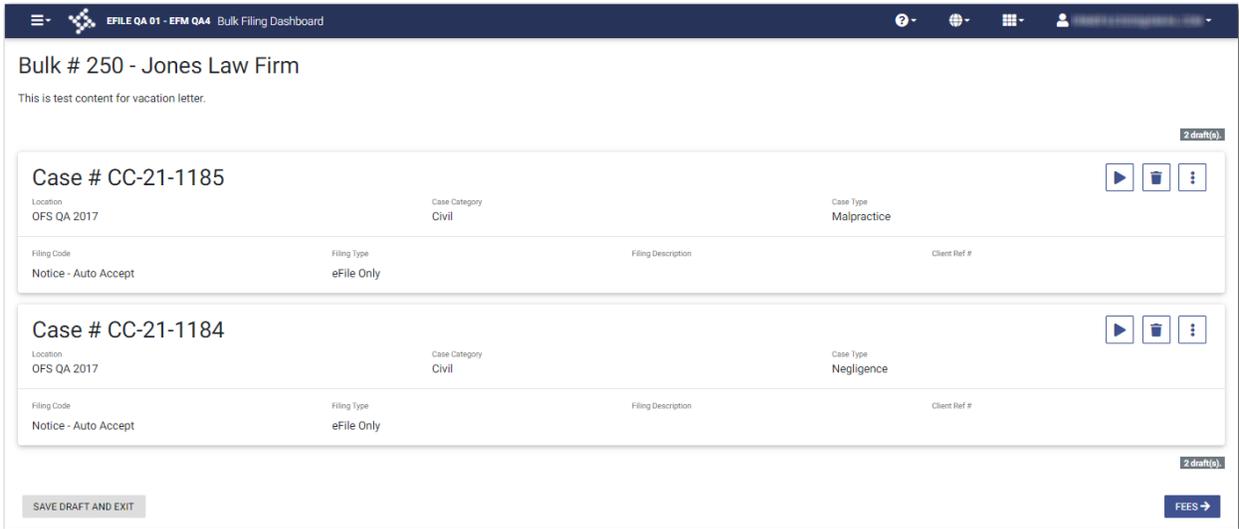


Figure 18.11 – Sample Vacation Letter Filing on the Bulk Filing Dashboard Page

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 shows the EFILE Bulk Fees / Summary page for Bulk # 262 - Jane's Law Firm. The page displays two case entries, Case # CC-21-1185 and Case # CC-21-1184. Each case entry has a form with the following fields:

- Location:** OFS QA 2017
- Case Category:** Civil
- Case Type:** Malpractice (for Case # CC-21-1185) and Negligence (for Case # CC-21-1184)
- Payment Account:** Lauren's Waiver
- Party Responsible for Fees:** Select...
- Filing Attorney:** Select... (with a red error message: "Filing Attorney is Required.")
- Filer Type:** Select...

At the top of the page, there are two "APPLY TO ALL*" buttons for "Apply Payment Account to All Drafts" and "Apply Filing Attorney to All Drafts". At the bottom, there are buttons for "← BULK DASHBOARD", "SAVE DRAFT AND EXIT", "CALCULATE FEES", "SUMMARY →", and "Help".

Figure 18.12 – 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.

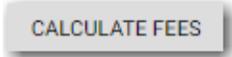
1. Select the payment account from the **Apply Payment Account to All Drafts** drop-down list. Then, click **APPLY TO ALL*** to apply the selected payment account to all of the cases in the bulk.
2. Select the filing attorney from the **Apply Filing Attorney to All Drafts** drop-down list. Then, click **APPLY TO ALL*** 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 **SEARCH** 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 shows the 'Bulk # 262 - Jane's Law Firm' summary page. At the top, there is a navigation bar with the title 'EFILE QA 01 - EFM QA4 Bulk Fees / Summary'. Below the title, 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 banner, there are two dropdown menus for 'Apply Payment Account to All Drafts' (set to 'Lauren's Waiver') and 'Apply Filing Attorney to All Drafts' (set to 'Perry Mason'), each with an 'APPLY TO ALL*' button. A note states '* Payment accounts may be restricted at some locations'. The main content area displays two case cards. The first card is for 'Case # CC-21-1185' with Location 'OFS QA 2017', Case Category 'Civil', and Case Type 'Malpractice'. It has 'Lauren's Waiver' for Payment Account, 'Perry Mason' for Filing Attorney, and a 'Party Responsible for Fees' dropdown set to 'Select...'. The second card is for 'Case # CC-21-1184' with Location 'OFS QA 2017', Case Category 'Civil', and Case Type 'Negligence'. It also has 'Lauren's Waiver' for Payment Account, 'Perry Mason' for Filing Attorney, and a 'Party Responsible for Fees' dropdown set to 'Select...'. At the bottom of the page, there are navigation buttons: '← BULK DASHBOARD', 'SAVE DRAFT AND EXIT', 'CALCULATE FEES', and 'SUMMARY →'. A 'Help' button is located in the bottom right corner.

Figure 18.13 – Sample Bulk Fees / Summary Page—Completed Fields



- When all fields on the page have been completed, click **CALCULATE FEES**.
The fee totals and the **Fee Details** button are displayed.

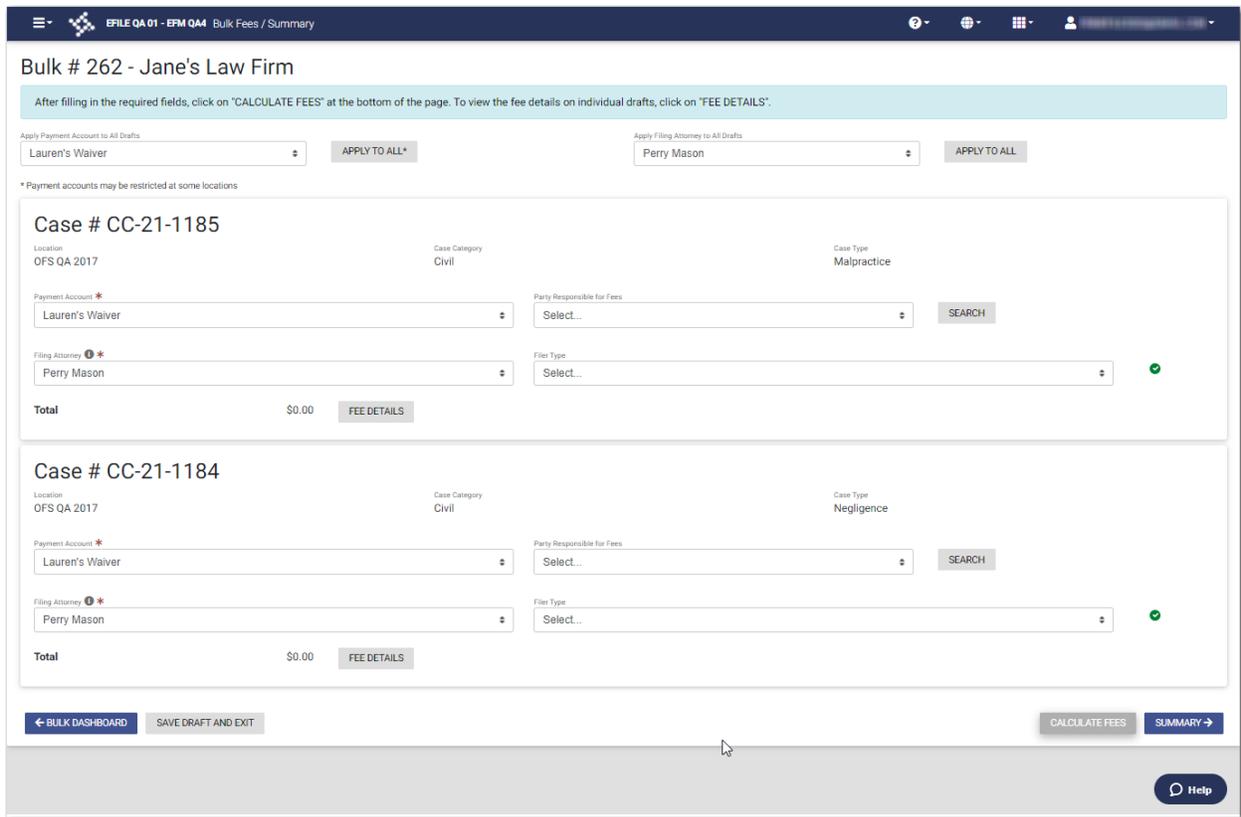


Figure 18.14 – Fee Totals and Fee Details Button on the Bulk Fees / Summary Page

6. Click .

The *Fee Details* window is displayed.

7. Review the filing fees, and then click .

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



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**.

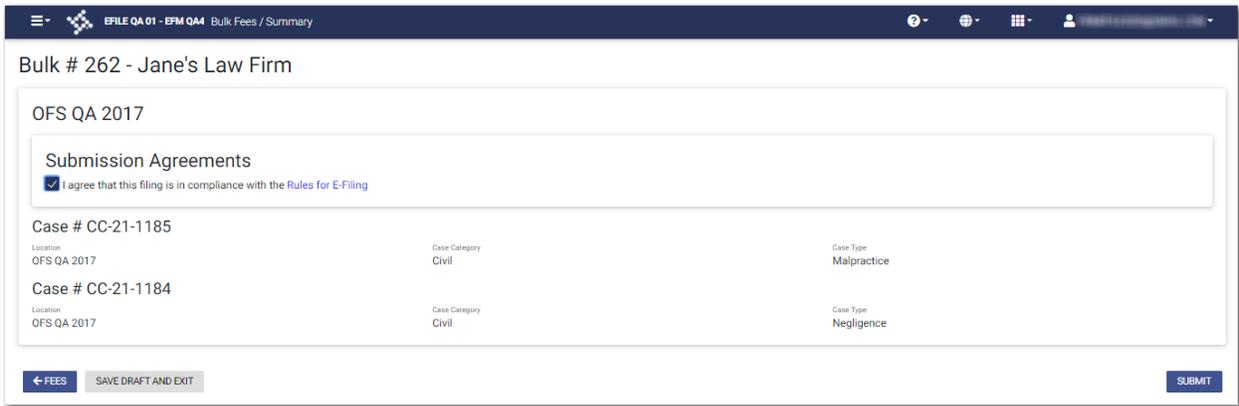


Figure 18.15 – Sample Bulk Fees / Summary Page

5. Click **BULK HISTORY** to return to the *Bulk History* page, or click **DASHBOARD** to return to the *Dashboard* page.

19 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.

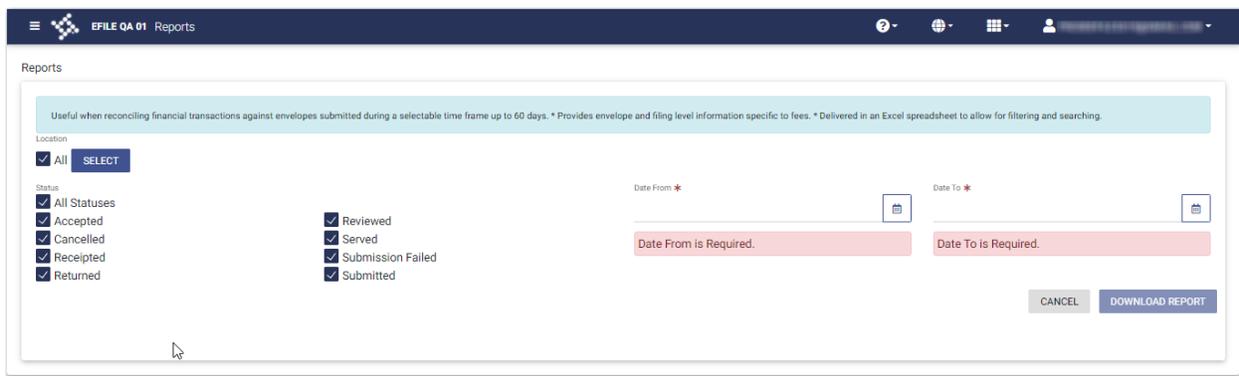


Figure 19.1 – Reports Page

2. Click **SELECT** to select the locations for which you want to run the report.

The *Select Locations* dialog box is displayed.

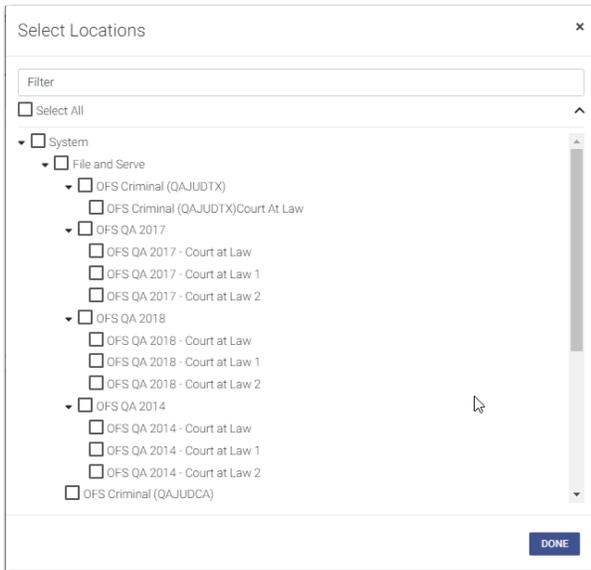


Figure 19.2 – Select Locations Dialog Box

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.

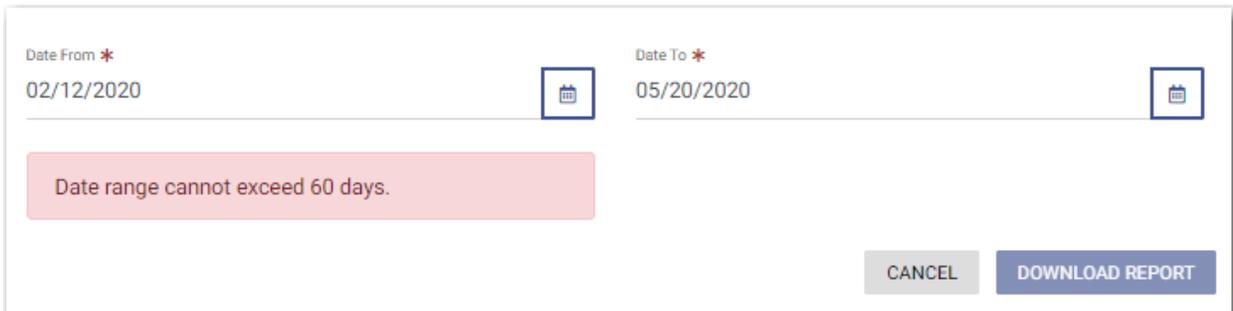


Figure 19.3 – Error Message for Report Date Range

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.

20 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 **Help** drop-down menu is displayed.

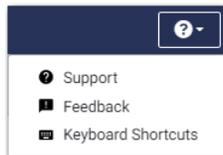


Figure 20.1 – Help Drop-Down Menu

2. Click **Support**.

The *Support* window is displayed.

Note: Your screen may vary from the example provided.

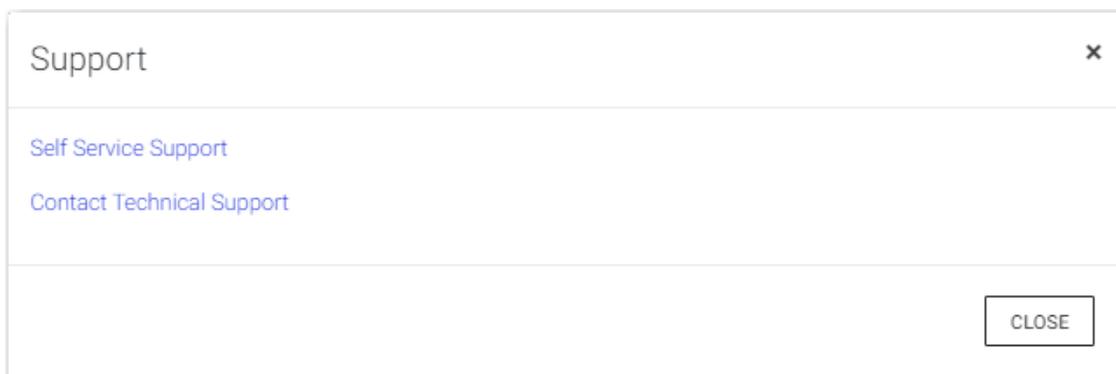


Figure 20.2 – Example of a Support Window

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. Click  .

Zendesk Support

A new Help icon has been added to every page in the application.

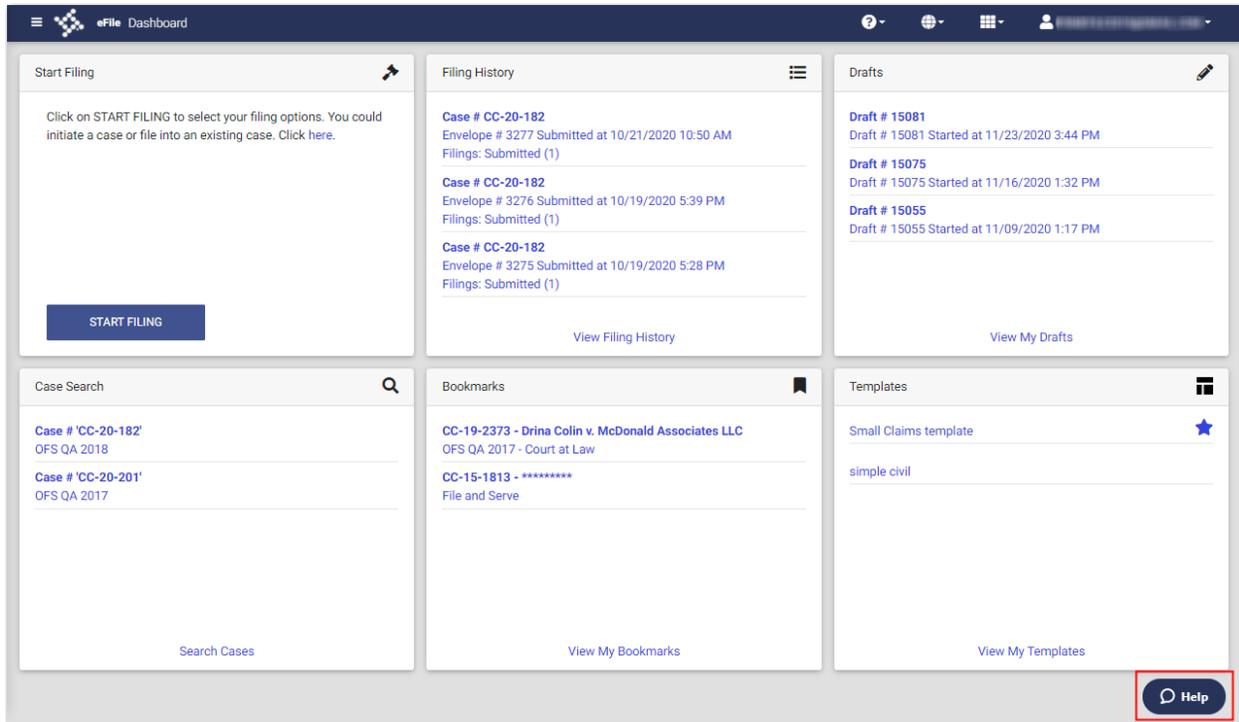


Figure 20.3 – Help Icon on the Dashboard Page

You can click the Help icon to open a chat modal.

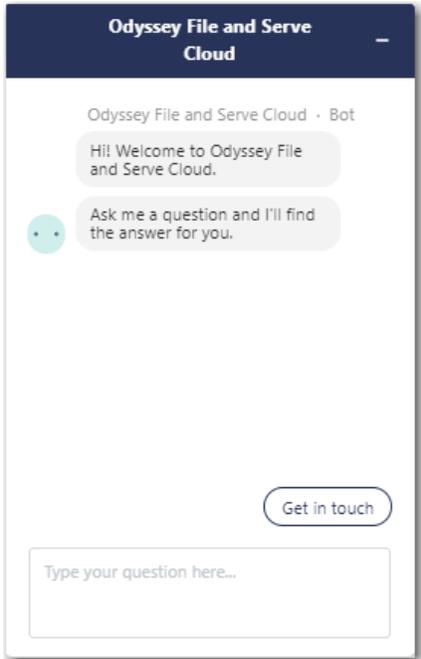


Figure 20.4 – Chat Modal

In the chat modal, click **Get in touch**. Options are displayed for the method by which you want to communicate with the Support representative.

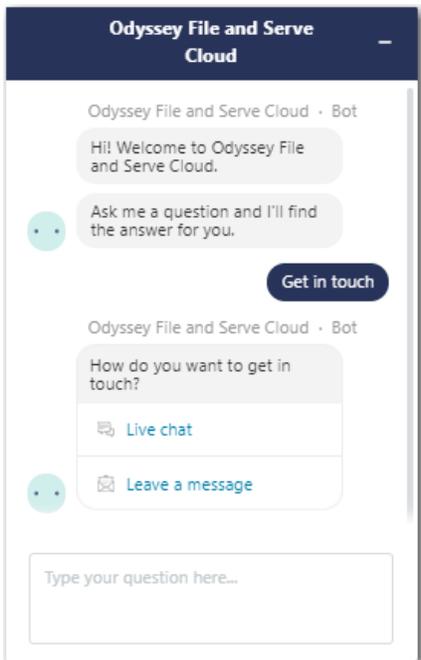


Figure 20.5 – Chat Modal with Communication Options

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 **Help** drop-down menu is displayed.

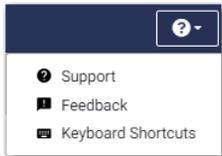


Figure 20.6 – Help Drop-Down Menu

2. Click **Feedback**.

The *Feedback* window is displayed.

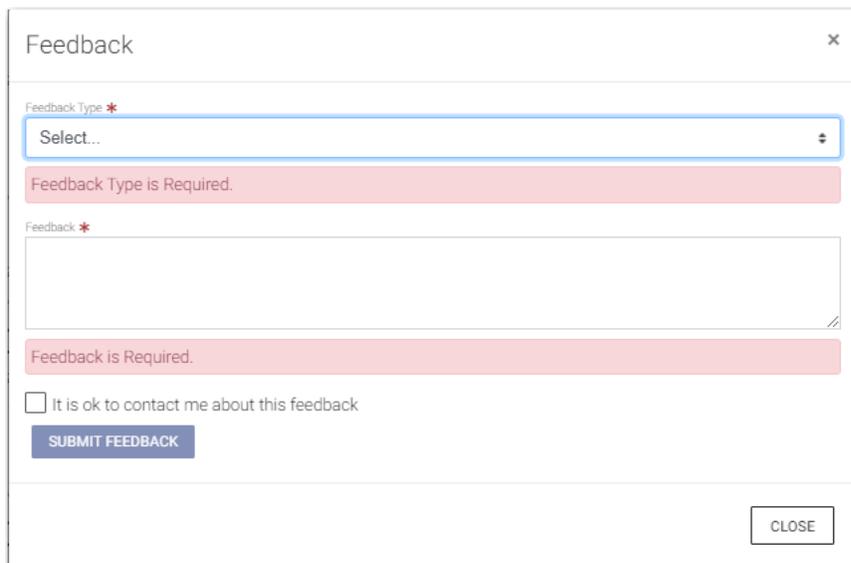
A screenshot of a 'Feedback' window. The window title is 'Feedback' with a close button (X) in the top right. The form contains a 'Feedback Type' dropdown menu with 'Select...' as the current selection. Below the dropdown is a red error message: 'Feedback Type is Required.' The next field is a 'Feedback' text area, which is empty. Below the text area is another red error message: 'Feedback is Required.' At the bottom of the form, there is a checkbox labeled 'It is ok to contact me about this feedback' which is unchecked. Below the checkbox is a blue button labeled 'SUBMIT FEEDBACK'. In the bottom right corner of the window, there is a 'CLOSE' button.

Figure 20.7 – Feedback Window

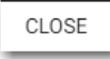
3. Select the appropriate option from the **Feedback Type** drop-down list.



Figure 20.8 – 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. 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 .