



Firm and Criminal Filing Filer User Guide

Odyssey® File & Serve™ 2022.1

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Publishing History

Document Publication Number	Revision	Date	Changes Made
OFS-FS-200-4495 v.1	Initial	July 2019	Document Creation
OFS-FS-200-4495 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-200-4495 v.3	Third	February 2020	The following changes were made: <ul style="list-style-type: none">• Changed the name of the document to reflect the addition of the Criminal Filing Filer role.

Document Publication Number	Revision	Date	Changes Made
			<ul style="list-style-type: none"> • Added procedures and information for criminal case filing. • 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. • 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-200-4495 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-200-4495 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-200-4495 v.6	Sixth	September 2020	<p>The following changes were made:</p>

Document Publication Number	Revision	Date	Changes Made
			<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-200-4495 v.7	Seventh	December 2020	<p>The following changes were made:</p> <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-200-4495 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

Document Publication Number	Revision	Date	Changes Made
			<ul style="list-style-type: none"> Added the document security option to the “Creating a Service Only Filing” topic
ESO-FS-200-4495 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 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-200-4495 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-200-4495 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

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			on the case to an initial filing
ESO-FS-200-4495 v.12	Twelfth	July 2021	<p>The following changes were made:</p> <ul style="list-style-type: none"> • Added the vacation letter (or leave of absence) feature • Added the capability to collect additional data on the <i>Case Information</i> page. The data that is collected is then transferred to forms used in civil and family cases. • Added the Service of Process feature. The data that is collected is then transferred to forms used in civil and family cases. • Updated the case search sections to include the use of the ENTER button for case searches
ESO-FS-200-4495 v.13	Thirteenth	October 2021	<p>The following changes were made:</p> <ul style="list-style-type: none"> • 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-200-4495 v.14	Fourteenth	November 2021	The following changes were made:

Document Publication Number	Revision	Date	Changes Made
			<ul style="list-style-type: none"> • Added the ability to view service contact history • 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-200-4495 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

Document Publication Number	Revision	Date	Changes Made
			<ul style="list-style-type: none"> • Revised the “Signing Out” section • 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-200-4495 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"> – 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

Document Publication Number	Revision	Date	Changes Made
			<ul style="list-style-type: none"> Removed the Unused Documents message from the <i>Summary</i> page
ESO-FS-200-4495 v.17	Seventeenth	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 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 Changed the sample screen shot of the public service contacts list to show the addition of the firm name associated with each service contact

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About This Guide

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

User guides may include the following elements:

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

Audience

This document is intended for the following personas:

- Clients
- Tyler Client Services

Documentation Conventions

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

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

Documentation Notes

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

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



1 System Overview

Topics covered in this chapter

- ◆ [Release 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 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 38• Viewing the Envelope Summary, page 94• Viewing Envelope Level Information in the Envelope Details, page 193
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 141
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 161

Before You Begin

This guide is intended for firm users.

Firm Users

Only Firm Administrators can add and manage firm users. Contact your Firm Administrator to request any changes.

Payment Accounts

Only Firm Administrators can add and manage payment accounts. Contact your Firm Administrator to request any changes.

Attorneys

Only Firm Administrators can add and manage firm attorneys. Contact your Firm Administrator to request any changes.

Setup

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.

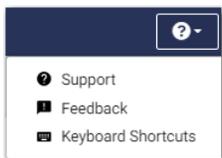


Figure 1.1 – Help Drop-Down Menu

Click **Keyboard Shortcuts**.

The *Keyboard Shortcuts* window is displayed.

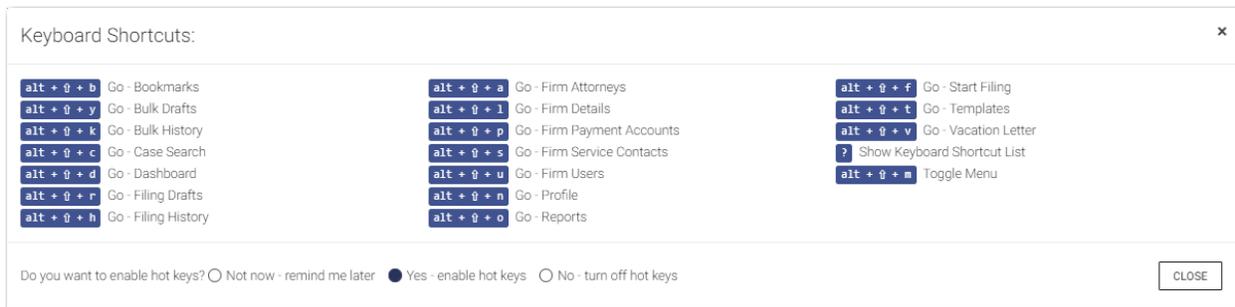


Figure 1.2 – Keyboard Shortcuts Window

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.

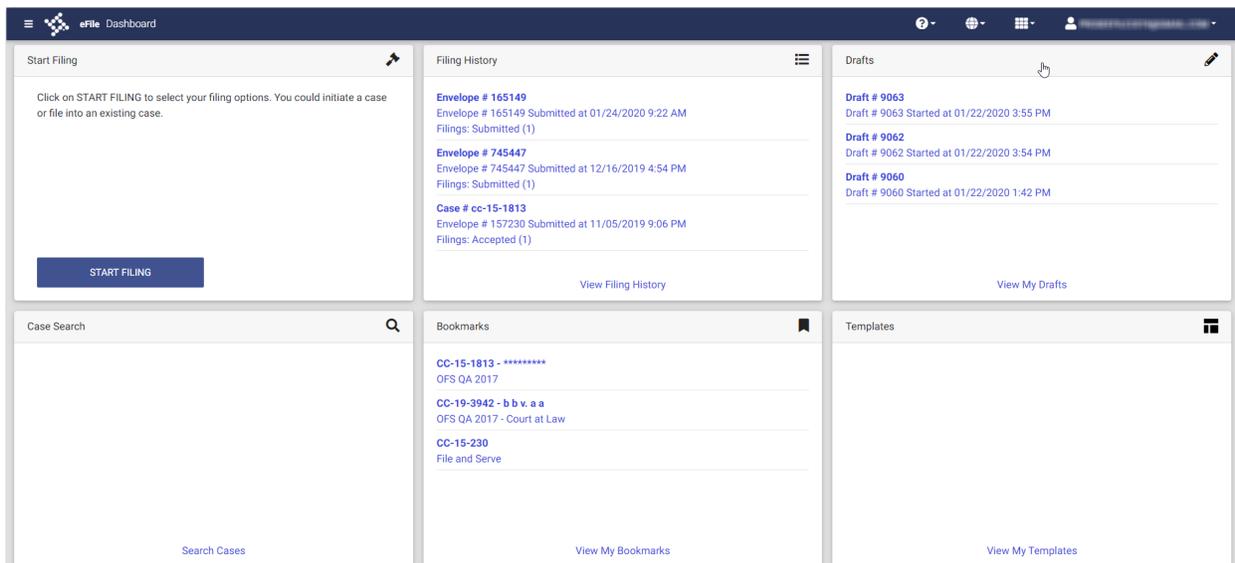


Figure 1.3 – Dashboard Page

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.

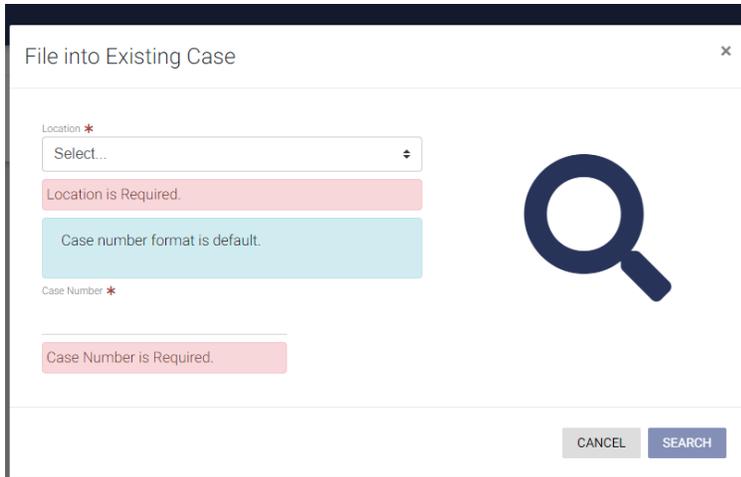


Figure 1.5 – File into Existing Case Window—Excludes Party Name Option

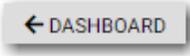
If your search does not produce any results, click  to return to the *Dashboard* page.



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.

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Appointment	eFile Only		
Submitted	Abstract Of Judgment	eFile Only		
Accepted	Action - Subsequent Only	eFile and Serve		
SubmissionFailed	Appendix	eFile Only		
Submitted	Acknowledgment Of Paternity	eFile Only		
UnderReview	Complaint - w/ Hearing	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.

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Draft		eFile Only		
Draft	Acknowledgement	eFile and Serve	Acknowledgement	
UnexpectedError	Acknowledgement	eFile and Serve	Acknowledgement	
Draft	Proposed Order	eFile Only	Proposed Order	

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.

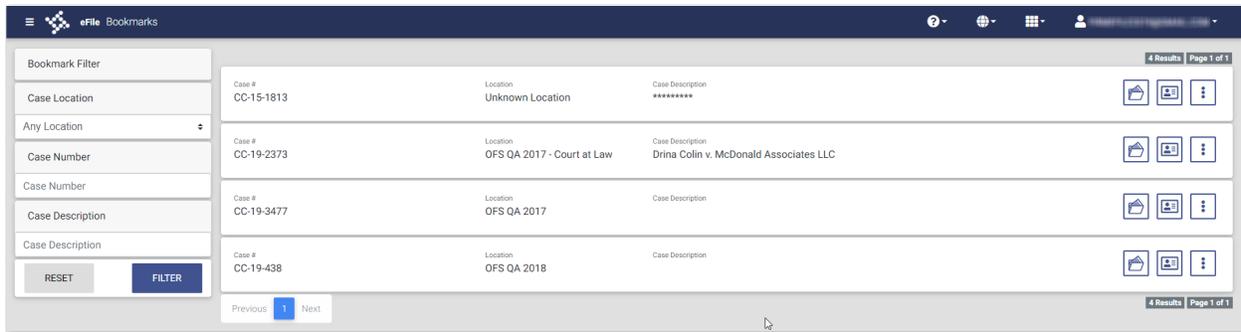


Figure 1.9 – Sample Bookmarks Page

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.

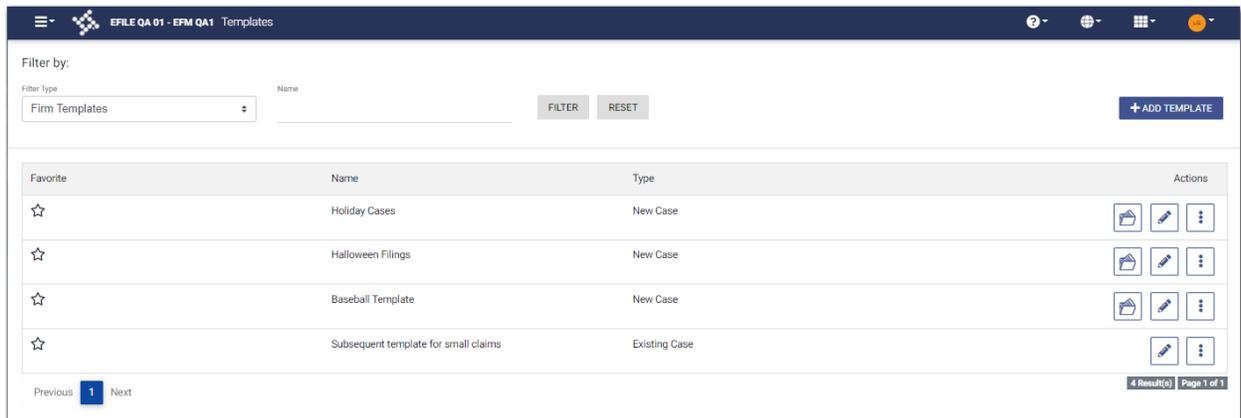


Figure 1.10 – Templates Page

Firm Service Contacts

On the Dashboard menu, click **Firm Service Contacts**. From here, you can view your firm’s 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	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 1.11 – Service Contacts 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 or a member of your firm submitted.

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.

Created by: My Filings My Firm

Location: All

Status: All Statuses Accepted Cancelled Receipted Returned Reviewed Served Submission Failed Submitted

Date From * Date To *

Date From is Required. Date To is Required.

Figure 1.12 – Reports Page

2 E-Filing Overview

Topics covered in this chapter

◆ Filing Queue Status

This section describes the e-filing process.

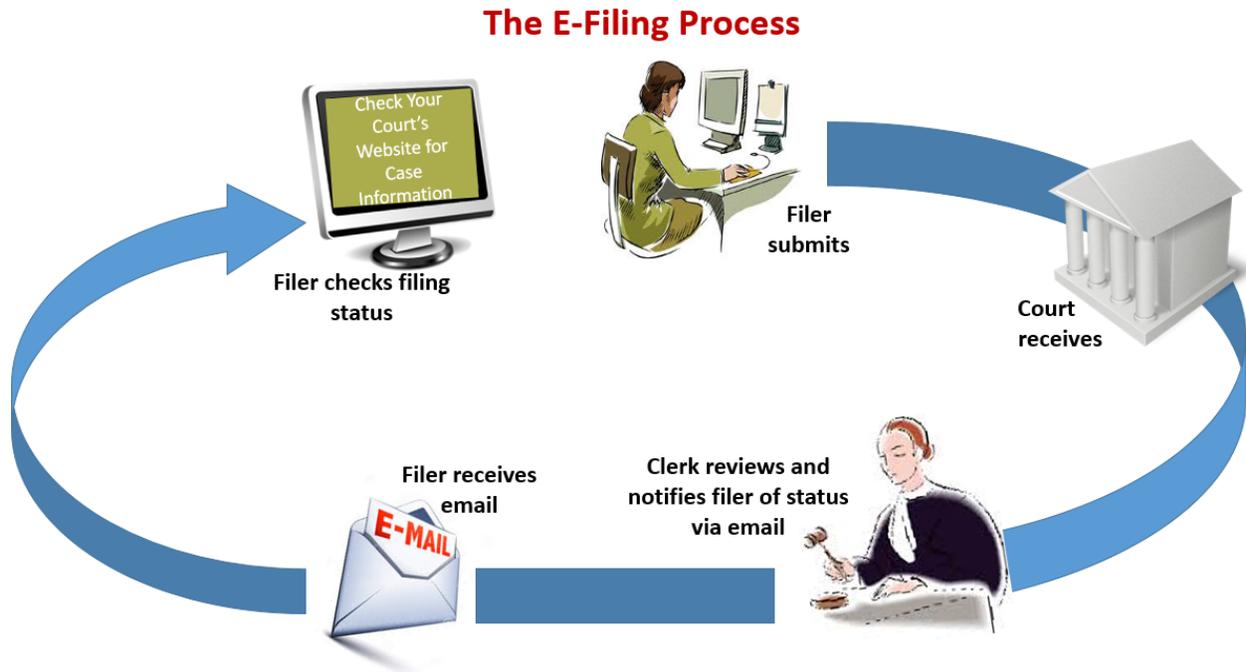


Figure 2.1 – The E-Filing Process

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 a Firm User
- ◆ Resetting Your Password

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

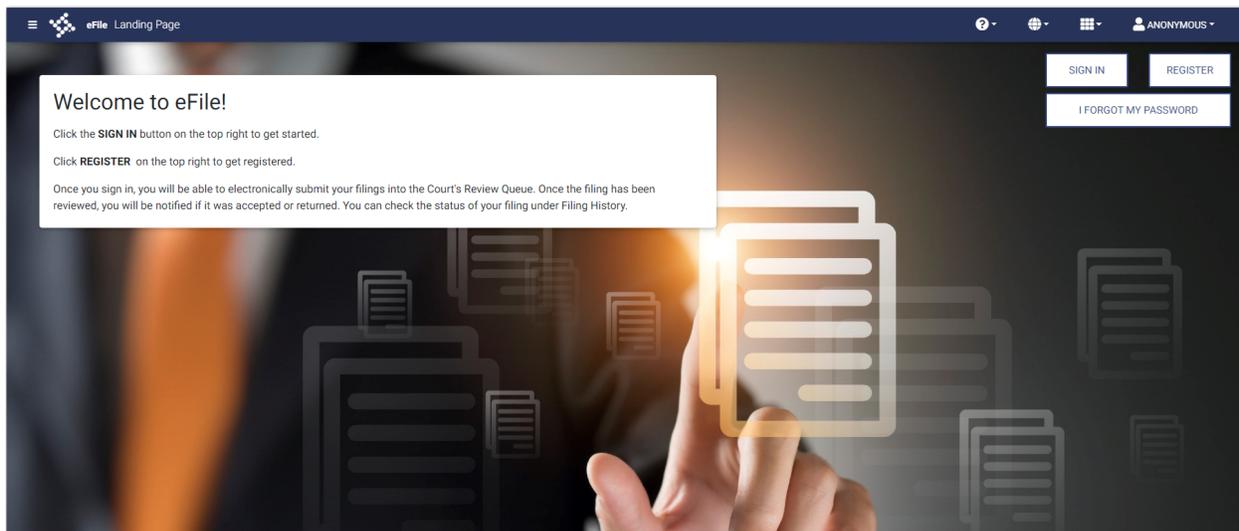


Figure 3.1 – eFile Landing Page

Registering as a Firm User

You can register as a firm user after you have been invited to join the firm.

Note: If you would like to have an account with the Odyssey File & Serve system, contact your Firm Administrator. Your Firm Administrator can invite you to join the firm through email. Follow the link provided in the email, and then join the firm in the Odyssey File & Serve system.

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

To register as a firm user:

1. Click the **Activate Account** link in the invitation email.

A sign-in page is displayed.

Note: If you do not have an invitation email, request one from your Firm Administrator.

2. Type your email address and temporary password on the sign-in page.

A window is displayed, indicating that your account was activated successfully.

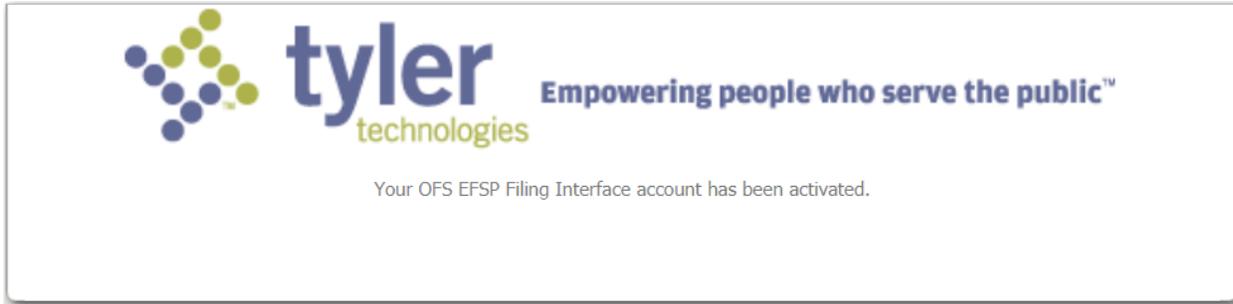


Figure 3.2 – Successful Activation Window

Note: Tyler recommends that you change the temporary password to another password that you create. 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.

Resetting Your Password

To reset your password:

1. On the Odyssey File & Serve *Landing* page, click  .
The *Reset Password* window is displayed.

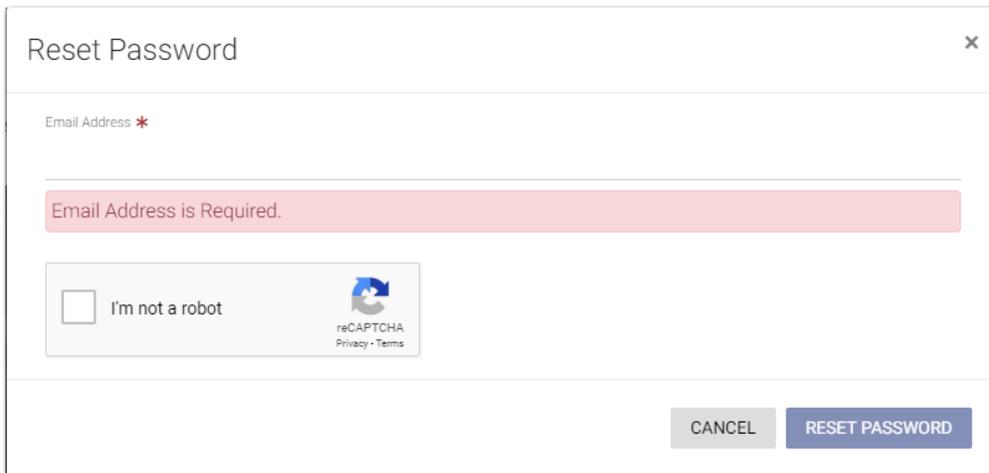


Figure 3.3 – Reset Password Window

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  .

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

RESET PASSWORD

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

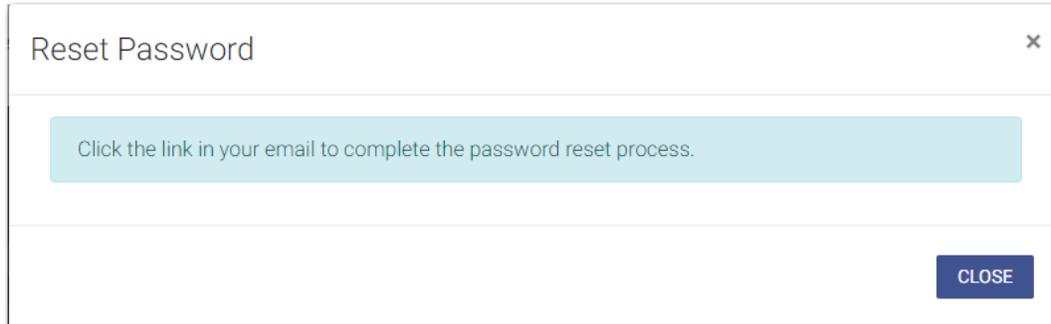


Figure 3.4 – Reset Password Window – Complete Reset Process

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

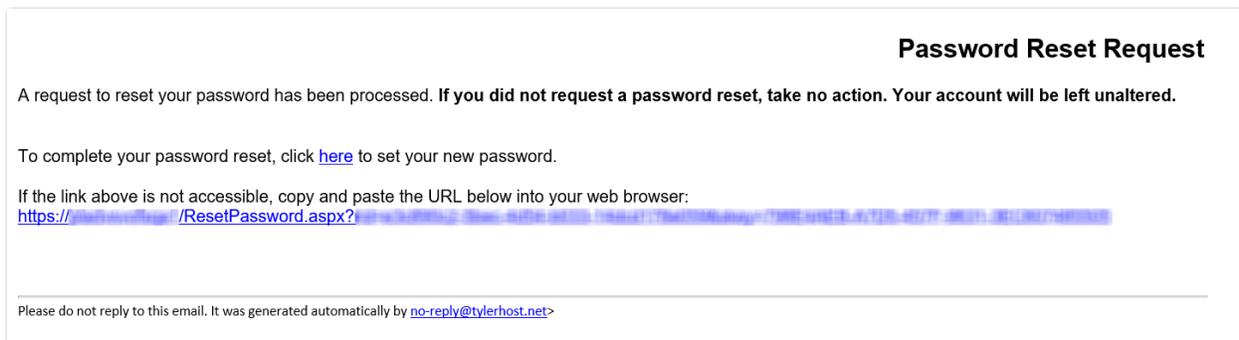


Figure 3.5 – Example of Password Reset Request Email

- 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.

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.

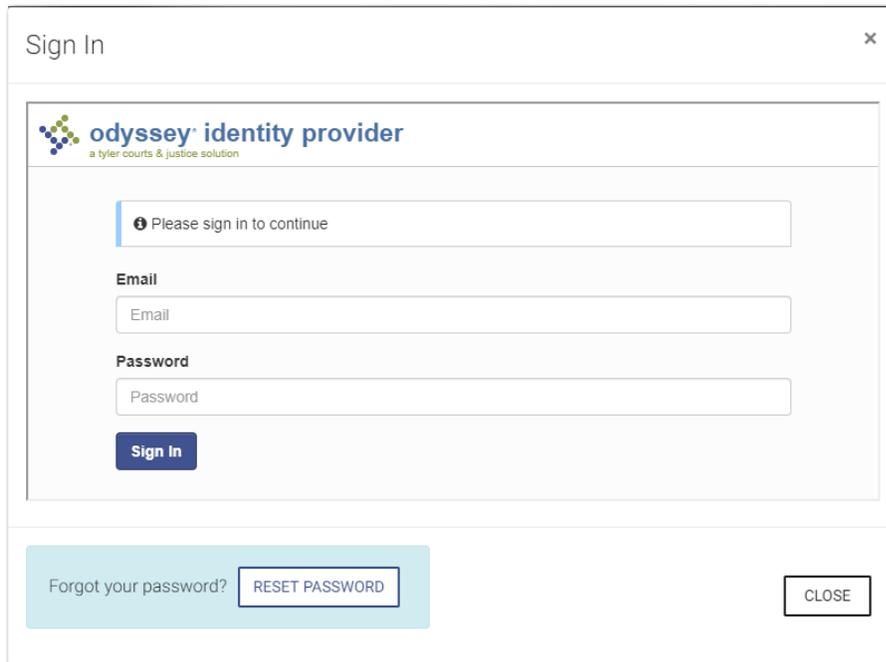
Note: Click  to register if you have not registered before.

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).



Sign In

odyssey identity provider
a tyler courts & justice solution

Please sign in to continue

Email

Password

Sign In

Forgot your password? RESET PASSWORD

CLOSE

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.

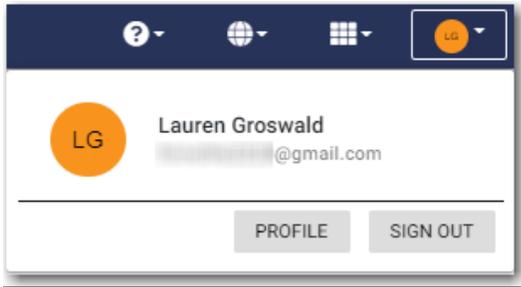


Figure 4.2 – Manage Account Window

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.

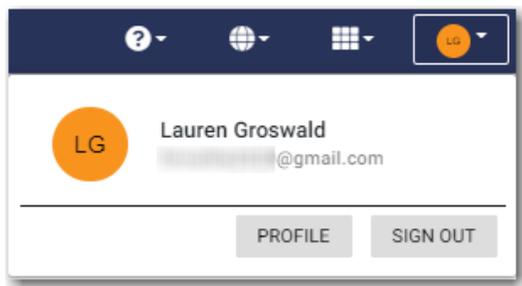
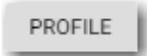


Figure 5.1 – Manage Account Window

2. Click  .

The *Profile* page is displayed.

3. Click **Change Password**.

The *Change Password* page is displayed.

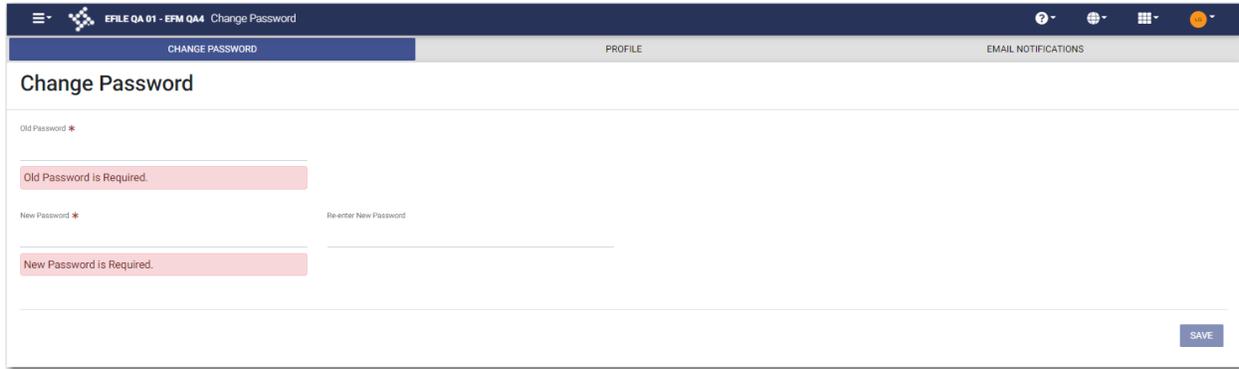


Figure 5.2 – Change Password Page

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.

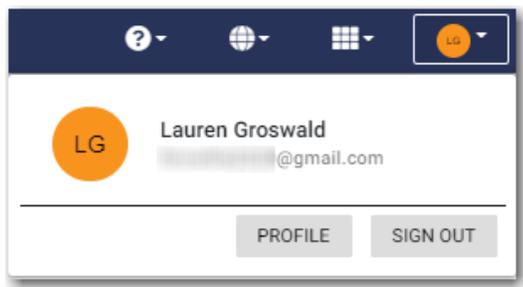


Figure 5.3 – Manage Account Window

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.

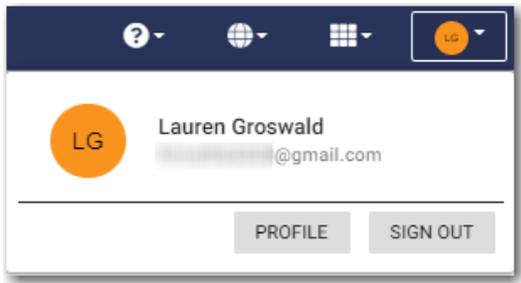
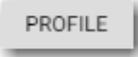


Figure 5.5 – Manage Account Window

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

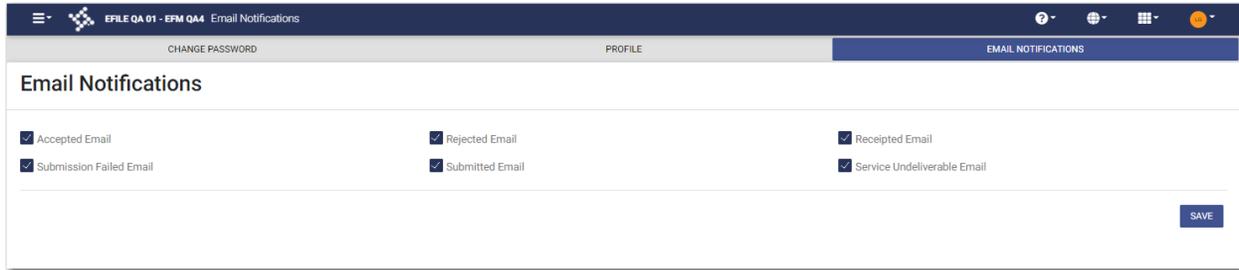


Figure 5.6 – Email Notifications Page

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 firm user actions.

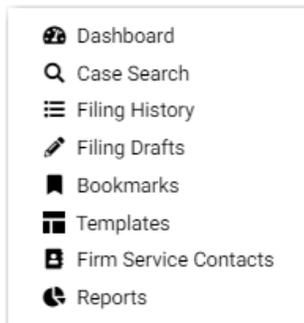


Figure 6.1 – Dashboard

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 *Firm Service Contacts* page to add and manage the firm's service contacts list.
- Access the *Reports* page to generate reports for envelopes and filings that you or your firm submitted.

Dashboard Page

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

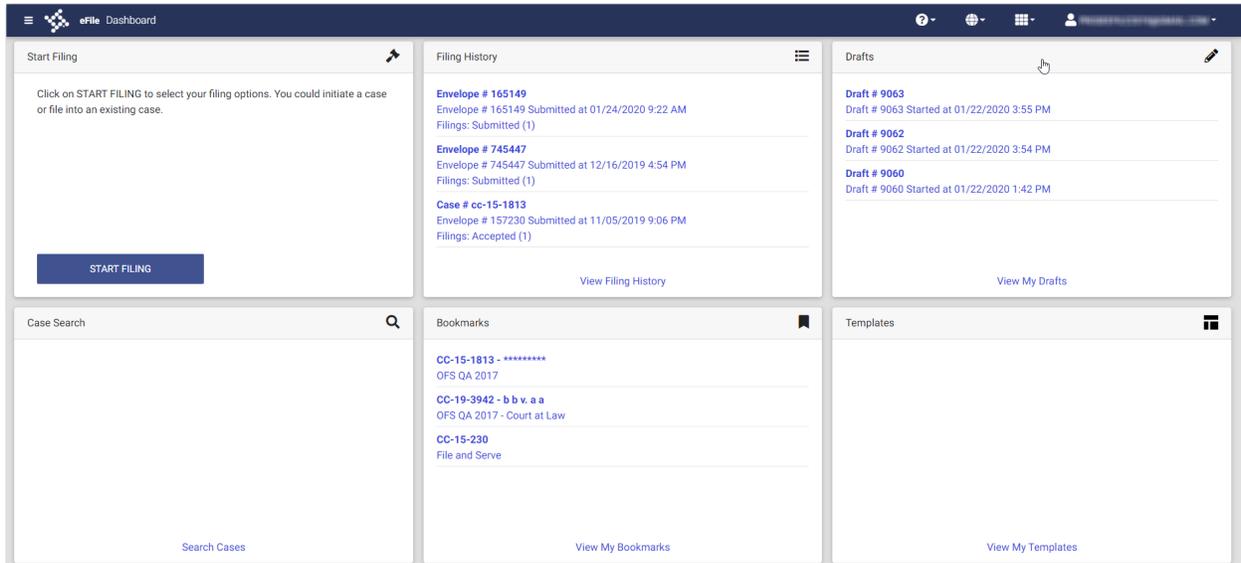


Figure 6.2 – Dashboard Page

Account Setup

The first time that you access the *Dashboard* page, you may receive a warning message if your Firm Administrator has not yet created payment accounts and a list of attorneys. If you see the warning message, contact your Firm Administrator.

Note: You cannot continue with your electronic filing until your Firm Administrator has created payment accounts and a list of attorneys for the firm to use.



Figure 6.3 – Warning Message

Start Filing

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

Filing History

Click **View Filing History** to access the *Filing History* page. From here, you can view the status of the firm's filings, check the filing type, get a document description, see the number assigned to cases, review the details of cases, 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 'Created By' (My Filings, My Firm), 'Status' (All Statuses, Accepted, Cancelled, Received, Served, Returned, Submitted, Submitting), 'Location' (Any Location), 'Case Number / Envelope Number', and 'Date Range' (Anytime, Last Month, Last Week, Last Two Days, Today, Pick a Custom Range). The main area shows a list of filings under the 'FILING HISTORY' tab. Each entry includes a title (e.g., 'Envelope # 165241'), a subtitle (e.g., 'Envelope # 165241 Submitted 01/28/2020 3:49 PM on behalf of Sam Smith by Firm Admin'), and a table with columns: Filing Status, Filing Code, Filing Type, Filing Description, and Client Ref #. Actions like 'Download', 'Print', and 'Details' are available for each entry.

Figure 6.4 – Filing History Page

Drafts

Click **View My Drafts** to access the *Filing Drafts* page. From here, you can view the firm's draft filings, resume a filing, or delete a draft filing.

The screenshot displays the 'eFile Filing Drafts' interface. The left sidebar has 'Filing Drafts Filter' with sections for 'Created By' (My Filings, My Firm), '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 list of drafts under the 'FILING DRAFTS' tab. Each entry includes a title (e.g., 'Case # CC-19-3477'), a subtitle (e.g., 'Draft # 6749 Started 11/5/19 9:53 AM by Firm Admin'), and a table with columns: Filing Status, Filing Code, Filing Type, Filing Description, and Client Ref #. Actions like 'Resume', 'Cancel', and 'Details' are available for each entry.

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.

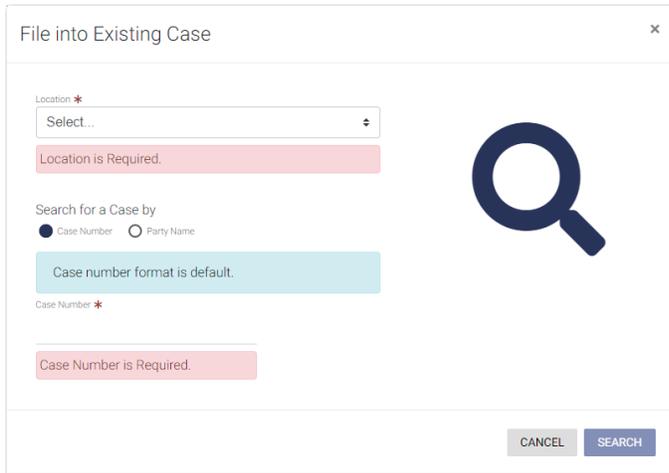


Figure 6.6 – File into Existing Case Window—Includes Party Name Option

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

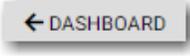
If your search does not produce any results, click  to return to the *Dashboard* page.



Figure 6.8 – Case Search Page with No Search Results Displayed

Bookmarks

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

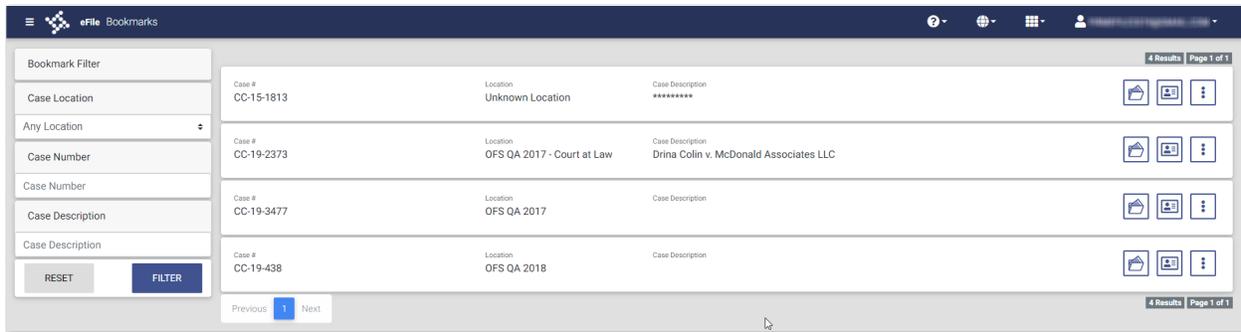


Figure 6.9 – Sample Bookmarks Page

Templates

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

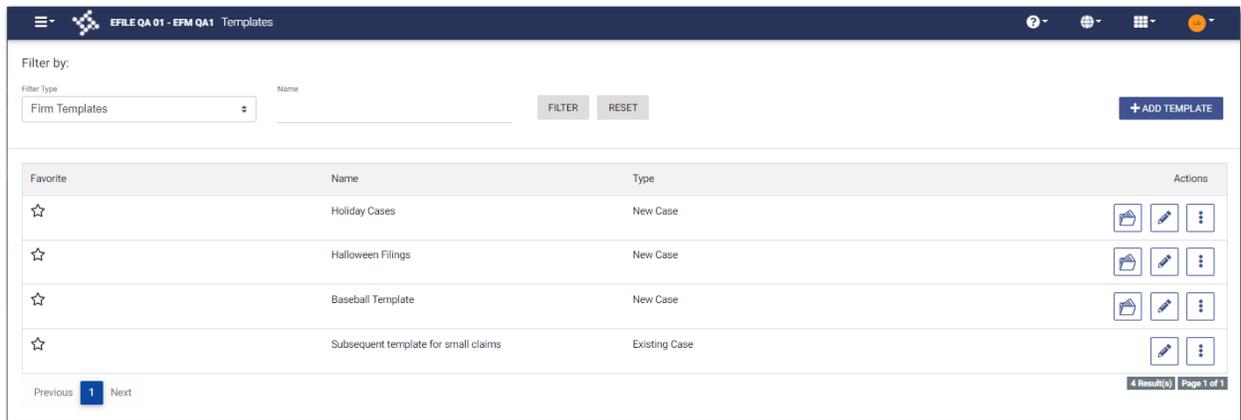


Figure 6.10 – Templates Page

7 Case Initiation

Topics covered in this chapter

- ◆ Starting a New Case Filing
- ◆ Entering Case Information (Firm Filer)
- ◆ Entering Case Information (Criminal Filing Filer)
- ◆ Charges Page
- ◆ 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 (Firm Filer)
- ◆ Entering Party Details (Criminal Filing Filer)
- ◆ 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.

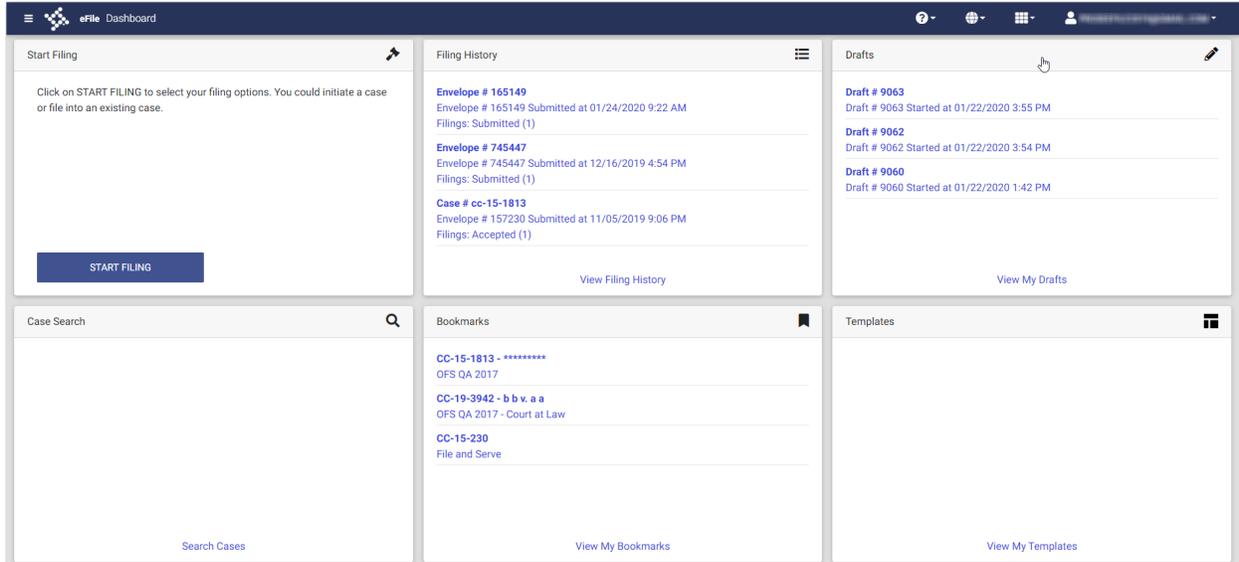


Figure 7.1 – Dashboard Page

Starting a New Case Filing

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

To start a new case filing:

1. On the *Dashboard* page, click



The *Start Filing* page is displayed.

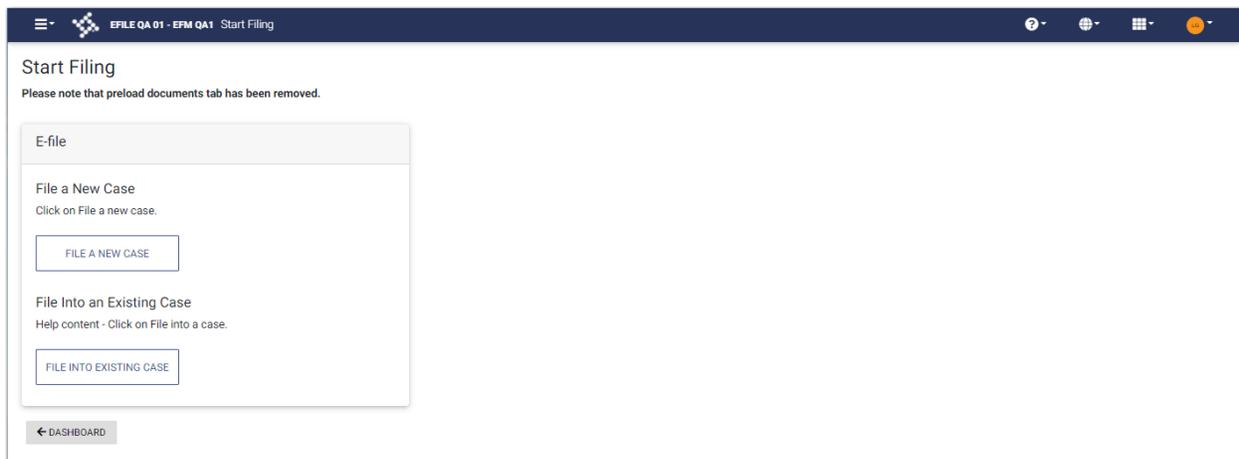


Figure 7.2 – Start Filing Page

2. Click



The *Case Information* page is displayed.

Entering Case Information (Firm Filer)

Note: This section is intended for firm filers who do not have the Criminal Filing Filer role assigned to them.

Note: Your firm must have a payment account created before you can complete your filing.

Figure 7.3 – 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. Click  to save your work and continue, or click  to save your filing and continue it at another time.

Entering Case Information (Criminal Filing Filer)

Note: This section is intended for users who have the Criminal Filing Filer role assigned to them.

Note: Your firm must have a payment account created before you can complete your filing.

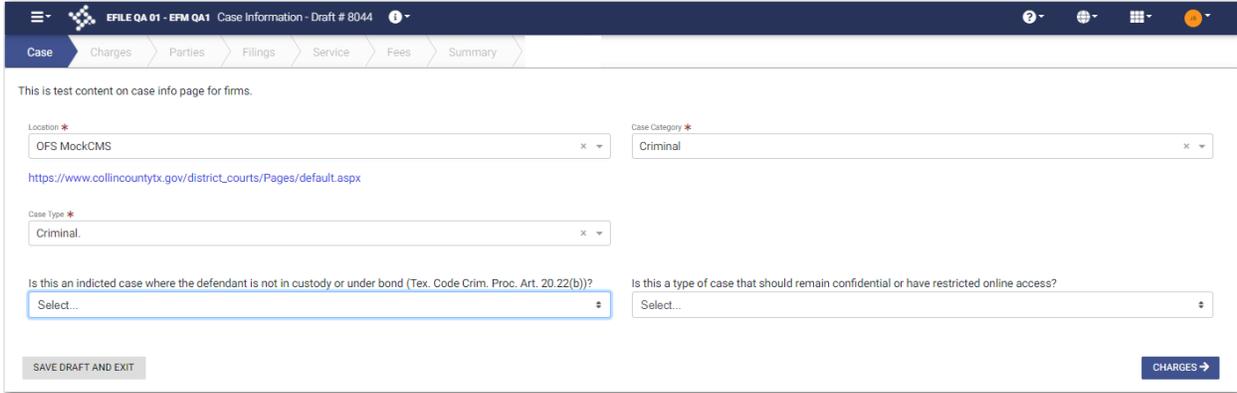


Figure 7.4 – Sample Case Information Page

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

To enter case information:

1. On the *Case Information* page, select the location from the **Location** drop-down list.
2. Select **Criminal** from the **Case Category** drop-down list.
3. Select the appropriate case type from the **Case Type** drop-down list.
4. Select an answer from the drop-down list for the first security question.

Note: The criminal security questions are configured by Tyler and may not be available on your system.

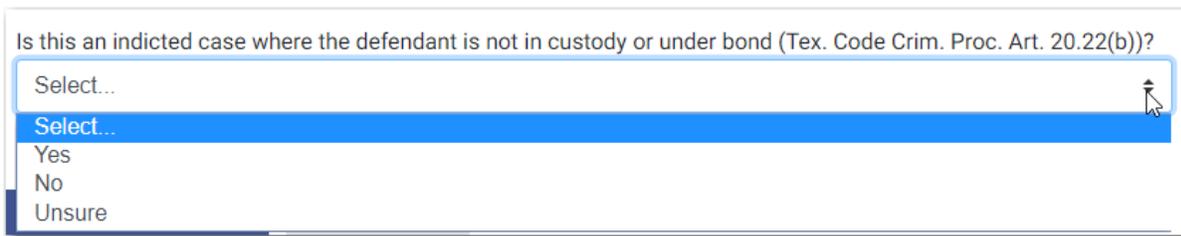
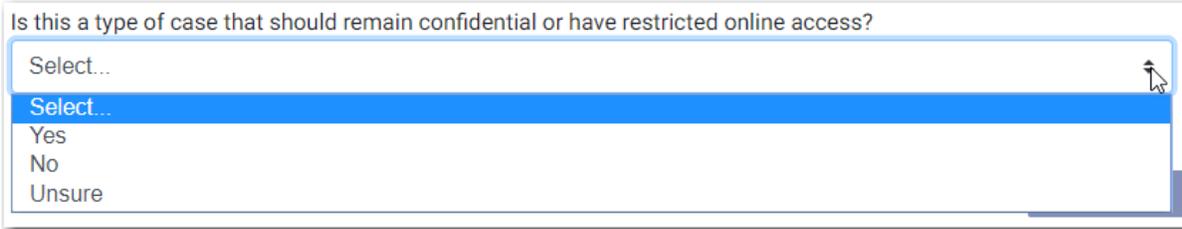


Figure 7.5 – Example of the First Criminal Security Question

5. Select an answer from the drop-down list for the second security question.



Is this a type of case that should remain confidential or have restricted online access?

Select...

Select...

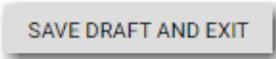
Yes

No

Unsure

The image shows a dropdown menu with the question "Is this a type of case that should remain confidential or have restricted online access?". The menu is open, showing four options: "Select...", "Select..." (highlighted in blue), "Yes", "No", and "Unsure". A mouse cursor is pointing at the top right of the dropdown.

Figure 7.6 – Example of Second Criminal Security Question

6. Click  to save your work and continue, or click  to save your filing and continue it at another time.

Charges Page

The *Charges* page contains the following two tabs for entering charge information related to a criminal case filing:

- **Details** tab
- **Arrest** tab

Entering Information on the Details Tab of the Charges Page

The **Details** tab on the *Charges* page includes the details of the charges associated with a criminal case filing.

Note: You must have the **Criminal Filing Filer** role assigned to you to perform this procedure.

Note: You must select **Criminal** for the case type for the *Charges* page and its tabs to be displayed.

Note: A red asterisk after a field name indicates that the field is required.

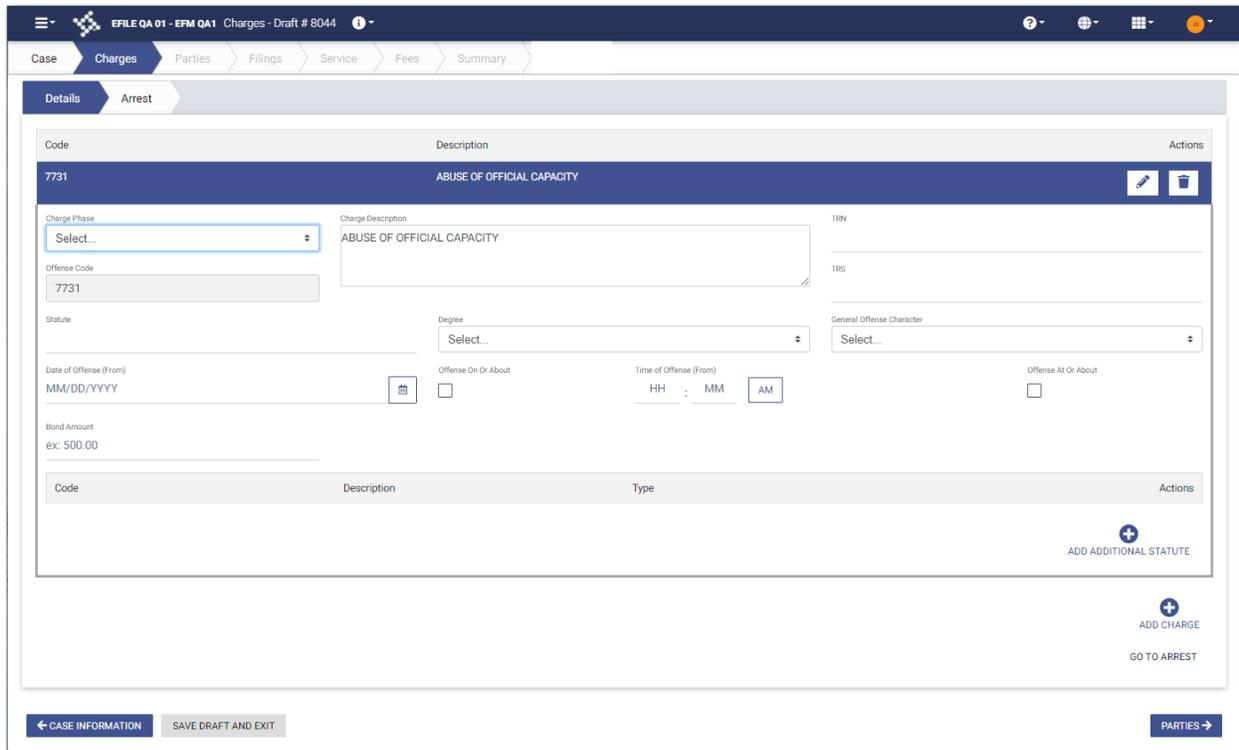


Figure 7.7 – Details Tab on the Charges Page

To enter information on the **Details** tab:

1. Select a charge in the *Add Offense* window, or type a word or two and then click  .

Note: The *Add Offense* window is displayed immediately after you click the **Details** tab.

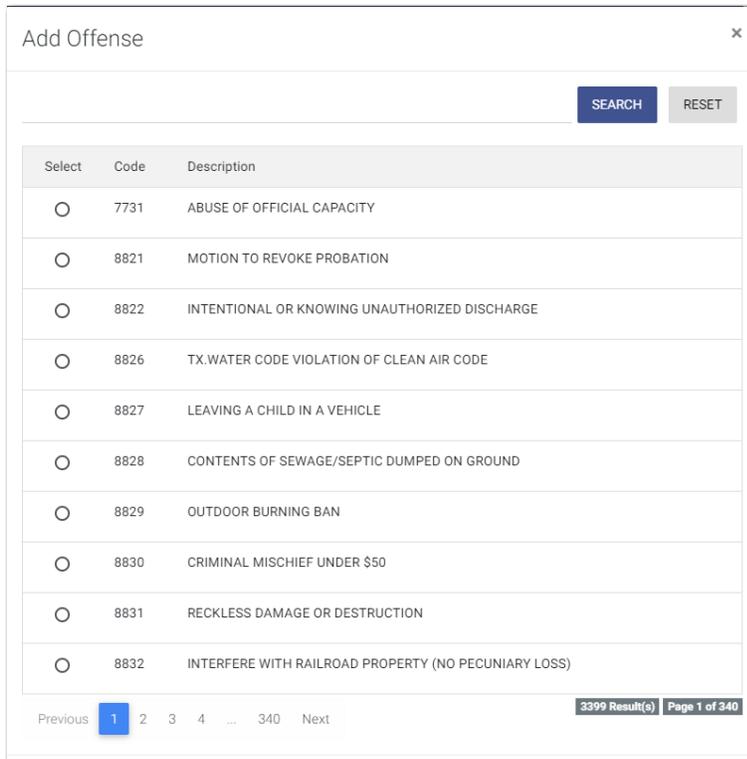


Figure 7.8 – Add Offense Window

If you search for an offense, another window is displayed, listing the possible offenses that match your search. Select the appropriate offense.

- Click **CONFIRM**.

The code for the offense that you selected is displayed, along with a description of the offense.

Note: You can add verbiage to the description if you want.

- Select the charge phase from the **Charge Phase** drop-down list.



Figure 7.9 – Sample Charge Phase Drop-Down List

- Verify that the description of the charge is correct in the **Charge Description** field.

Note: The charge description is auto-filled from the offense that you previously selected.

- Type the Tracking Number (TRN) in the **TRN** field.
- Type the Tracking Sequence (TRS) in the **TRS** field.
- Verify that the offense code is correct in the **Offense Code** field.

Note: The offense code is auto-filled from the offense that you previously selected.

8. Type the number of the statute in the **Statute** field.

This field is a free-text field to accommodate the many statutes that are possible.

9. Select the degree of the offense from the **Degree** drop-down list.

10. Select the offense character that you want from the **General Offense Character** drop-down list.

11. Do one of the following:

- If you know the date of the offense, type it in the **Date of Offense (From)** field, or click  to select a date from the calendar. The calendar is displayed.

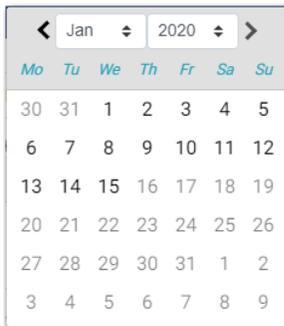


Figure 7.10 – Calendar

- If you do not know the exact date of the offense, select the **Offense On Or About** check box. When you select this check box, the **Date of Offense (To)** field is displayed. Type the date range in the specified fields.

12. Do one of the following:

- If you know the time of the offense, type it in the **Time of Offense (From)** field, and then click **AM** or **PM**.
- If you do not know the exact time of the offense, select the **Offense At Or About** check box. When you select this check box, the **Time of Offense (To)** field is displayed. Type the time range in the specified fields.

13. Type the amount of the bond the arrestee is posting in the **Bond Amount** field. Use the format in the example (that is, two decimal points).

14. If you want to add another offense code, hover over the **Offense Code** field, and then click the mouse.

The *Add Offense* window is displayed. Follow the same steps to add another offense code for the arrestee.



15. If you have additional statutes to enter for the arrestee, click

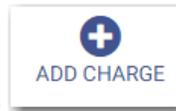
The *Add Offense* window is displayed.

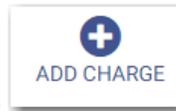
16. Select a charge in the *Add Offense* window.



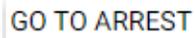
17. Click

The code for the offense that you selected is displayed, along with a description of the offense.



18. If you have another charge to add, click .

19. After you have completed all of the fields and entered the statutes and charges in the **Details** tab, click



to enter information regarding the arrest, or click



Entering Information on the Arrest Tab of the Charges Page

The **Arrest** tab on the *Charges* page includes information regarding the arrest that is associated with a criminal case filing.

Note: You must have the **Criminal Filing Filer** role assigned to you to perform this procedure.

Note: You must select **Criminal** for the case type for the *Charges* page and its tabs to be displayed.

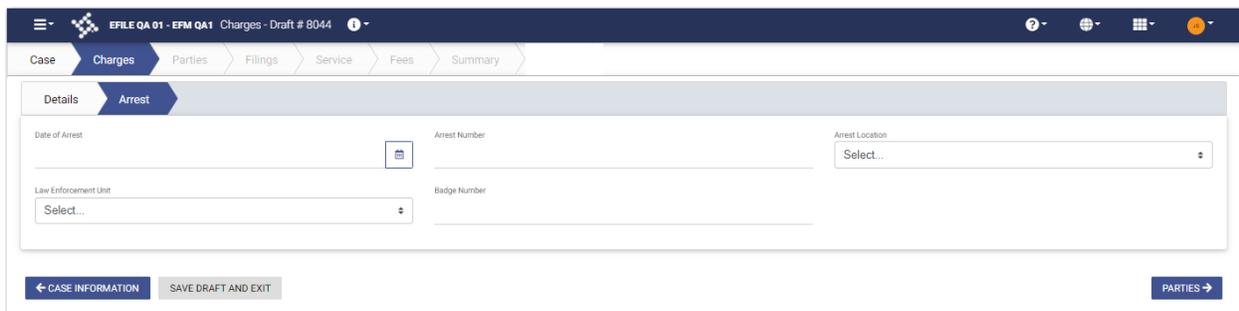


Figure 7.11 – Arrest Tab on the Charges Page

To enter information on the **Arrest** tab:

1. Type the date of arrest in the **Date of Arrest** field, or click  to select a date from the calendar.
2. Type the arrest number in the **Arrest Number** field.
3. Select the location of the arrest from the **Arrest Location** drop-down list.

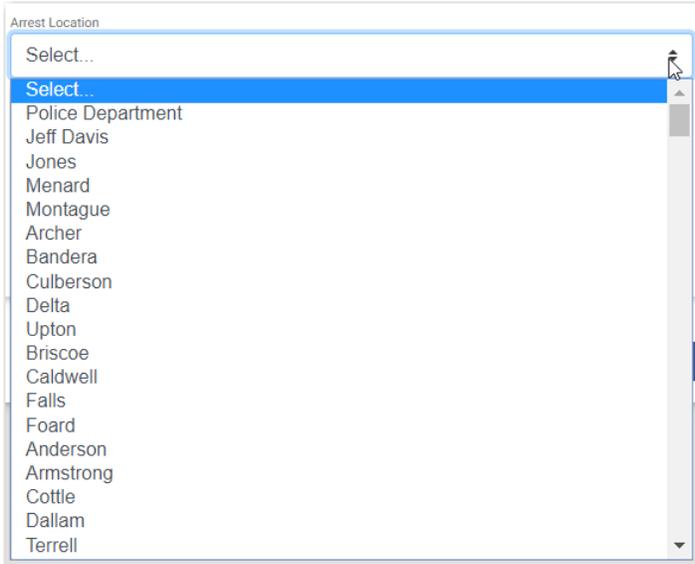


Figure 7.12 – Sample Arrest Location Drop-Down List

4. Select the law enforcement unit that made the arrest from the **Law Enforcement Unit** drop-down list.

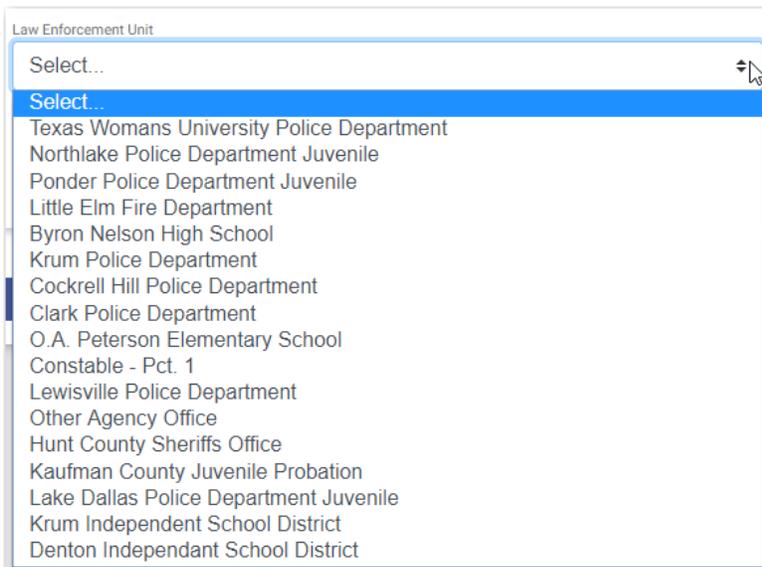


Figure 7.13 – Sample Law Enforcement Unit Drop-Down List

5. Type the badge number of the arresting officer in the **Badge Number** field.

6. After you have completed all of the fields on the **Arrest** tab, click



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.

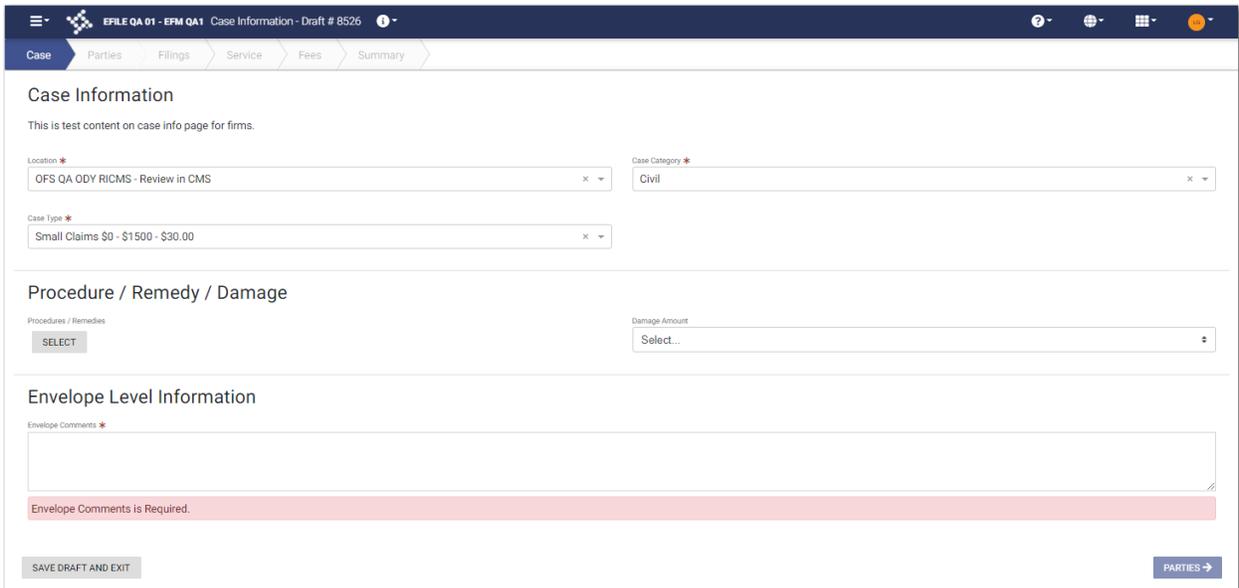
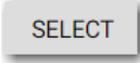


Figure 7.14 – Sample Case Information Page

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.

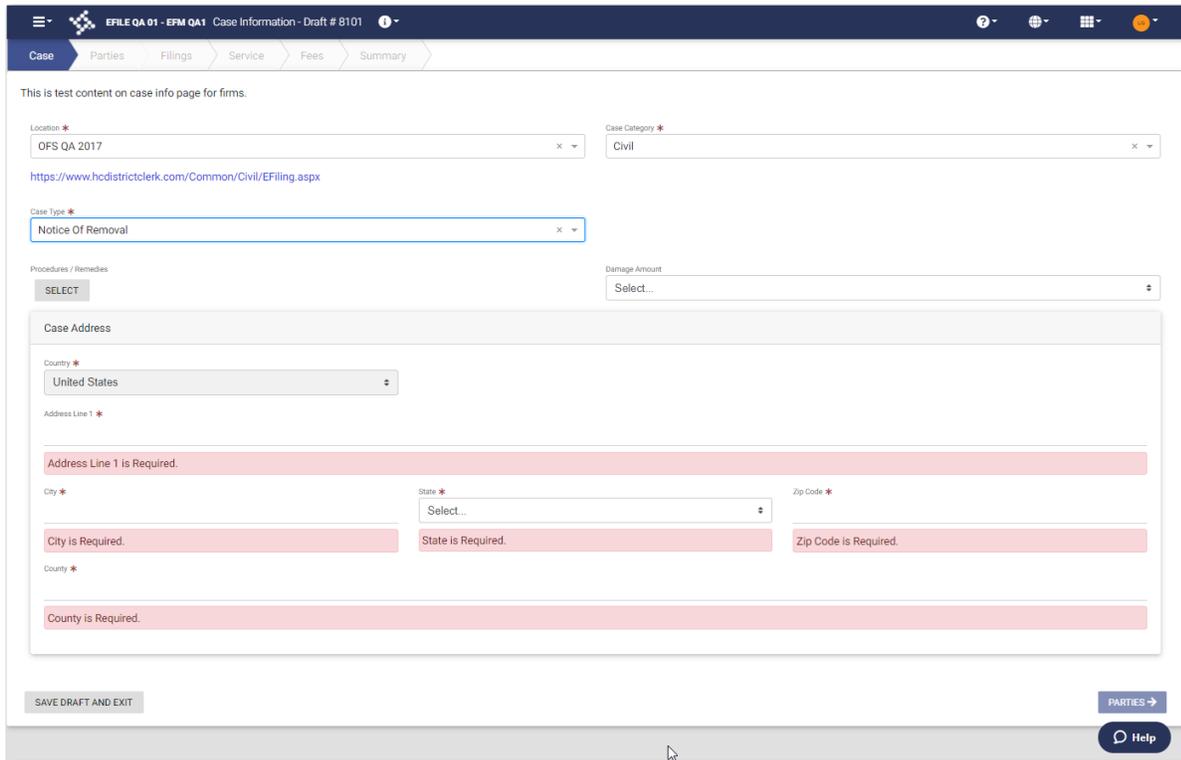


Figure 7.15 – Sample Case Information Page—Case Address Pane Blank

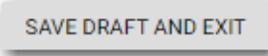
Note: While you are entering a case filing, click  to view the case number or draft number.

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 7.16 – 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.

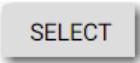
Note: While you are entering a case filing, click  to view the case number or draft number.

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 7.17 – 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.

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

Figure 7.18 – 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.

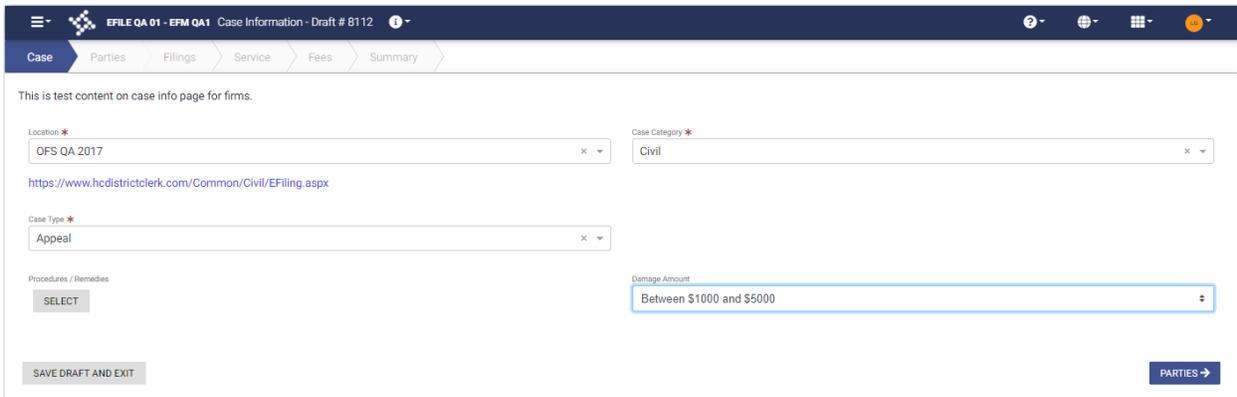


Figure 7.19 – Sample Completed Case Information Page

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.

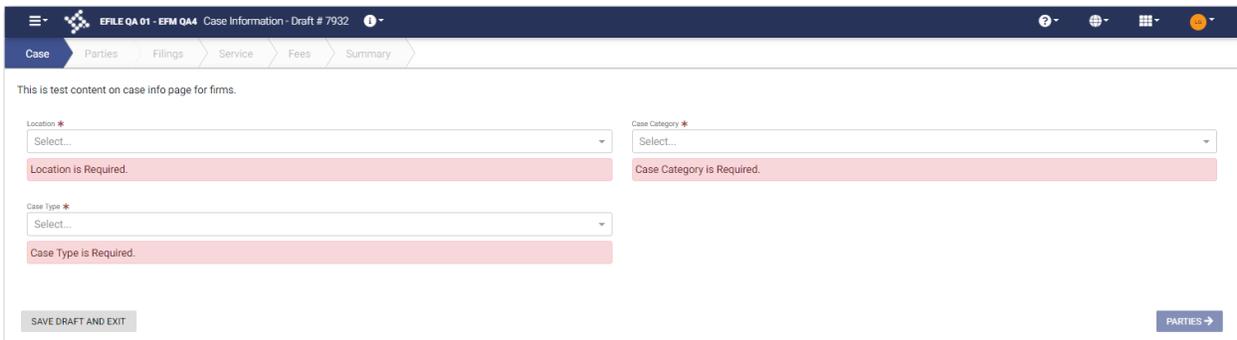


Figure 7.20 – Sample Case Information Page

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.

Figure 7.21 – 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

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="Delete"/>

Figure 7.22 – 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.

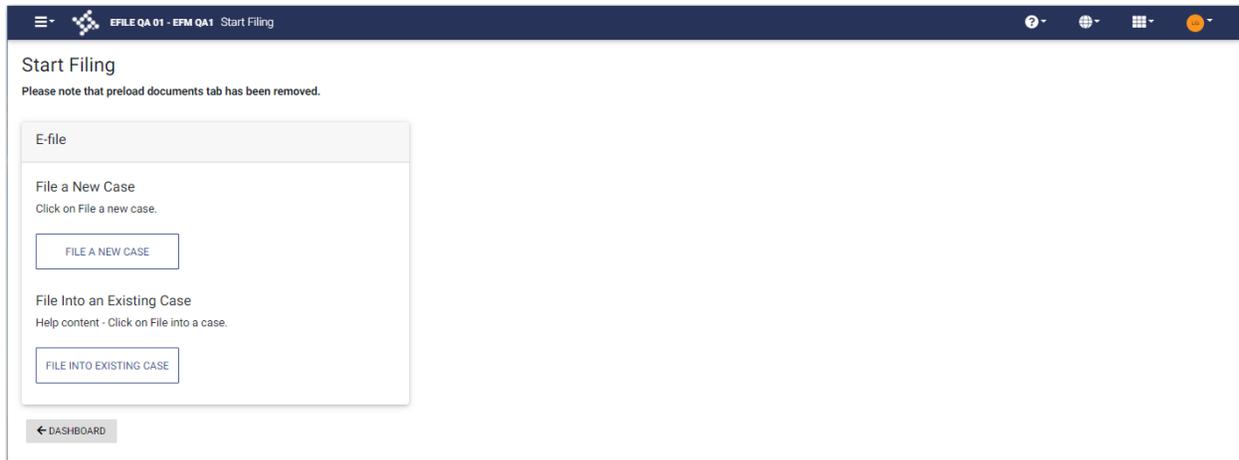


Figure 7.23 – Start Filing Page

2. Click 

The *Case Information* page is displayed.

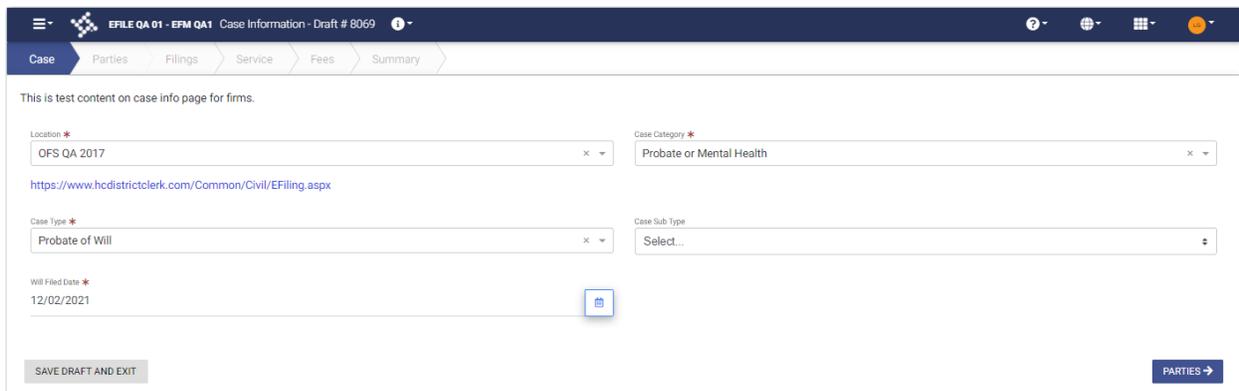
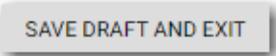


Figure 7.24 – Example of the Will Filed Field on the Case Information Page

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 (Firm Filer)

Each case requires a party type.

Note: This section is intended for firm filers who do not have the Criminal Filing Filer role assigned to them.

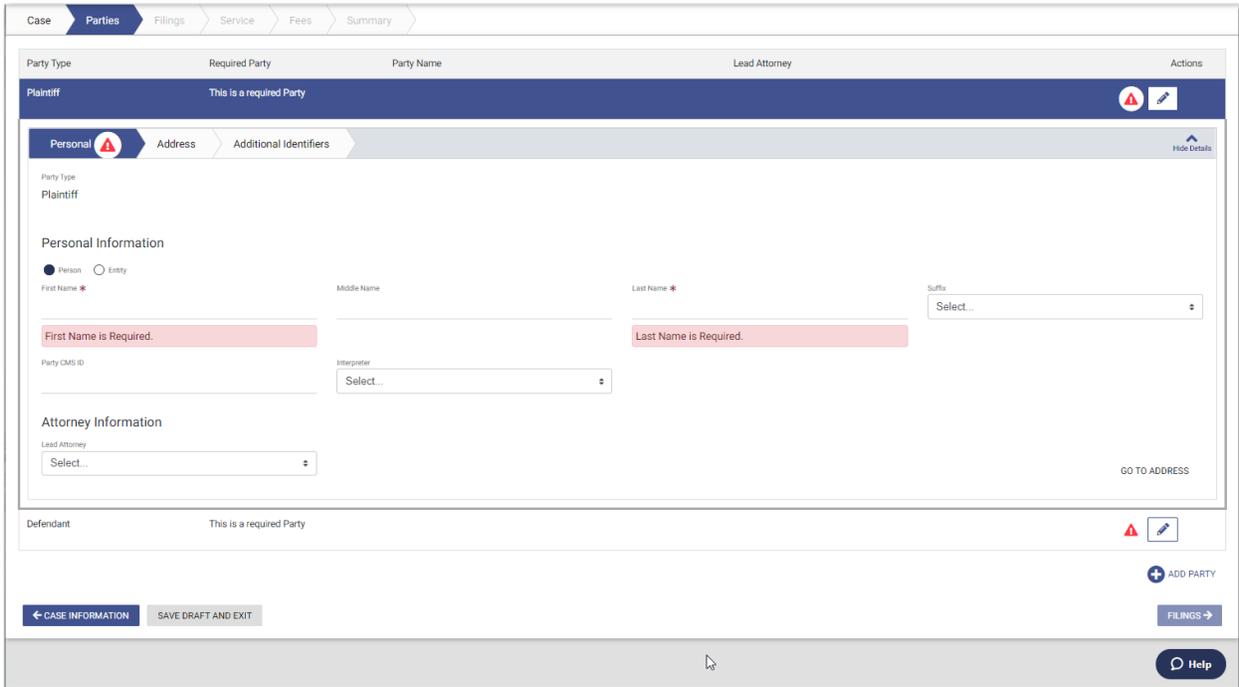


Figure 7.25 – Personal Tab on the Parties Page

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. Also, if appropriate, select the party's suffix from the **Suffix** drop-down list.
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. Click  to select the filing attorney.

The *Attorneys* window is displayed.

The screenshot shows the 'Attorneys' window with a 'Lead Attorney' tab selected. At the top, there are input fields for 'First Name', 'Last Name', and 'Bar Number', along with 'FILTER' and 'RESET' buttons. Below these is a table with three rows of attorney information:

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

At the bottom of the table, there are 'Previous', '1', and 'Next' navigation links, and a status bar indicating '3 Result(s) Page 1 of 1'. Below the table are 'CANCEL' and 'LEAD ATTORNEY' buttons.

Figure 7.26 – Attorneys Window

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

7. Select the additional attorneys for the case, and then click **LEAD ATTORNEY**.

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

The screenshot shows the 'Lead Attorney' window with the 'Attorneys' tab selected. It features a table with the following columns: 'Remove', 'Name', and 'Lead Attorney'. Two attorneys are listed:

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

At the bottom of the window are 'ATTORNEYS', 'CANCEL', and 'SAVE' buttons.

Figure 7.27 – Lead Attorney Window

8. Click **SAVE**.

The *Parties* page is displayed, listing the attorneys that you selected.

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

Figure 7.28 – Address Tab on the Parties Page

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

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

Figure 7.29 – 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 of the 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 Party Details (Criminal Filing Filer)

Each case requires a party type.

Note: This section is intended for users who have the Criminal Filing Filer role assigned to them.

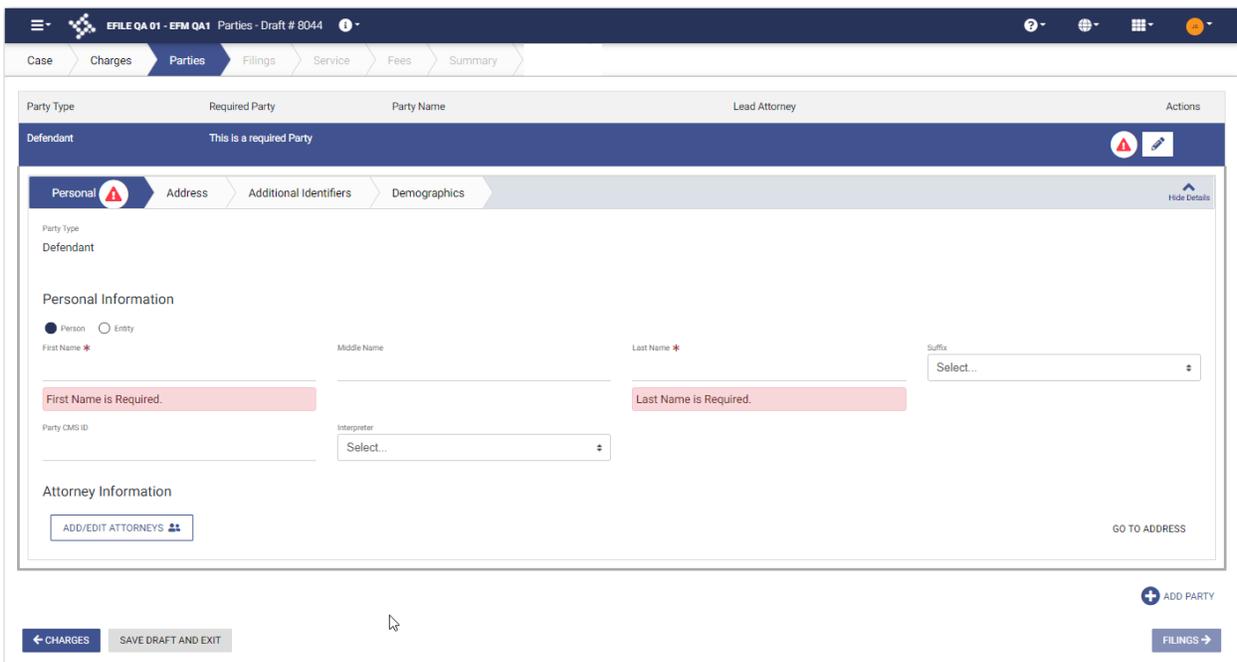


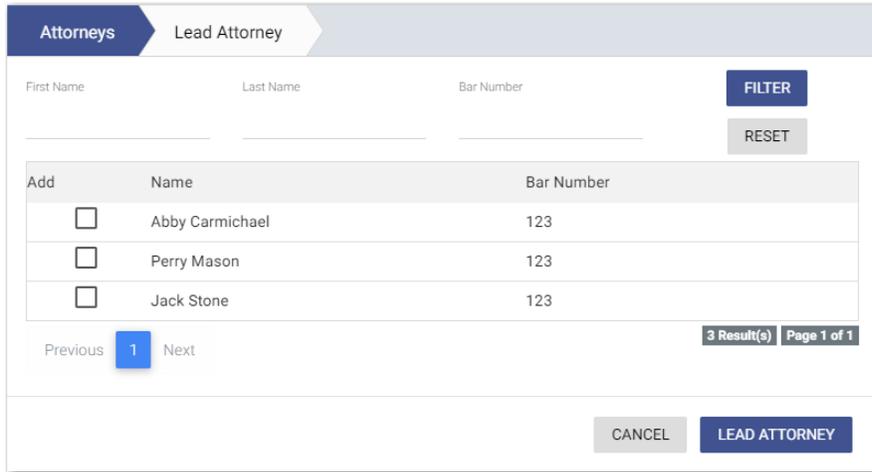
Figure 7.30 – Personal Tab on the Parties Page

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 a criminal case filing:

1. On the **Personal** tab, select **Person** or **Entity**.
2. 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.
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.

- Click **ADD/EDIT ATTORNEYS**  to select the filing attorney.
The *Attorneys* window is displayed.



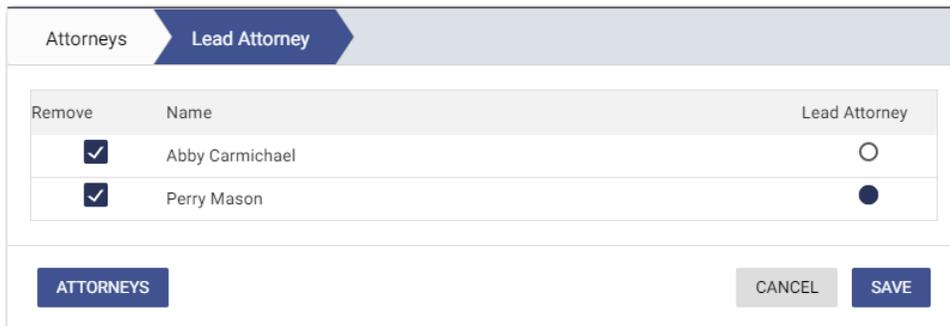
Add	Name	Bar Number
<input type="checkbox"/>	Abby Carmichael	123
<input type="checkbox"/>	Perry Mason	123
<input type="checkbox"/>	Jack Stone	123

Figure 7.31 – Attorneys Window

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

- Select the additional attorneys for the case, and then click **LEAD ATTORNEY**.

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



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

Figure 7.32 – Lead Attorney Window

- Click **SAVE**.

The *Parties* page is displayed, listing the attorneys that you selected.

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

Figure 7.33 – 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 7.34 – 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 State Identification (SID) number in the **SID Number** field.

17. Type the party's Federal Bureau of Investigation (FBI) number in the **FBI Number** field.

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

19. Select the party's gender from the **Gender** drop-down list.

20. Click  to enter the demographics for the specified party.

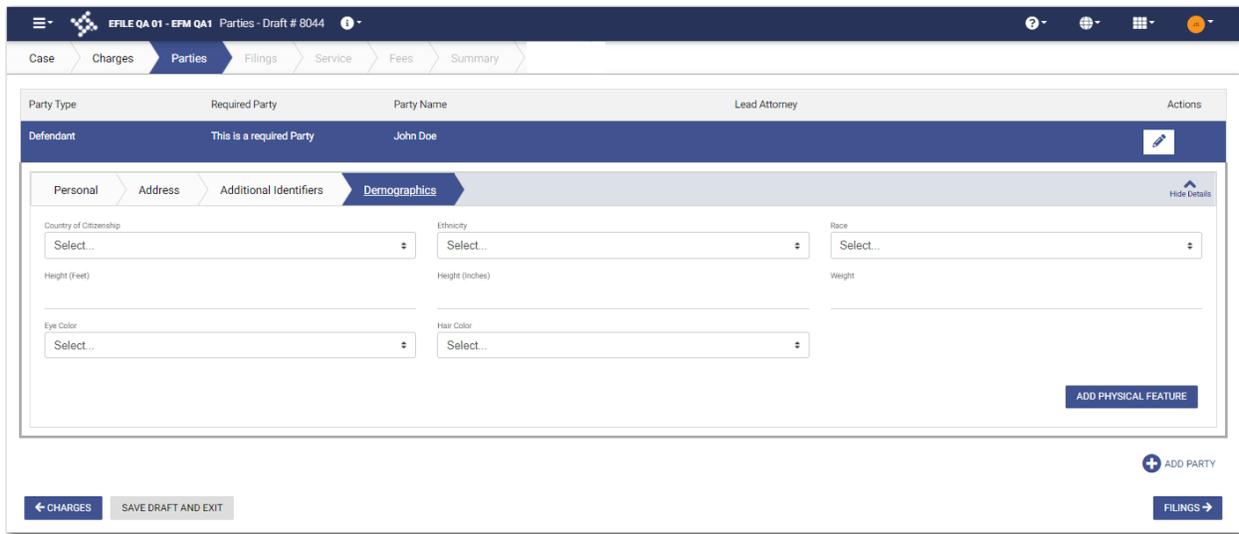


Figure 7.35 – Demographics Tab on the Parties Page

21. Select the party's country of citizenship from the **Country of Citizenship** drop-down list.

22. Select the party's ethnicity from the **Ethnicity** drop-down list.

23. Select the party's race from the **Race** drop-down list.

24. Type the party's height in feet in the **Height (Feet)** field.

25. Type the party's height in inches in the **Height (Inches)** field.

26. Type the party's weight in the **Weight** field.

27. Select the party's eye color from the **Eye Color** drop-down list.

28. Select the party's hair color from the **Hair Color** drop-down list.

29. If the party has a special physical feature, click .



Figure 7.36 – Physical Feature Pane

30. Select the physical feature from the **Feature** drop-down list.

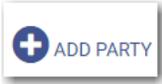
31. Type a description of the feature in the **Description** field.

32. Complete any other fields that are displayed.

33. Click  to continue adding physical features.

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

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

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

37. Click  to save your work and to continue.

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

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

Entering Date of Death on Parties Page

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

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

Note: Your screens may vary from the examples provided.

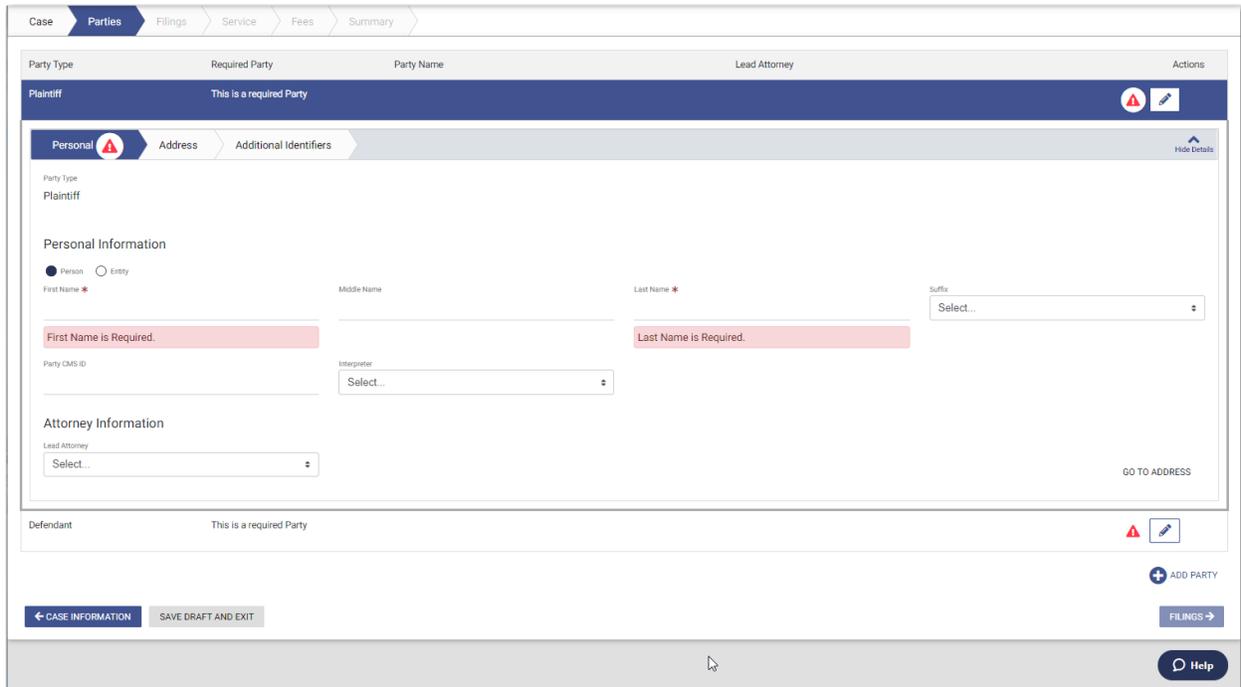


Figure 7.37 – Example of the Personal Tab on a Parties Page

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

1. On the *Dashboard* page, click



The *Start Filing* page is displayed.

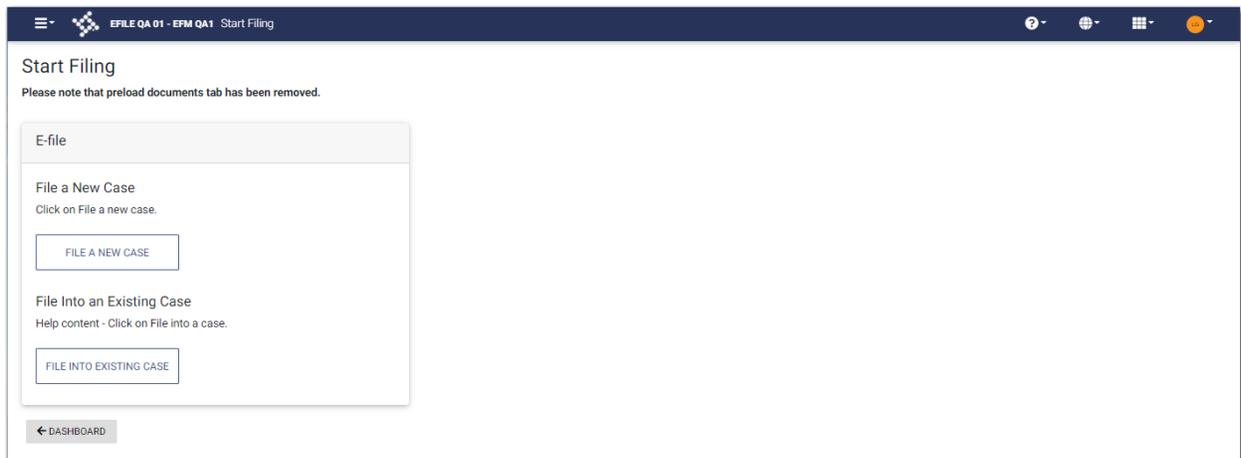


Figure 7.38 – Start Filing Page

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.

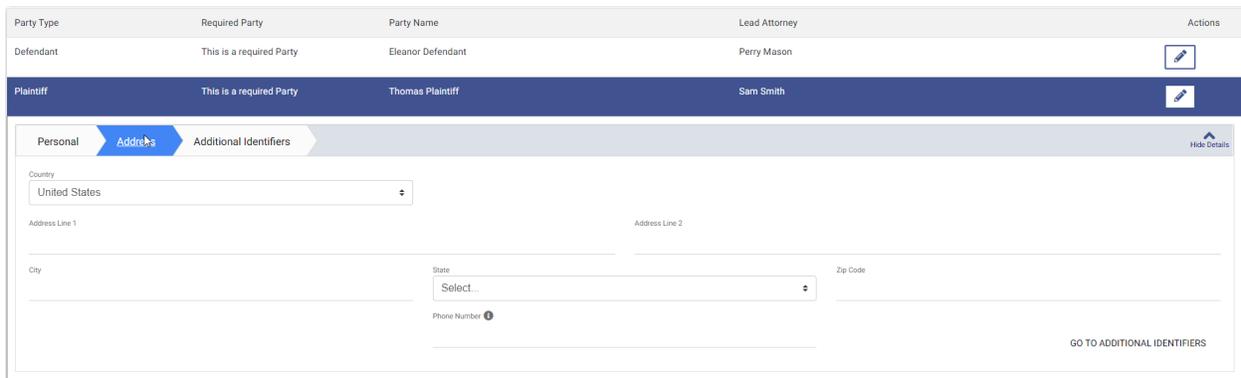
5. Complete the **First Name**, **Middle Name** (if applicable), and **Last Name** fields. Also, if appropriate, select the party's suffix from the **Suffix** drop-down list.
6. Type the party case management system ID in the **Party CMS ID** field, if appropriate.
7. Select a language from the **Interpreter**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

Country:

Address Line 1:

Address Line 2:

City: State: Zip Code:

Phone Number:

[GO TO ADDITIONAL IDENTIFIERS](#)

Figure 7.39 – 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 7.40 – 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.

The screenshot shows a web interface for entering filing details. At the top, there are navigation tabs: Case, Parties, Filings, Service, Fees, and Summary. The main content area is titled 'Abstract of Judgment' and includes a 'Details' tab. The form contains the following fields:

- Filing Code:** A dropdown menu.
- Client Ref #:** A text input field.
- Filing Description:** A text input field.
- Filing Type:** A dropdown menu with 'eFile and Serve' selected.
- Filing Fee:** A dropdown menu with '\$5.00' selected.
- Client Reference Number:** A text input field.
- Comments to Court:** A text area for adding comments.

Below the form is a section titled 'Upload Documents' with a table for document details. The table has columns for Type, Name, Size, Actions, Description, and Security. There are two rows for document uploads, each with a 'Drag file here or BROWSE' button. At the bottom of the page, there are buttons for '← PREVIOUS', 'SAVE DRAFT AND EXIT', 'GO TO OPTIONAL SERVICES', and 'HELP'.

Figure 7.41 – 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.

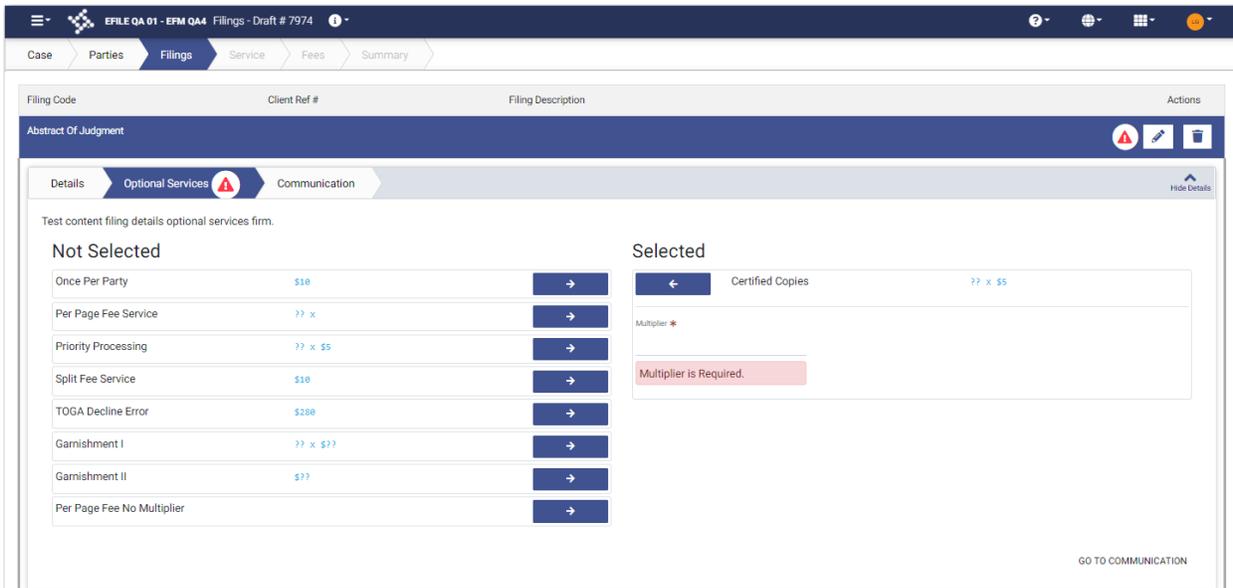


Figure 7.42 – Sample Optional Services Tab

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.

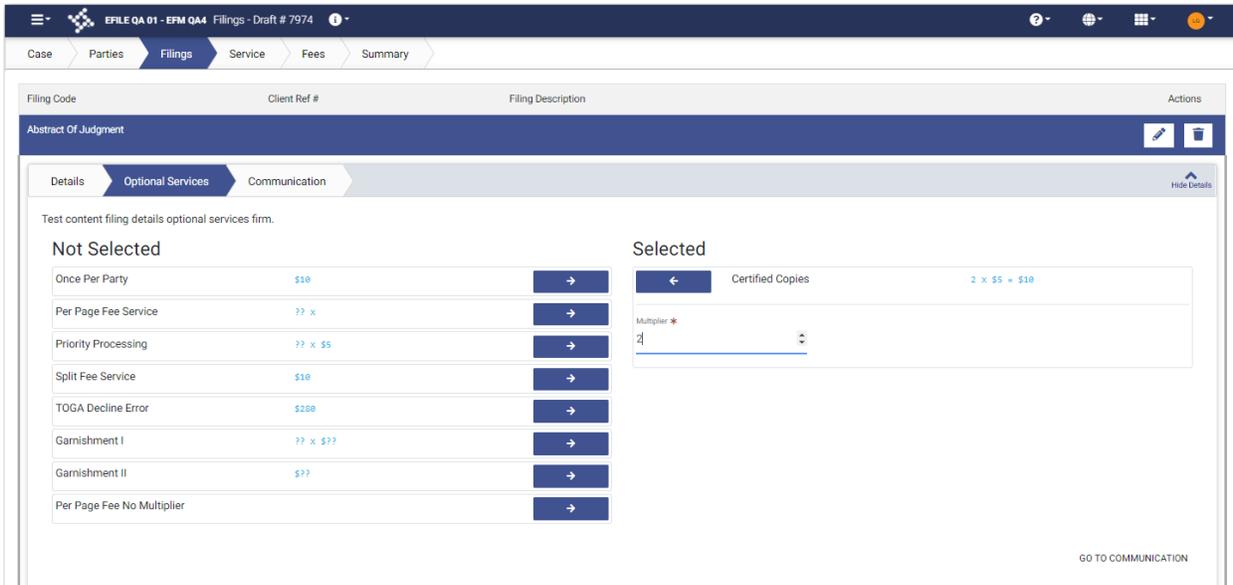


Figure 7.43 – Sample Optional Services Tab with an Optional Service Selected

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 7.44 – 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.”

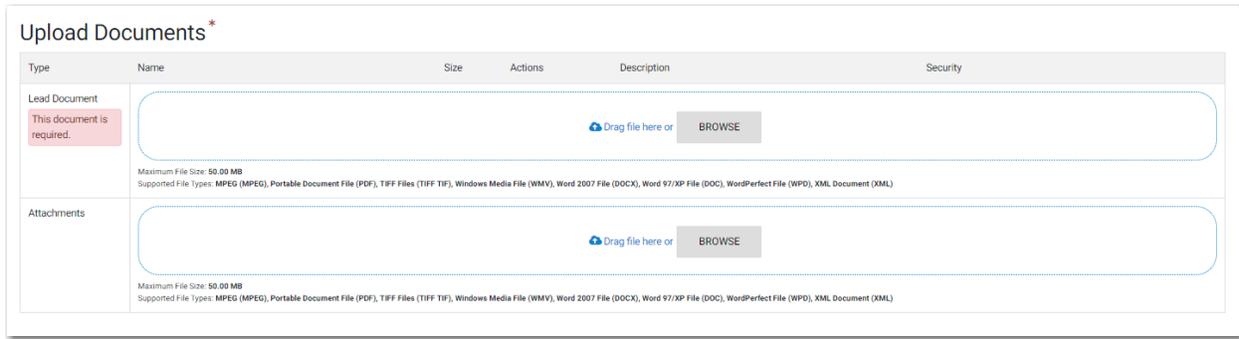
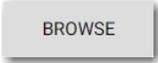


Figure 7.45 – Upload Documents Pane

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.

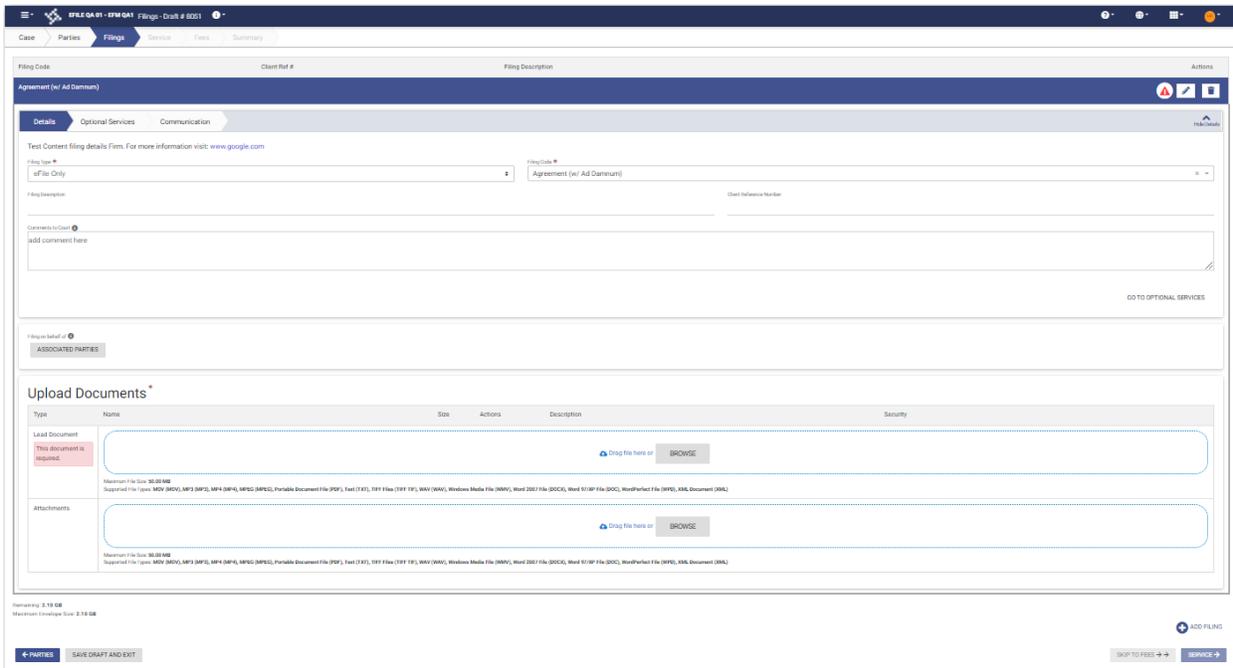


Figure 7.46 – Sample Filings Page

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.

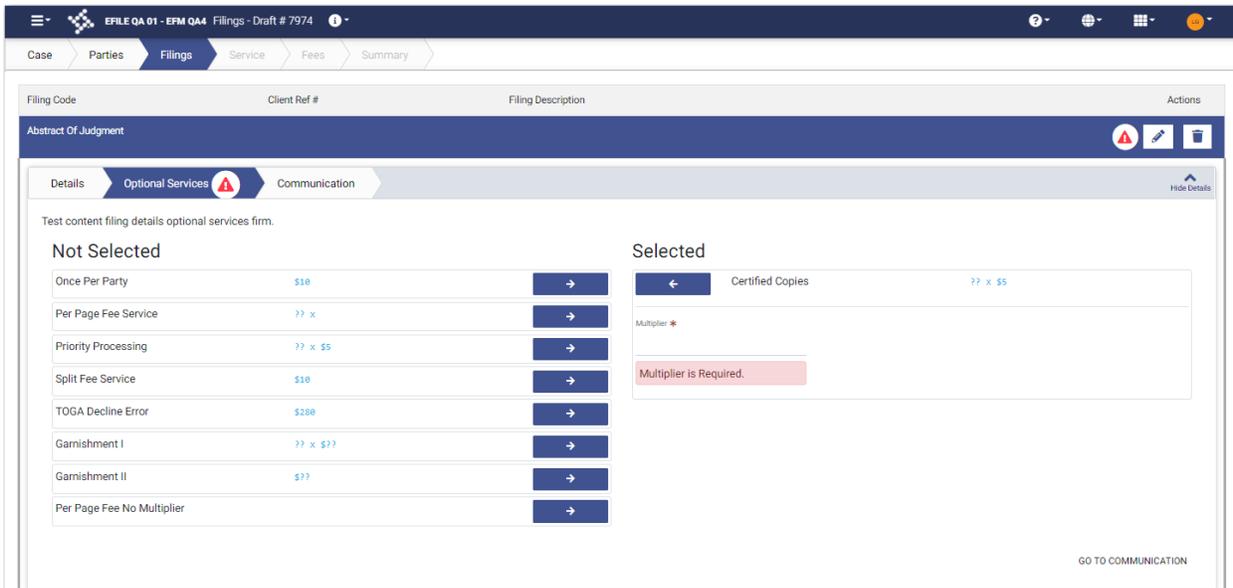


Figure 7.47 – Sample Optional Services Tab

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.

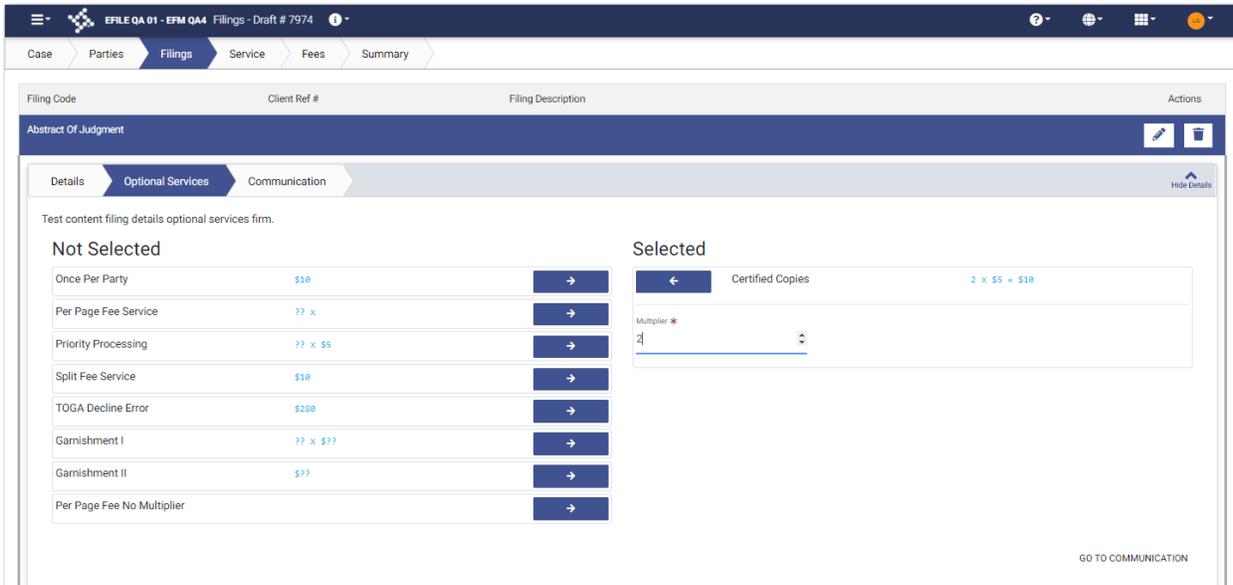


Figure 7.48 – Sample Optional Services Tab with an Optional Service Selected

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 7.49 – 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.”

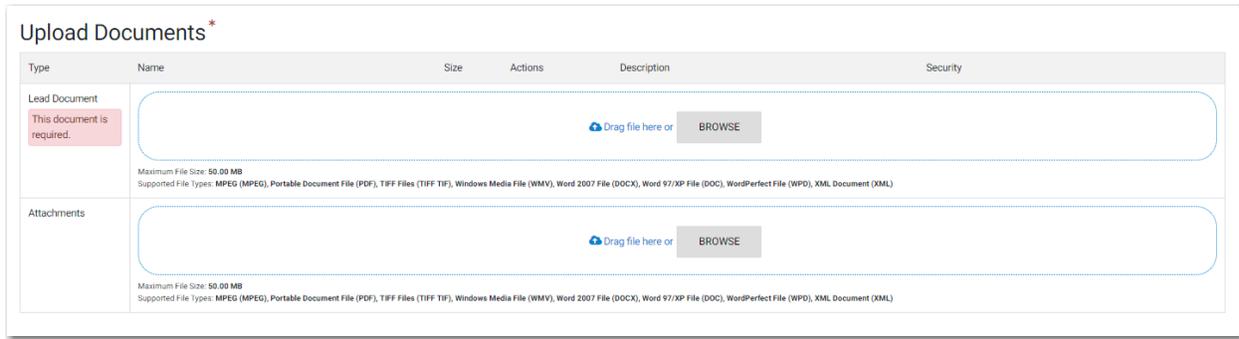
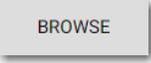


Figure 7.50 – Upload Documents Pane

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.

Note: Your firm must have a payment account created before you can complete your filing.

The screenshot shows the 'Fees' page in a legal filing system. The page title is 'EFILE QA 01 - EFM QA1 Fees - Draft # 8053'. The navigation tabs are 'Case', 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'. The 'Fees' tab is active. The page contains the following fields and error messages:

- Ad Damnum**: A red error message 'Ad Damnum is Required.' is displayed below the field.
- Payment Account**: A red error message 'Payment Account is Required.' is displayed below the field.
- Filing Attorney**: A red error message 'Filing Attorney is Required.' is displayed below the field.
- Party Responsible for Fees**: A red error message 'Party Responsible for Fees is Required.' is displayed below the field. A 'SEARCH' button is located to the right of the field.
- Filer Type**: A red error message 'Filer Type is Required.' is displayed below the field.

At the bottom of the page, there is a blue button labeled 'CALCULATE FEES'. Navigation buttons include '← SERVICE', 'SAVE DRAFT AND EXIT', and 'SUMMARY →'.

Figure 7.51 – 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.
22. Select the filing attorney from the **Filing Attorney** drop-down list.
23. 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.

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

25. Click  .

The fees for the filing are displayed.

The screenshot displays the 'Fees' page in a legal filing system. The page is divided into two main sections: input fields on the left and a fee schedule on the right.

Input Fields (Left):

- Test-firm's-fees:** Ad Damnum: 5000
- Payment Account:** Firm's New CC 11202020 (Credit Card)
- Filing Attorney:** Perry Mason
- Party Responsible for Fees:** Clarence Defendant (with a SEARCH button)
- Filer Type:** Default

Fee Schedule (Right):

- Other Civil:** Case Initiation Fee: \$5.00; Subtotal: \$5.00
- Agreement (w/ Ad Damnum):** Filing Fee: \$40.00; Subtotal: \$40.00
- Service Fees:** Total Service Fees: \$1.00; Convenience Fee: \$1.18; Total Court Service Fees: \$1.00; Subtotal: \$3.18

Grand Total: \$48.18

Buttons at the bottom include: SERVICE, SAVE DRAFT AND EXIT, and SUMMARY.

Figure 7.52 – Example of the Ad Damnum Fees on the Fees Page

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

Entering a Filing with a Motion Type Code

You can enter a filing for a specific motion type.

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

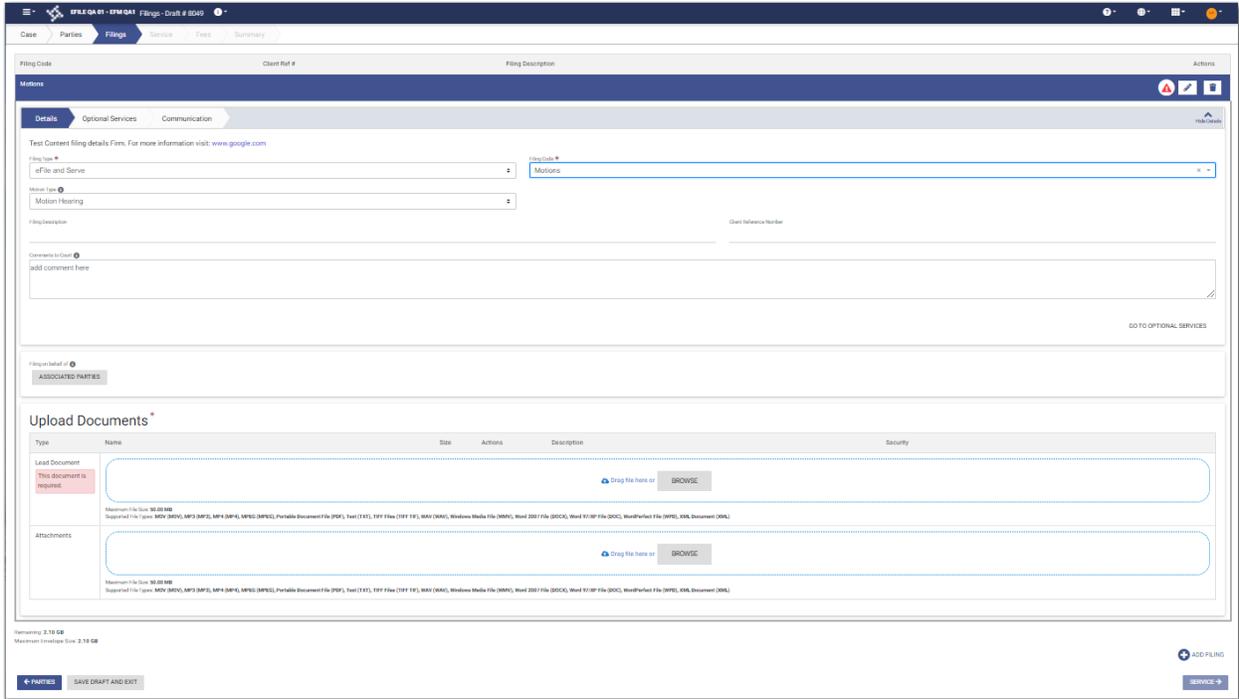


Figure 7.53 – Example of a Filings Page with a Motion Filing Code Selected

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.

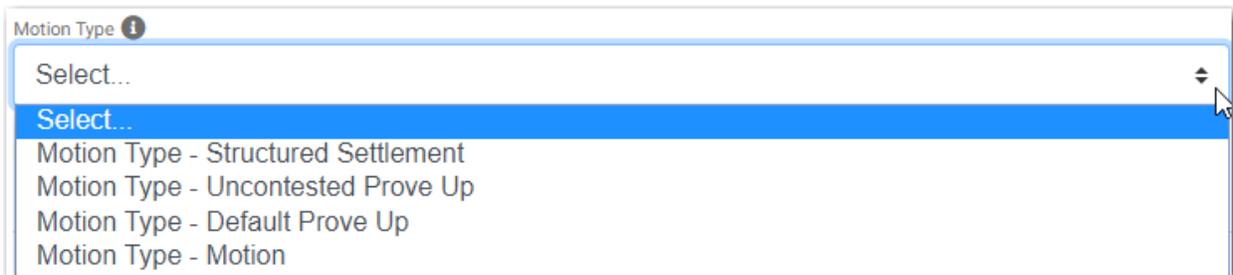


Figure 7.54 – Sample Motion Type Drop-Down List

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.

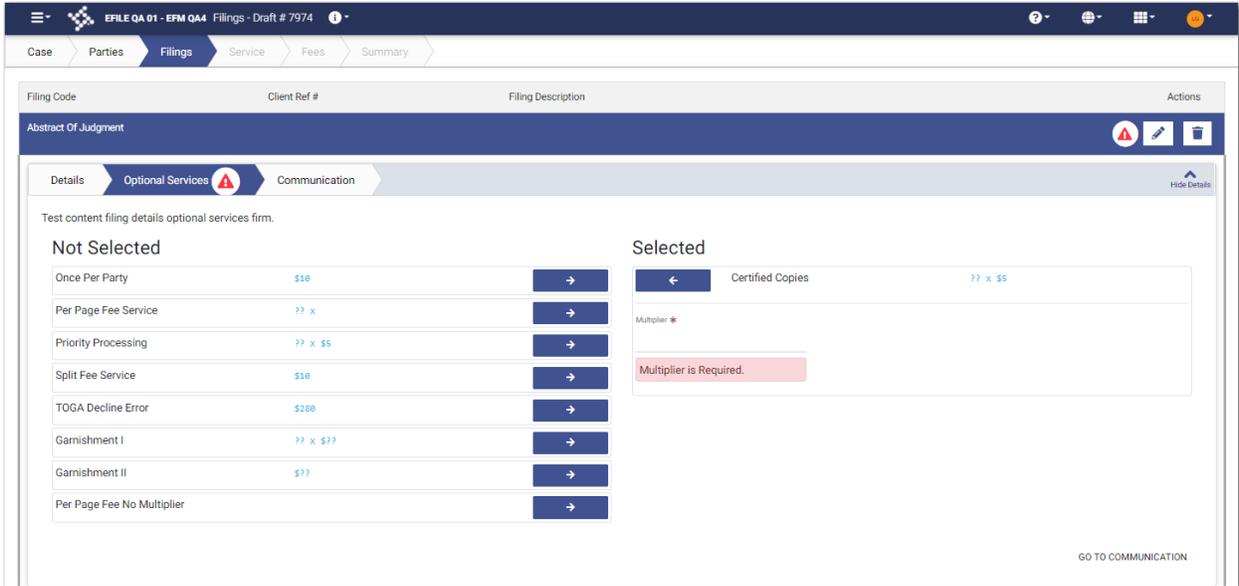


Figure 7.55 – Sample Optional Services Tab

- 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.

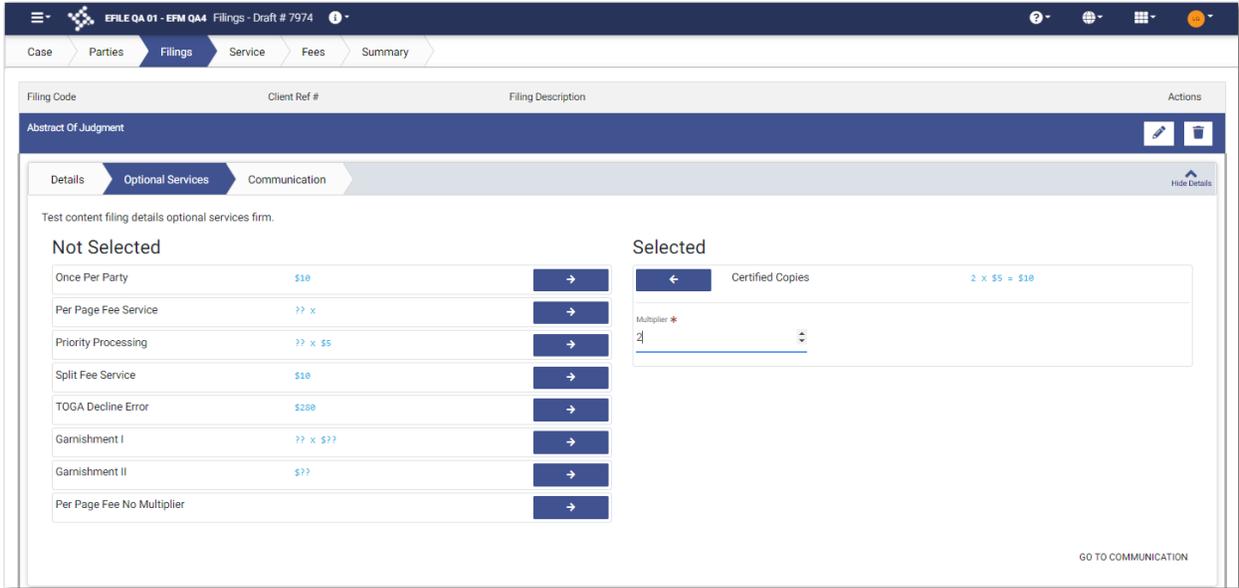


Figure 7.56 – Sample Optional Services Tab with an Optional Service Selected

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.

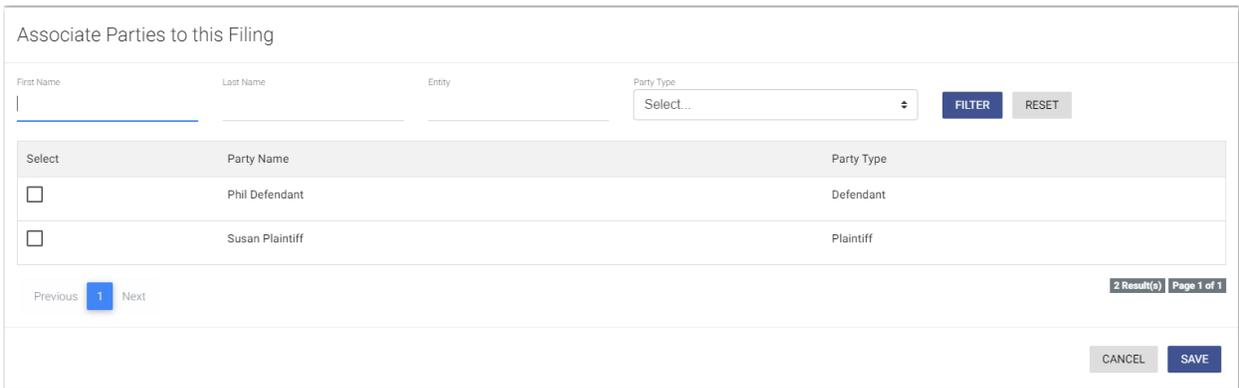
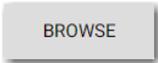


Figure 7.57 – Associate Parties to this Filing Window

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.”

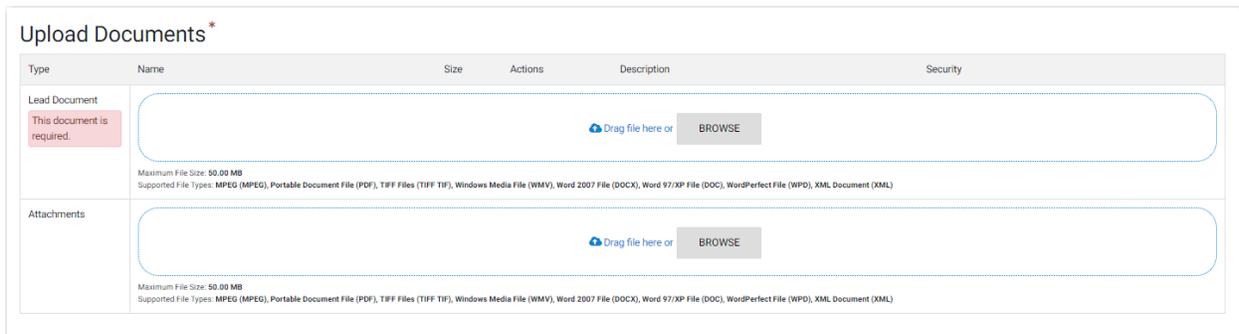
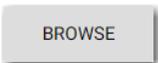


Figure 7.58 – Upload Documents Pane

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.

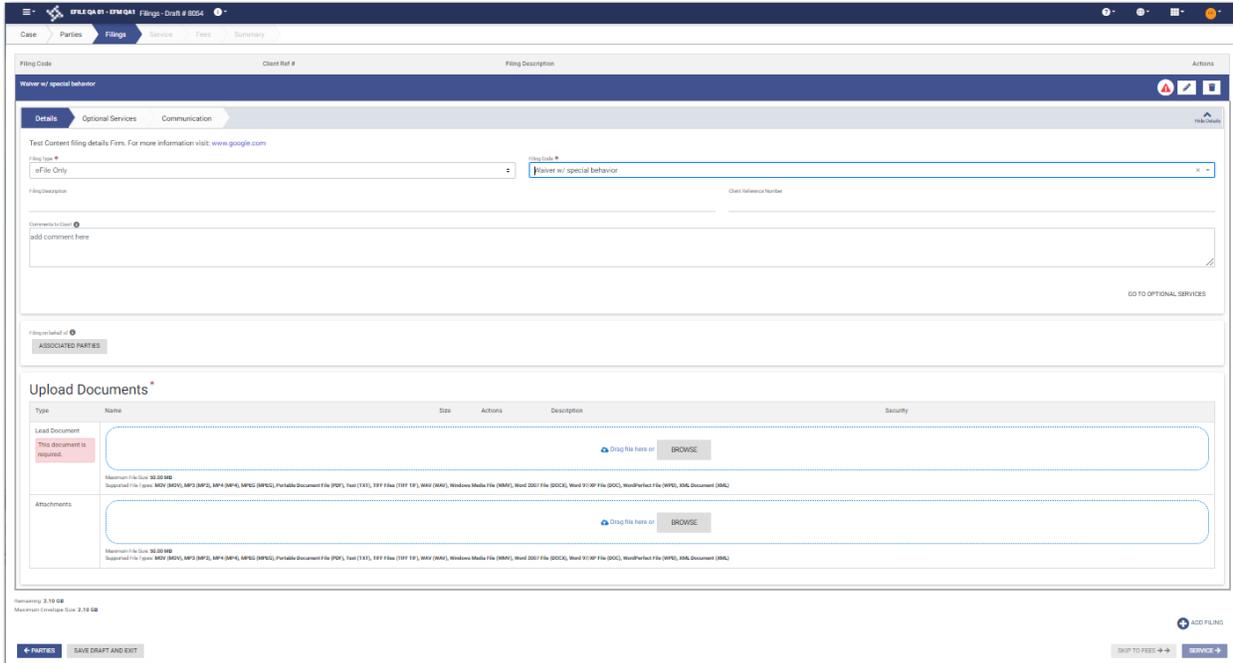


Figure 7.59 – Sample Filings Page

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.

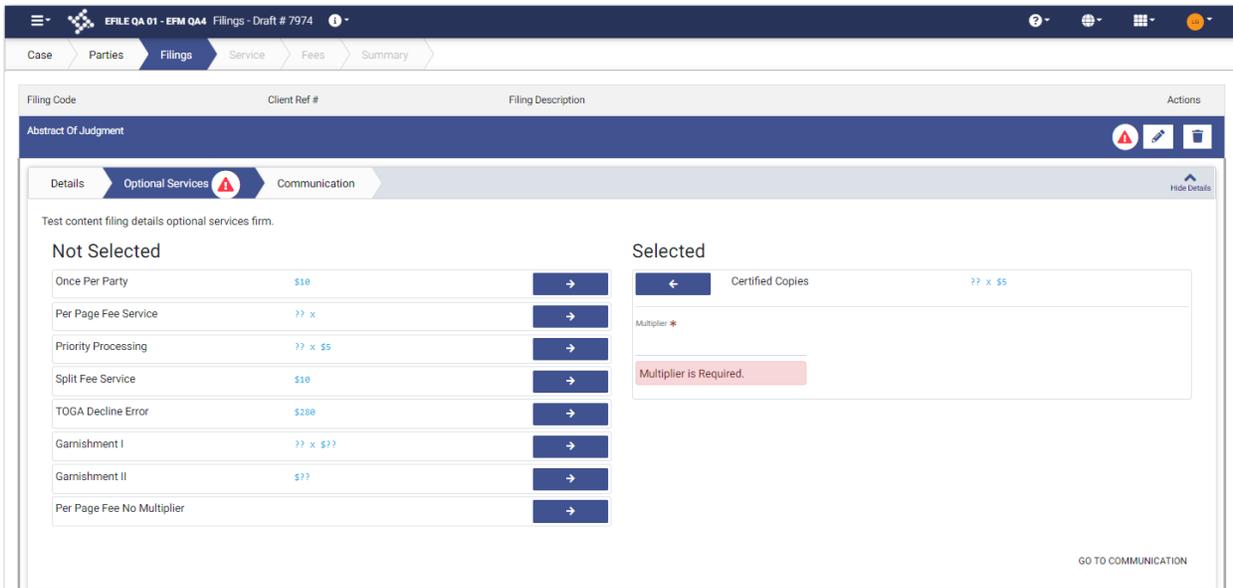


Figure 7.60 – Sample Optional Services Tab

7. To select the applicable optional services, click .

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

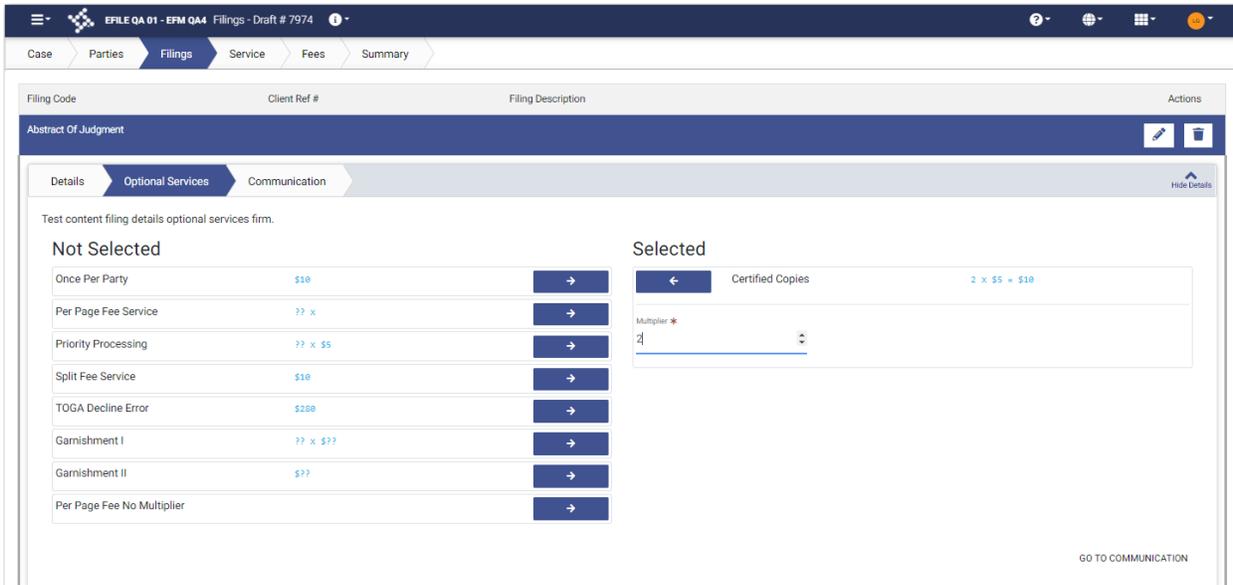


Figure 7.61 – Sample Optional Services Tab with an Optional Service Selected

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 7.62 – 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.”

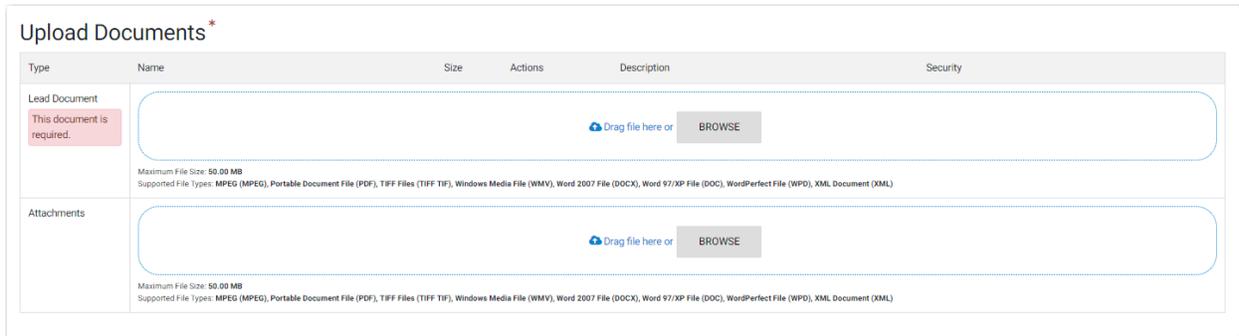
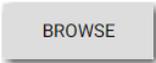


Figure 7.63 – Upload Documents Pane

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.

Note: Your firm must have a payment account created before you can complete your filing.

The screenshot shows the 'Fees' page in a legal filing system. The page title is 'EFILE QA 01 - EFM QA1 Fees - Draft # 8059'. The navigation tabs are 'Case', 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'. The 'Fees' tab is active. The page contains the following fields and error messages:

- Claim Amount ***: A text input field with a red error message: 'Claim Amount is Required.'
- Payment Account ***: A dropdown menu with 'Select...' and a red error message: 'Payment Account is Required.'
- Filing Attorney ***: A dropdown menu with 'Select...' and a red error message: 'Filing Attorney is Required.'
- Party Responsible for Fees ***: A dropdown menu with 'Select...' and a 'SEARCH' button, with a red error message: 'Party Responsible for Fees is Required.'
- Filer Type**: A dropdown menu with 'Select...'.

At the bottom of the page, there is a blue button labeled 'CALCULATE FEES'. Navigation buttons include '← SERVICE', 'SAVE DRAFT AND EXIT', and 'SUMMARY →'.

Figure 7.64 – 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.
22. Select the filing attorney from the **Filing Attorney** drop-down list.
23. 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.

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

25. Click .

The fees for the filing are displayed.

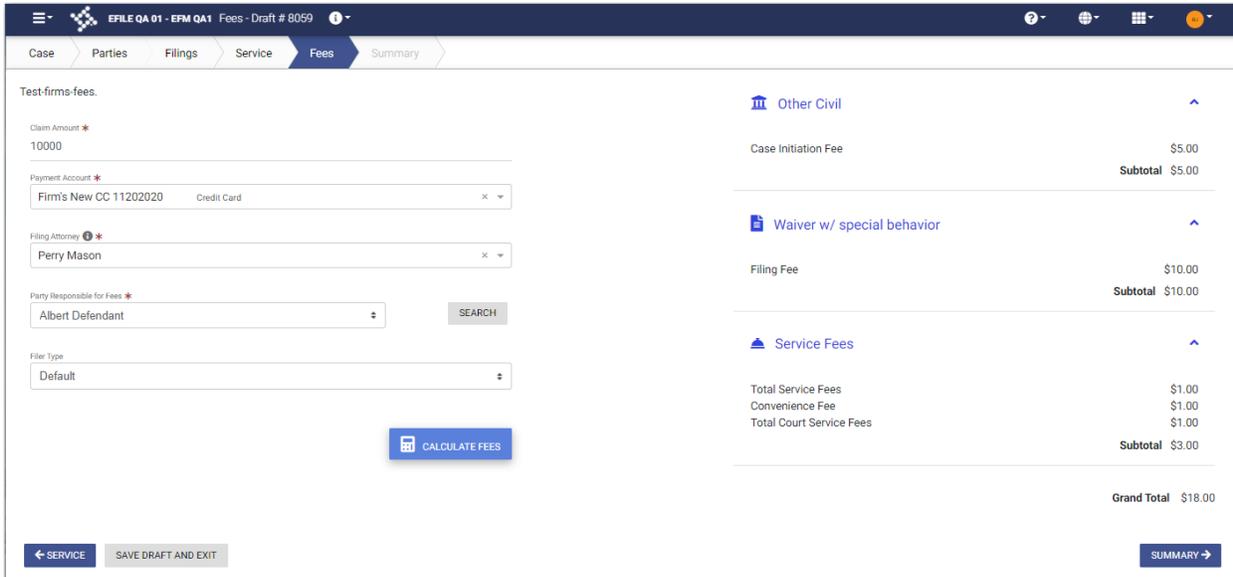


Figure 7.65 – Example of the Claim Amount Fees on the Fees Page

26. 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.

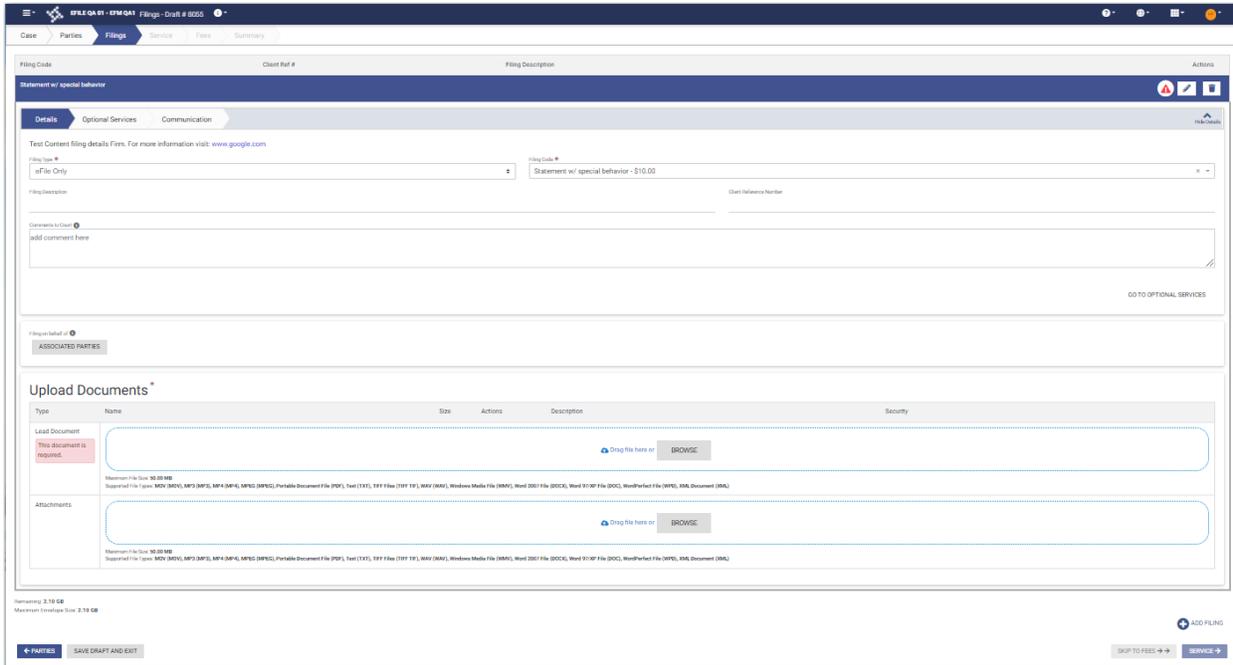


Figure 7.66 – Sample Filings Page

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.

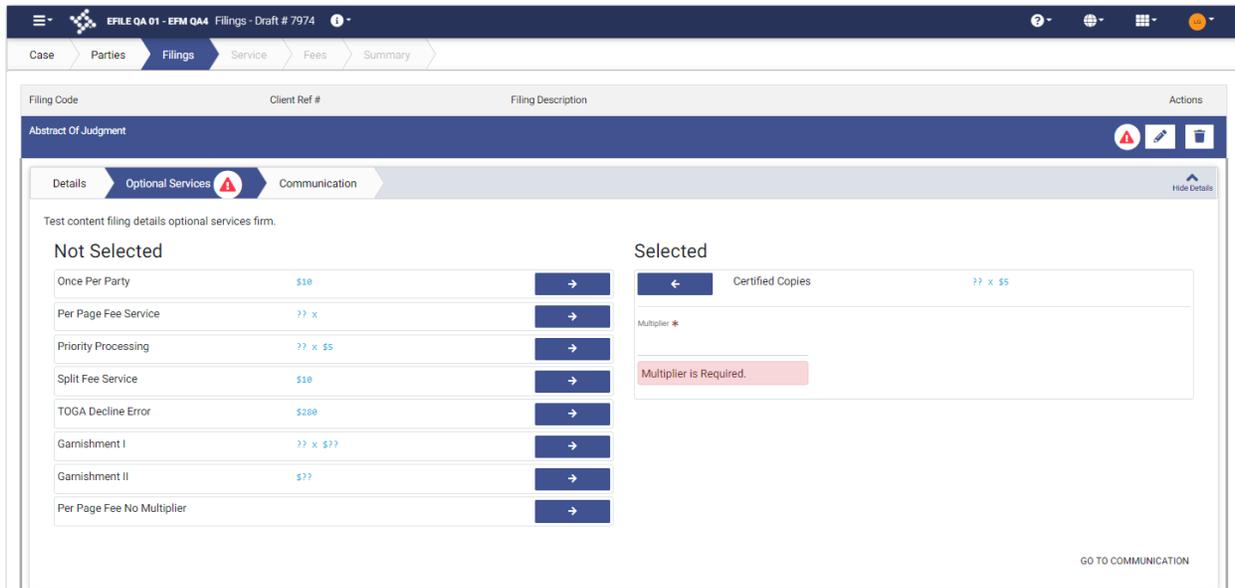


Figure 7.67 – Sample Optional Services Tab

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.

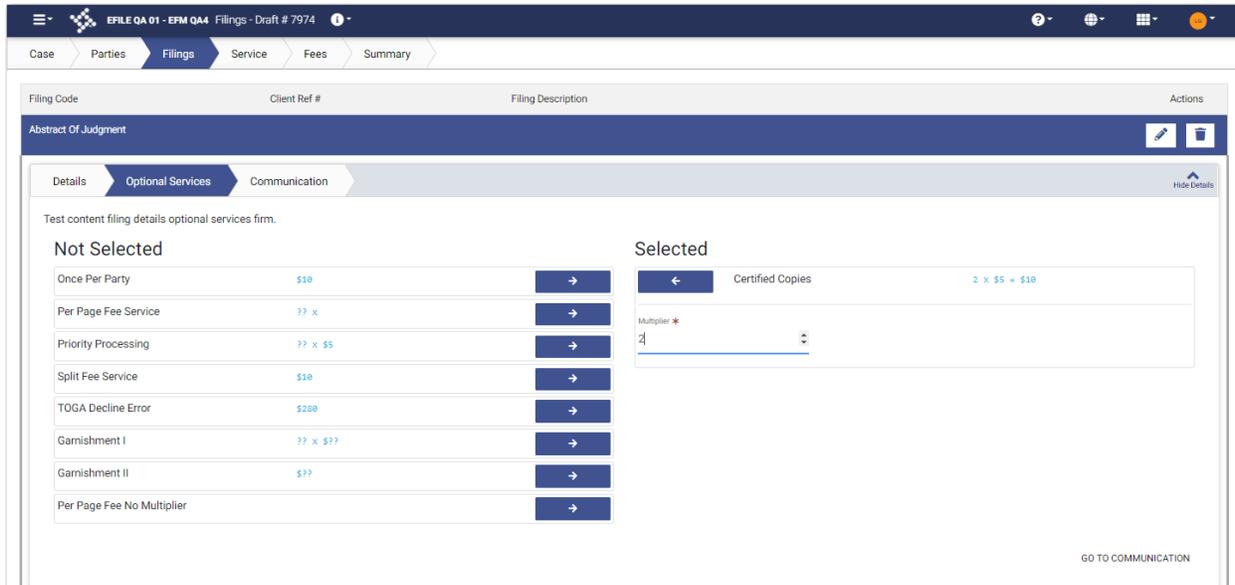


Figure 7.68 – Sample Optional Services Tab with an Optional Service Selected

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 7.69 – 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.”

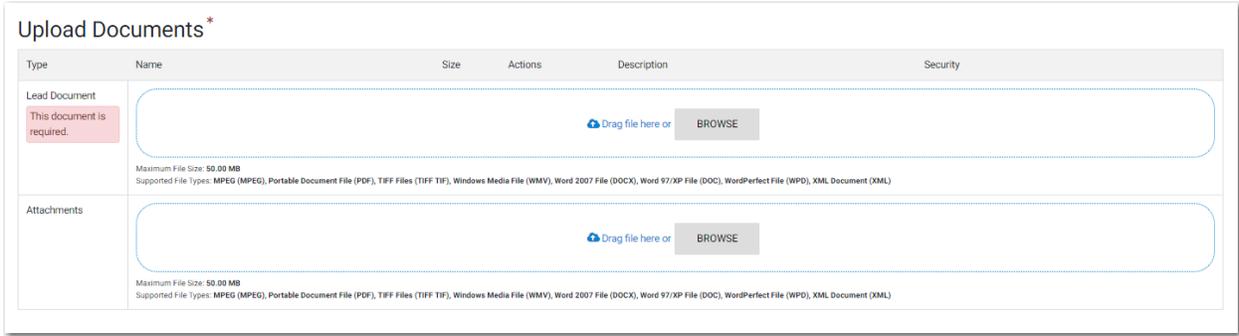
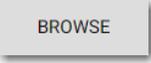


Figure 7.70 – Upload Documents Pane

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.

The screenshot shows the 'Fees' page in a legal filing system. The page title is 'EFILE QA 01 - EFM QA1 Fees - Draft # 8060'. The navigation tabs are 'Case', 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'. The 'Fees' tab is active. The page contains the following fields and error messages:

- Estate Value:** A red error message reads 'Estate Value is Required.'
- Payment Account:** A dropdown menu with 'Select...' and a red error message reads 'Payment Account is Required.'
- Filing Attorney:** A dropdown menu with 'Select...' and a red error message reads 'Filing Attorney is Required.'
- Party Responsible for Fees:** A dropdown menu with 'Select...' and a 'SEARCH' button, with a red error message reads 'Party Responsible for Fees is Required.'
- Filer Type:** A dropdown menu with 'Select...'.

At the bottom of the page, there is a 'CALCULATE FEES' button, a '← SERVICE' button, a 'SAVE DRAFT AND EXIT' button, and a 'SUMMARY →' button.

Figure 7.71 – 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.
22. Select the filing attorney from the **Filing Attorney** drop-down list.
23. 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.

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

25. Click  .

The fees for the filing are displayed.

The screenshot displays the 'Fees' page in a legal filing system. The top navigation bar includes 'Case', 'Parties', 'Filings', 'Service', 'Fees', and 'Summary'. The 'Fees' page is titled 'Test-firms-fees.' and contains several input fields: 'Estate Value' (20000), 'Payment Account' (Firm's New CC 11202020), 'Filing Attorney' (Tim Andrews), 'Party Responsible for Fees' (Justin Defendant), and 'Filer Type' (Default). A 'CALCULATE FEES' button is located below these fields. On the right side, a fee schedule is displayed, categorized into 'Other Civil', 'Statement w/ special behavior', and 'Service Fees'. The 'Other Civil' category includes a 'Case Initiation Fee' of \$5.00. The 'Statement w/ special behavior' category includes a 'Filing Fee' of \$10.00. The 'Service Fees' category includes 'Total Service Fees' of \$1.00, 'Convenience Fee' of \$1.00, and 'Total Court Service Fees' of \$1.00. The 'Subtotal' for each category is shown, and the 'Grand Total' is \$18.00. Navigation buttons for 'SERVICE', 'SAVE DRAFT AND EXIT', and 'SUMMARY' are visible at the bottom.

Figure 7.72 – Example of the Estate Value Fees on the Fees Page

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

Entering Payment Information

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

Note: Your firm must have a payment account created before you can complete your filing.

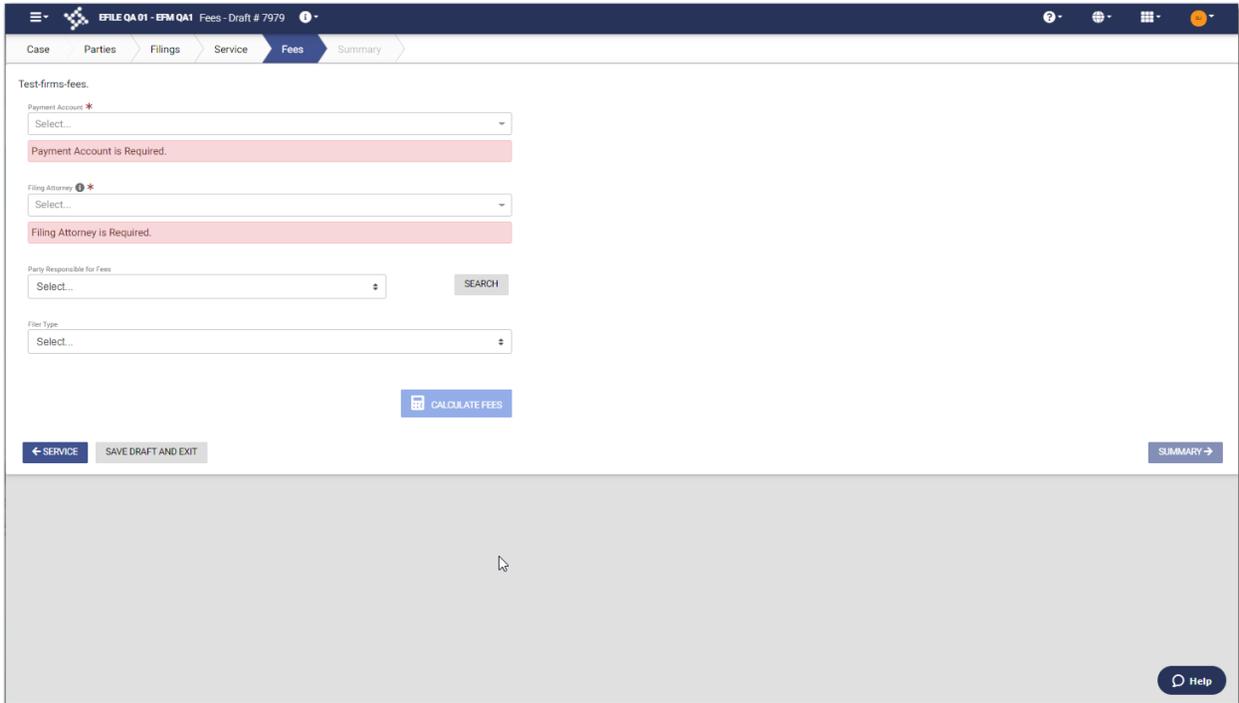


Figure 7.73 – Example of a Fees Page

To enter the payment information for your filing:

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



if you want to search for a party.

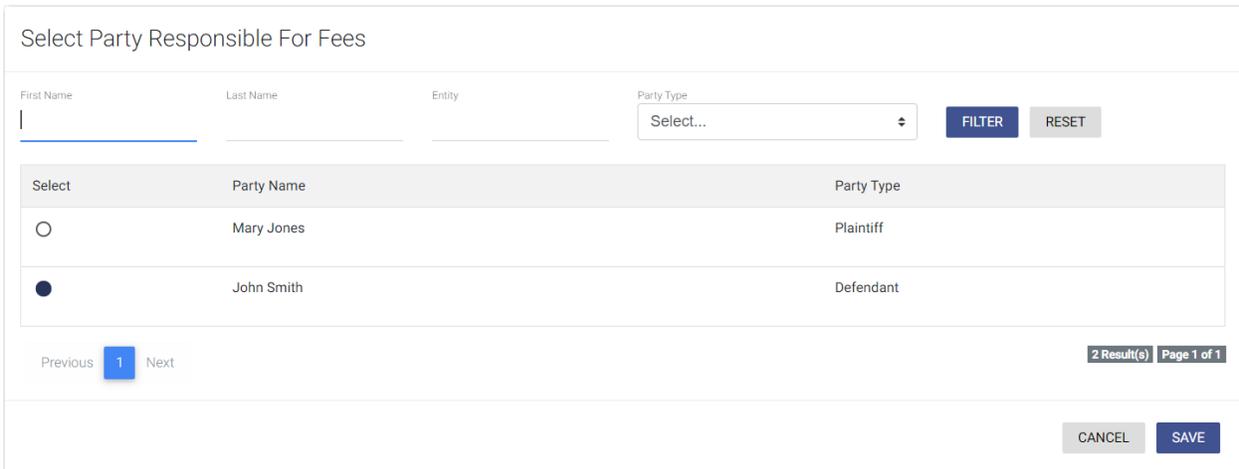


Figure 7.74 – Select Party Responsible For Fees Window

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.

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

5. Click  .

The fees for the filing are displayed.

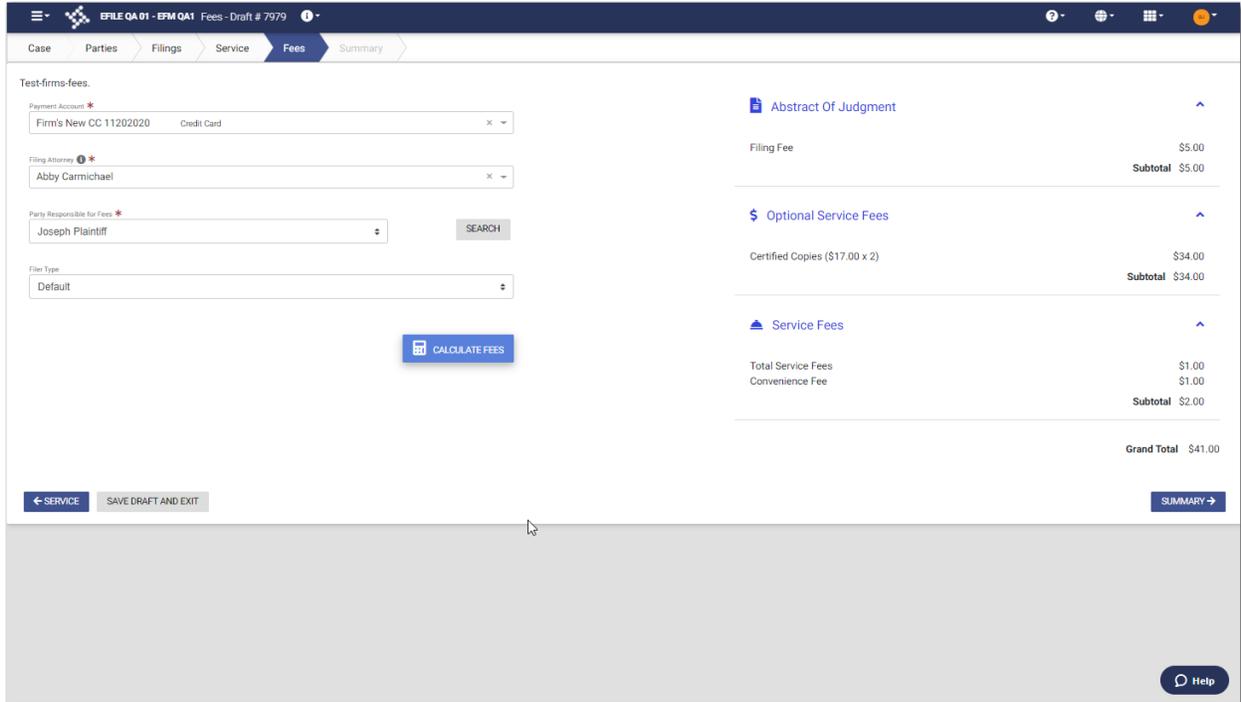


Figure 7.75 – Example of a Fees Page with the Filing Fees Displayed

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

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

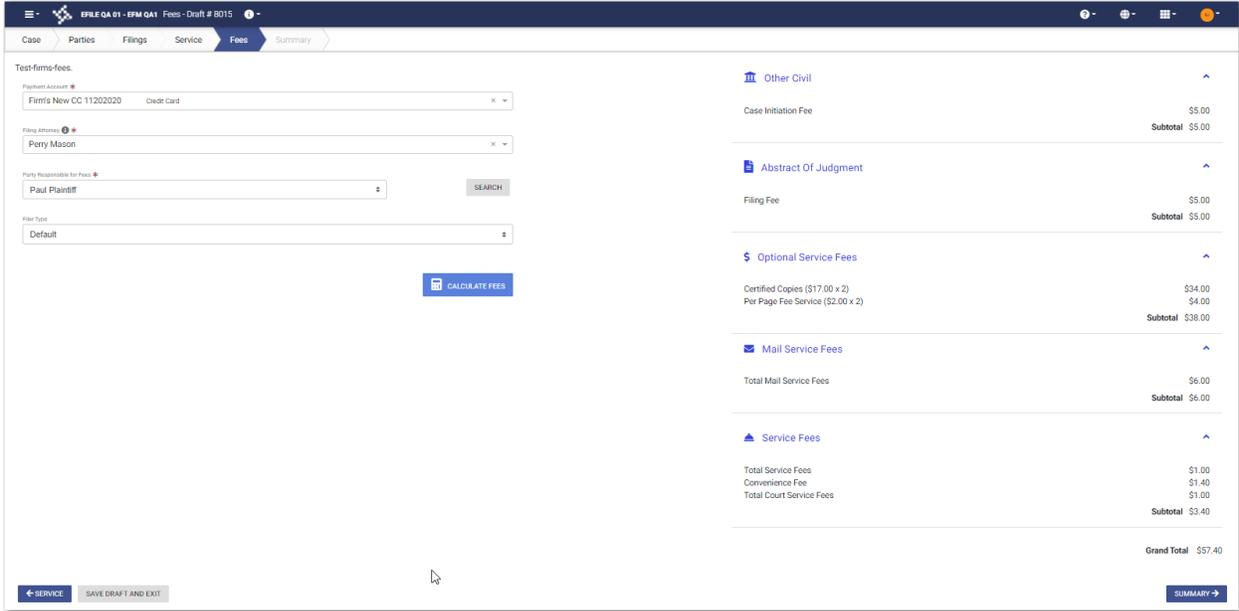


Figure 7.76 – Example of a Fees Page with the Mail Service Fees Displayed

6. 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.

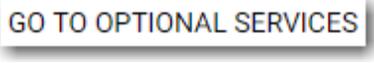
Note: The per-page optional service fee option is configured by Tyler and may not be available on your system.

Note: Your firm must have a payment account created before you can complete your filing.

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.

c. Click



The **Optional Services** tab is displayed.

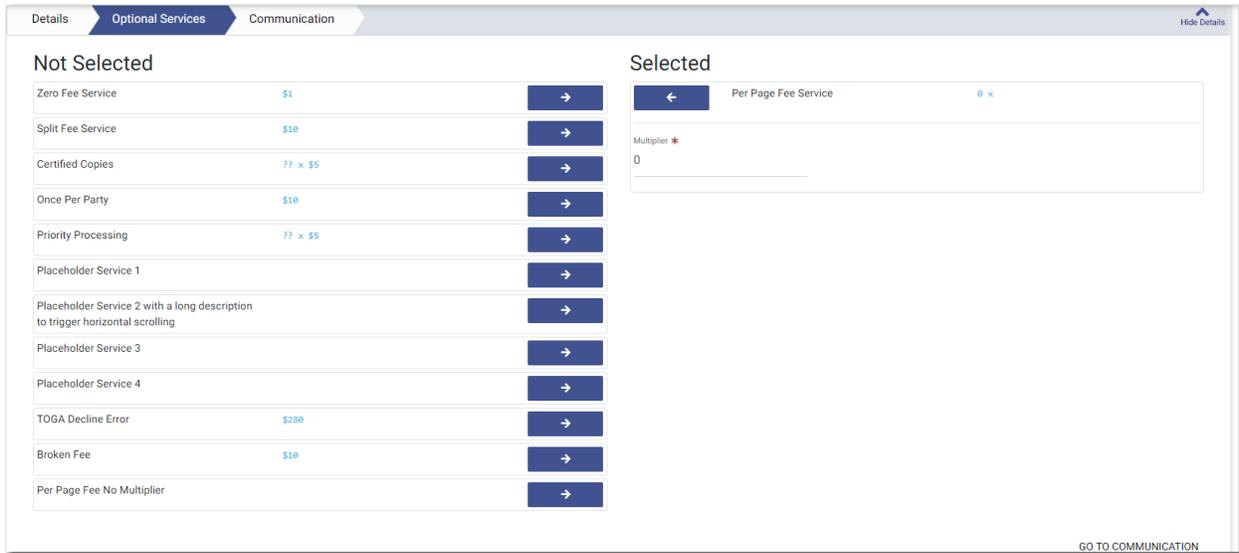


Figure 7.77 – Sample Optional Services Tab

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

Previous Next 2 Result(s) Page 1 of 1

Figure 7.78 – 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.

8. Click .

The fees for the filing are displayed.

EFILE QA 01 - EFM QA1 Fees - Draft # 8015

Case Parties Filings Service **Fees** Summary

Test-firms-fees.

Payment Account Credit Card

Filing Attorney

Party Responsible for Fees

Filer Type

Other Civil		
Case Initiation Fee		\$5.00
	Subtotal	\$5.00
Abstract Of Judgment		
Filing Fee		\$5.00
	Subtotal	\$5.00
Optional Service Fees		
Certified Copies (\$17.00 x 2)		\$34.00
Per Page Fee Service (\$2.00 x 2)		\$4.00
	Subtotal	\$38.00
Service Fees		
Total Service Fees		\$1.00
Convenience Fee		\$1.25
Total Court Service Fees		\$1.00
	Subtotal	\$3.25
	Grand Total	\$51.25

Figure 7.79 – 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.

The screenshot shows a form titled "Return Date". It includes a checkbox for "Out Of State Service" which is unchecked. Below it is a date input field with a calendar icon, currently empty. To the right of the field is a "VERIFY" button. A red error message at the bottom of the pane reads "Return date must be verified."

Figure 7.80 – 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 7.81 – Return Date Verified Message

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

The screenshot shows the "Return Date" form with the "Out Of State Service" checkbox unchecked. The date input field now contains "04/06/2020". The "VERIFY" button is still present to the right of the field.

Figure 7.82 – Sample Return Date Pane with Valid Date Displayed

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

The screenshot shows the "Return Date" form with the "Out Of State Service" checkbox unchecked. The date input field contains "01/13/2020". Two error messages are displayed: a red message above the field stating "Return Date must be on or after 04/06/2020." and a red message below the field stating "Return date must be verified."

Figure 7.83 – 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
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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	Review Date		
Component			
Lead Document	Document Name	Description	Security
Download Version	redactthis.pdf		
Original			

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 7.84 – 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 

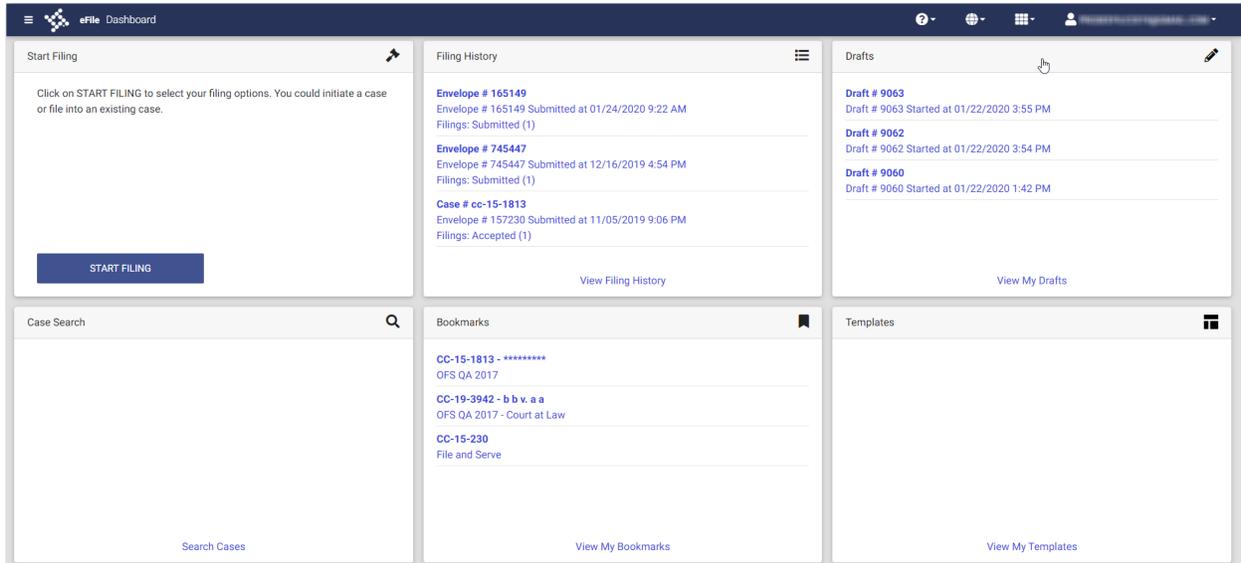


Figure 7.85 – Dashboard Page

The *Start Filing* page is displayed.

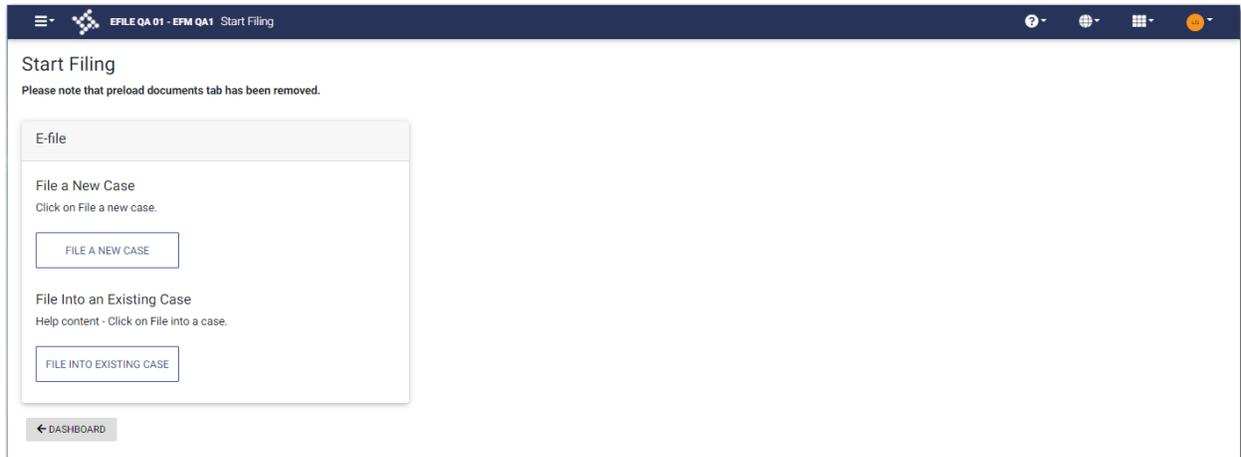


Figure 7.86 – Start Filing Page

2. Click 

The *Case Information* page is displayed.

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

PARTIES →

The *Parties* page is displayed.

- Complete the fields on the *Parties* page, and then click

FILINGS →

The *Filings* page is displayed.

- Complete the fields on the *Filings* page, and then click

SERVICE →

The *Service* page is displayed.

- Select the service contacts, and then click

FEES

The *Fees* page is displayed.

- Complete the fields on the *Fees* page, and then click

SUMMARY →

The *Summary* page is displayed.

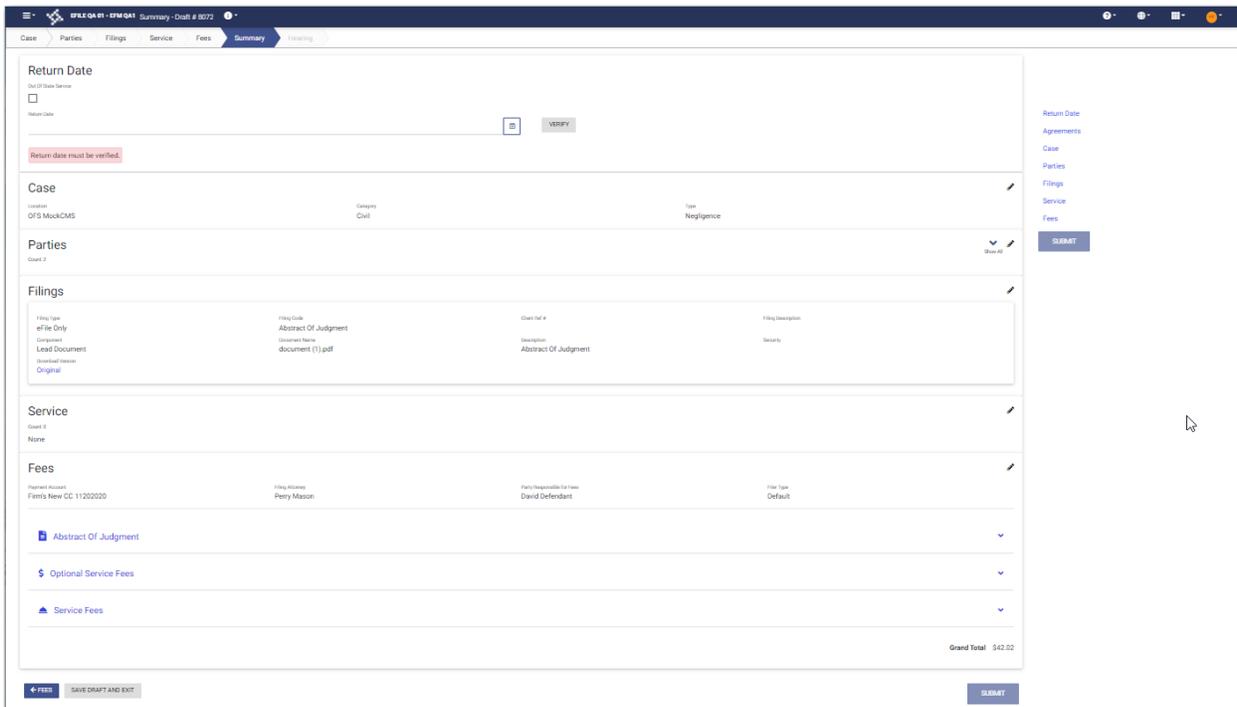


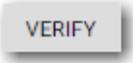
Figure 7.87 – Return Date Pane on the Summary Page

- On the *Summary* page, to select a return date:
 - If the respondent is located out of state, select the **Out of State Service** check box.

The screenshot shows a form titled "Return Date". Under the heading "Out of State Service", there is a checked checkbox. Below this, the "Return Date" field contains the text "04/10/2020". To the right of the date field is a calendar icon, and further right is a button labeled "VERIFY".

Figure 7.88 – Out of State Service Check Box Selected in the Return Date Pane

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

c. Click .

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

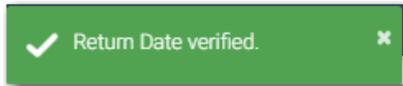


Figure 7.89 – Return Date Verified Message

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.

The screenshot shows a form titled "Return Date". Under the heading "Out of State Service", there is an unchecked checkbox. Below this, the "Return Date" field contains the text "04/06/2020". To the right of the date field is a calendar icon, and further right is a button labeled "VERIFY".

Figure 7.90 – 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 7.91 – 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.



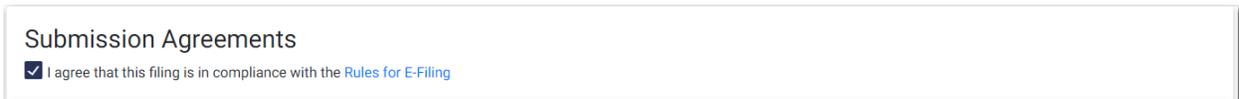
Submission Agreements

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

You must accept the Submission Agreements.

Figure 7.92 – 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 7.93 – 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 7.94 – 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 7.95 – Submission Agreements Pane with the Check Boxes Selected – Two Disclaimers

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

Submission Agreements

Figure 7.96 – Submission Agreements – No Disclaimers

Viewing the Envelope Summary

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

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

To view the envelope summary:

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

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



The *Summary* page is displayed.

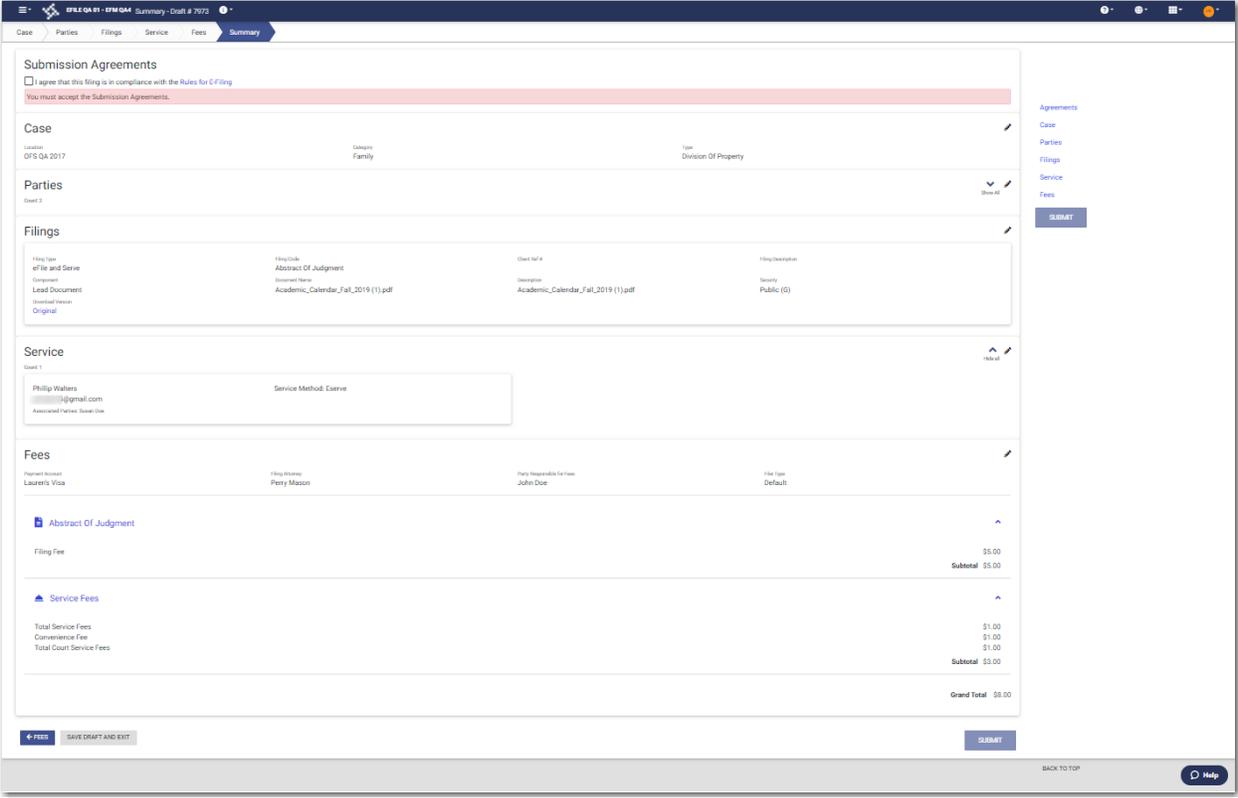


Figure 7.97 – Sample Summary Page

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 7.98 – 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.

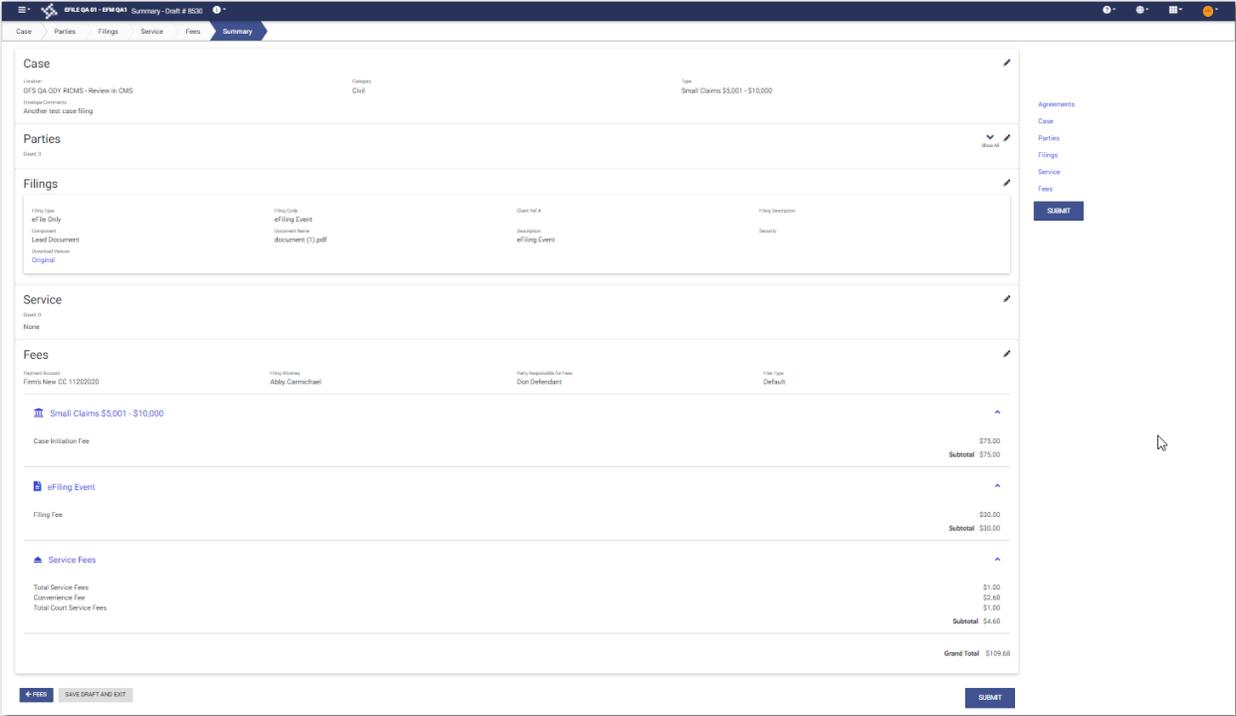


Figure 7.99 – Sample Summary Page with Envelope Comments Displayed

- 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.

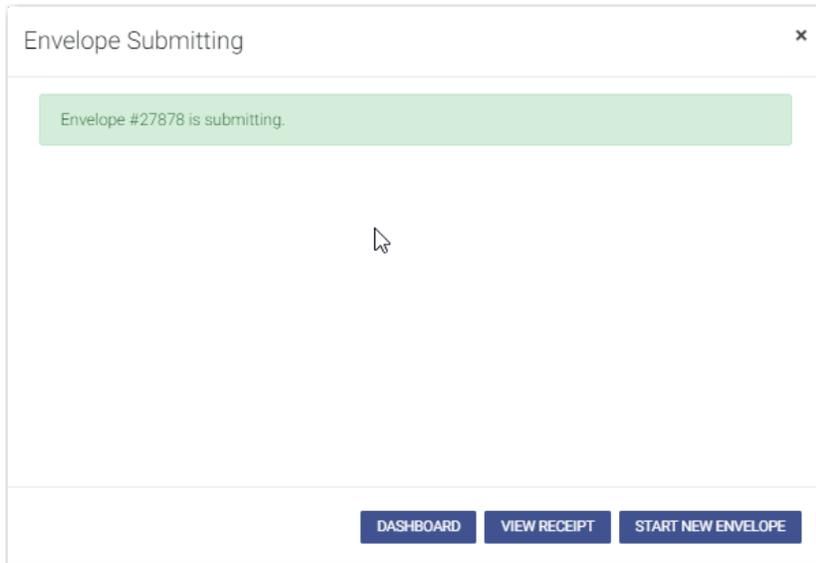


Figure 7.100 – Envelope Submitting Window

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: QFS-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			
Filing Code	Client Ref # <td>Filing Description <td>Submitted Date</td> </td>	Filing Description <td>Submitted Date</td>	Submitted Date
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			
Filing Code	Client Ref # <td>Filing Description <td>Submitted Date</td> </td>	Filing Description <td>Submitted Date</td>	Submitted Date
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: Lauren's Waiver
Order ID: [blank]
Filing Attorney: Abby Carmichael
Transaction Response: [blank]
Party Responsible for Fees: Joanne Doe
Transaction Amount: \$0.00
Filer Type: Default
Transaction ID: [blank]

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Figure 7.101 – 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.

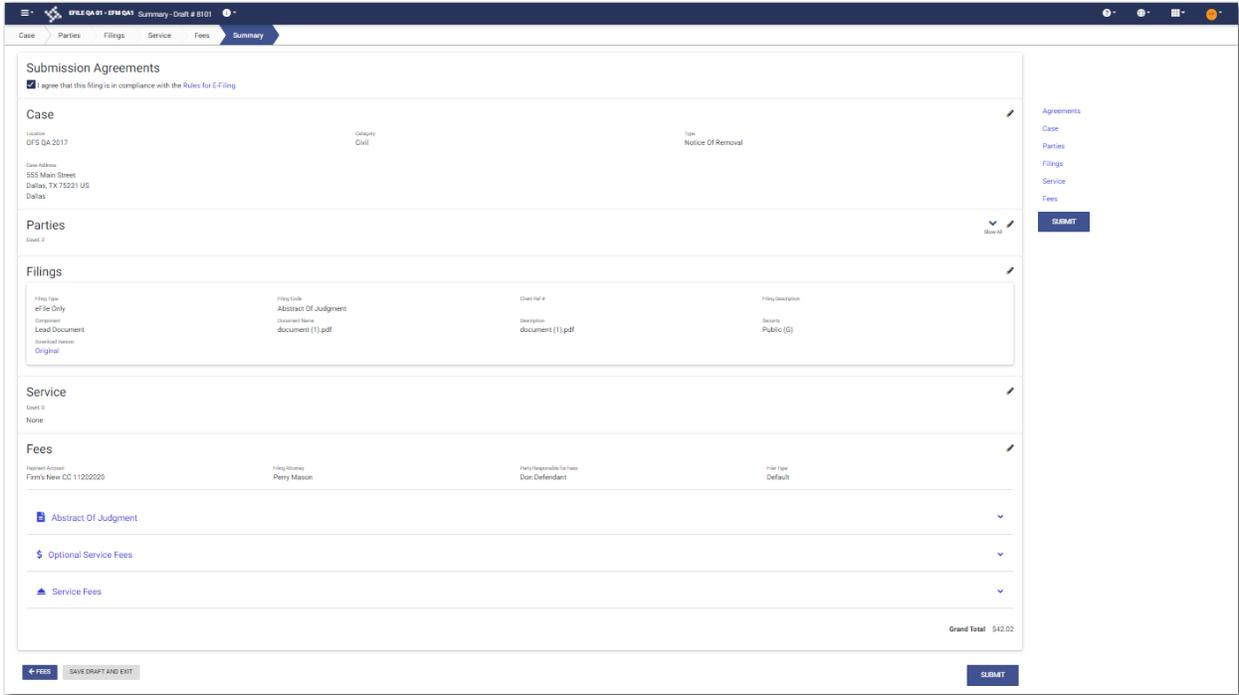


Figure 7.102 – Case Address Information on the Summary Page

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



The *Envelope Submitting* window is displayed.

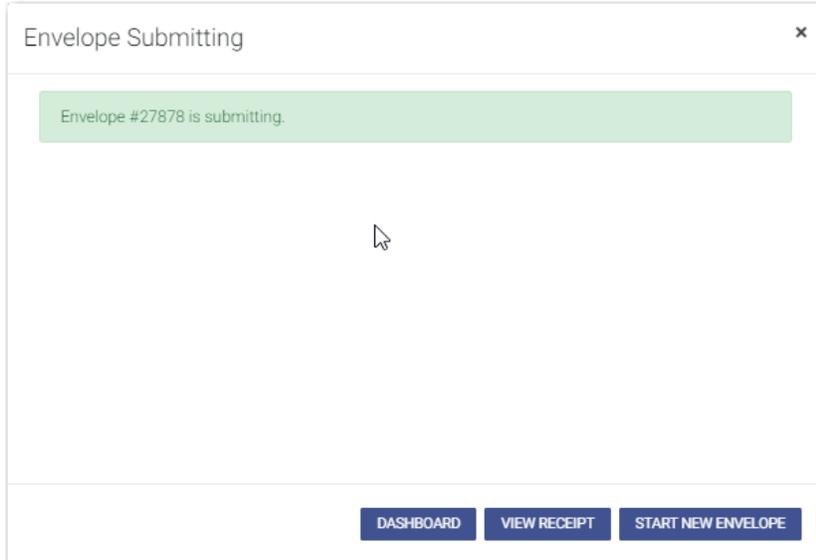


Figure 7.103 – Envelope Submitting Window

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.

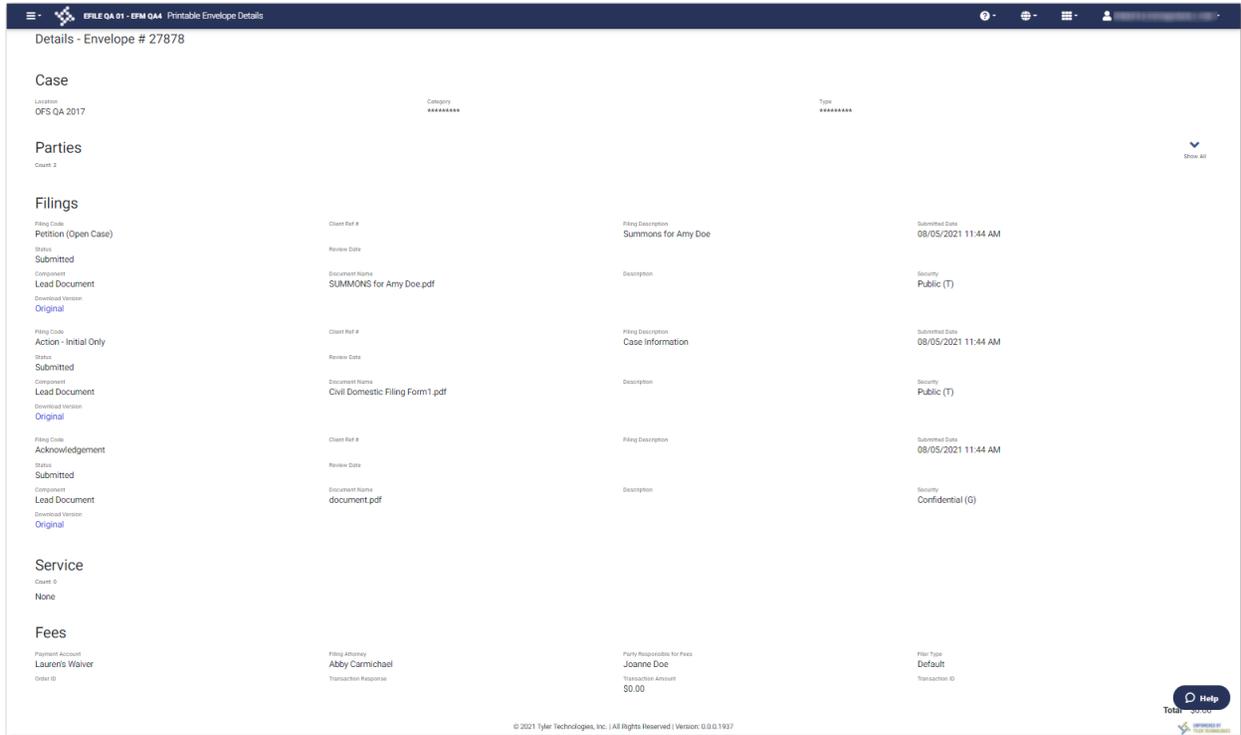


Figure 7.104 – Sample Printable Envelope Details Page

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 Accepted	Review Date 11/01/2021 5:23 PM	Comments	
Component Lead Document	Document Name Book1.pdf	Description	Security 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 \$0.00	Transaction ID

Total \$0.00

Figure 7.105 – Example of the Judge Information on the Envelope Details Page

- Summary page for subsequent filings

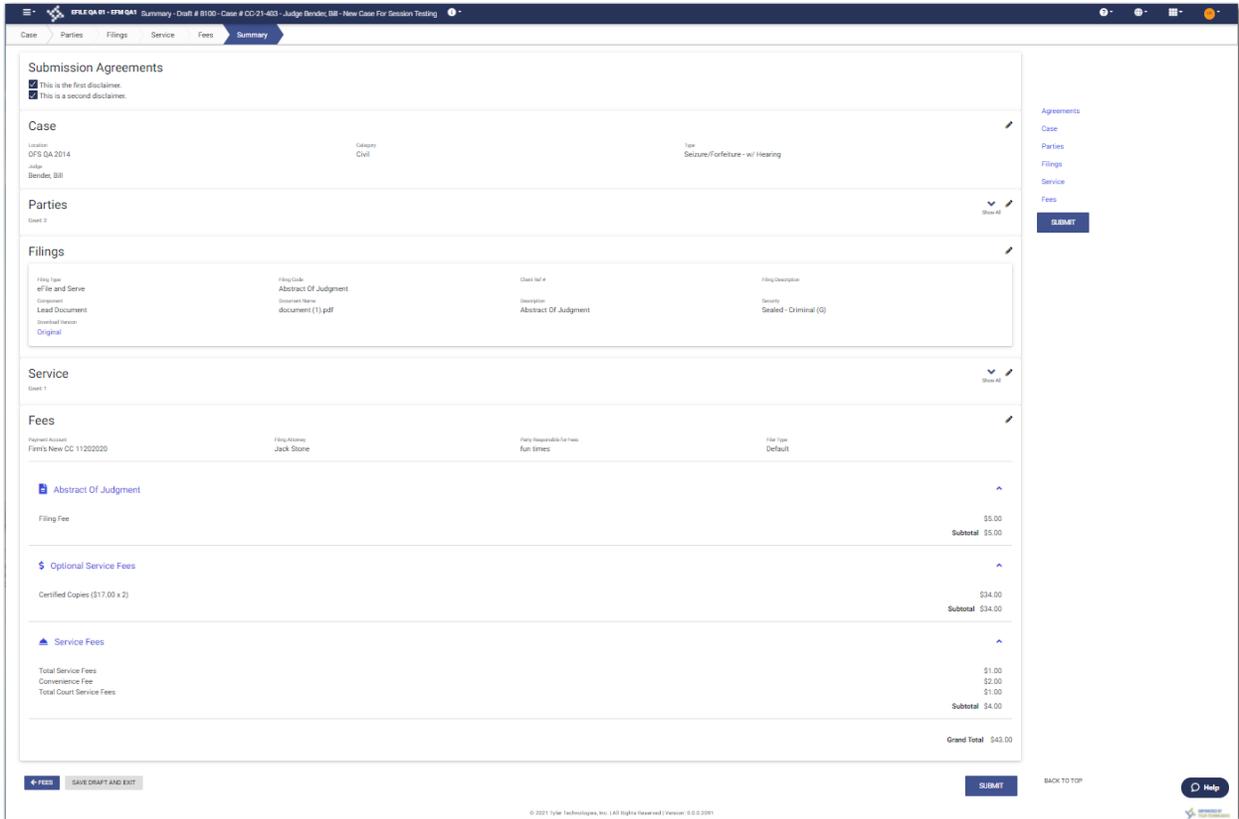


Figure 7.106 – Example of the Judge Information on the Summary Page

- *Case Information* page for subsequent filings

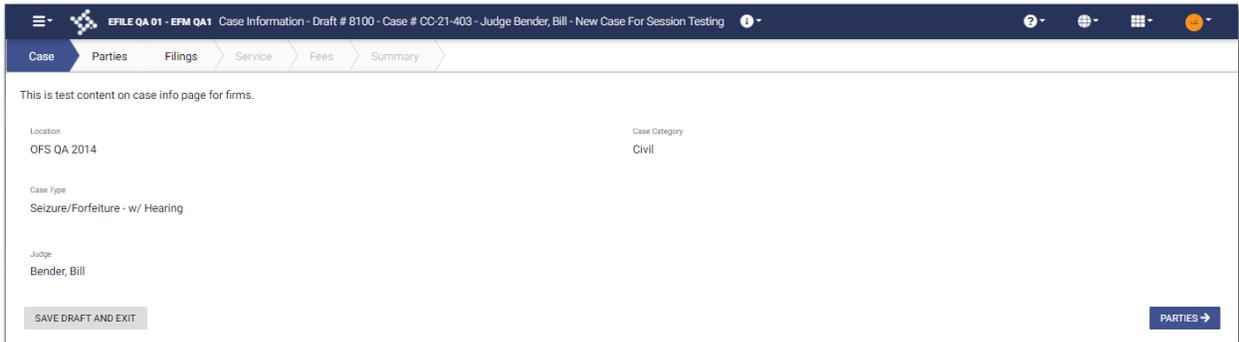


Figure 7.107 – Example of the Judge Information on the Case Information Page

- *Bookmarks* page for subsequent filings

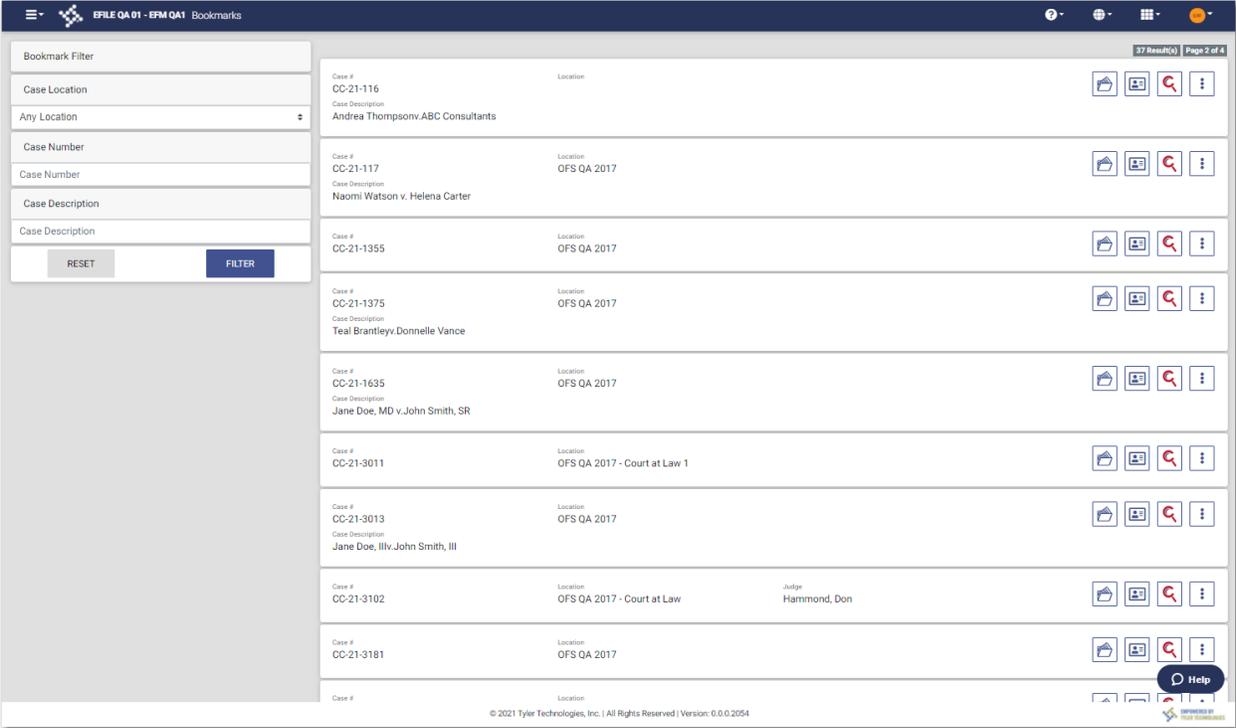


Figure 7.108 – Example of the Judge Information on the Bookmarks Page

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.

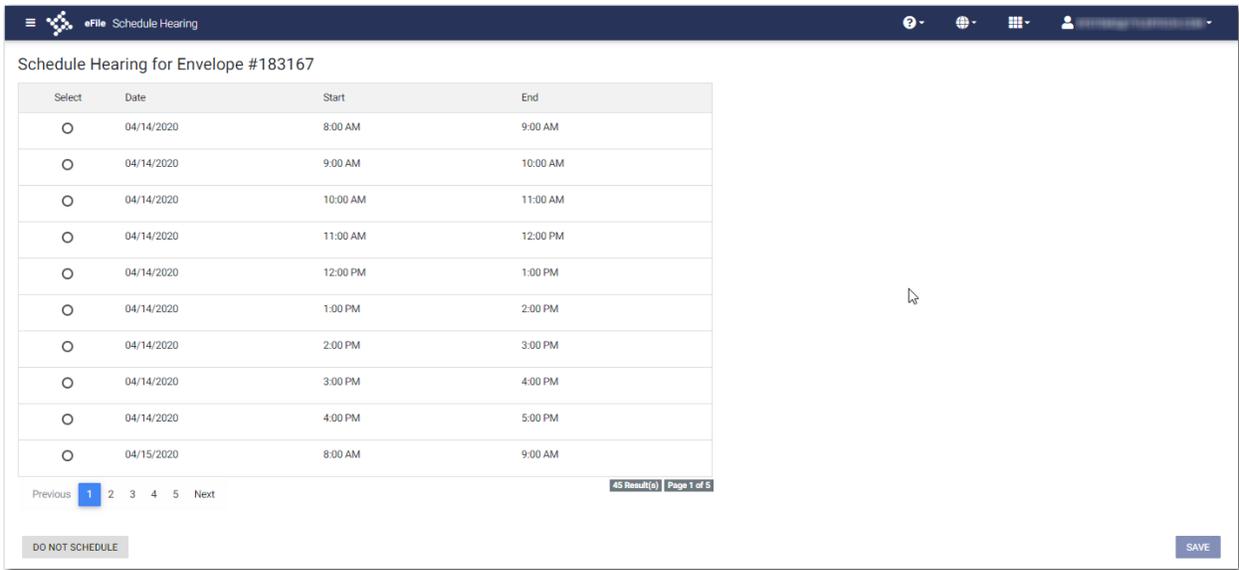


Figure 7.109 – Sample Schedule Hearing Page

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

DO NOT SCHEDULE

Scheduling a Hearing Date for a New Case Filing

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

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

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

To schedule a hearing for a new case filing:

1. From the *Dashboard* page, click

START FILING

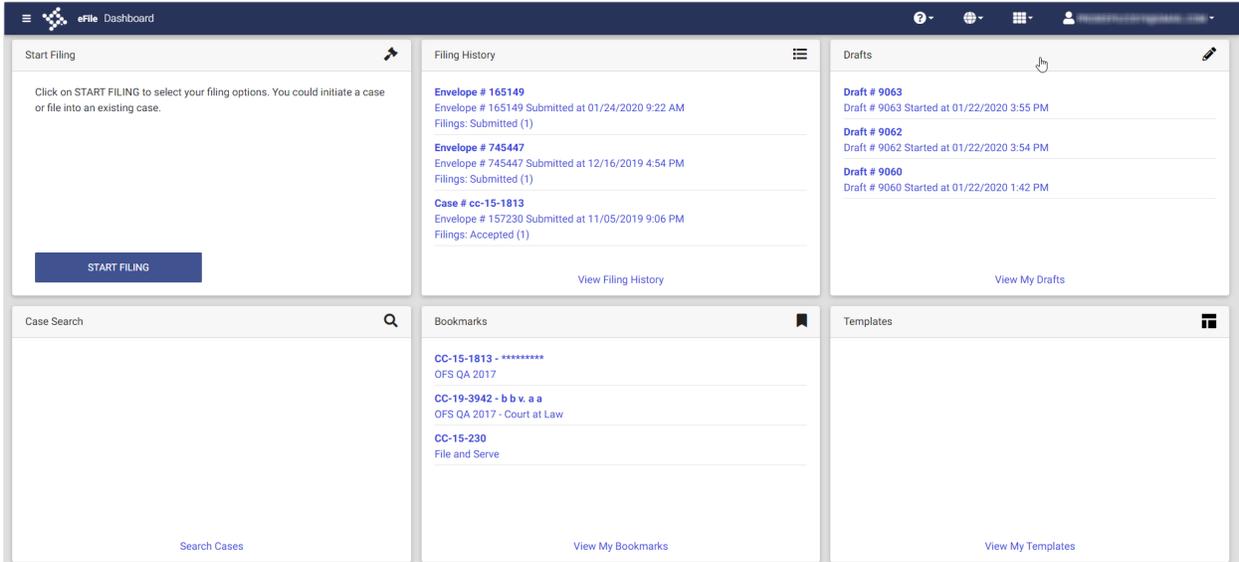


Figure 7.110 – Dashboard Page

The *Start Filing* page is displayed.

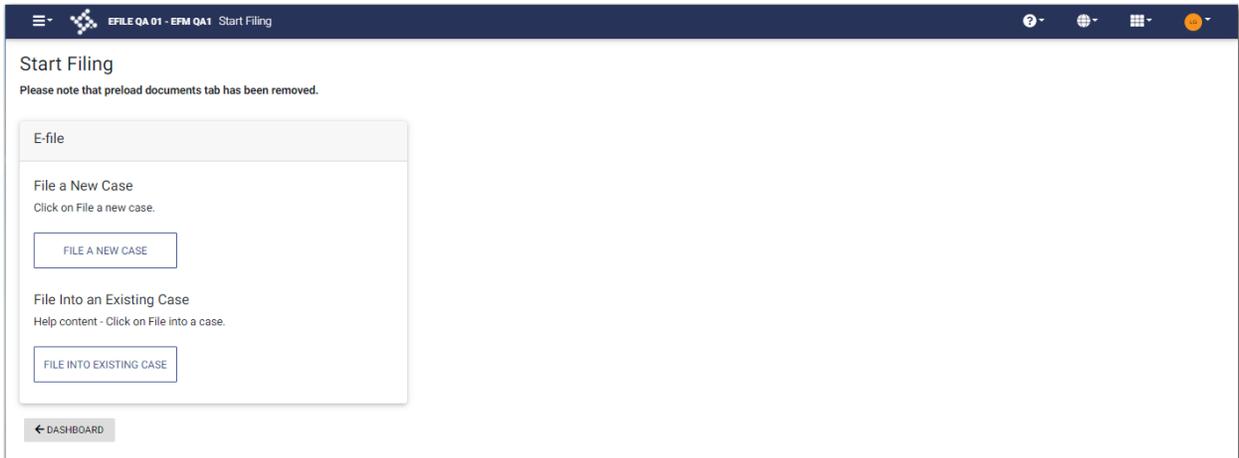


Figure 7.111 – Start Filing Page

2. Click



The *Case Information* page is displayed.

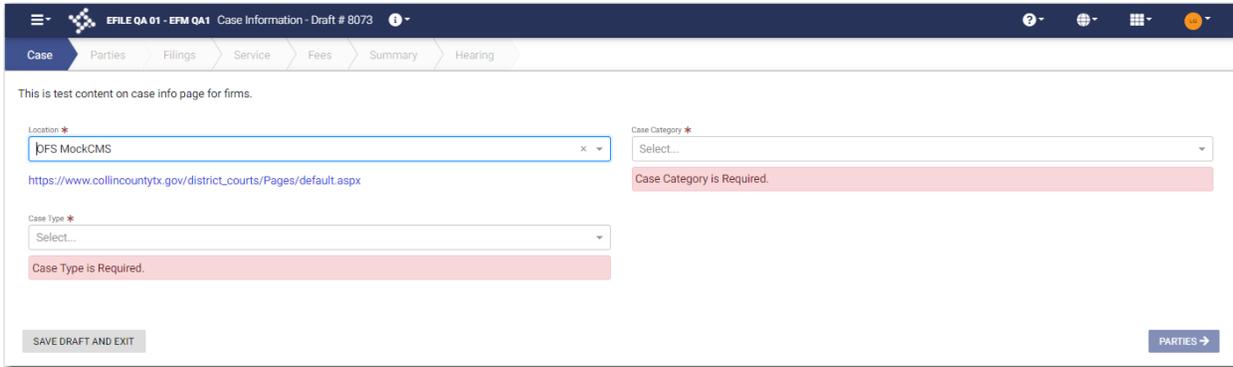


Figure 7.112 – Case Information Page

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



The *Parties* page is displayed.

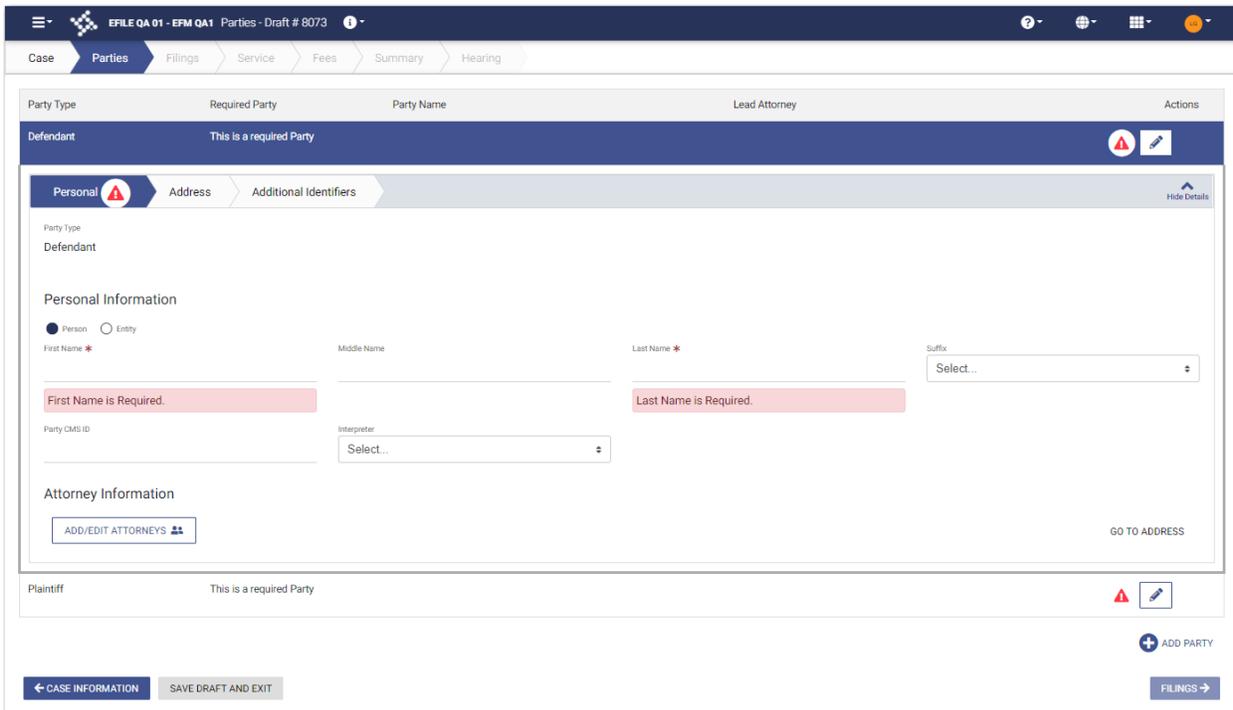


Figure 7.113 – Parties Page

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 and sections:

- Filing Code:** Abstract Of Judgment - \$5.00
- Filing Description:** Abstract Of Judgment - \$5.00
- Client Reference Number:** (empty)
- Comments to Court:** A text area with the placeholder 'add comment here'.
- Upload Documents:** A section with a table for document details. The table has columns for Type, Name, Size, Actions, Description, and Security. There are two rows for 'Lead Document' and 'Attachments', each with a 'BROWSE' button.

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

Figure 7.114 – 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.

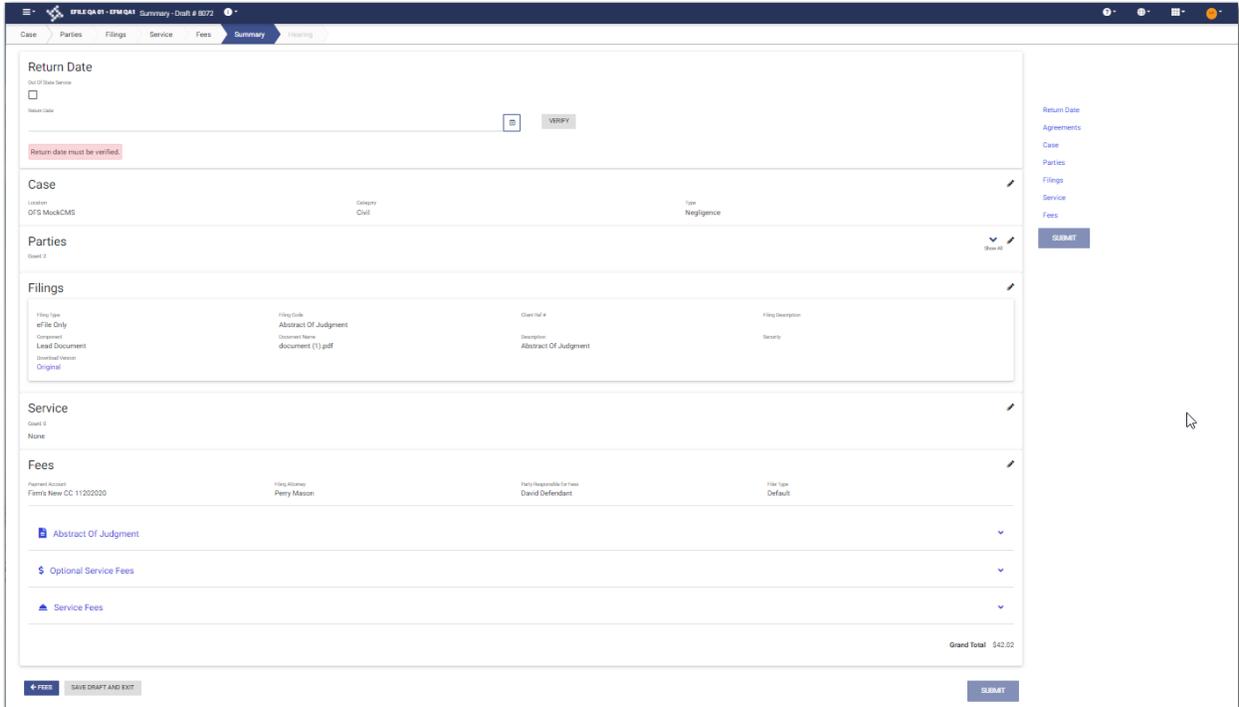
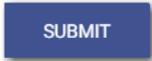


Figure 7.115 – Summary Page

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



The *Schedule Hearing* page is displayed.

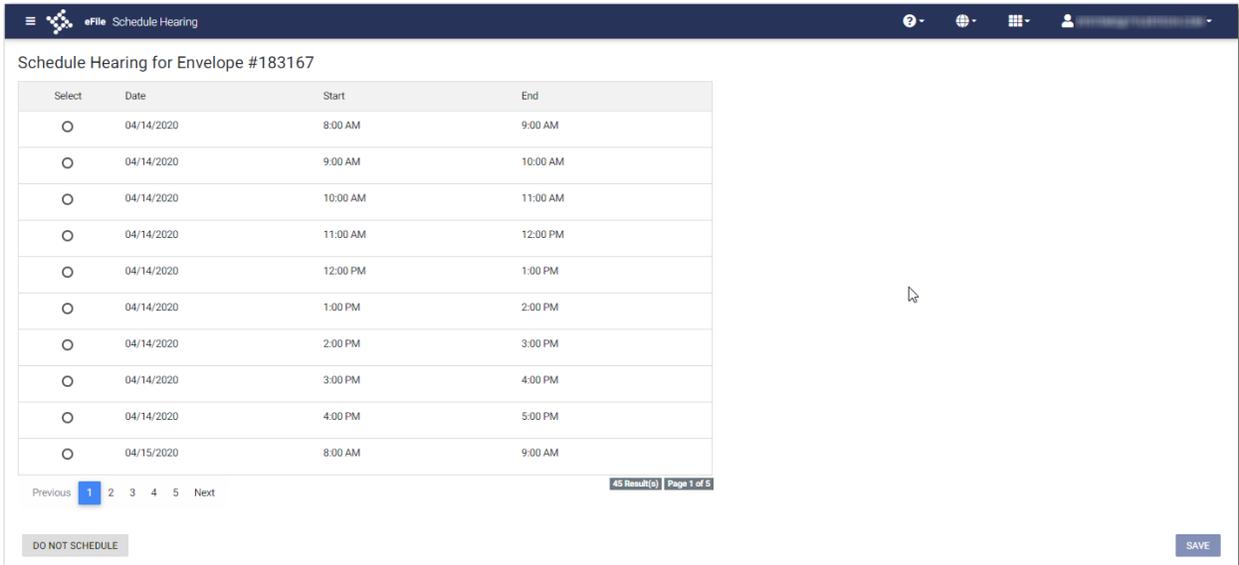


Figure 7.116 – Sample Schedule Hearing Page

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.

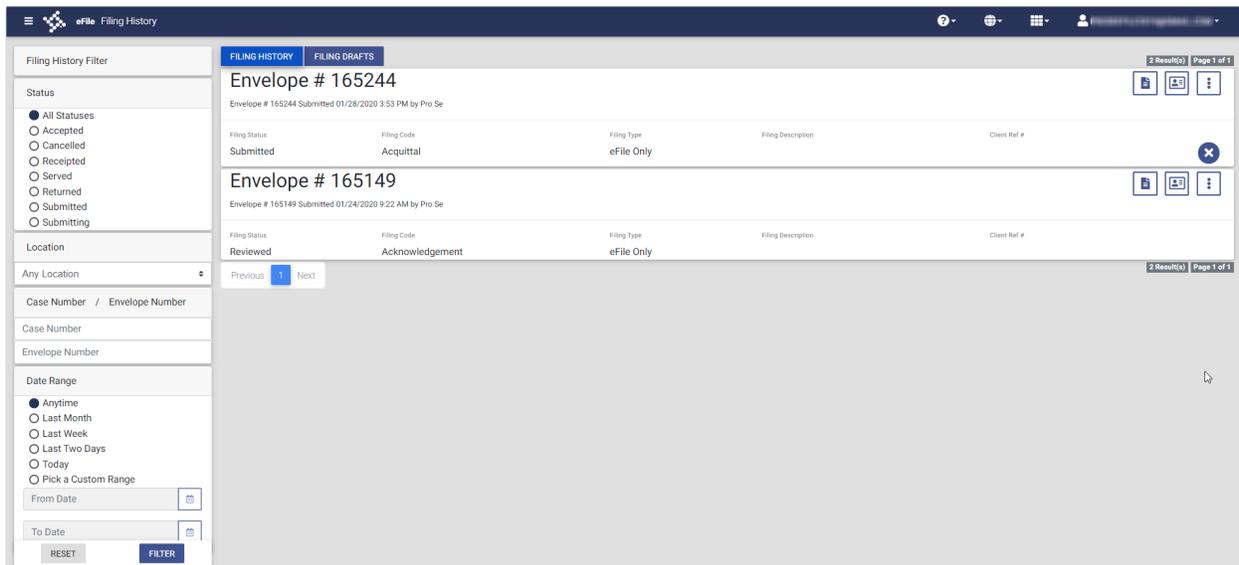


Figure 7.117 – Filing History Page

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

3. Click .

The envelope details are displayed.

Details - Envelope # 183169

Case
 Location: OFS MockCMS
 Category: Family
 Type: Division Of Property

Parties
 Count: 2
 Show All

Filings

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

Service
 Count: 0
 None

Fees

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

Total \$0.00
 Waiver Selected

Figure 7.118 – Sample Envelope Details Page

4. Click 

The *Schedule Hearing* page is displayed.

eFile Schedule Hearing

Schedule Hearing for Envelope #183167

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

Previous **1** 2 3 4 5 Next

45 Result(s) Page 1 of 5

DO NOT SCHEDULE SAVE

Figure 7.119 – 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.

8

Auto Generated Documents

Topics covered in this chapter

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

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

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

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

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

Collecting Additional Data on the Case Information Page

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

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

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

Figure 8.1 – Additional Data Fields on the Case Information Page

Note: 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.

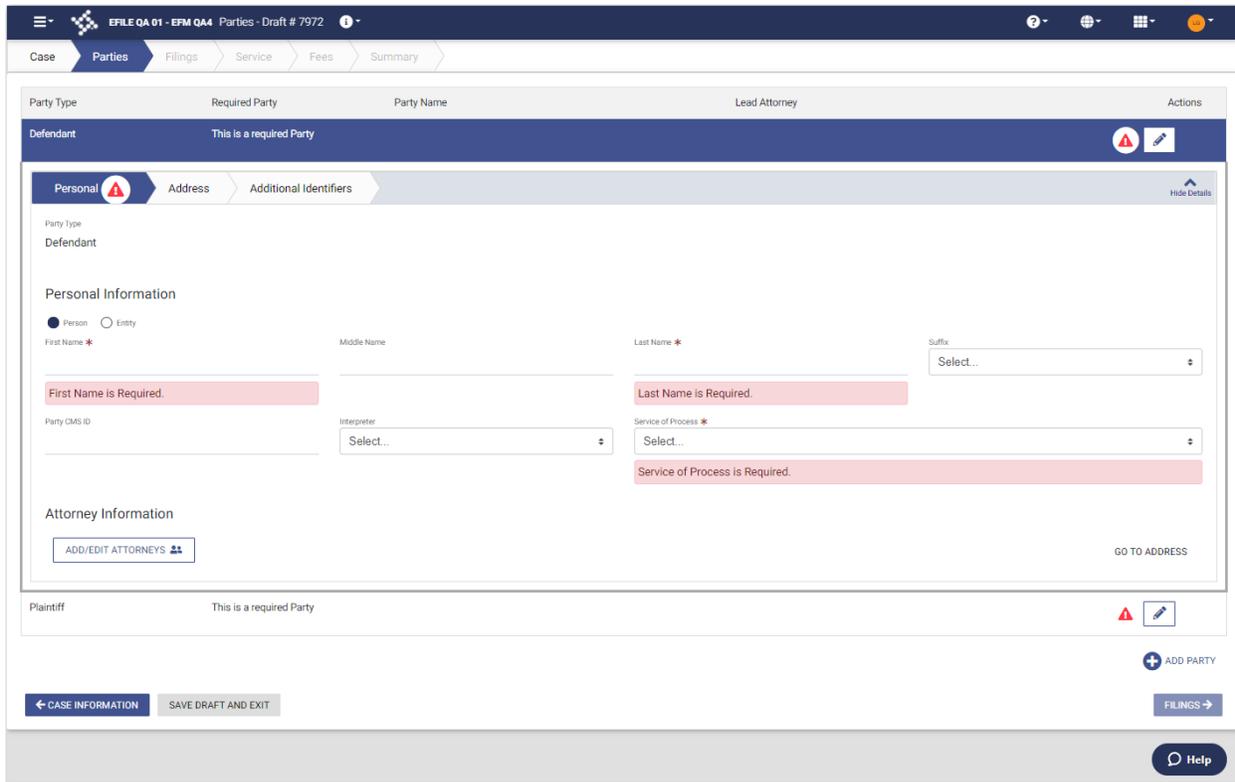


Figure 8.2 – Example of the Personal Tab on the Parties Page—Blank

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

1. On the **Personal** tab, select **Person** or **Entity**.
2. 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.
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. If available, select an option from the **Service of Process** drop-down list.

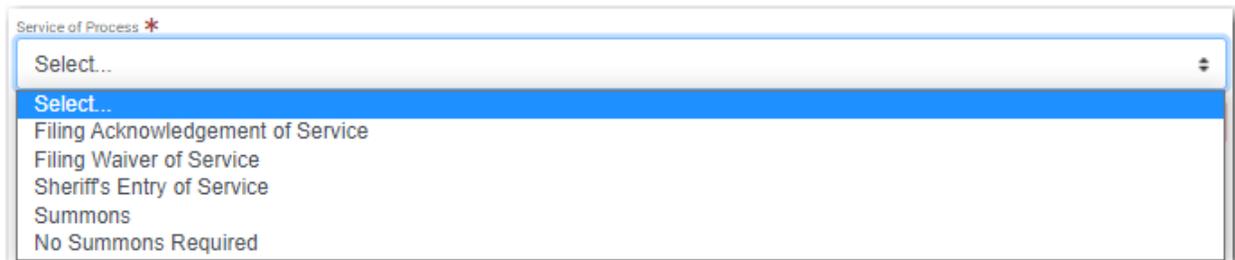


Figure 8.3 – Example of a Service of Process Drop-Down List

6. Complete other fields on the **Personal** tab, including the attorney information, as applicable.

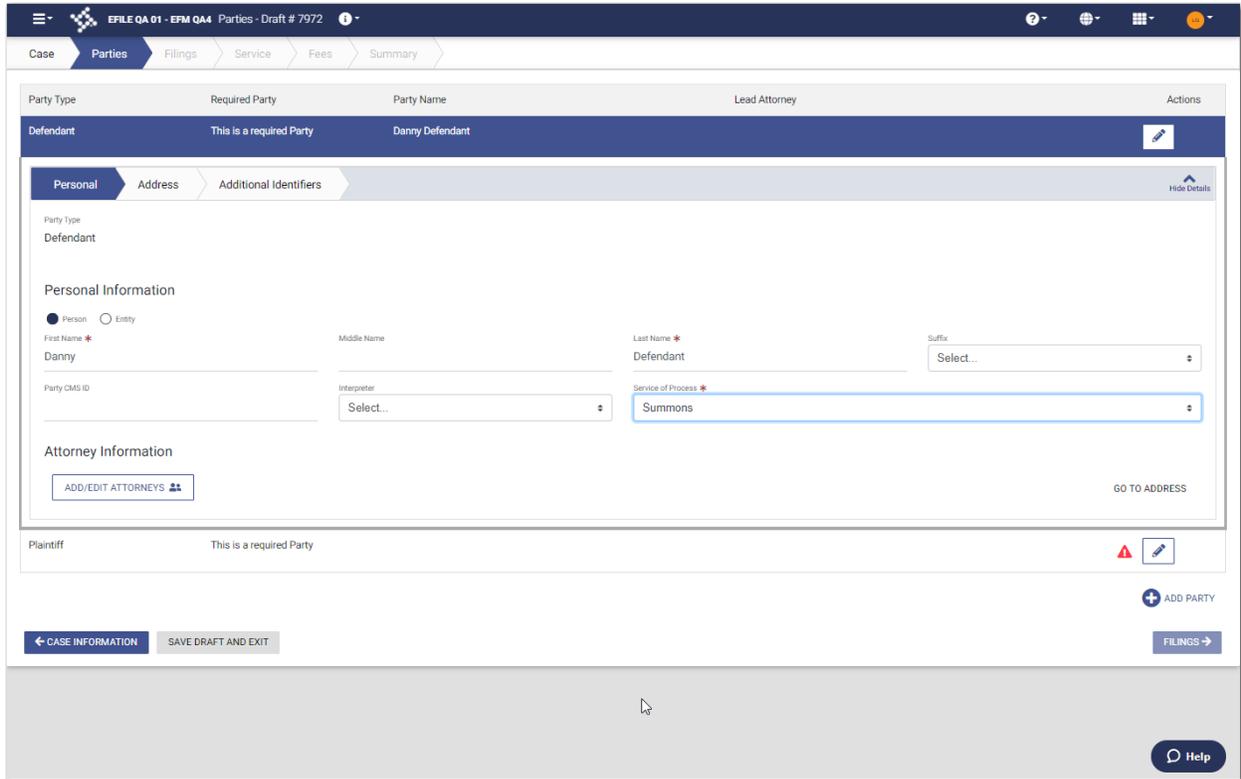


Figure 8.4 – Example of the Personal Tab on the Parties Page with Fields Completed

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

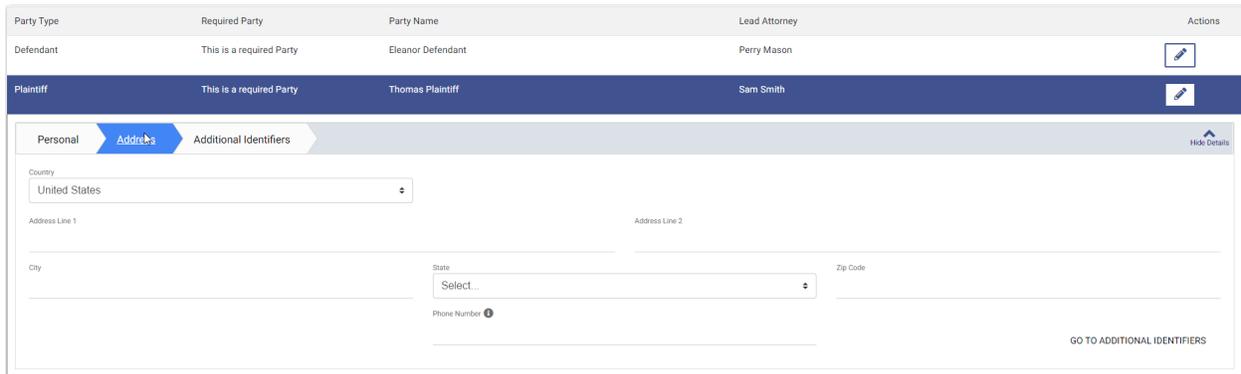


Figure 8.5 – Address Tab on the Parties Page

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

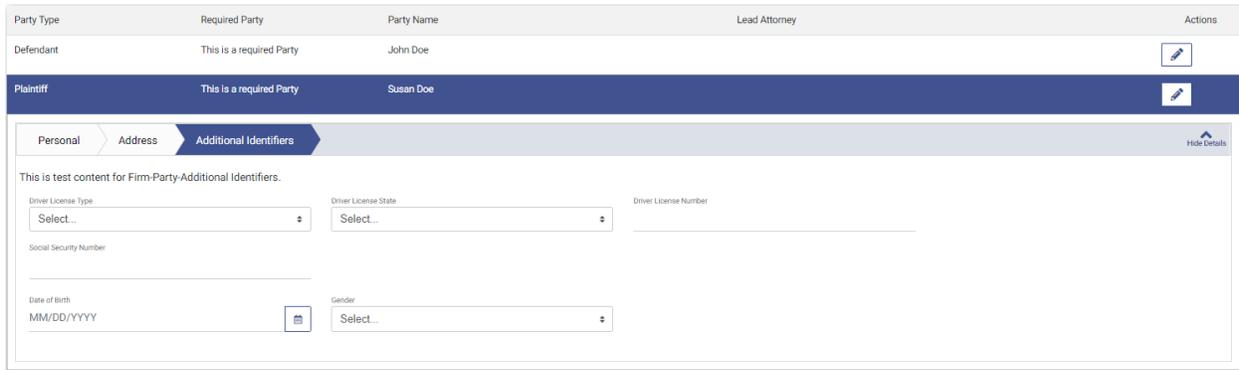


Figure 8.6 – Additional Identifiers Tab on the Parties Page

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

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

16. Click  to enter information for the other required party.
17. Complete all of the required fields for the second party.

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

19. 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 8.7 – Example of an Auto Generated Filings Pane

The screenshot displays the 'Filings' page for a case. The main form includes the following fields:

- Filing Type:** Abstract of Judgment
- Filing Code:** Abstract of Judgment - \$5.00
- Filing Description:** (empty)
- Client Reference Number:** (empty)
- Comments to Court:** (empty text area)

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

Type	Name	Size	Actions	Description	Security
Lead Document	This document is required. [Drop file here or BROWSE]				
Attachments	[Drop file here or BROWSE]				

At the bottom, the 'Auto Generated Filings' pane shows a table:

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

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

To enter the filing details:

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

[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.

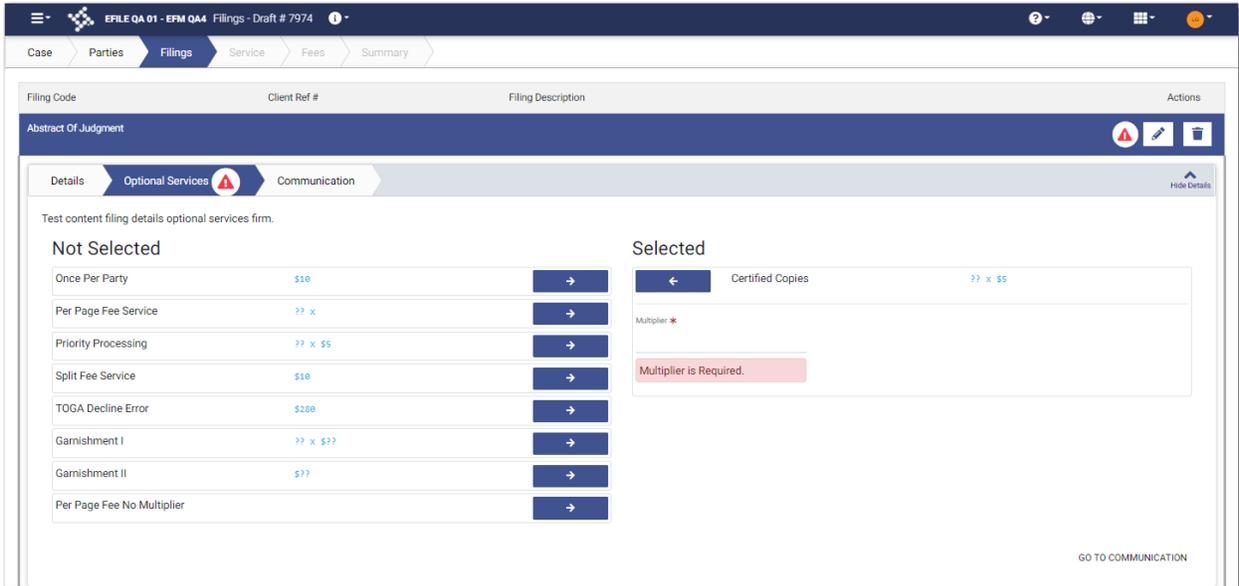


Figure 8.9 – Sample Optional Services Tab

- 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.

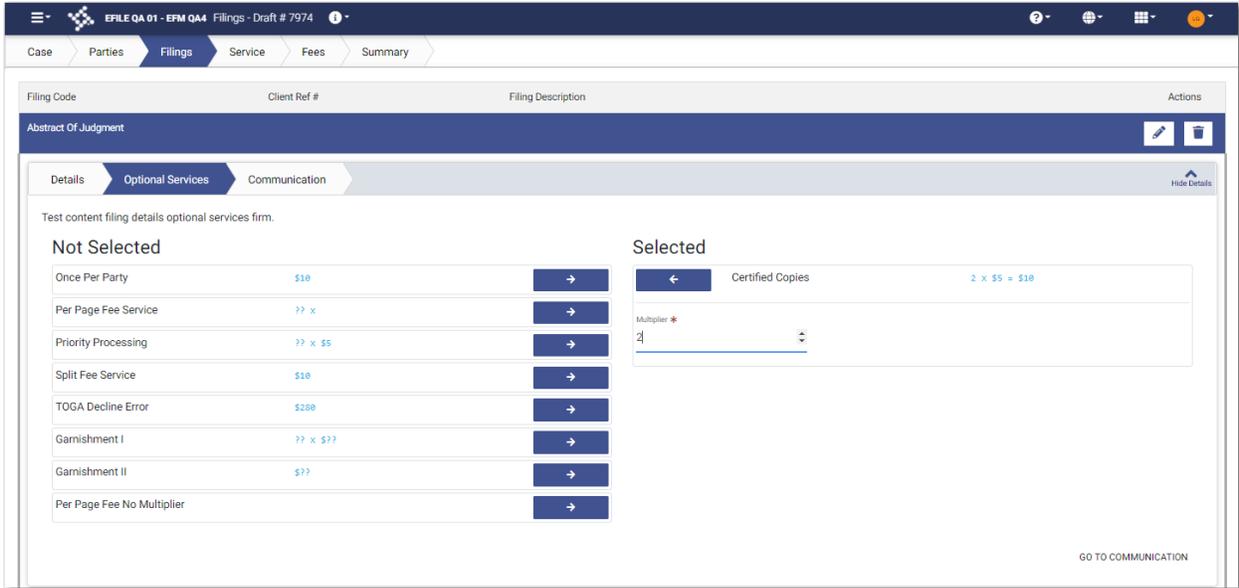


Figure 8.10 – Sample Optional Services Tab with an Optional Service Selected

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.

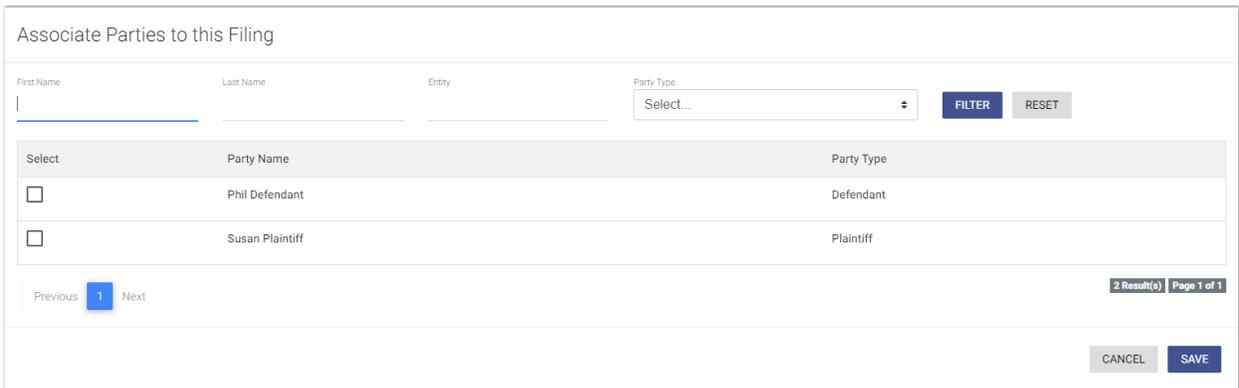


Figure 8.11 – Associate Parties to this Filing Window

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.”

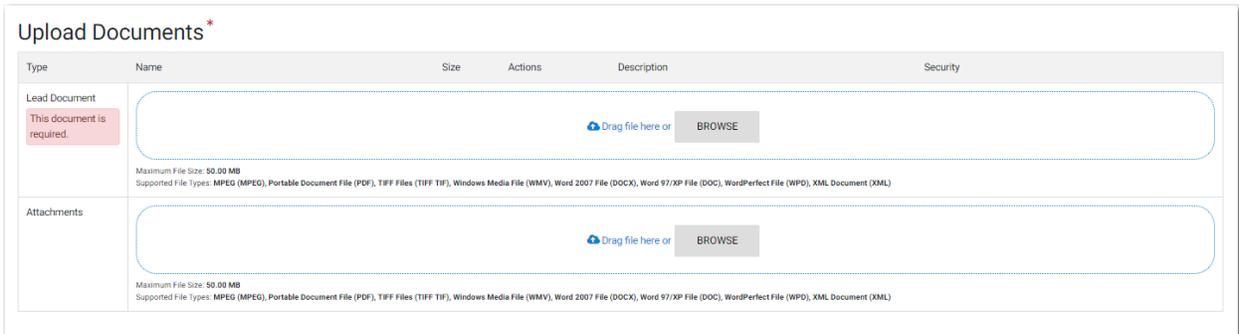
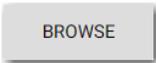


Figure 8.12 – Upload Documents Pane

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

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

Note: Your firm must have a payment account created before you can complete your filing.

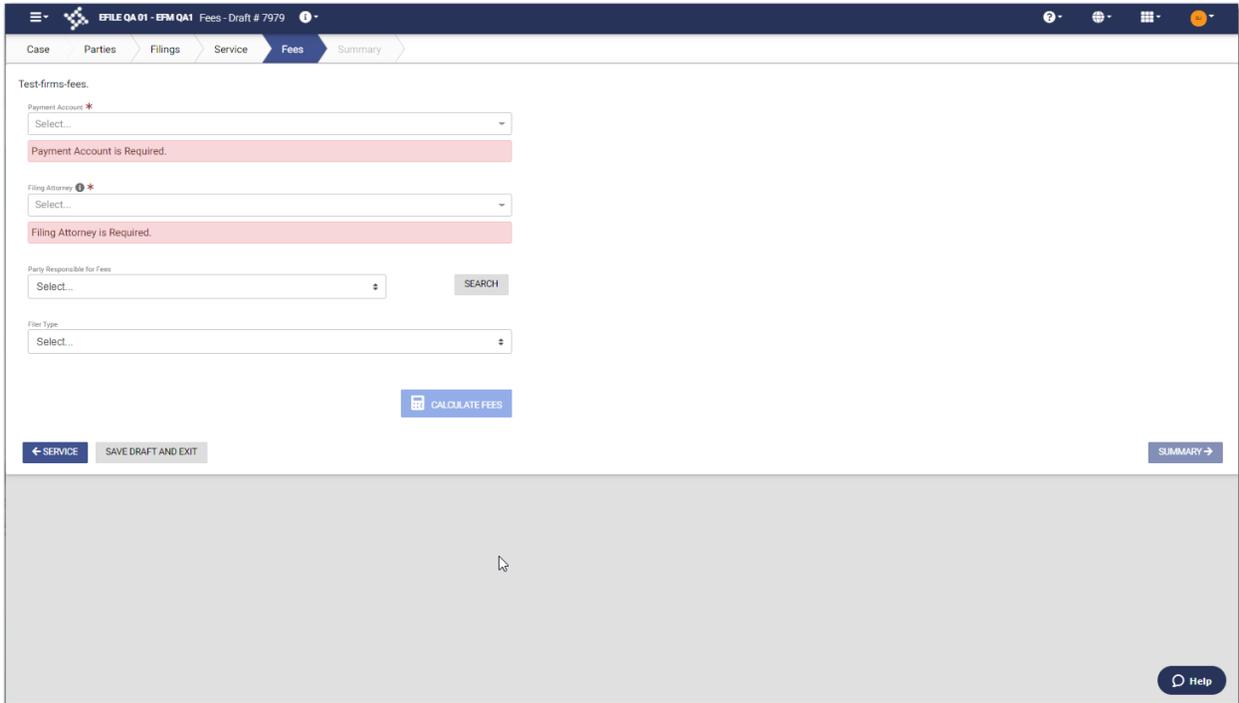


Figure 8.13 – Example of a Fees Page

To enter the payment information for your filing:

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



if you want to search for a party.

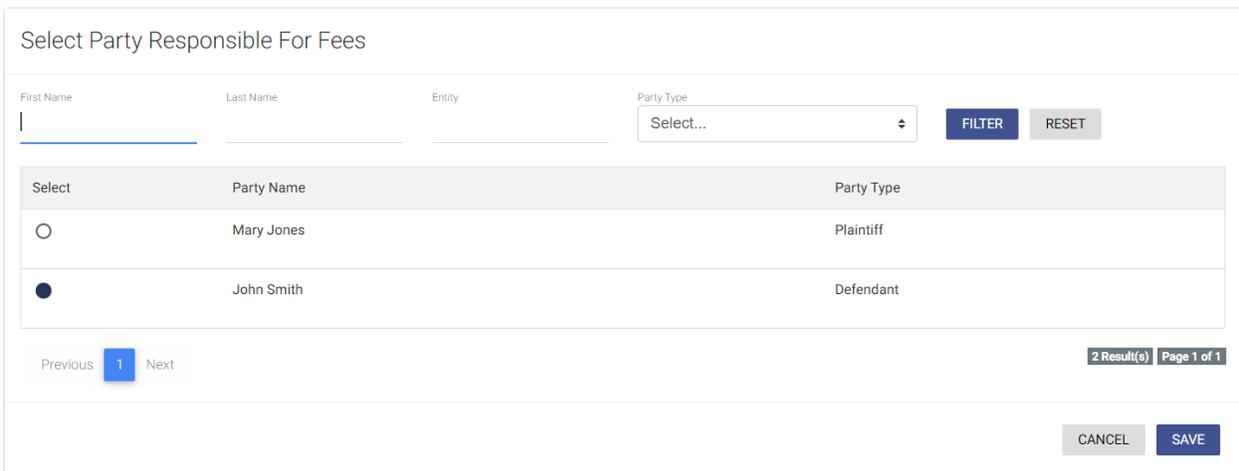


Figure 8.14 – Select Party Responsible For Fees Window

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

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

5. Click  .

The fees for the filing are displayed.

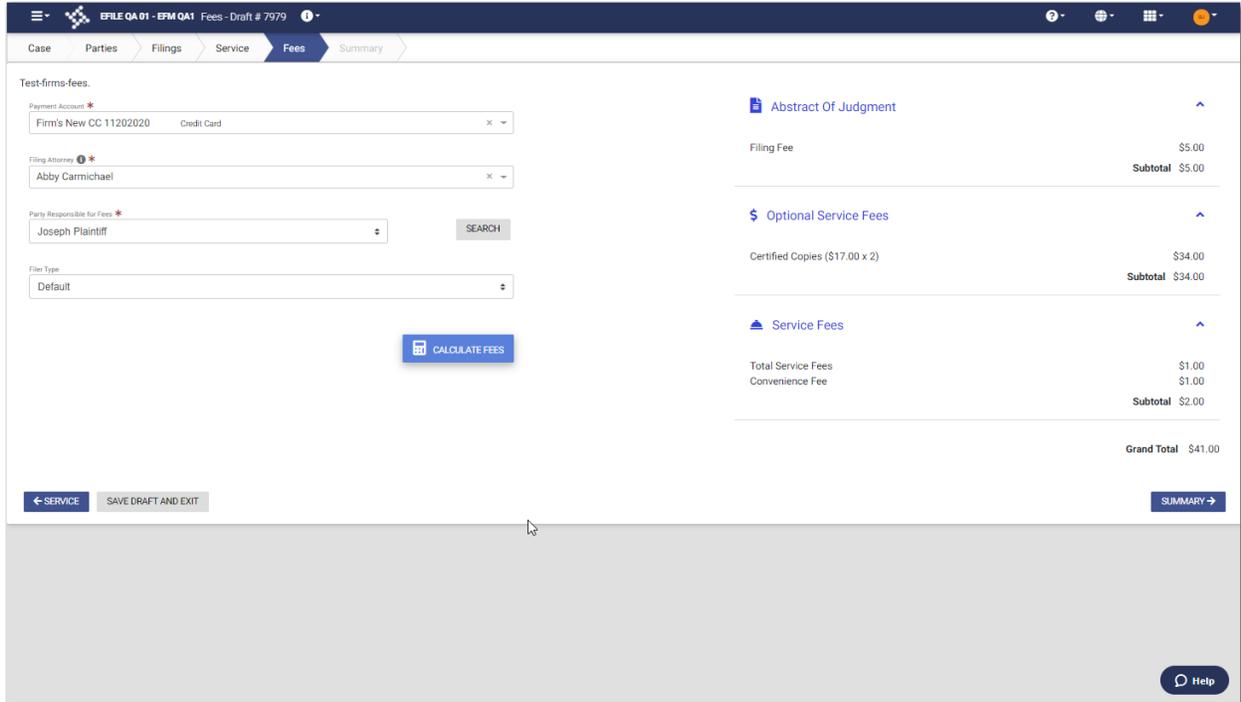


Figure 8.15 – Example of a Fees Page with the Filing Fees Displayed

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

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

Category	Item	Amount	Subtotal
Other Civil	Case Initiation Fee	\$5.00	\$5.00
Abstract Of Judgment	Filing Fee	\$5.00	\$5.00
Optional Service Fees	Certified Copies (\$17.00 x 2)	\$34.00	
	Per Page Fee Service (\$2.00 x 2)	\$4.00	
			\$38.00
Mail Service Fees	Total Mail Service Fees	\$6.00	\$6.00
Service Fees	Total Service Fees	\$1.00	
	Convenience Fee	\$1.40	
	Total Court Service Fees	\$1.00	
			\$3.40
Grand Total		\$57.40	

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

6. Review the filing fees, and then click

SUMMARY →

Viewing the Envelope Summary for Service of Process Cases

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

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

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

To view the envelope summary:

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

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

SUMMARY →

The *Summary* page is displayed.

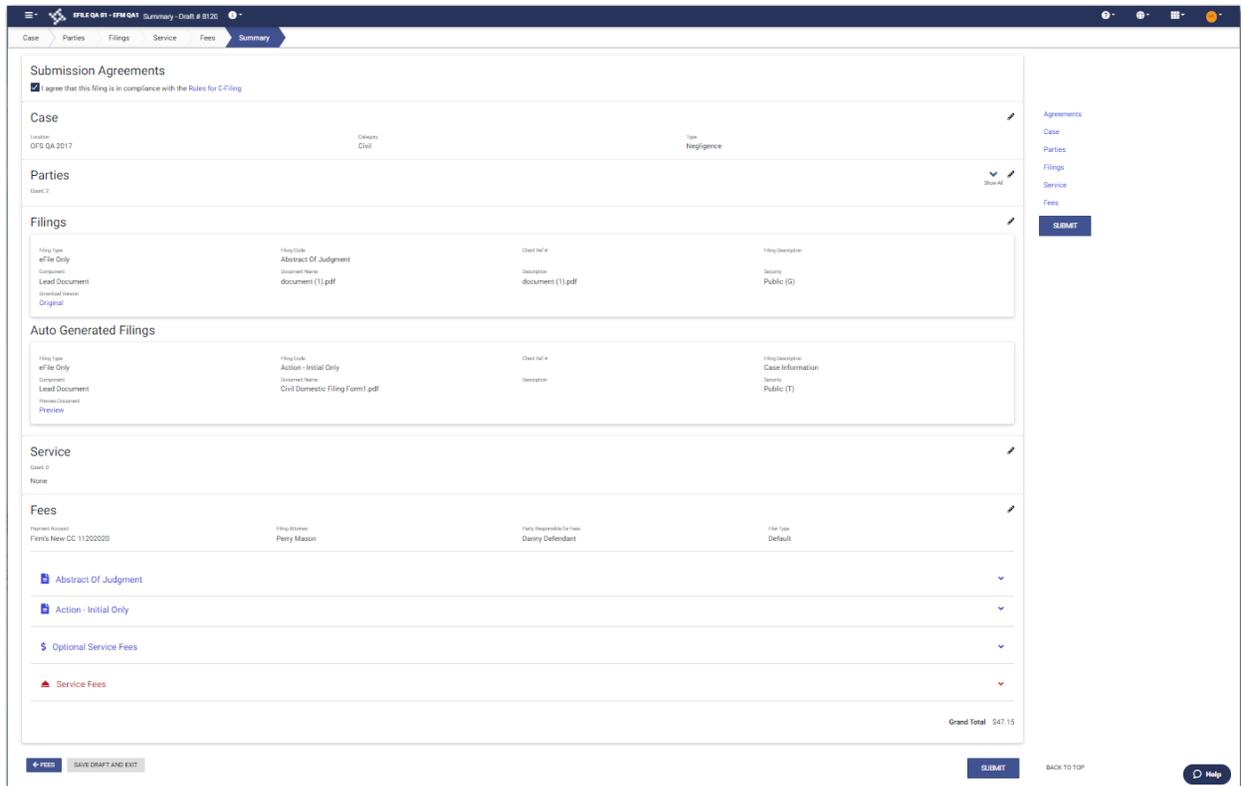


Figure 8.17 – Sample Summary Page

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.

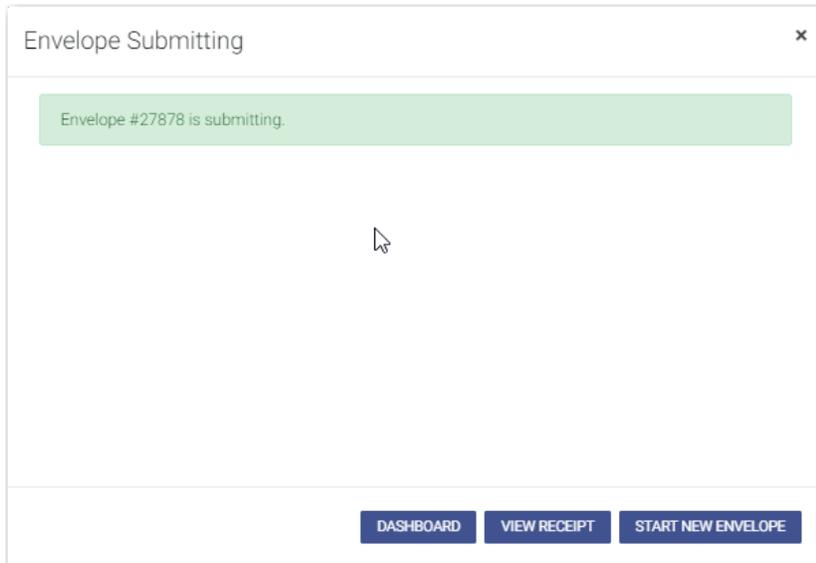


Figure 8.18 – Envelope Submitting Window

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.

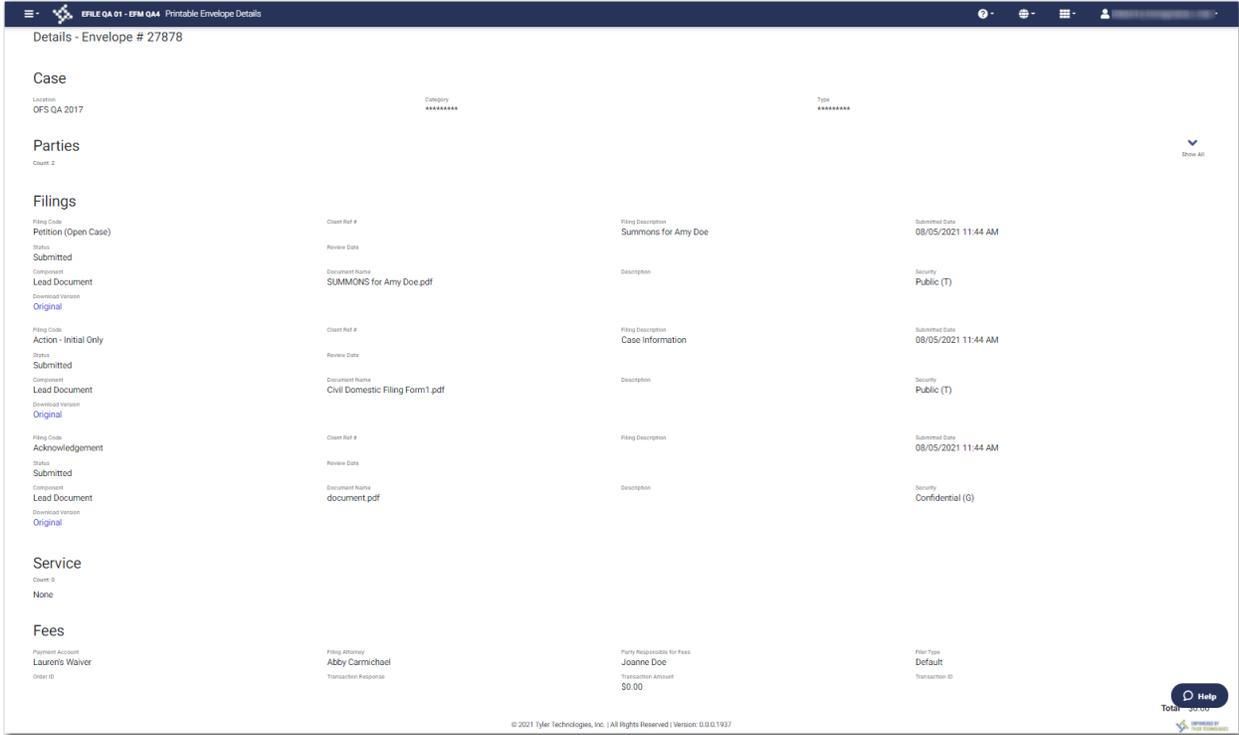


Figure 8.19 – Sample Printable Envelope Details Page

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 'Created By' (My Filings, My Firm), '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'. Below the tabs is a list of filing records. Each record shows the envelope or case number, a brief description, filing status, code, type, and description. Action icons (print, download, refresh, info) are visible for each record. The records include Envelope # 165241, Envelope # 165228, Case # 1234, Envelope # 165223, Case # CC-19-3477, and Envelope # 165221.

Figure 8.20 – 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	Client Ref #	Filing Description	Submitted Date
Action - Initial Only Status: Submitted Component: Lead Document Download Version: Original		Case Information	07/20/2021 5:44 PM
Acknowledgement Status: Submitted Component: Lead Document Download Version: Original		redaction.pdf	07/20/2021 5:44 PM
Petition (Open Case) Status: Submitted Component: Lead Document Download Version: Original		SUMMONS for Jane Doe.pdf	07/20/2021 5:44 PM

Service

Count: 0
None

Fees

Parent Account	Filing Officer	Firm's Responsibility for Fees	Filer Type
Lauren's Waiver	Abby Carmichael	Jane Doe	Default
Order ID	Transaction Response	Transaction Amount \$0.00	Transaction ID

Total \$0.00
Waiver Selected

CLOSE

Figure 8.21 – Sample Envelope Details Page

- Click PRINT to print a copy of the envelope details.

9 Redaction Feature

Topics covered in this chapter

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

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

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

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

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.

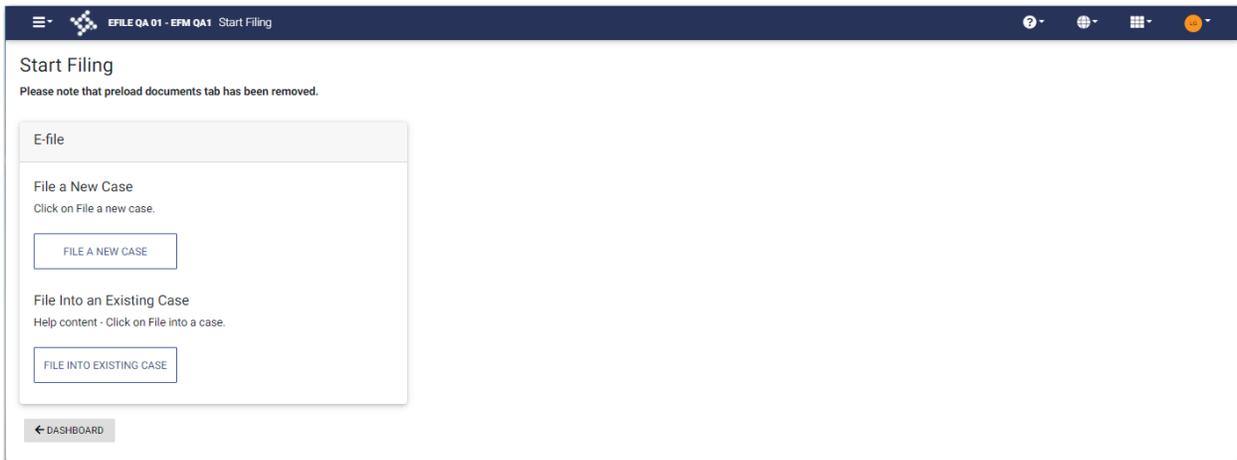


Figure 9.1 – Start Filing Page

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.

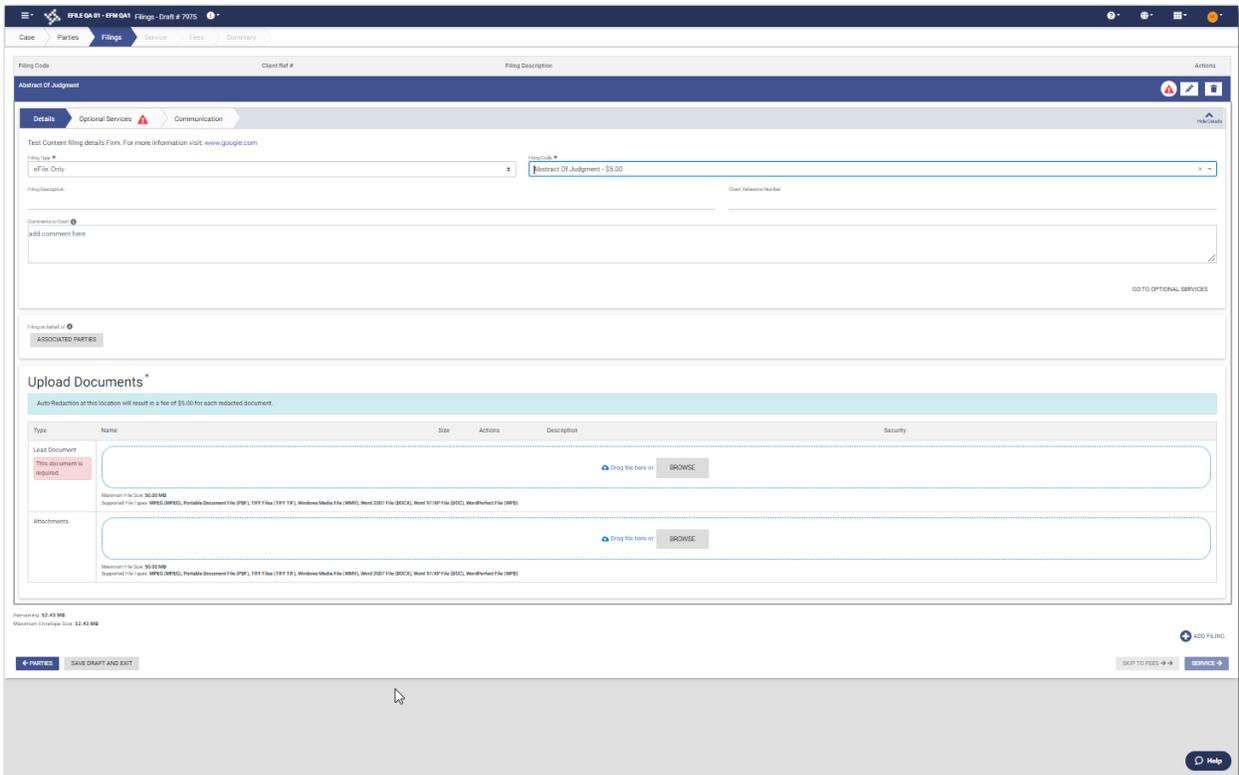


Figure 9.2 – Sample Filings Page with the Redaction Fee Displayed

- 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.

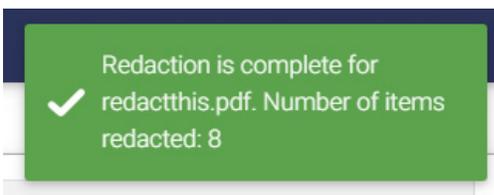


Figure 9.3 – Example of a Message for a Completed Redaction

- 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.

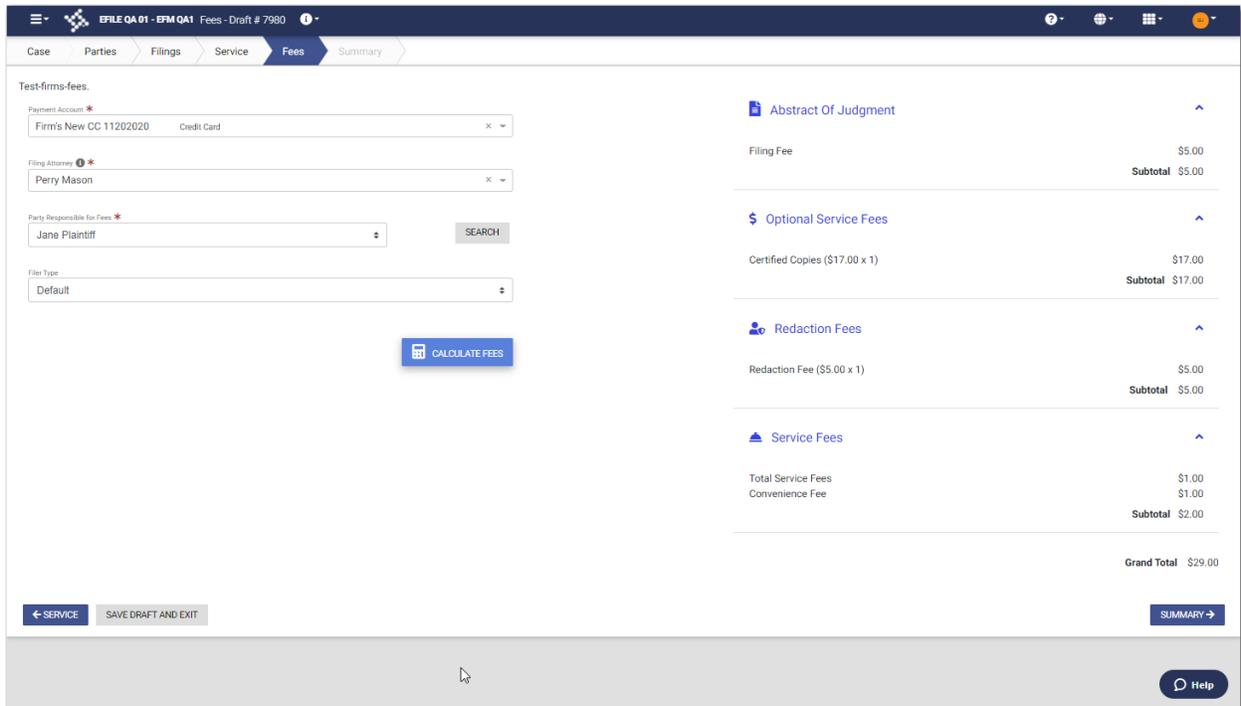


Figure 9.4 – Sample Fees Page with the Redaction Fees Displayed

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

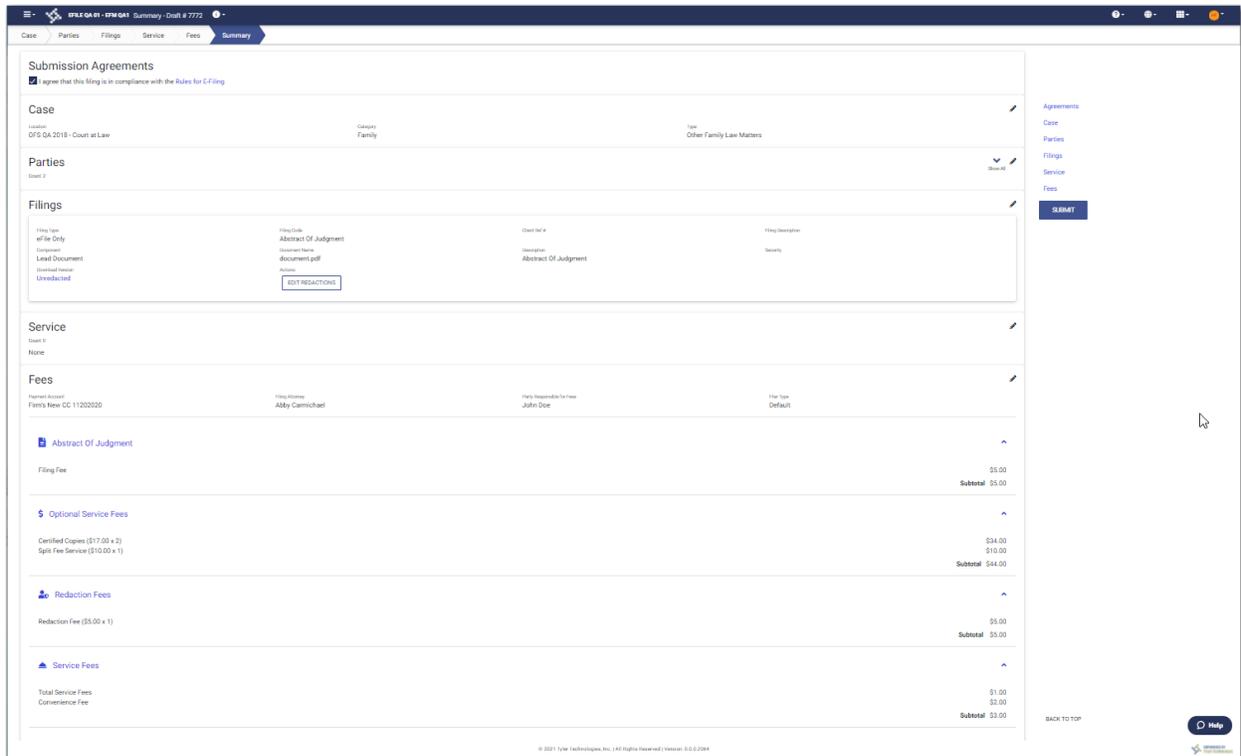


Figure 9.5 – Sample Summary Page with the Redaction Fees Displayed

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.

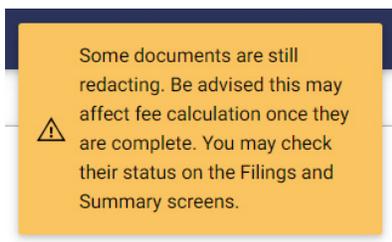


Figure 9.6 – Example of a Message with Redaction in Progress

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.

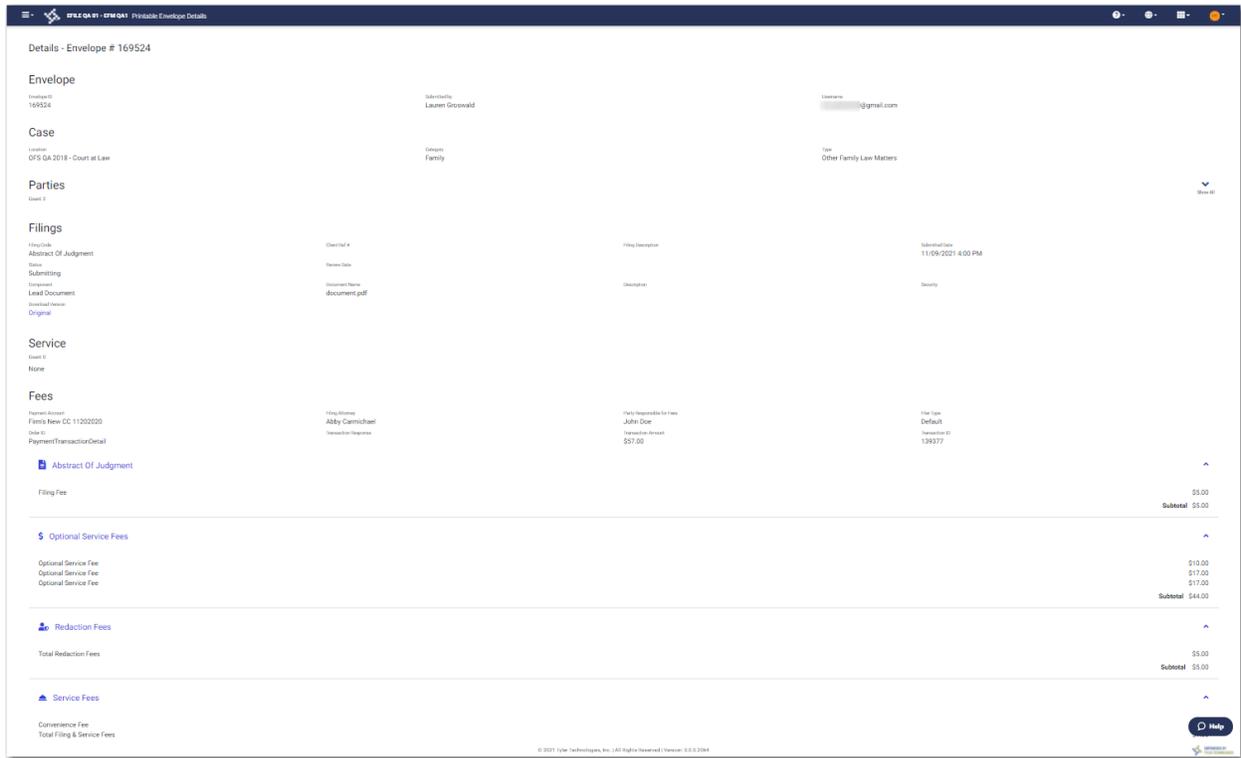


Figure 9.7 – Sample Envelope Details Page with the Redaction Fees Displayed

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.

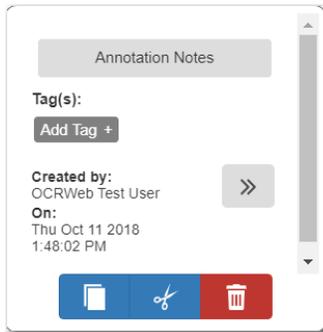


Figure 9.8 – Annotation Notes Dialog Box

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

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

2. Click  to delete the redaction.

The *Delete Annotation* dialog box is displayed.

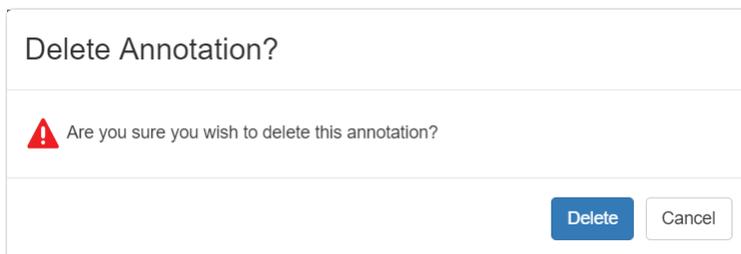


Figure 9.9 – Delete Annotation? Dialog Box

3. Click  to delete the specified redaction.

Working with an Existing Redaction

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

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

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

To work with an existing redaction:

1. Turn off the manual redaction capability by clicking .
2. Locate the existing redaction that you want to resize or move, and then click the block of text.

3. Resize the redaction, or move the redaction to another location in the document.

4. When you are done, click  to save your changes, or click  to save your changes and close the viewer.

Redaction Editor Toolbar

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

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

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

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

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 9.10 – Sample Thumbnail Pane

The following table describes the icons in the thumbnail pane.

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

10 File into an Existing Case

Topics covered in this chapter

- ◆ Filing into an Existing Case from the 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.

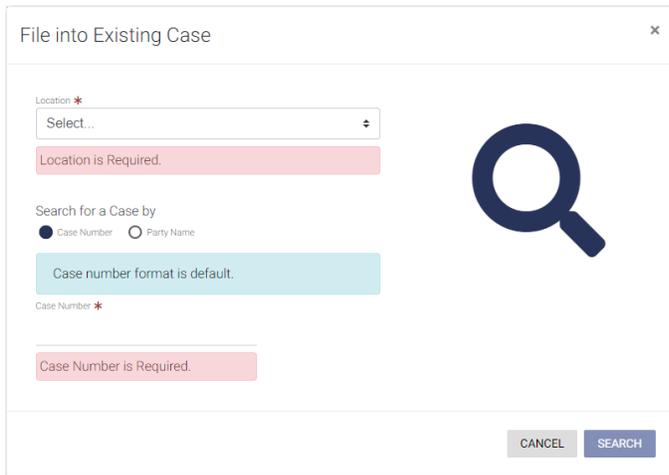


Figure 10.1 – File into Existing Case Window—Includes Party Name Option

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

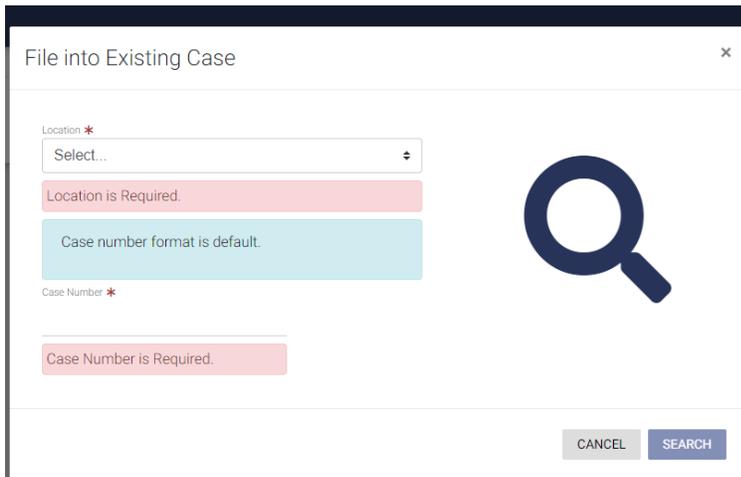


Figure 10.2 – File into Existing Case Window—Excludes Party Name Option

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.

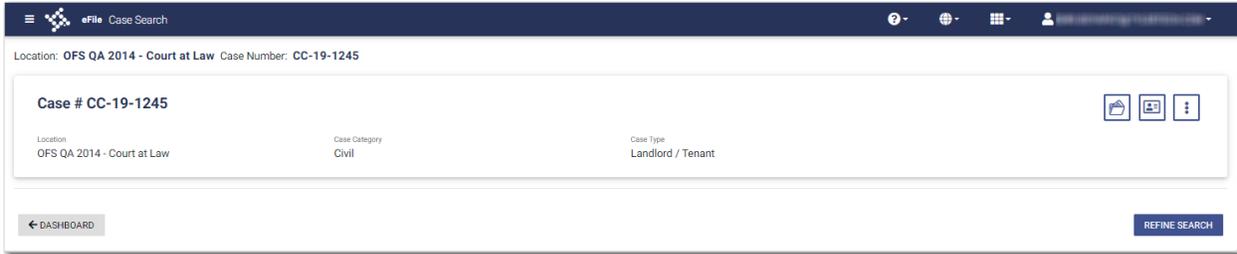


Figure 10.3 – Case Search Page

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.

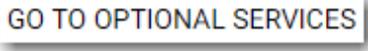
7. Select the filing type from the **Filing Type** drop-down list.

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 10.4 – 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



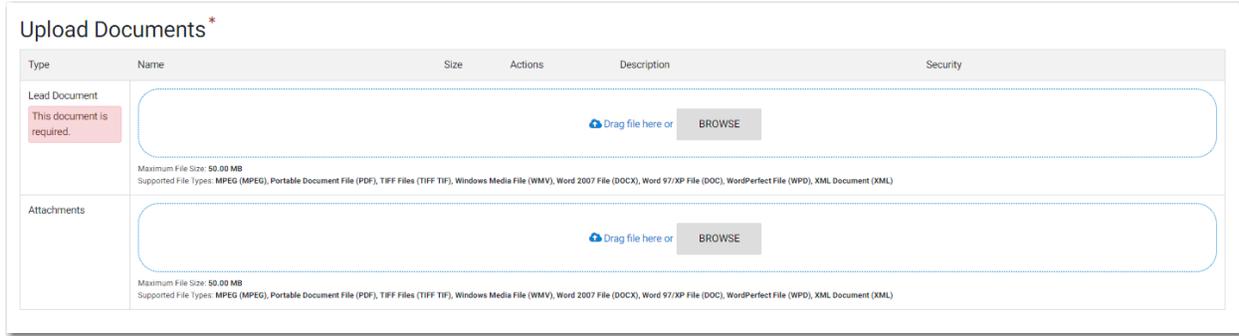


Figure 10.5 – Upload Documents Pane

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.
 27. Select the filing attorney from the **Filing Attorney** drop-down list.
 28. 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.**
29. Select the filer type from the **Filer Type** drop-down list.
 30. Click  if you want to view the fee total.
 31. Click .
 32. Review the summary. If applicable, select the **Submission Agreements** check box.
 33. 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



Figure 10.6 – Filing History Page

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

2. Click

PARTIES →

The *Parties* page is displayed.

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

4. Click

FILINGS →

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.

10. 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.

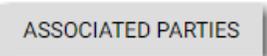
11. To select the applicable optional services, click .

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

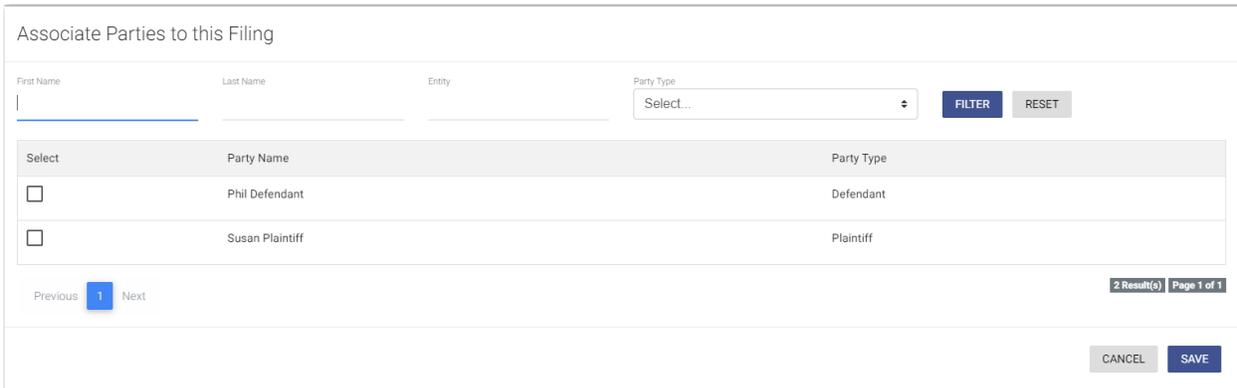
Note: If you decide that you do not want to use a particular optional service that you have

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

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

13. Click  to associate parties with the filing.

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



Associate Parties to this Filing

First Name: _____ Last Name: _____ Entity: _____ Party Type: Select... [FILTER] [RESET]

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

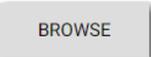
Previous 1 Next 2 Result(s) Page 1 of 1

[CANCEL] [SAVE]

Figure 10.7 – 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.

17. Click .

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 .

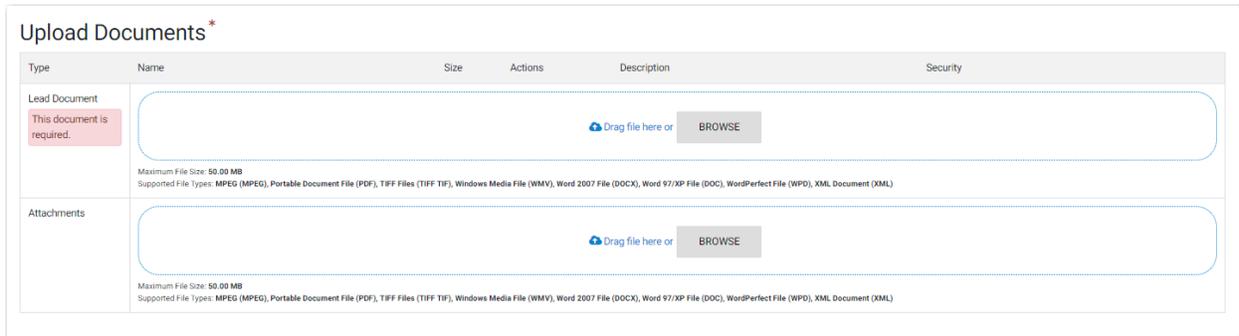


Figure 10.8 – Upload Documents Pane

19. If you have attachments to add to the filing, click  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 .
 23. On the *Service* page, add service contacts, if applicable. Then, click .
 24. On the *Fees* page, select the payment account from the **Payment Account** drop-down list.
 25. Select the filing attorney from the **Filing Attorney** drop-down list.
 26. 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.**
27. Select the filer type from the **Filer Type** drop-down list.
 28. Click  if you want to view the fee total.
 29. Click .
 30. Review the summary. If applicable, select the **Submission Agreements** check box.
 31. When you are satisfied with your filing, click .

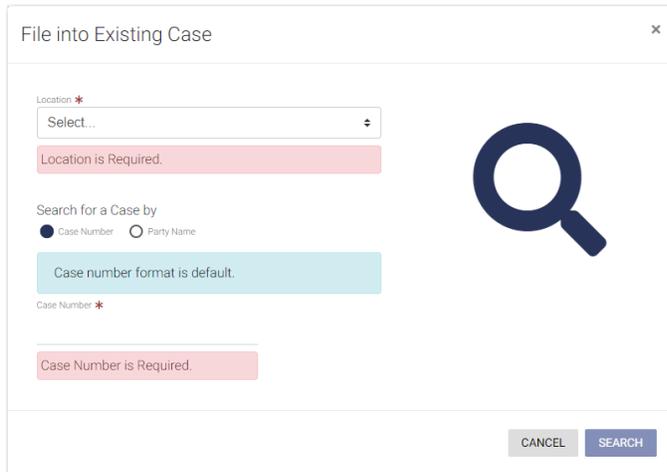
Filing into a Non-Indexed Case

You can file into a case that does not exist in the case management system.

To file into a non-indexed case:

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

The *File into Existing Case* window is displayed.



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, there are two buttons: "CANCEL" and "SEARCH".

Figure 10.9 – 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 10.9 but with a different configuration. It shows the "File into Existing Case" window with the following elements:

- The "Location" field and 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 error message are present.
- The magnifying glass icon and "CANCEL" and "SEARCH" buttons are also present.

Figure 10.10 – 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.

- Click **SEARCH** or press ENTER.

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

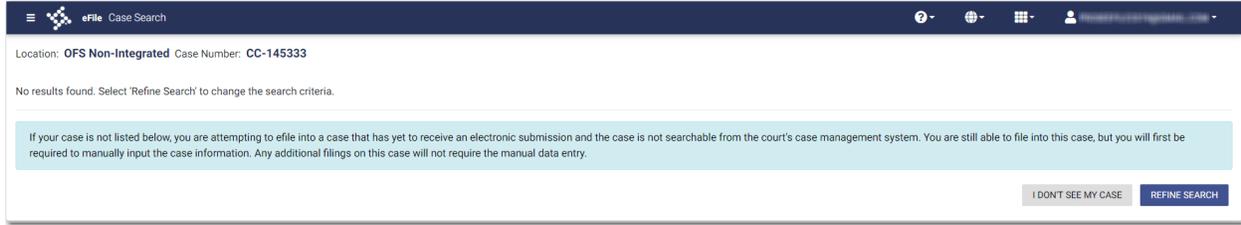


Figure 10.11 – Case Search Window with No Results Found

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

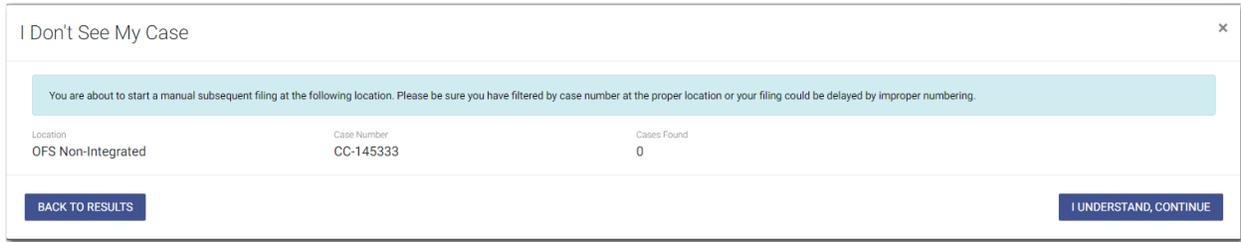


Figure 10.12 – I Don't See My Case Window

- Click **I UNDERSTAND, CONTINUE** to continue filing into the case.

The *Case Information* page is displayed. The location and case number are auto-filled on the page.

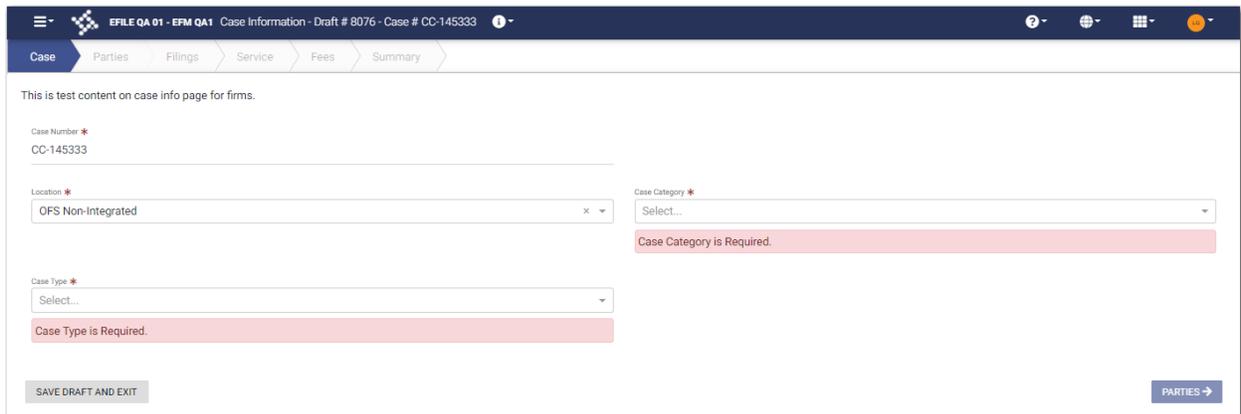


Figure 10.13 – Case Information Page

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

Type	Name	Size	Actions	Description	Security
Lead Document	<div style="border: 1px dashed gray; padding: 5px;"> <p>This document is required.</p> <p style="text-align: center;">  Drag file here or BROWSE </p> <p><small>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)</small></p> </div>				
Attachments	<div style="border: 1px dashed gray; padding: 5px;"> <p style="text-align: center;">  Drag file here or BROWSE </p> <p><small>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)</small></p> </div>				

Figure 10.14 – 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.

9. From the service method drop-down list for each service contact, select the service method to use.

Note: The available service method options are configured by Tyler. Some options may not be available on your system.

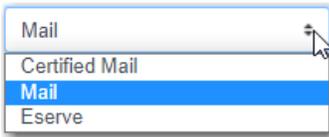


Figure 10.15 – Sample Service Method Drop-Down List

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.

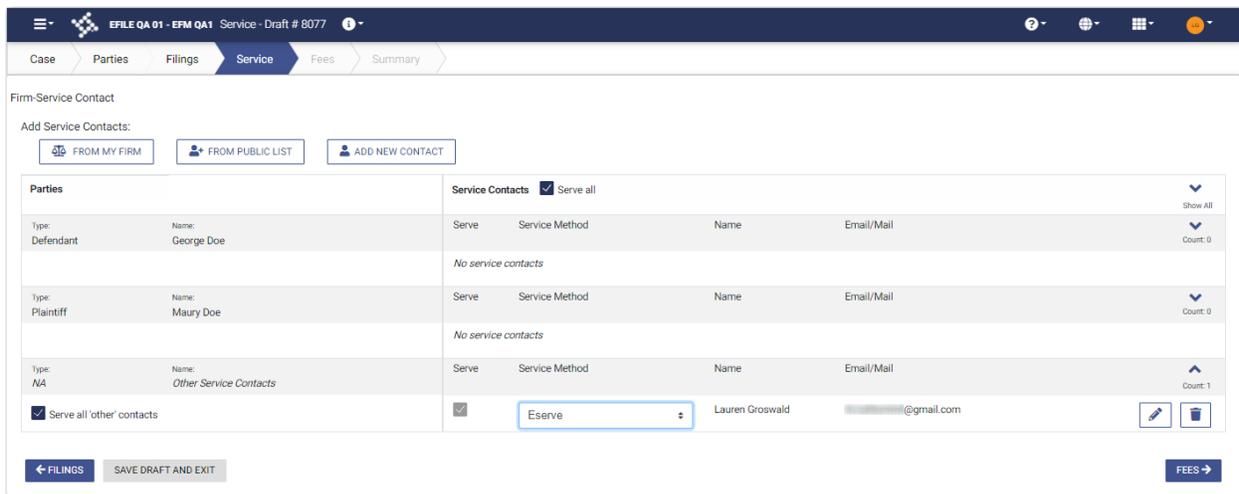
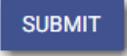


Figure 10.16 – Example of a Service Page for a Service Only Filing

10. Click  to save your entries and to continue.

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

12. Select the check boxes for the submission agreements, if applicable.

13. Review the information on the Summary page, and then click .

11 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.

A case that is available in 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, if it is available in re:Search.

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

- *Filing History* page

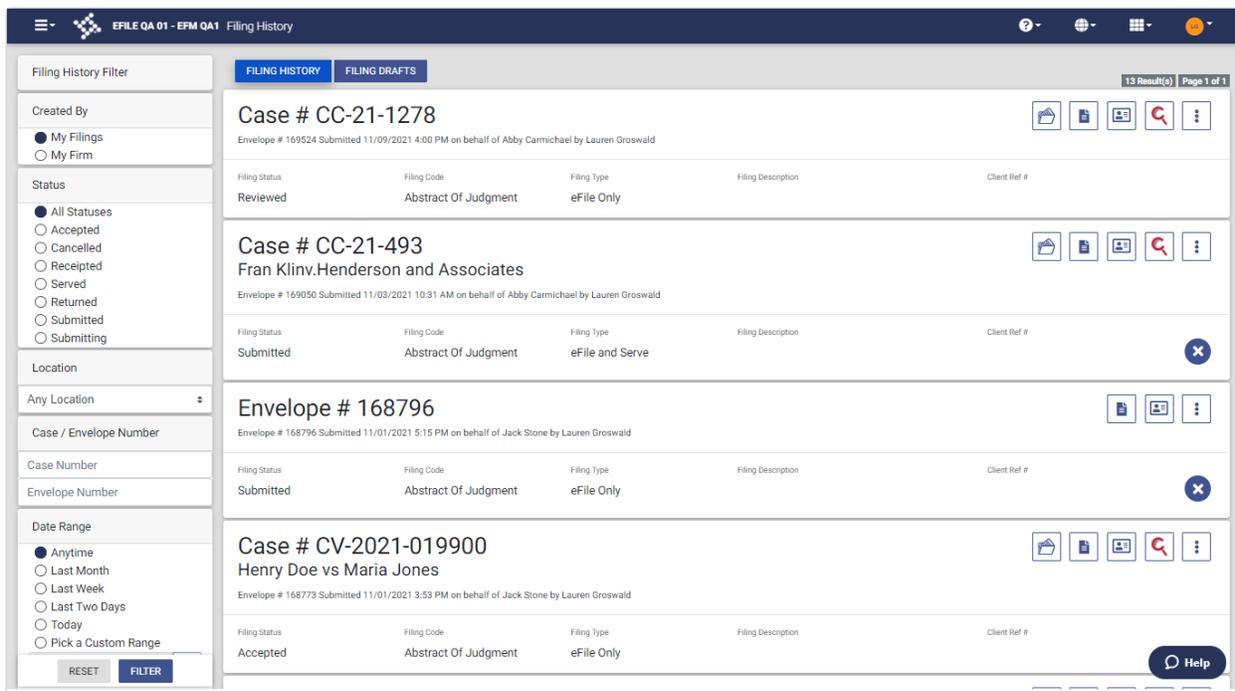


Figure 11.1 – re:Search Icon on the Filing History Page

- *Filing Drafts* page

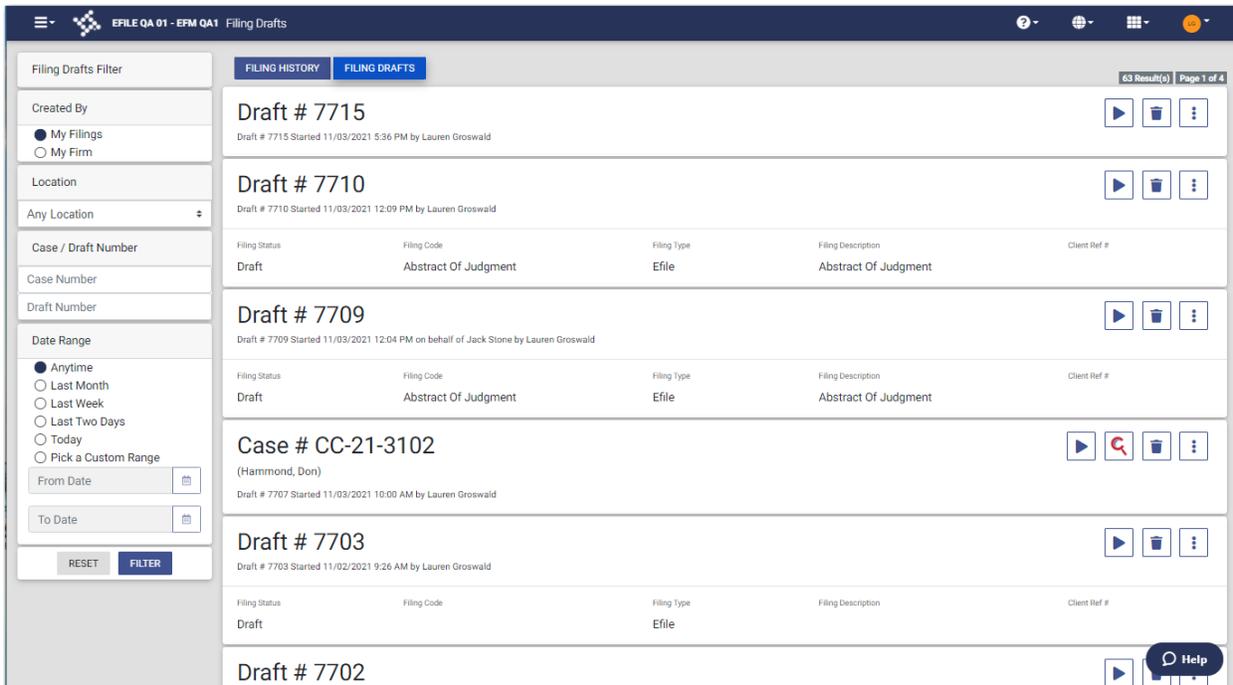


Figure 11.2 – re:Search Icon on the Filing Drafts Page

- Case Search page

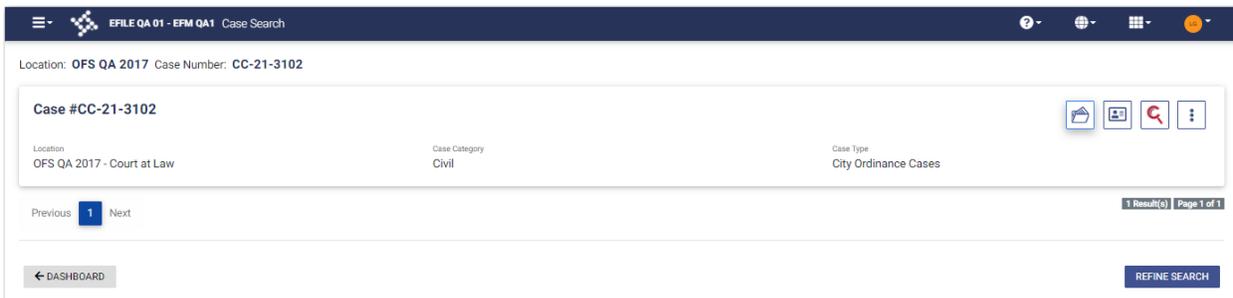


Figure 11.3 – re:Search Icon on the Case Search Page

- Bookmarks page

The screenshot displays the 'Bookmark Filter' page in the re:Search application. The page title is 'EFILE QA 01 - EFM QA1 Bookmarks'. On the left, there is a 'Bookmark Filter' sidebar with fields for 'Case Location', 'Any Location', 'Case Number', and 'Case Description', along with 'RESET' and 'FILTER' buttons. The main content area shows a list of six bookmarked cases, each with a search icon (magnifying glass) 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 page indicates '6 Result(s) Page 1 of 1'.

Figure 11.4 – re:Search Icon on the Bookmarks Page

12 Service Contacts

Topics covered in this chapter

- ◆ Adding a New Service Contact
- ◆ Adding a Service Contact from My Firm 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

The screenshot displays the 'eFile Filing History' interface. On the left is a 'Filing History Filter' sidebar with sections for 'Created By' (My Filings, My Firm), 'Status' (All Statuses, Accepted, Cancelled, Received, Served, Returned, Submitted, Submitting), 'Location' (Any Location), and 'Date Range' (Anytime, Last Month, Last Week, Last Two Days, Today, Pick a Custom Range). The main area shows a list of filings with columns for Filing Status, Filing Code, Filing Type, Filing Description, and Client Ref #. The list includes: Envelope # 165241 (Submitted, Appointment, eFile Only), Envelope # 165228 (Submitted, Abstract Of Judgment, eFile Only), Case # 1234 (Accepted, Action - Subsequent Only, eFile and Serve), Envelope # 165223 (SubmissionFailed, Appendix, eFile Only), Case # CC-19-3477 (Submitted, Acknowledgment Of Paternity, eFile Only), and Envelope # 165221 (UnderReview, Complaint - w/ Hearing, eFile Only). Each entry has a '10 Results' indicator and a 'Page 1 of 1' label.

Figure 12.1 – Example of a Filing History Page

- *Case Search* page

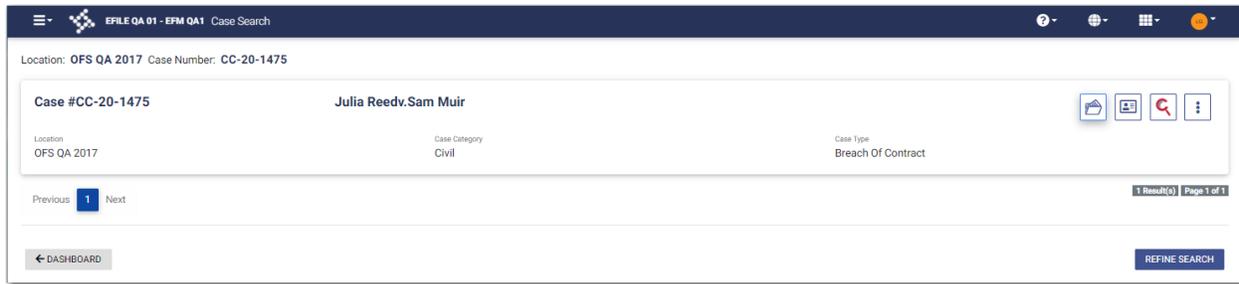


Figure 12.2 – Example of a Case Search Page

- *Bookmarks page*

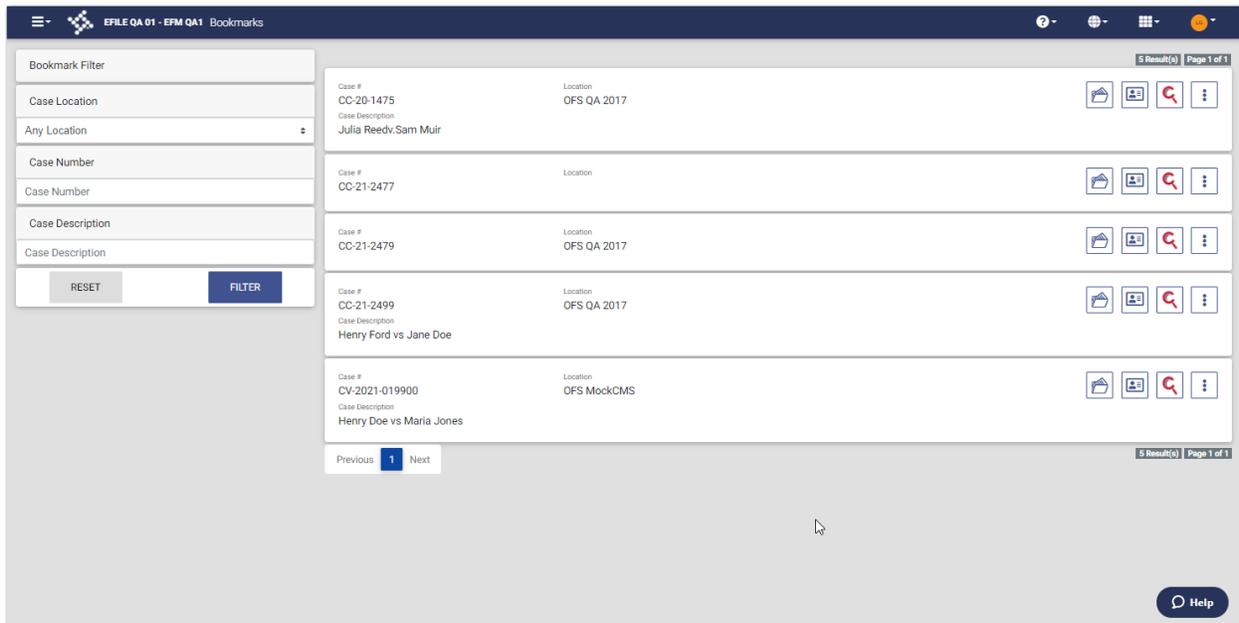


Figure 12.3 – Example of a Bookmarks Page

Adding a New Service Contact

You can add a new service contact to your firm's list of contacts.

To add a new service contact to your firm's contacts list:

1. On the Dashboard menu, click **Firm Service Contacts**.

The *Service Contacts* page is displayed.

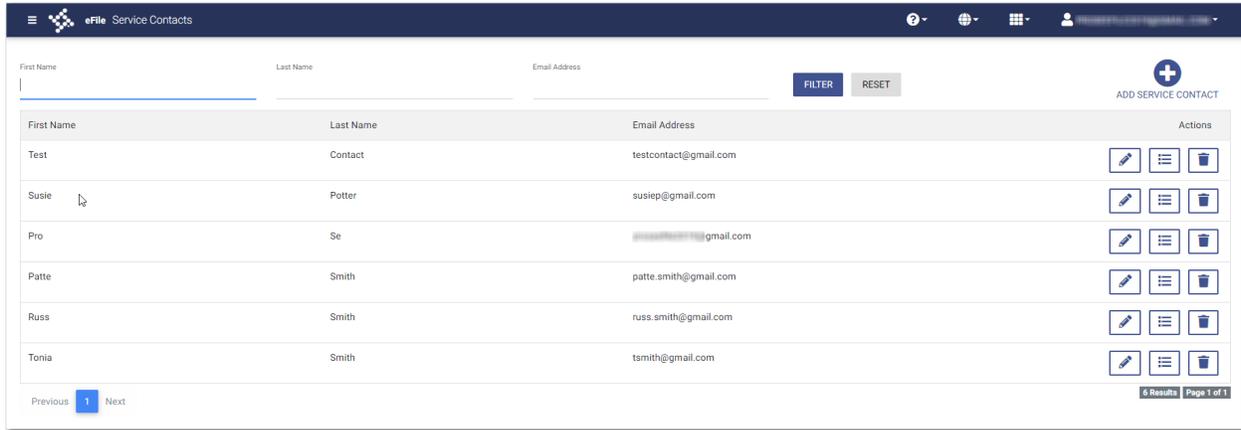


Figure 12.4 – Service Contacts Page



2. Click

Additional fields are displayed.

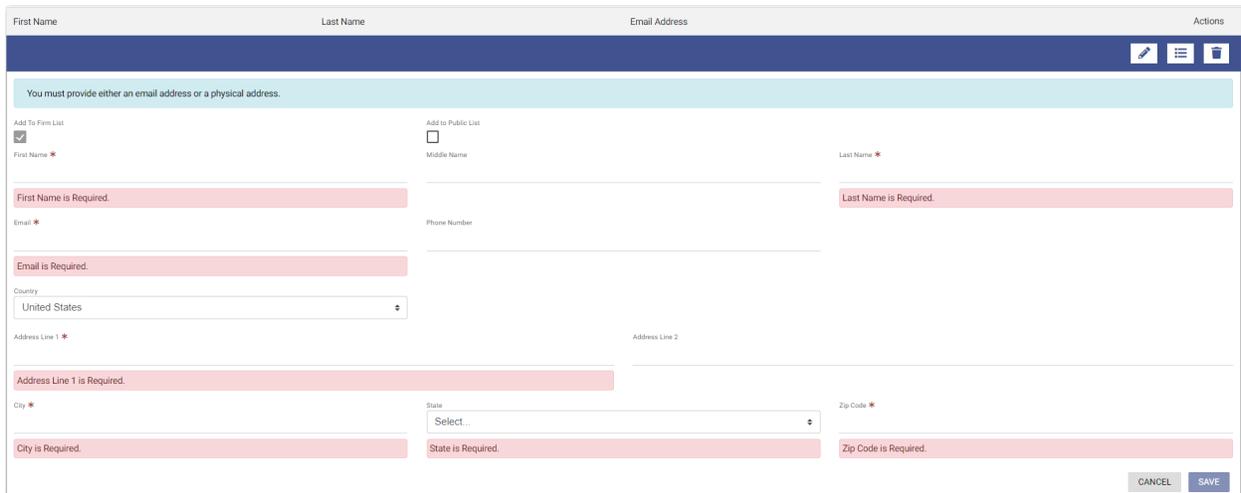


Figure 12.5 – Service Contacts – Additional Fields

3. Select the appropriate check box for the new service contact: **Add To Firm List** or **Add to Public List**.

Note: If you add the service contact to the public list, other filers will have access to that contact for their filings.

4. Complete the required information in the **First Name** and **Last Name** fields. Add a middle name, if applicable, in the **Middle Name** field.

5. Type the contact’s email address in the **Email** field.

Note: You must provide either an email address or a physical address. You can enter both addresses if applicable.

6. If applicable, type a phone number in the **Phone Number** field.

7. If the contact is in a country other than the United States, select the country from the drop-down list.

The default selection is **United States**.

8. If a physical address is required for the service contact, type the address in the **Address Line 1** field.
9. If applicable, type an address in the **Address Line 2** field.
10. Type the name of the city in the **City** field.
11. Select the state from the **State** drop-down list.
12. Type the ZIP code in the **Zip Code** field.

SAVE

13. After you have entered the required information, click

The contact that you added is displayed in the list on the *Service Contacts* page.

Adding a Service Contact from My Firm Service Contact List to a Filing

You can add a service contact from your firm’s service contact list to a filing.

To add a service contact from your firm service contact list to a filing:

 FROM MY FIRM

1. On the *Service* page, click

The *Firm Service Contacts* window is displayed.

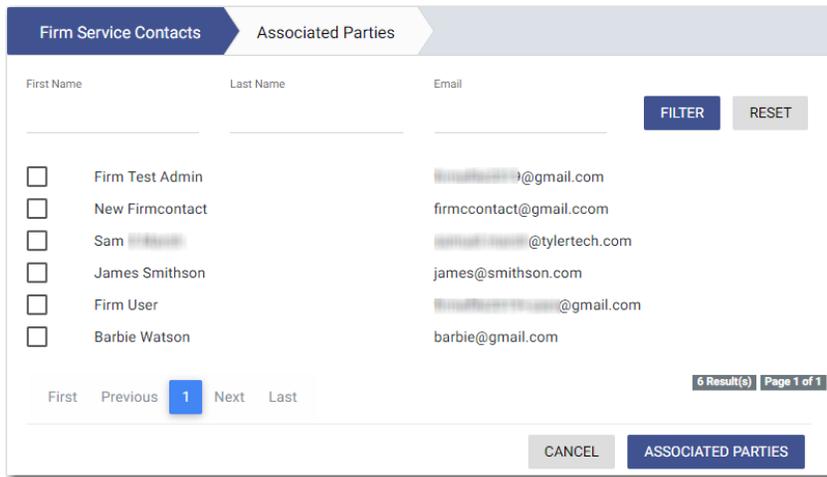


Figure 12.6 – Firm Service Contacts Window

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.

ASSOCIATED PARTIES

4. After you have selected the contacts for your filing, click

The *Associated Parties* window is displayed.

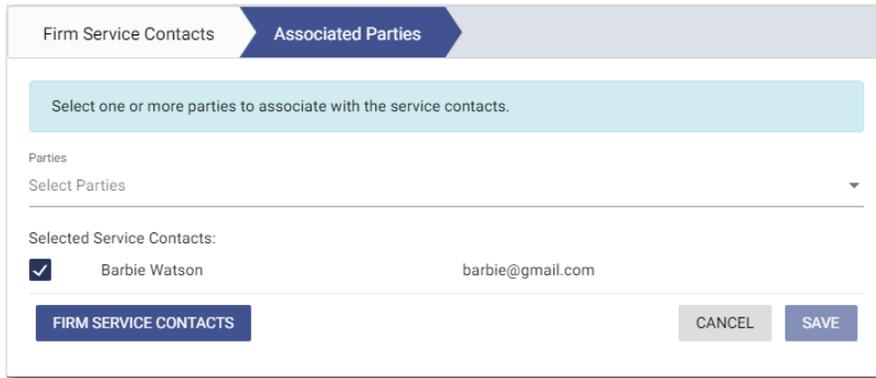


Figure 12.7 – Sample Associated Parties Window

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 **SAVE**.

6. From the service method drop-down list on the *Service* page, select the service method to use for each service contact.

Note: The available service method options are configured by Tyler. Some options may not be available on your system.

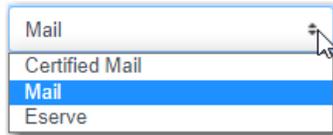


Figure 12.8 – Sample Service Method Drop-Down List

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

FIRM SERVICE CONTACTS.

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

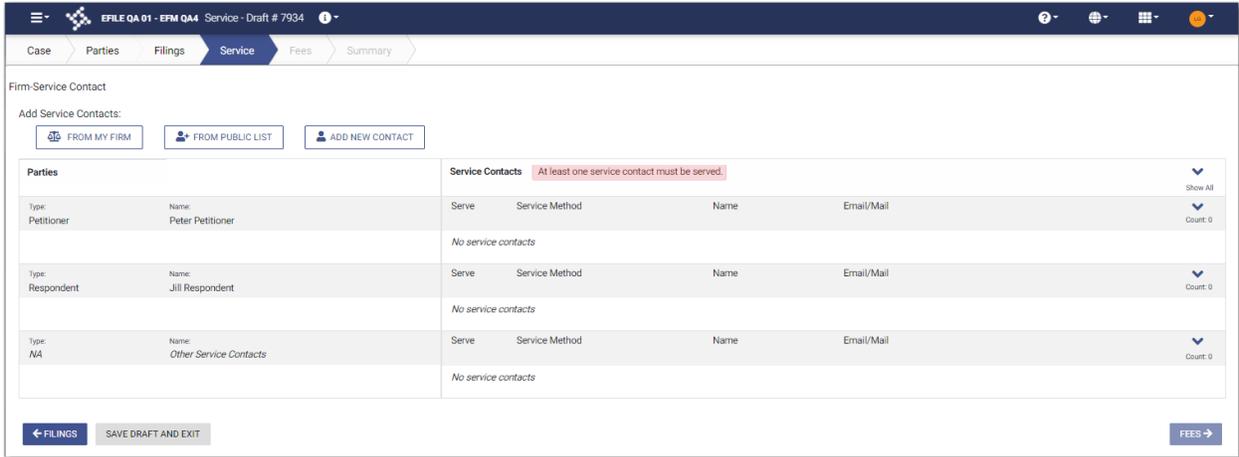


Figure 12.9 – Example of a Service Page in a Case Filing

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 a public list to a filing:

1. On the *Service* page, click .

The *Public Service Contacts* window is displayed.

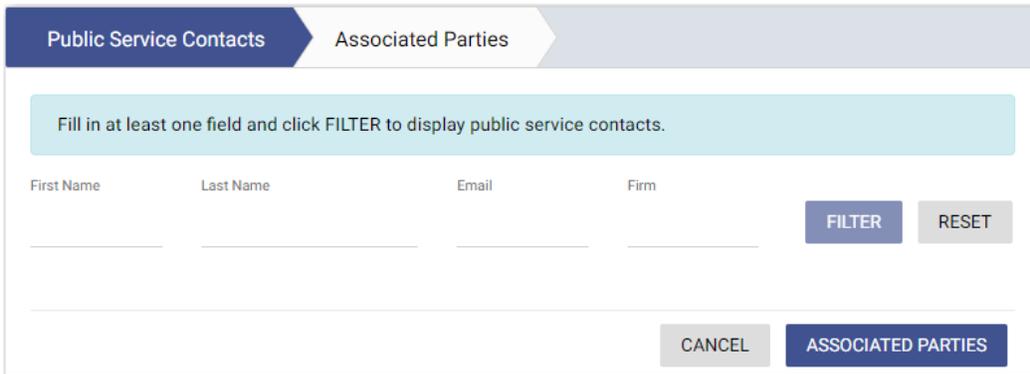
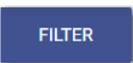


Figure 12.10 – Public Service Contacts Window

2. 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.

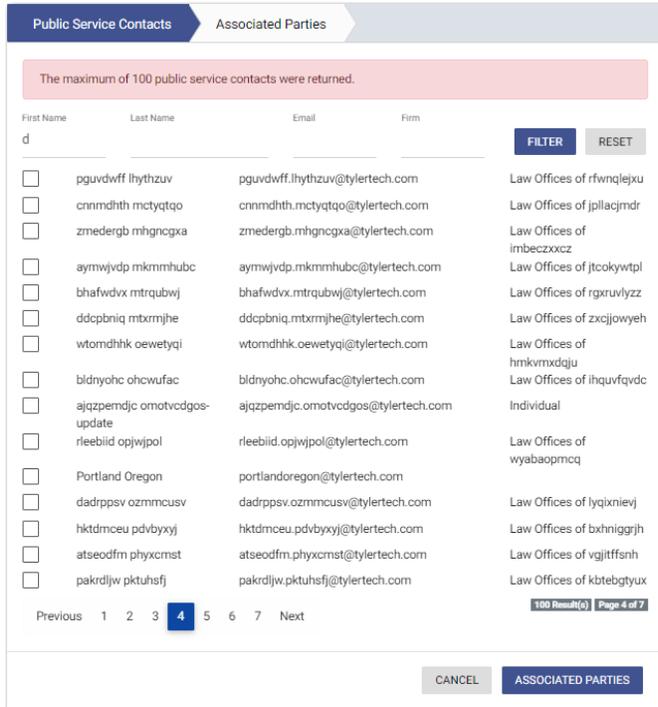


Figure 12.11 – Sample Public Service Contacts List

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.

5. After you have selected the contacts for your filing, click  .
The *Associated Parties* window is displayed.



Figure 12.12 – Sample Associated Parties Window

6. Select the party that you want to associate with the selected service contacts from the **Parties** dropdown list, and then click  .

- 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.

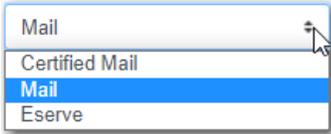


Figure 12.13 – Sample Service Method Drop-Down List

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.

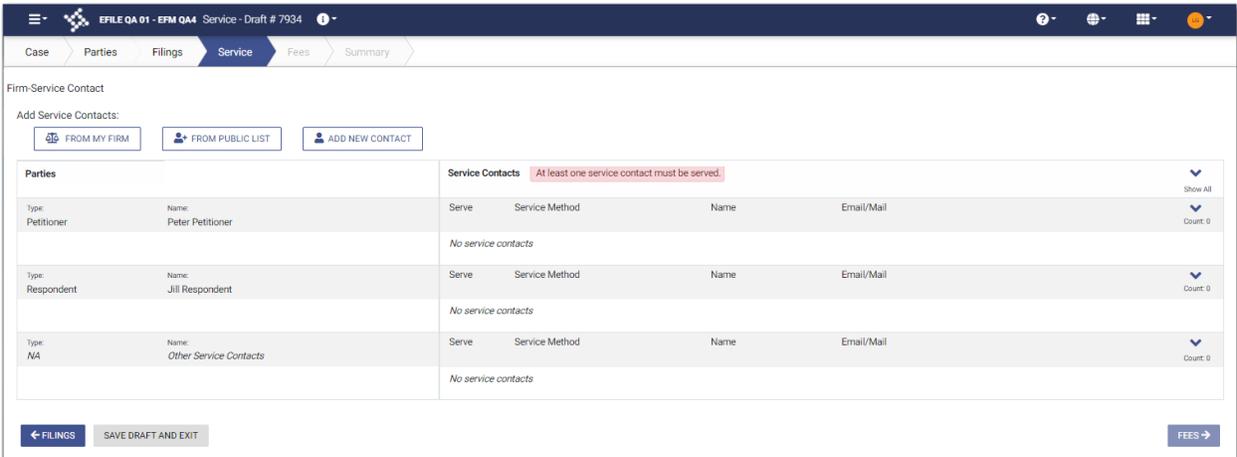


Figure 12.14 – Example of a Service Page in a Case Filing

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 12.15 – Add Service Contact Window

2. Select the appropriate check box for the new service contact: **Add To Firm 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.

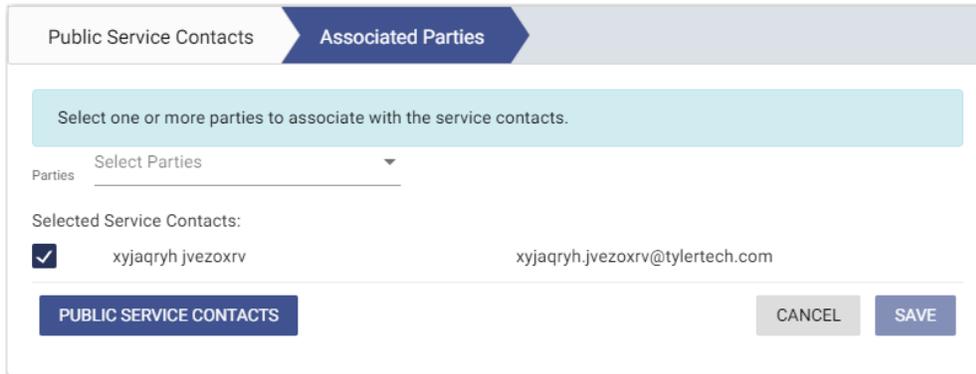


Figure 12.16 – Sample Associated Parties Window

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.

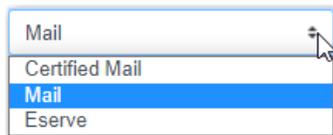


Figure 12.17 – Sample Service Method Drop-Down List

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

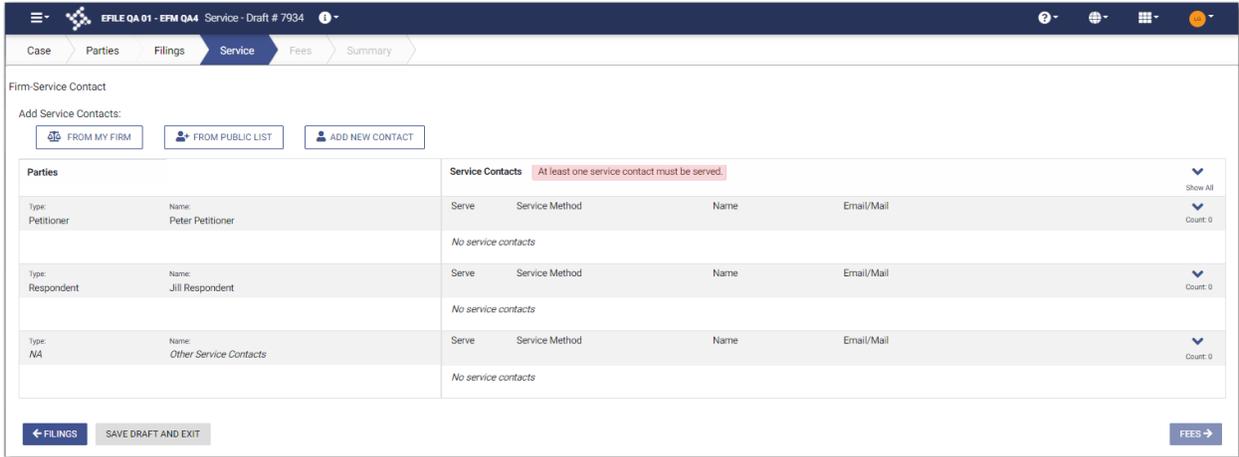


Figure 12.18 – Example of a Service Page in a Case Filing

Updating Information for an Existing Service Contact

You can update the information that you previously entered for a service contact.

Note: You cannot add an existing service contact to the public list.

To update the information for an existing service contact:

1. On the Dashboard menu, click **Firm Service Contacts**.

The *Service Contacts* page is displayed.

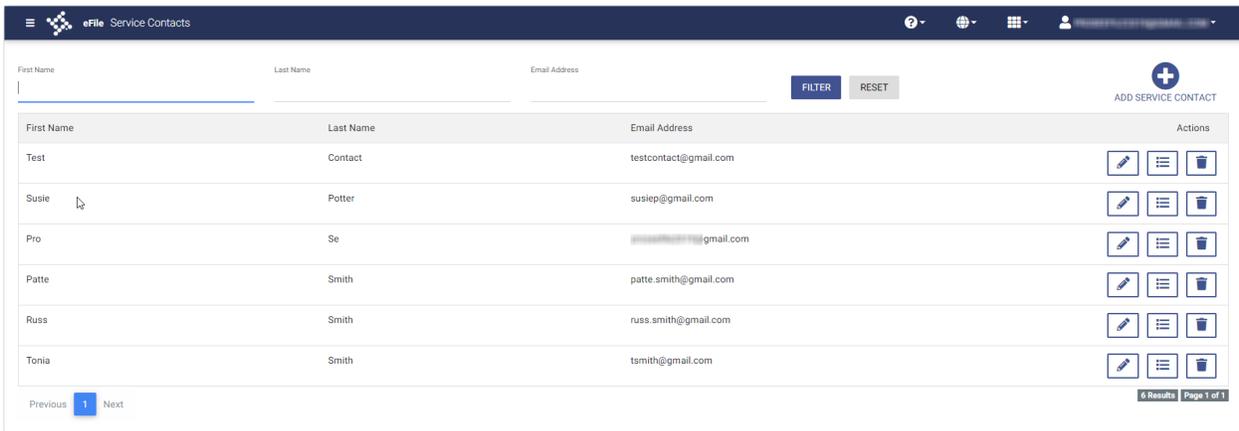


Figure 12.19 – Service Contacts Page

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

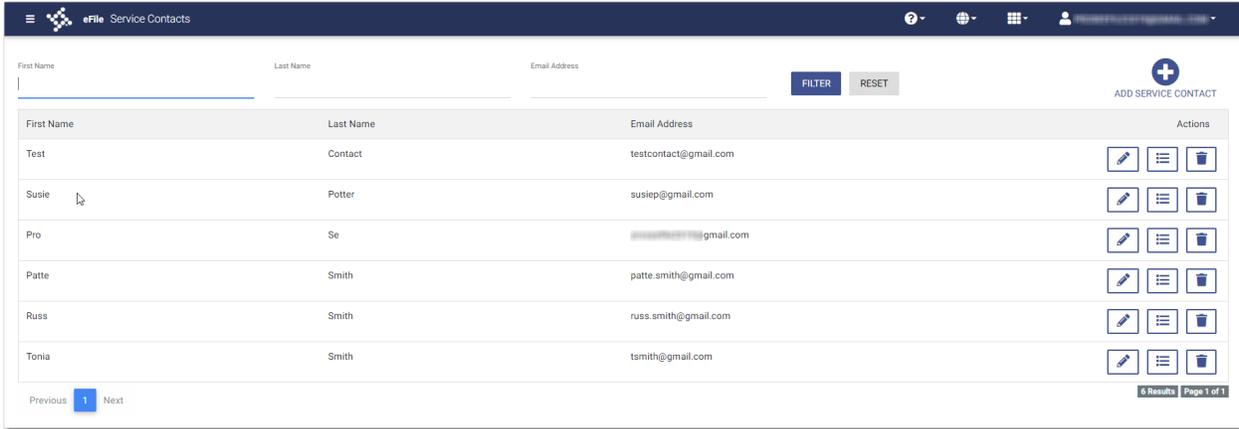
You can view a list of cases that are attached to a specified service contact.

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 **Firm Service Contacts**.

The *Service Contacts* page is displayed.



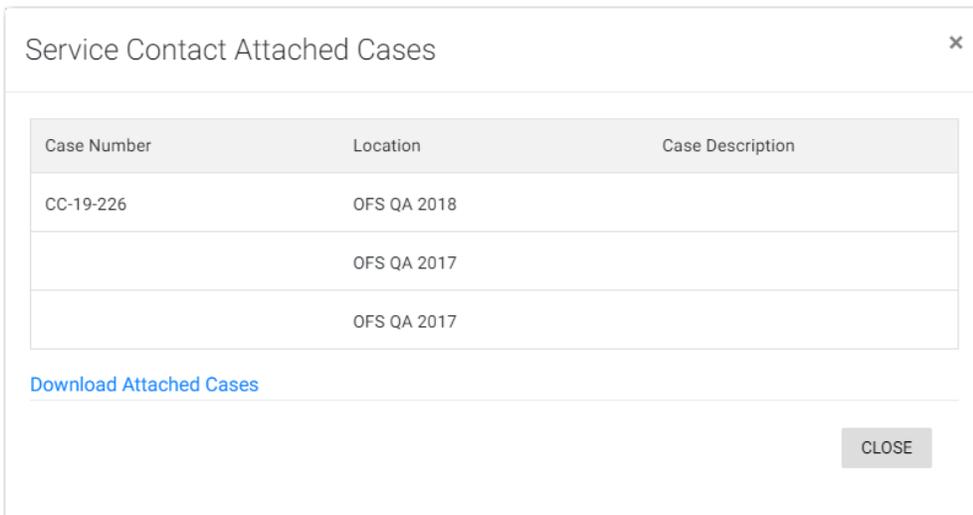
First Name	Last Name	Email Address	Actions
Test	Contact	testcontact@gmail.com	[Edit] [List] [Delete]
Susie	Potter	susiep@gmail.com	[Edit] [List] [Delete]
Pro	Se	proseal@se.com	[Edit] [List] [Delete]
Patte	Smith	patte.smith@gmail.com	[Edit] [List] [Delete]
Russ	Smith	russ.smith@gmail.com	[Edit] [List]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

Figure 12.20 – 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 12.21 – 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.

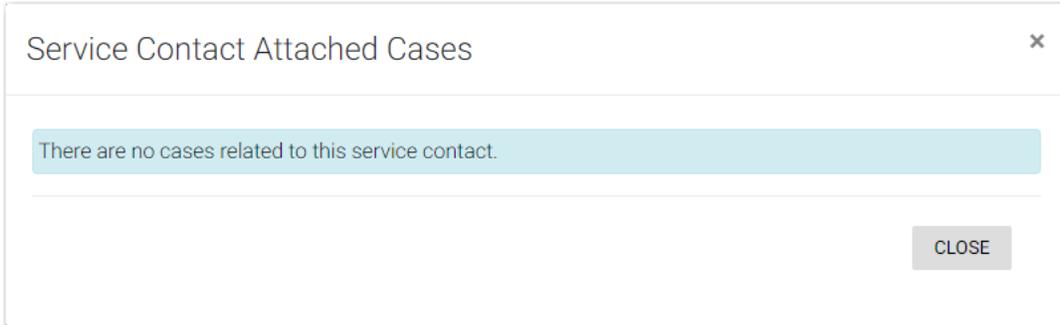


Figure 12.22 – Service Contact Attached Cases Window – No Attached Cases

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.

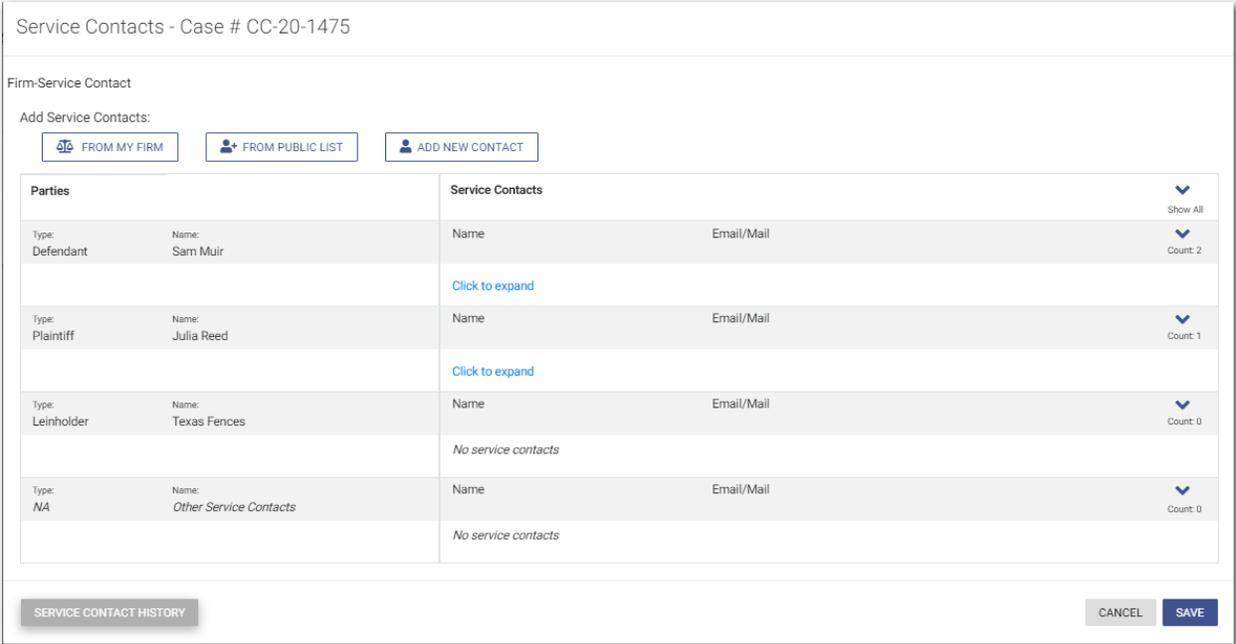
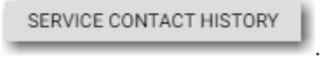
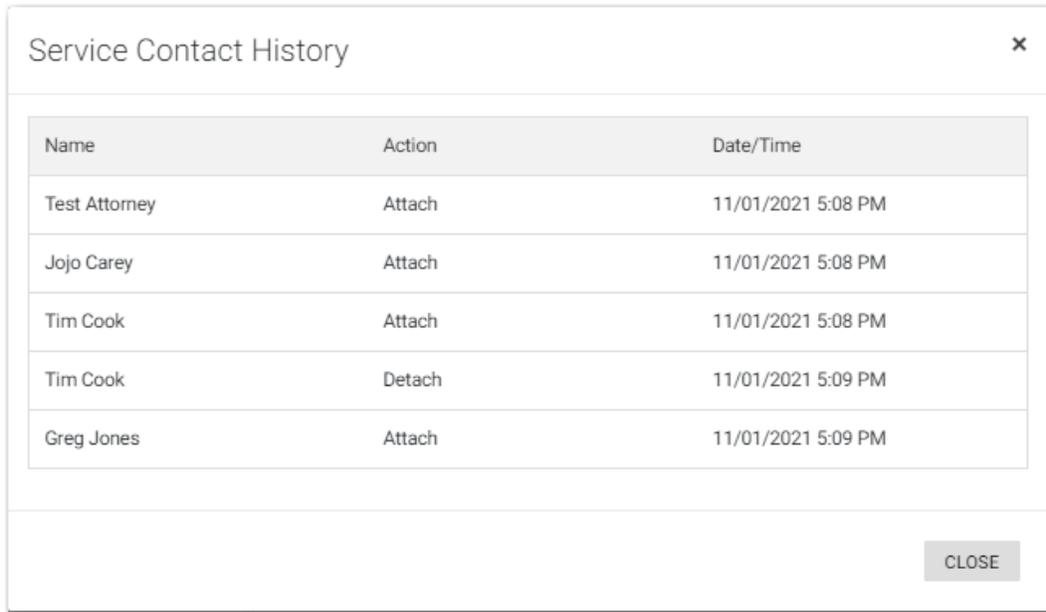


Figure 12.23 – Example of a Case Service Contacts Window

3. Click .

The *Service Contact History* window is displayed.



The screenshot shows a window titled "Service Contact History" with a close button (X) in the top right corner. Below the title bar is a table with three columns: "Name", "Action", and "Date/Time". The table contains six rows of data. At the bottom right of the window is a "CLOSE" button.

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

Figure 12.24 – 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.

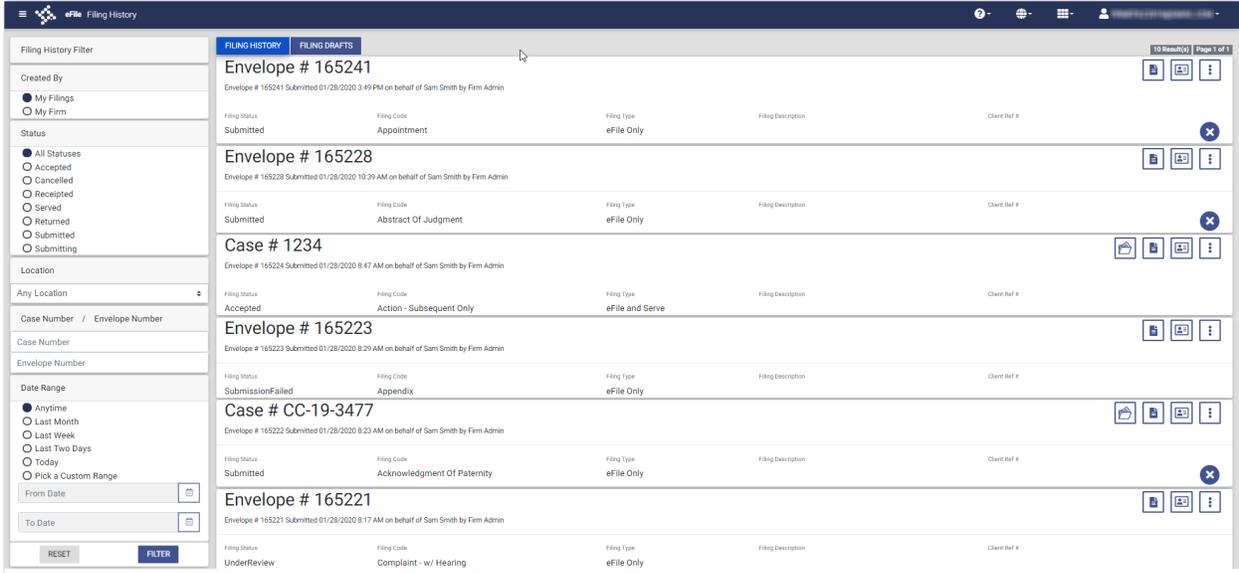


Figure 12.25 – Filing History Page

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.

Update Service Contact

Parties
bb x ▾

Add To My List Add to Public List

First Name * Tonia Middle Name Last Name * Smith

Email * tsmith@gmail.com Phone Number

Country
United States ▾

Address Line 1 * 555 Main Street Address Line 2

City * Des Moines State Iowa Zip Code * 33355

CANCEL SAVE

Figure 12.26 – 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 **Firm Service Contacts**.

The *Service Contacts* page is displayed.

First Name	Last Name	Email Address	Actions
Test	Contact	testcontact@gmail.com	
Susie	Potter	susiep@gmail.com	
Pro	Se	prose@se@gmail.com	
Patte	Smith	patte.smith@gmail.com	
Russ	Smith	russ.smith@gmail.com	
Tonia	Smith	tsmith@gmail.com	

Figure 12.27 – 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.

13 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.

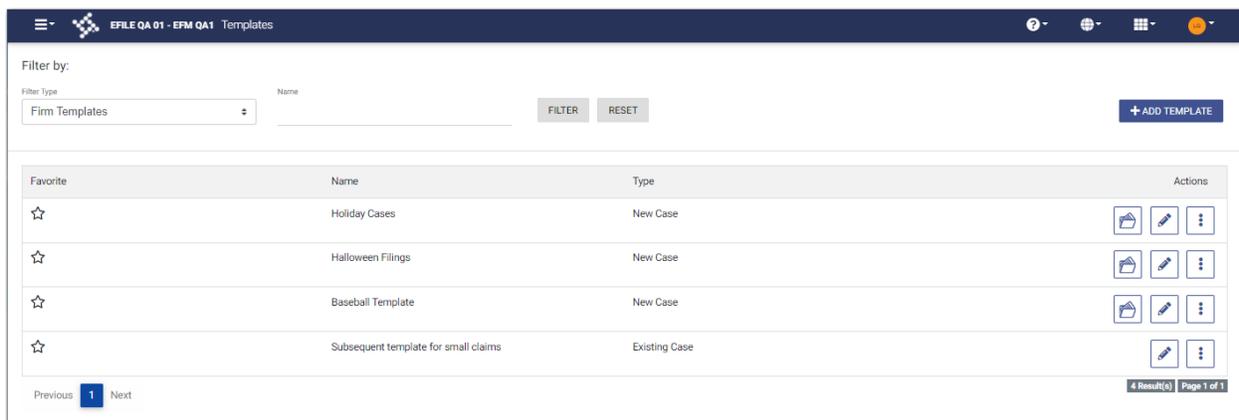


Figure 13.1 – Templates Page

2. Click  .

A pane is displayed.

Figure 13.2 – 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

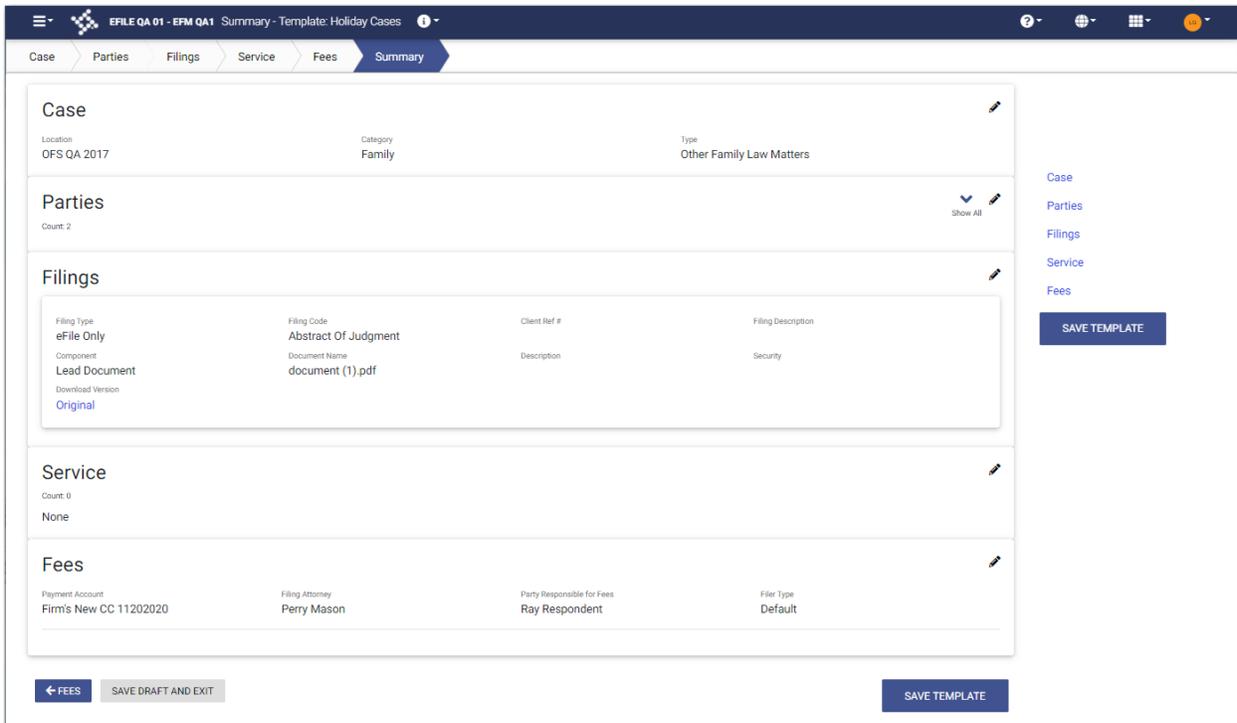


Figure 13.3 – Sample Summary Page

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.

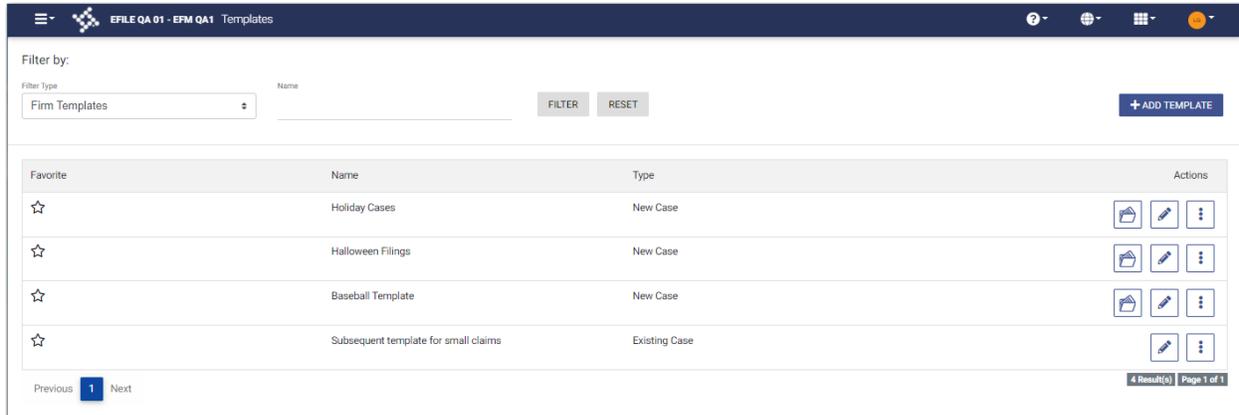


Figure 13.4 – Templates Page

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

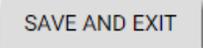
The template name is displayed in a separate pane.

Note: You can change the template name if you want.

- Click .

The *Case Information* page is displayed. Any information that you previously entered on this page remains.

- Make any changes that you want on the *Case Information* page.
- 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:

- On the Dashboard menu, click **Templates**.

The *Templates* page is displayed.

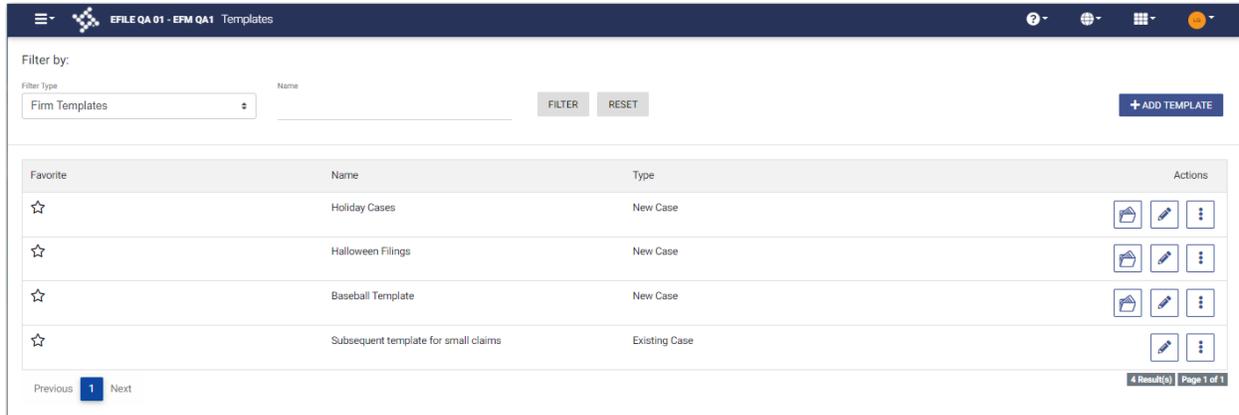


Figure 13.5 – Templates Page

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.

Filing History Filter		FILING HISTORY				
Created By	<input checked="" type="radio"/> My Filings <input type="radio"/> My Firm	Envelope # 165241 Envelope # 165241 Submitted 01/28/2020 3:49 PM on behalf of Sam Smith by Firm Admin				
Status	<input checked="" type="radio"/> All Statuses <input type="radio"/> Accepted <input type="radio"/> Cancelled <input type="radio"/> Received <input type="radio"/> Served <input type="radio"/> Returned <input type="radio"/> Submitted <input type="radio"/> Submitting	Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Location	Any Location	Submitted	Appointment	eFile Only		
Case Number / Envelope Number	Case Number Envelope Number	Envelope # 165228 Envelope # 165228 Submitted 01/28/2020 10:39 AM on behalf of Sam Smith by Firm Admin				
Date Range	<input checked="" type="radio"/> Anytime <input type="radio"/> Last Month <input type="radio"/> Last Week <input type="radio"/> Last Two Days <input type="radio"/> Today <input type="radio"/> Pick a Custom Range	Submitted	Abstract Of Judgment	eFile Only		
From Date	To Date	Case # 1234 Envelope # 165224 Submitted 01/28/2020 8:47 AM on behalf of Sam Smith by Firm Admin				
RESET	FILTER	Accepted	Action - Subsequent Only	eFile and Serve		
Case Number / Envelope Number		Envelope # 165223 Envelope # 165223 Submitted 01/28/2020 8:20 AM on behalf of Sam Smith by Firm Admin				
Date Range		SubmissionFailed	Appendix	eFile Only		
From Date		Case # CC-19-3477 Envelope # 165222 Submitted 01/28/2020 8:23 AM on behalf of Sam Smith by Firm Admin				
To Date		Submitted	Acknowledgment Of Paternity	eFile Only		
RESET		Envelope # 165221 Envelope # 165221 Submitted 01/28/2020 8:17 AM on behalf of Sam Smith by Firm Admin				
FILTER		UnderReview	Complaint - w/ Hearing	eFile Only		

Figure 13.6 – 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.

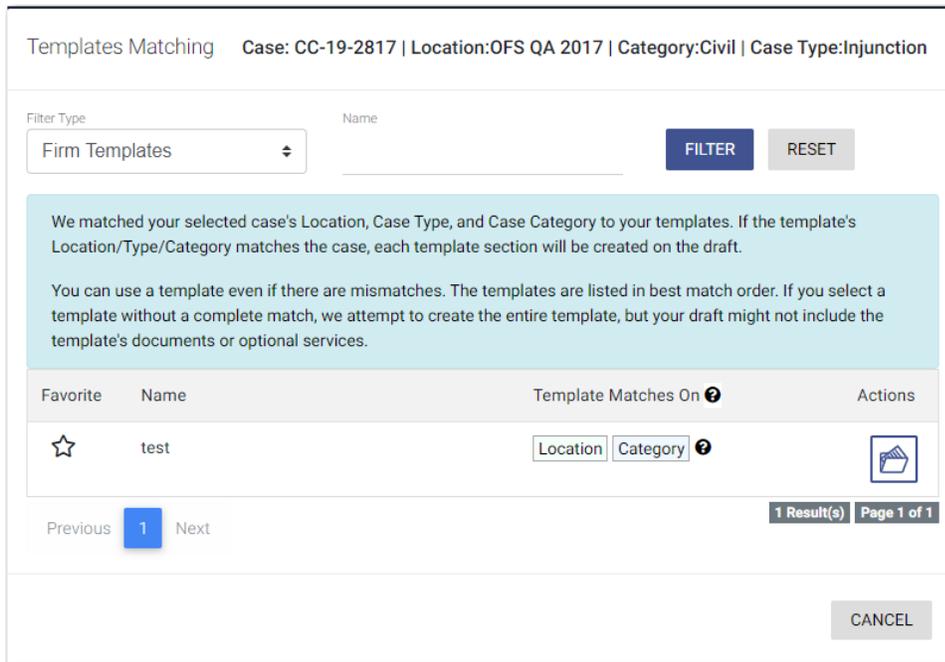


Figure 13.7 – Templates Matching Window

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.

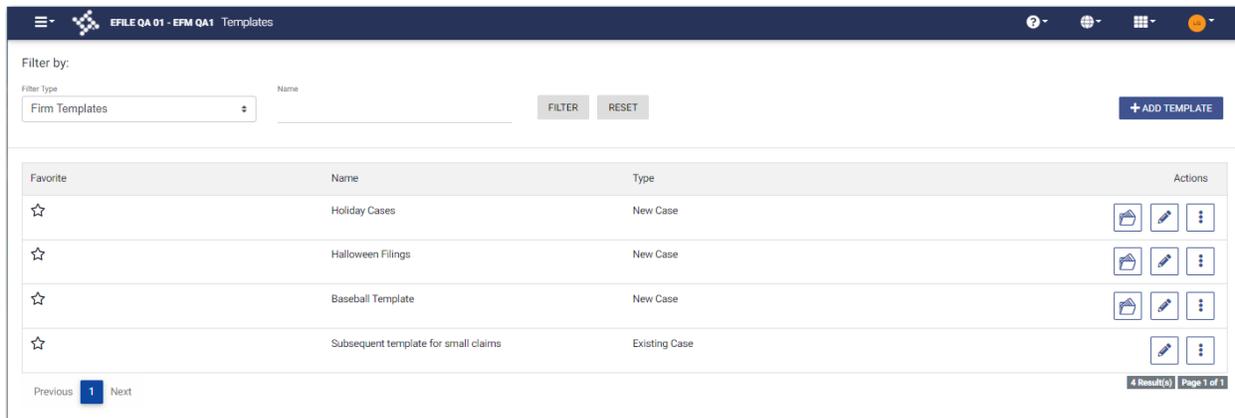


Figure 13.8 – Templates Page

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

A drop-down list is displayed.

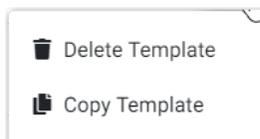


Figure 13.9 – More Options Drop-Down List

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.

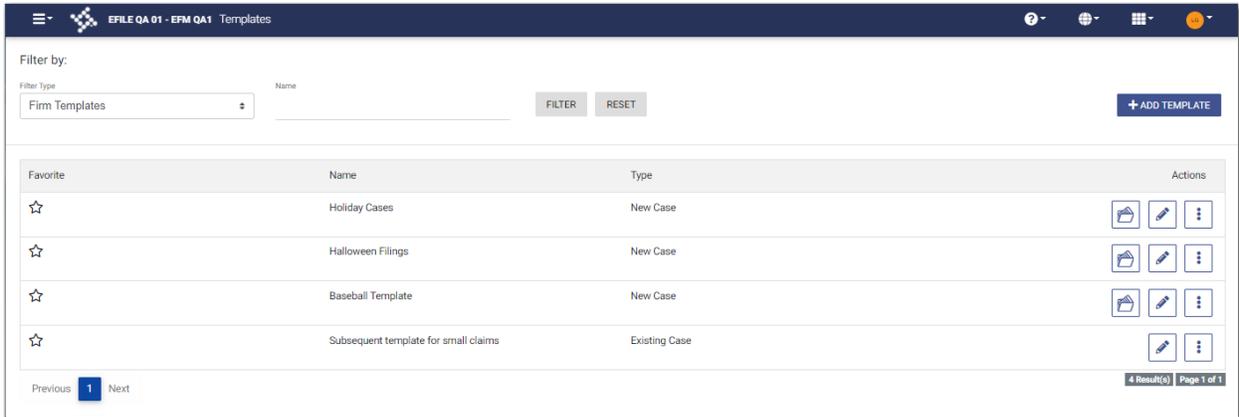


Figure 13.10 – Templates Page

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

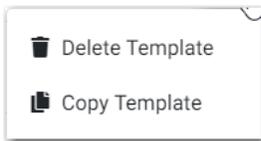


Figure 13.11 – More Options Drop-Down List

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.

14 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.

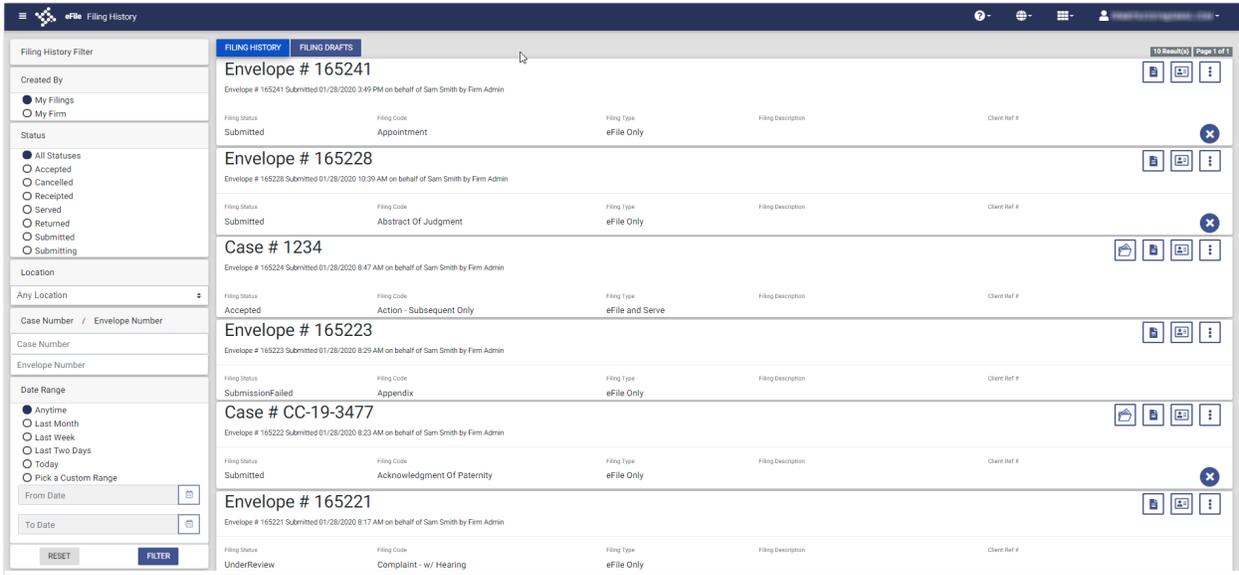
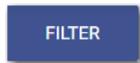


Figure 14.1 – Filing History Page

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 14.2 – More Options Drop-Down List

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

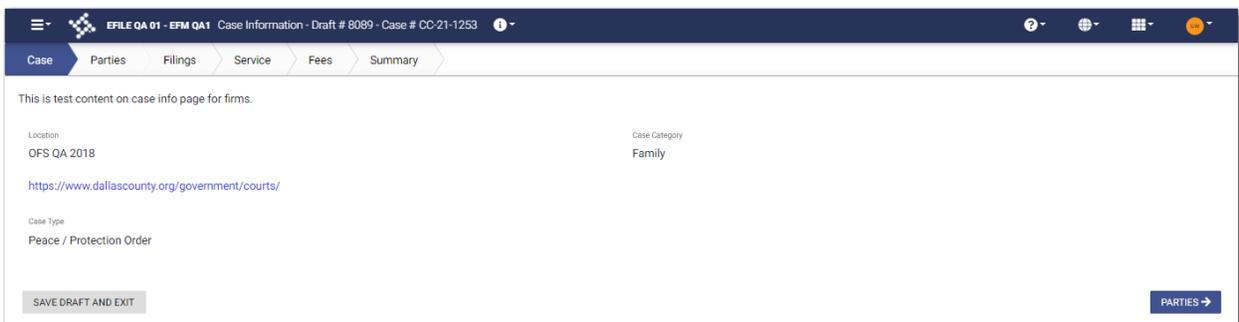


Figure 14.3 – Sample Case Information Page for a Copied Envelope

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

SUBMIT

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

The screenshot shows the 'Summary' page of a court filing system. At the top, there is a navigation bar with tabs for 'Case', 'Parties', 'Filings', 'Service', and 'Fees'. The 'Summary' tab is active. Below the navigation bar, there is a 'Submission Agreements' section with a checkbox for 'I agree that this filing is in compliance with the Rules for E-Filing' and a red warning message: 'You must accept the Submission Agreements.' The 'Case' section displays a message: 'This is a copy of envelope 169306. Please verify all information before submitting.' Below this, the case details are shown: Location (OFS QA 2018), Company (Family), and Type (Peace / Protection Order). The 'Parties' section shows 'Guest 2' and a 'Show All' link. The 'Filings' section is a table with columns for Filing Type, Filing Code, Document Name, Description, and Filing Description. It lists 'eFile Only' and 'Lead Document' with details for 'AOC-CR271 rev 04.18 flat file.pdf'. The 'Service' section shows 'Guest 2' and 'None'. The 'Fees' section is expanded to show 'Action - Subsequent Only' with a 'Filing Fee' of \$5.00 and 'Service Fees' including 'Total Service Fees' of \$1.00 and 'Convenience Fee' of \$1.00. A 'Grand Total' of \$7.00 is shown at the bottom. A 'SUBMIT' button is located at the bottom right of the page.

Figure 14.4 – Sample Summary Page for a Copied Envelope

Viewing the Envelope Details

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

To view the envelope details:

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

The *Filing History* page is displayed.

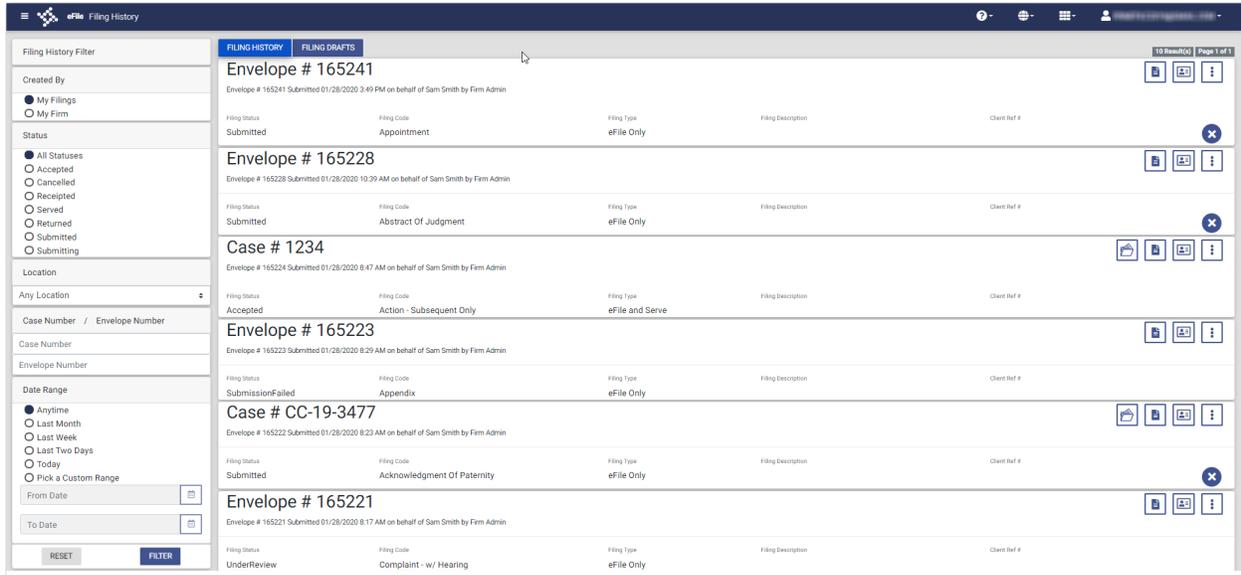


Figure 14.5 – Filing History Page

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

3. Click  .

The envelope details are displayed.

Note: For subsequent filings, the envelope details do NOT include newly-added parties if the envelope has not been accepted yet.

Details - Envelope # 745447 PRINT CLOSE

Case

Location GFS MockCMS	Category Civil	Type Wrongful Death
-------------------------	-------------------	------------------------

Parties
Count: 2 Show All

Filings

Filing Type	Filing Code	Client Ref #	Filing Description
eFile Only Submitted Date 12/16/19 4:54 PM	Motions Status Submitted	Review Date	
Component Lead Document Download Version Original	Document Name test.pdf	Description	Security Confidential (T)

Service
Count: 1 Hide All

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

Fees

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

Total \$0.00
Waiver Selected

CLOSE

Figure 14.6 – Sample Envelope Details Page

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

Viewing Case Address Information in the Envelope Details

You can view the case address information and other details of an envelope on the *Filing History* page.

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

To view the case address information in the envelope details:

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

The *Filing History* page is displayed.

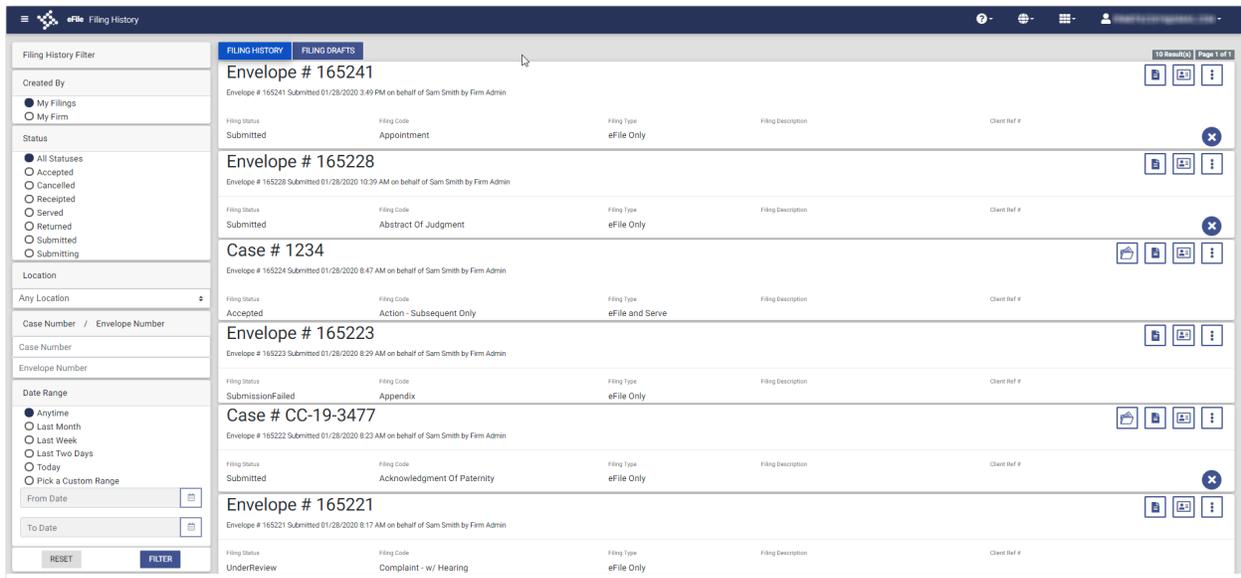


Figure 14.7 – Filing History Page

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 14.8 – 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.

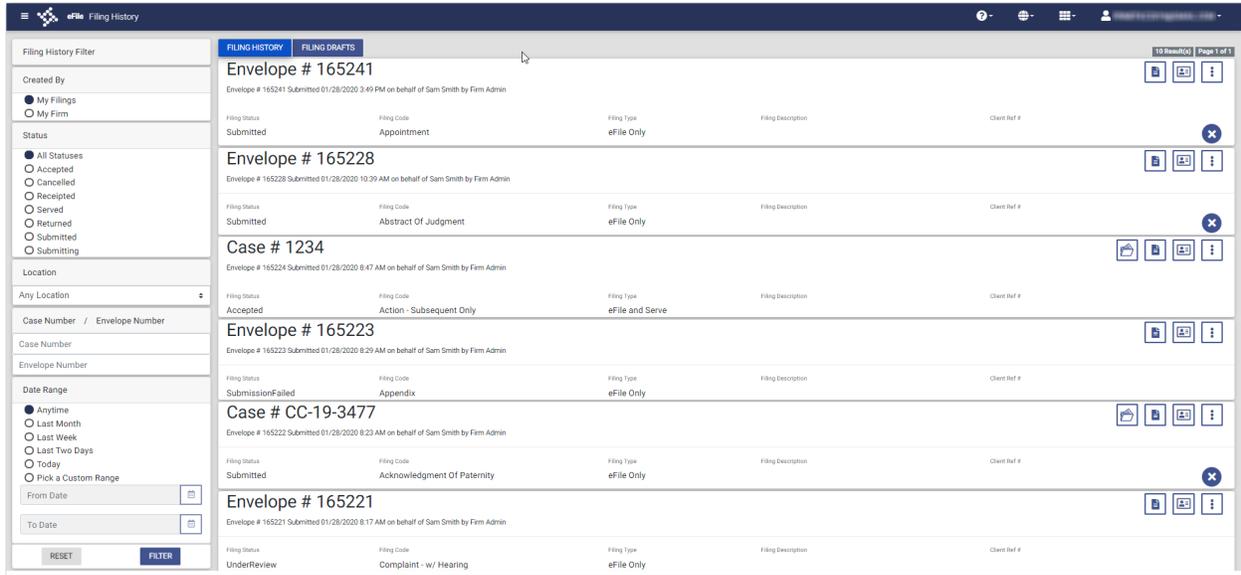


Figure 14.9 – Filing History Page

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

3. Click  .

The mail service fees are displayed in the envelope details.

Details - Case # CC-21-117 - Envelope # 256195 PRINT CLOSE

Case

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

Parties

Count: 2 Show All

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

Attachments

Component Name	Document Name	Description	Security
Download Version: Original	Petition.pdf		Public (G)
Download Version: Original	Court Copy		
Component Name: Lead Document	BlankTest.pdf		Public (G)
Download Version: Original	Court Copy		

Service

Count: 2 Show All

Fees

Payment Method	Filing Attorney	Firm's Responsible for Fees	Filing Type
Firm's CC	Abby Carmichael	Nauri 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

CLOSE

Figure 14.10 – Sample Envelope Details Page with the Mail Service Fees Displayed

4. 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:

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

The *Filing History* page is displayed.

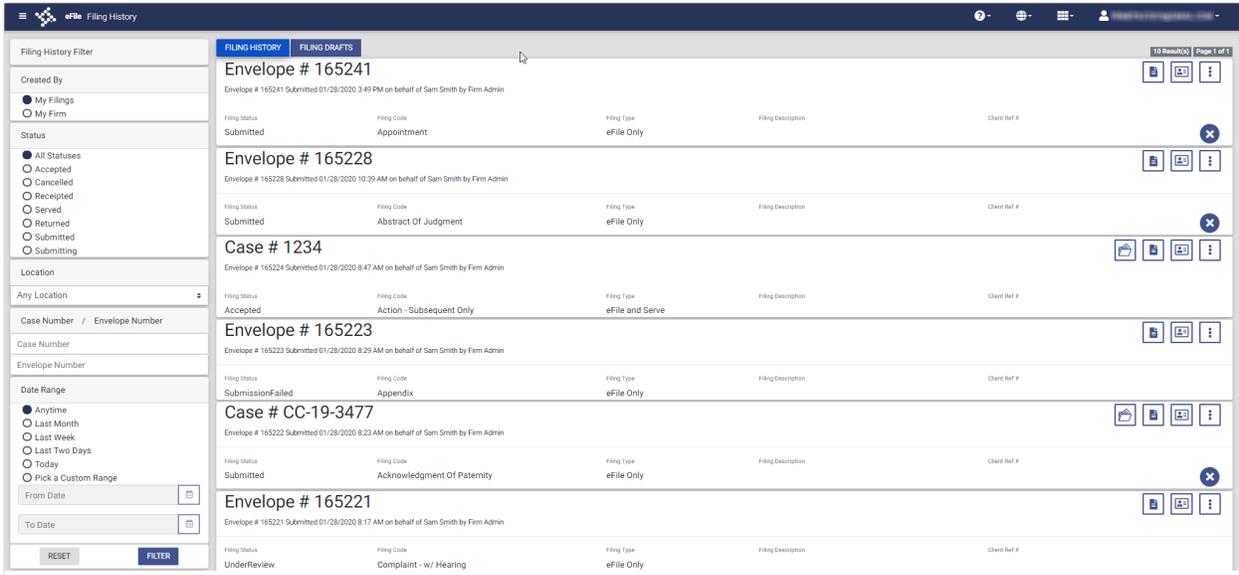


Figure 14.11 – Filing History Page

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 eFile Only	Filing Code Abstract Of Judgment	Client Ref #	Filing Description
Submitted Date 01/21/2021 10:32 AM	Status Accepted	Review Date 01/21/2021 10:35 AM	Comments Auto Review Accepted

Component Lead Document	Document Name BlankTest.pdf	Description	Security Public (G)
Download Version Original	Court Copy		

Service Hide all

Count: 3

<p>Firm Admin [redacted]@gmail.com Status: Sent (Opened) Served Date: 01/21/2021 10:35 AM Associated Parties: None</p>	<p>Service Method: Eserve Opened Date: 01/21/2021 11:08 AM</p>	<p>Lillian Henderson 1201 tenth ave Plano US, Texas Status: Not Sent Tracking: 00000000000000000000000075025 (USPS) Associated Parties: None</p>
<p>Raymond Thompson 4201 Ohio Dr Dallas US, Texas Status: Not Sent Tracking: 00000000000000000000000075024 (USPS) Associated Parties: None</p>	<p>Service Method: Mail</p>	

Figure 14.12 – Sample Envelope Details Page

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

- Click the link in the tracking section to track the status of the certified mail.

Note: Clicking the link accesses the United States Postal Service (USPS) website, which is displayed in a new tab in your browser.

- Follow the instructions on the USPS website to track the status of the certified mail, which can include obtaining an image with proof of delivery.

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:

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

The *Filing History* page is displayed.

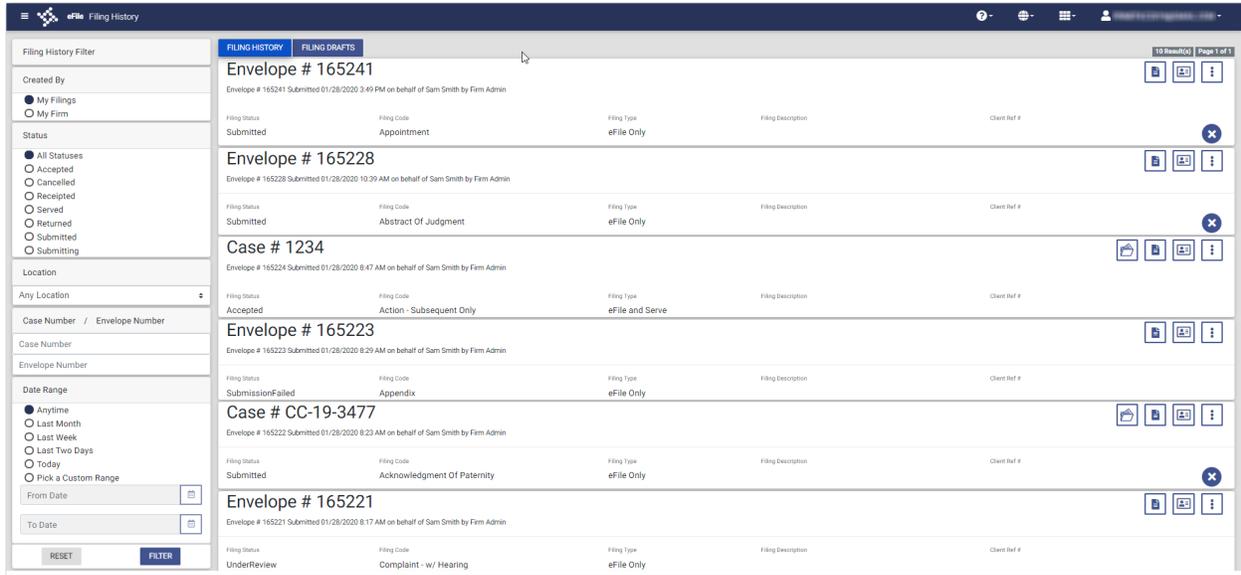


Figure 14.13 – Filing History Page

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 Show All

Count: 3

Filings

Filing Code	Client Ref #	Filing Description	Submitted Date
eFiling Event			01/06/2022 3:45 PM
Status Under Review	Return 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 Order ID 000174042-0	Filing Attorney Abby Carmichael Transaction Reference	Party Responsible for Fees Opp. Defendant Homestead Account \$109.68	Filer Type Default Institution 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 14.14 – 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.

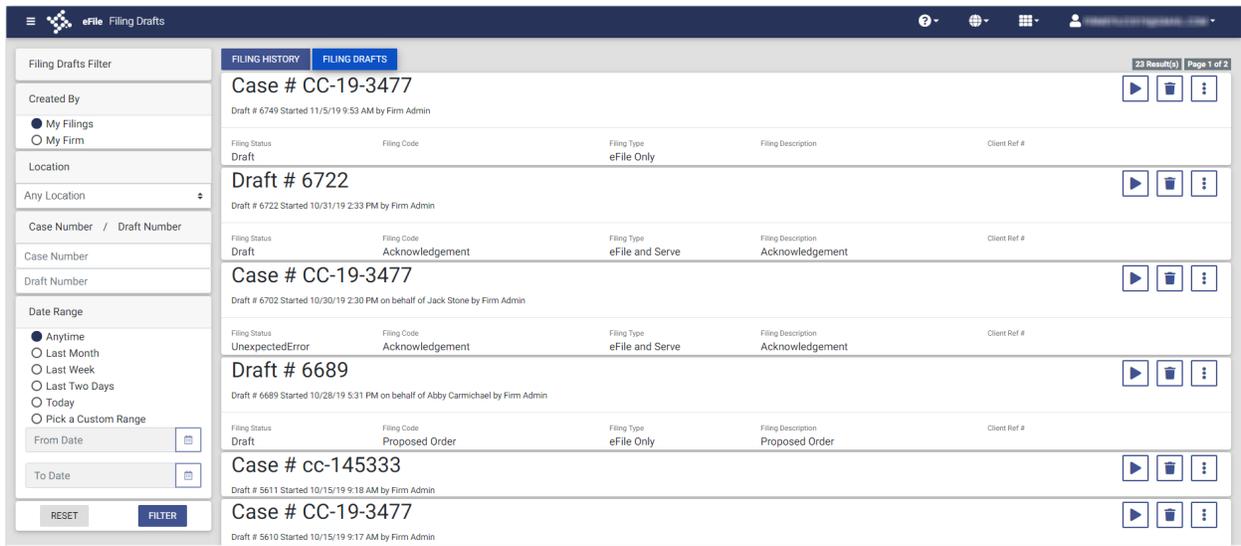


Figure 14.15 – Filing Drafts Page

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**.

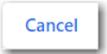
The *Filing Drafts* page is displayed.

Filing Drafts Filter		FILING HISTORY FILING DRAFTS					23 Result(s) Page 1 of 2
Created By	<input checked="" type="radio"/> My Filings <input type="radio"/> My Firm	Case # CC-19-3477					▶ 🗑️ ⋮
Location	Any Location	Draft # 6749 Started 11/5/19 9:53 AM by Firm Admin					▶ 🗑️ ⋮
Case Number / Draft Number		Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #	
Case Number		Draft		eFile Only			
Draft Number		Draft # 6722 Started 10/31/19 2:33 PM by Firm Admin					▶ 🗑️ ⋮
Date Range	<input checked="" type="radio"/> Anytime <input type="radio"/> Last Month <input type="radio"/> Last Week <input type="radio"/> Last Two Days <input type="radio"/> Today <input type="radio"/> Pick a Custom Range	Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #	
From Date		Draft	Acknowledgement	eFile and Serve	Acknowledgement		
To Date		Case # CC-19-3477					▶ 🗑️ ⋮
RESET	FILTER	Draft # 6722 Started 10/30/19 2:30 PM on behalf of Jack Stone by Firm Admin					▶ 🗑️ ⋮
		Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #	
		UnexpectedError	Acknowledgement	eFile and Serve	Acknowledgement		
		Draft # 6689 Started 10/28/19 5:31 PM on behalf of Abby Carmichael by Firm Admin					▶ 🗑️ ⋮
		Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #	
		Draft	Proposed Order	eFile Only	Proposed Order		
		Case # cc-145333					▶ 🗑️ ⋮
		Draft # 5611 Started 10/15/19 9:18 AM by Firm Admin					▶ 🗑️ ⋮
		Case # CC-19-3477					▶ 🗑️ ⋮
		Draft # 5610 Started 10/15/19 9:17 AM by Firm Admin					▶ 🗑️ ⋮

Figure 14.16 – Filing Drafts Page

- 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"?

- 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:

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

The *Filing History* page is displayed.

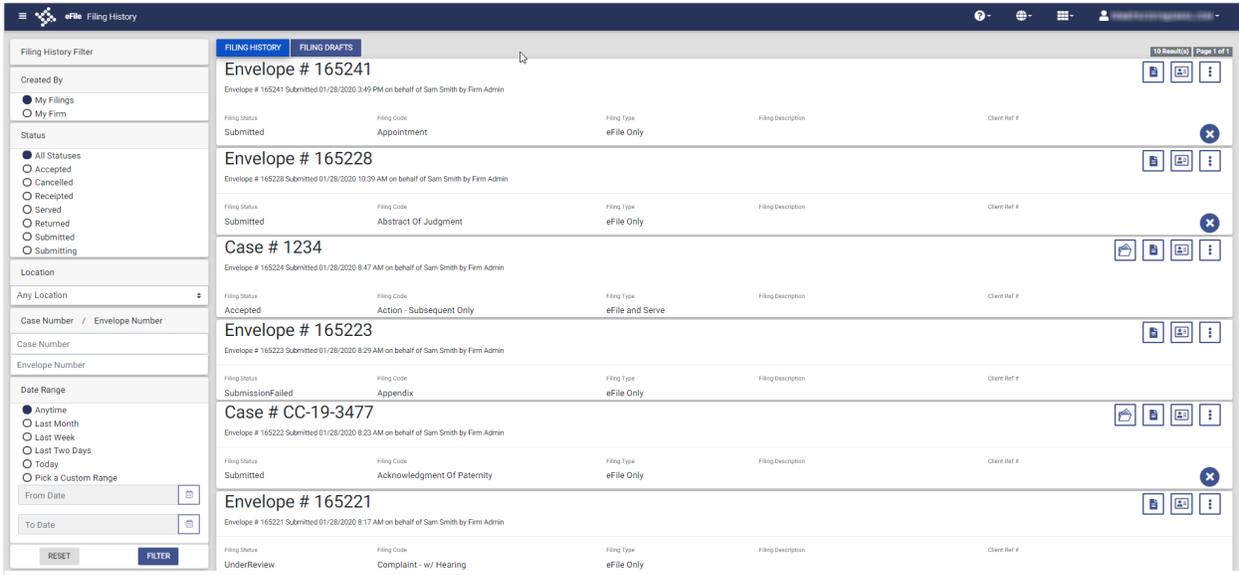


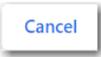
Figure 14.17 – Filing History Page

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.

15 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.

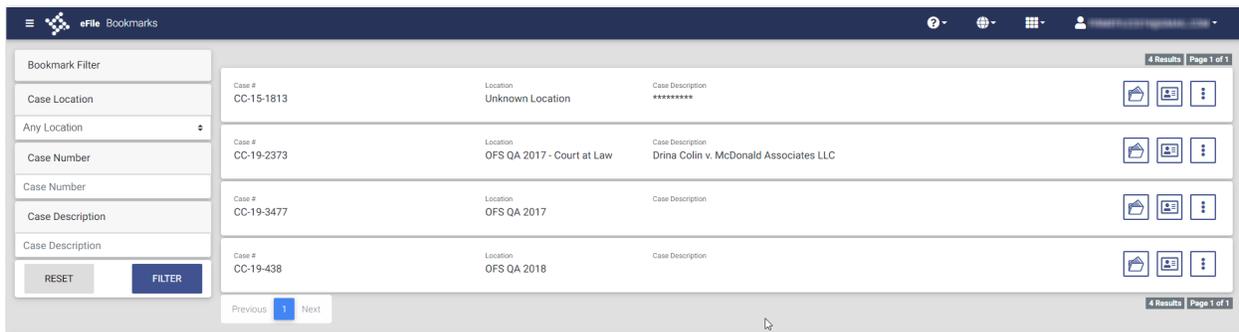


Figure 15.1 – Sample Bookmarks Page

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.

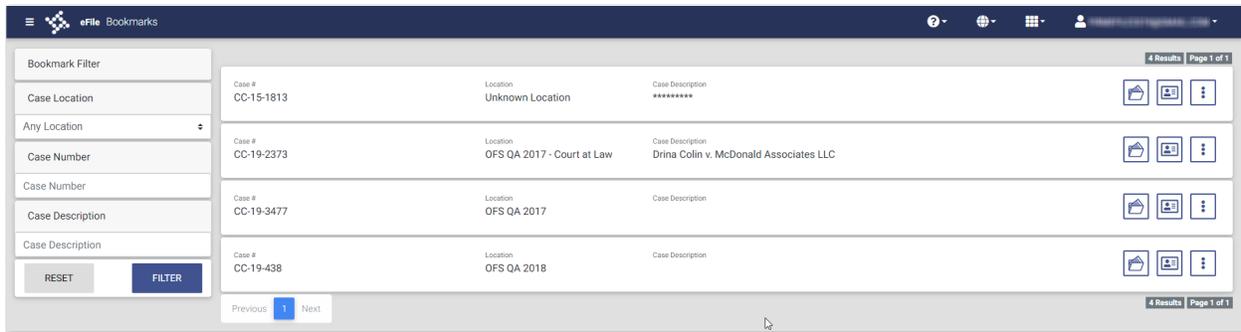


Figure 15.2 – Sample Bookmarks Page

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.

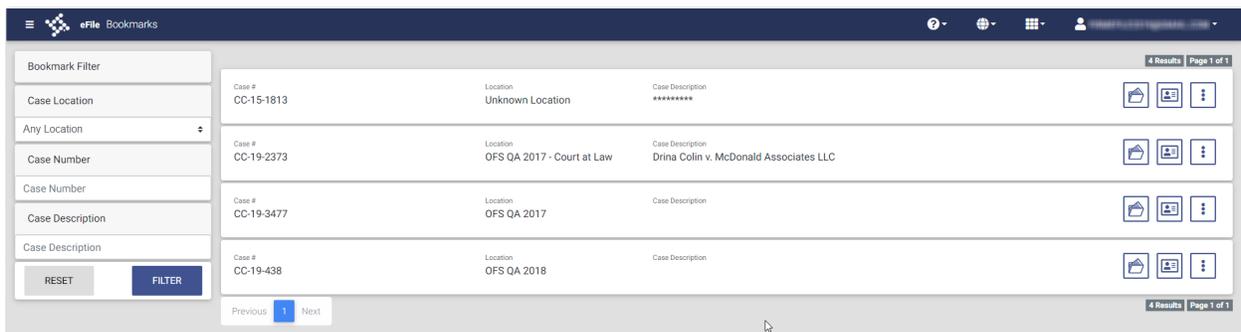
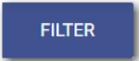


Figure 15.3 – Sample Bookmarks Page

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.

16 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 firm user actions.

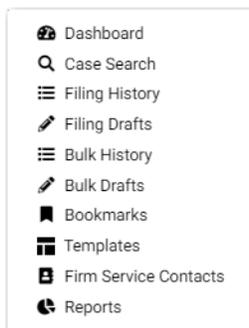


Figure 16.1 – Dashboard

From here, you can perform the following actions:

- Access the *Dashboard* page to start an initial or subsequent bulk filing, perform a case search, view your filing history, view your draft filings, access the cases you have bookmarked, and access the templates you have created.
- File into an existing case on the *Case Search* page. For subsequent bulk filings, you can also add cases from the *Case Search* page.
- Access the *Filing History* page to view a list of your or your firm's 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 or your firm's draft filings.
- Access the *Bulk History* page to view a list of your or your firm's bulk filings.
- Access the *Bulk Drafts* page to view a list of your or your firm's 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 *Firm Service Contacts* page to add and manage the firm's service contacts list.
- Access the *Reports* page to generate reports for envelopes and filings that you or your firm submitted.

Bulk History

The *Bulk History* page includes the filing history for your and your firm's bulk filings.

From the Dashboard menu, click **Bulk History**. From here, you can view a history of your and your firm's bulk filings. You can also view the details for each case in the bulk.

The screenshot displays the 'Bulk History' page for 'EFILE QA 01'. The main content area shows a list of bulk filings under the heading 'Bulk # 135 - Bulk #15'. The list includes three envelopes:

- Envelope # 157679**: Submitted 04/14/2021 5:16 PM on behalf of Tim Andrews by Lauren Groswald. Location: OFS QA 2017. Filing Status: Submitted, Filing Code: Acknowledgement, Filing Type: EfileAndServe.
- Envelope # 157680**: Submitted 04/14/2021 5:16 PM on behalf of Tim Andrews by Lauren Groswald. Location: OFS QA 2017. Filing Status: Submitted, Filing Code: Proposed Order, Filing Type: EfileAndServe.
- Envelope # 157681**: Submitted 04/14/2021 5:16 PM on behalf of Tim Andrews by Lauren Groswald. Location: OFS QA 2017. Filing Status: Submitted, Filing Code: Acknowledgement, Filing Type: Efile.

The left sidebar contains filters for 'Created By' (My Filings, My Firm), 'Bulk Number / Name', 'Status' (All Statuses, Accepted, Cancelled, Received, Served, Returned, Submitted, Submitting), 'Location' (Any Location), 'Case / Envelope Number' (Case Number, Envelope Number), and 'Date Range' (Anytime, Last Month). The top navigation bar includes 'FILING HISTORY', 'FILING DRAFTS', 'BULK HISTORY', and 'BULK DRAFTS'. The bottom of the page shows 'Previous 1 Next' and a 'Help' button.

Figure 16.2 – Sample Bulk History Page

Bulk Drafts

The *Bulk Drafts* page includes the drafts of your and your firm's bulk filings.

On the Dashboard menu, click **Bulk Drafts**. From here, you can view a list of your and your firm's bulk draft filings, resume a bulk draft filing, or delete a bulk draft filing.

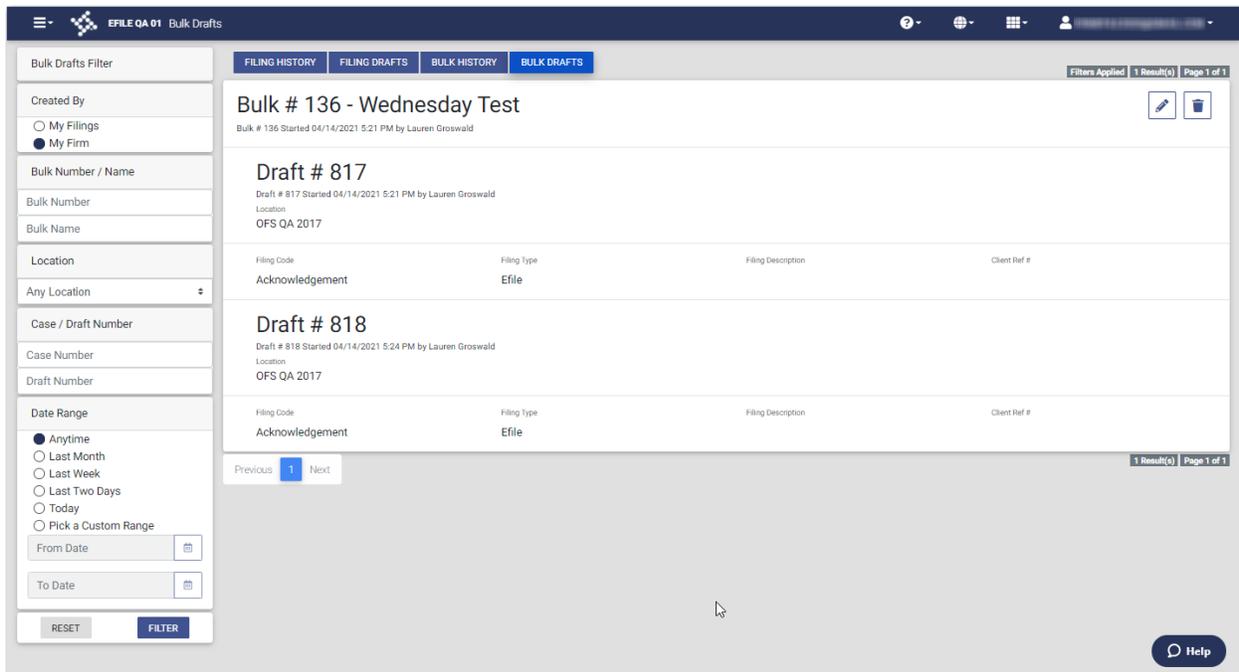


Figure 16.3 – Sample Bulk Drafts Page

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 .

The *Start Filing* page is displayed.

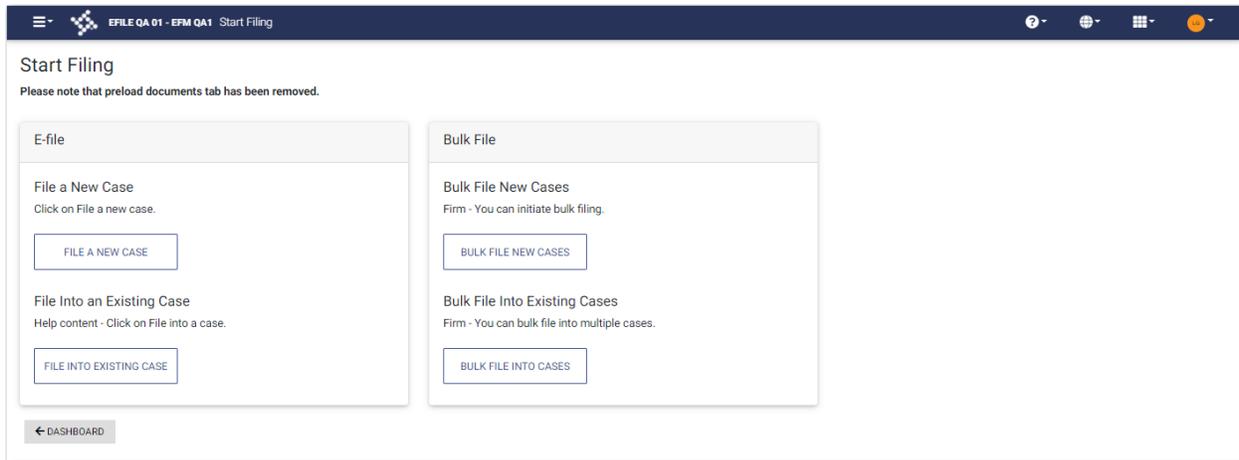
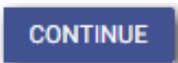


Figure 16.4 – Start Filing Page

2. Click .

The *Bulk Filing* window is displayed.

Figure 16.5 – 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.

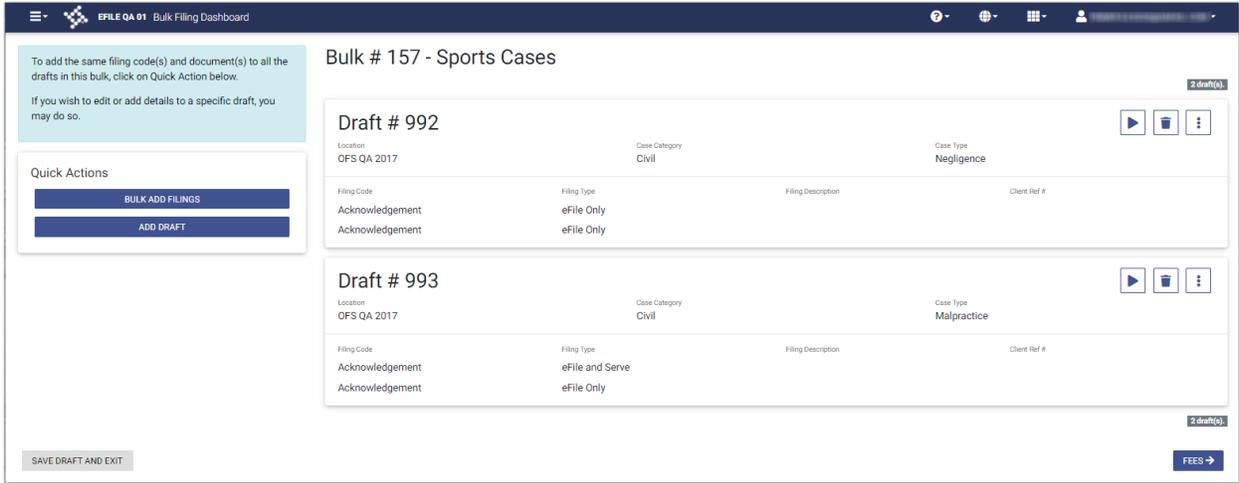


Figure 16.6 – Sample Bulk Filing Dashboard

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  .

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.

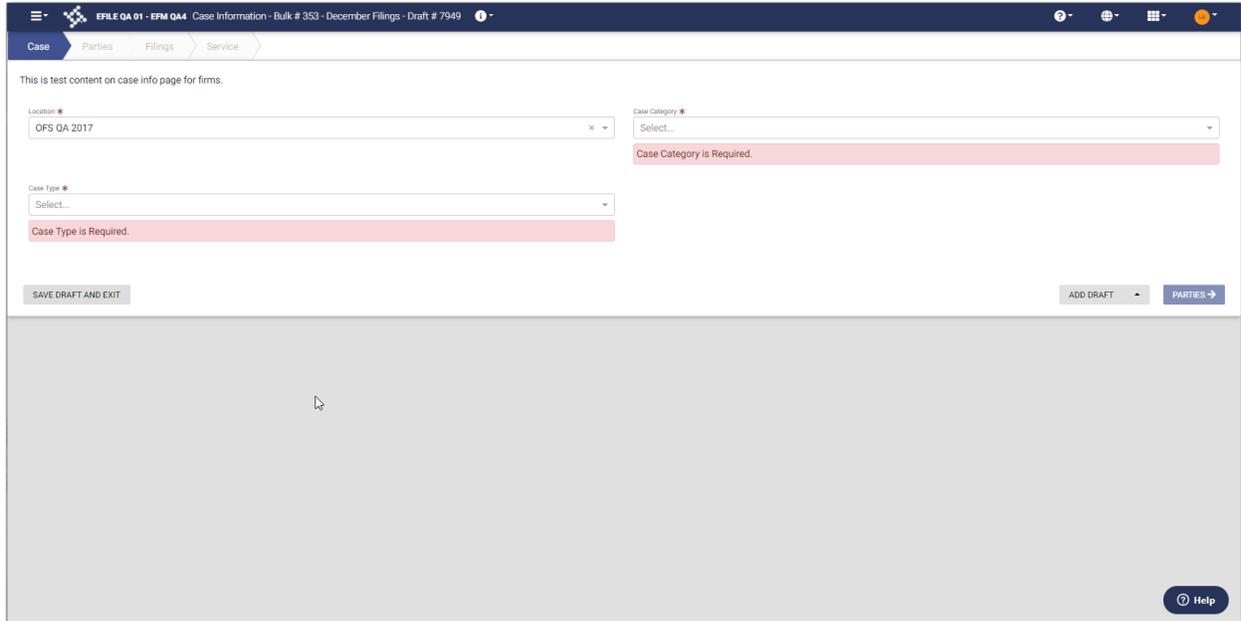
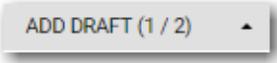
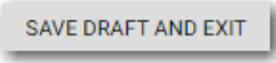


Figure 16.7 – Sample Case Information Page

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.

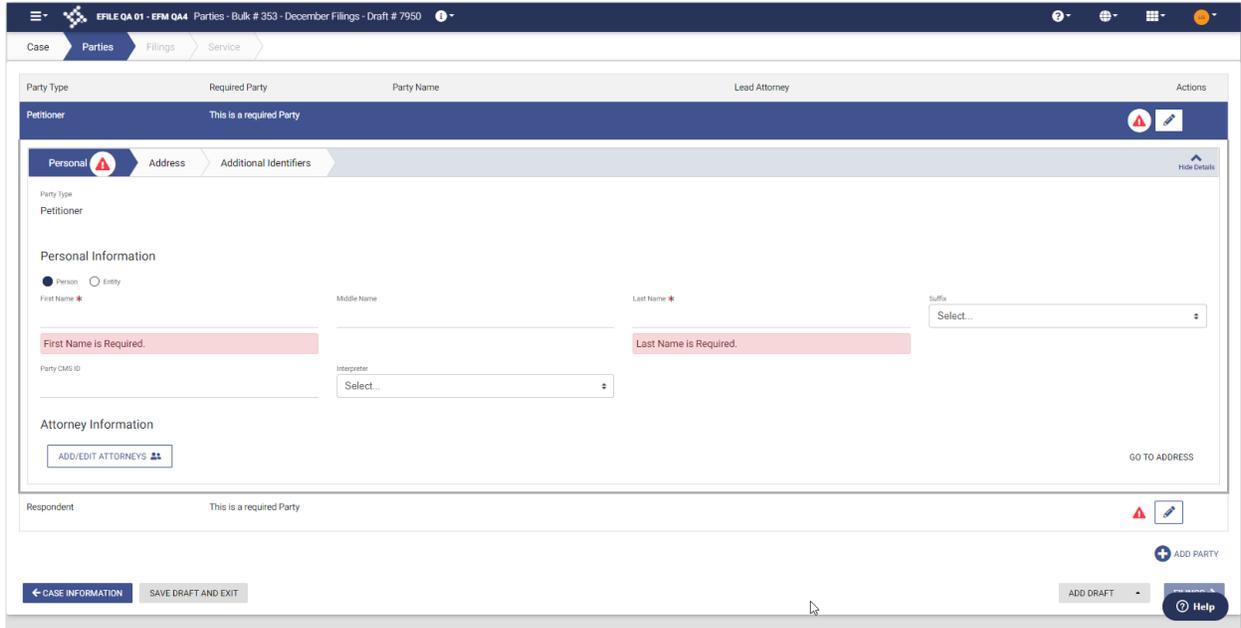


Figure 16.8 – Example of a Parties Page in a Bulk Filing

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. Also, if appropriate, select the party's suffix from the **Suffix** drop-down list.
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. Click  to select the filing attorney.

The *Attorneys* window is displayed.

The screenshot shows a window titled "Attorneys" with a sub-tab "Lead Attorney". At the top, there are search fields for "First Name", "Last Name", and "Bar Number", along with "FILTER" and "RESET" buttons. Below the search fields is a table with the following data:

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

At the bottom of the table, there are "Previous", "1", and "Next" navigation buttons, and a status bar indicating "3 Result(s) Page 1 of 1". At the bottom of the window, there are "CANCEL" and "LEAD ATTORNEY" buttons.

Figure 16.9 – Attorneys Window

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

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



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

The screenshot shows a window titled "Attorneys" with a sub-tab "Lead Attorney". Below the sub-tab is a table with the following data:

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

At the bottom of the window, there are "ATTORNEYS", "CANCEL", and "SAVE" buttons.

Figure 16.10 – Lead Attorney Window

8. Click



The *Parties* page is displayed, listing the attorneys that you selected.

9. Click



to enter the address information for the first party.

Figure 16.11 – Address Tab on the Parties Page

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

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

Figure 16.12 – 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.

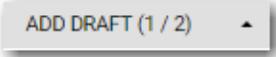
16. Type the party’s date of birth in the **Date of Birth** field, or click  to select the date from the calendar.

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 of the parties have been added to the case.

21. 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.

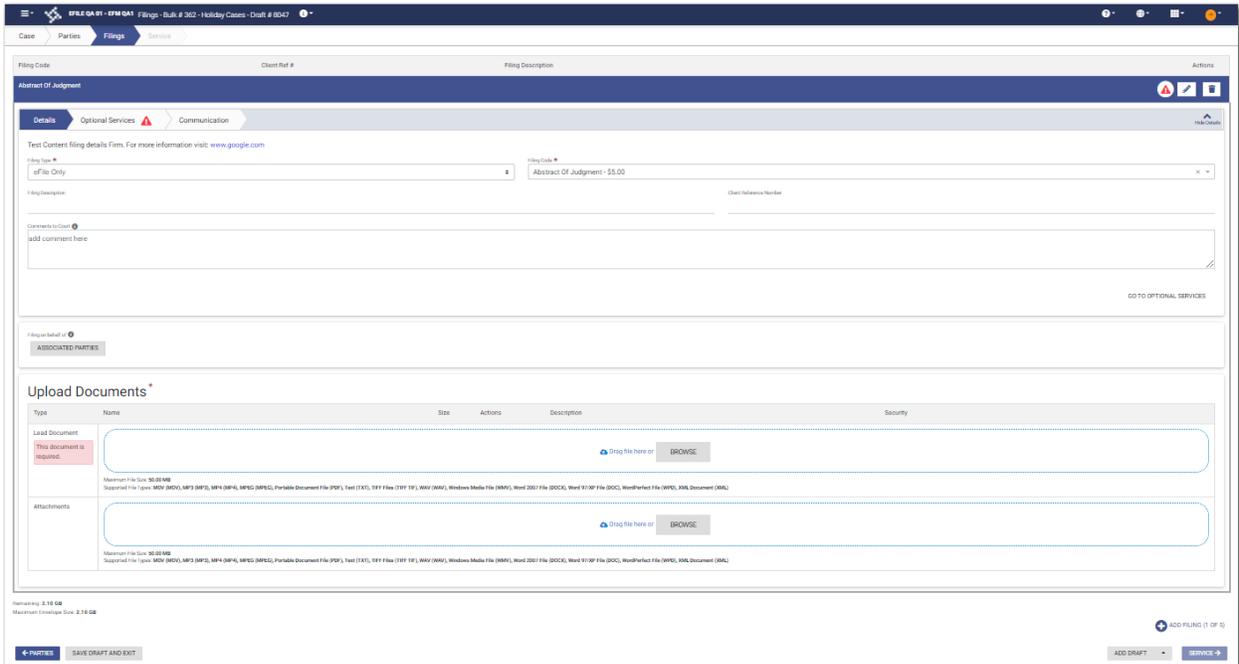
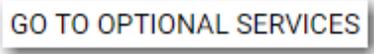


Figure 16.13 – Sample Filings Page

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.

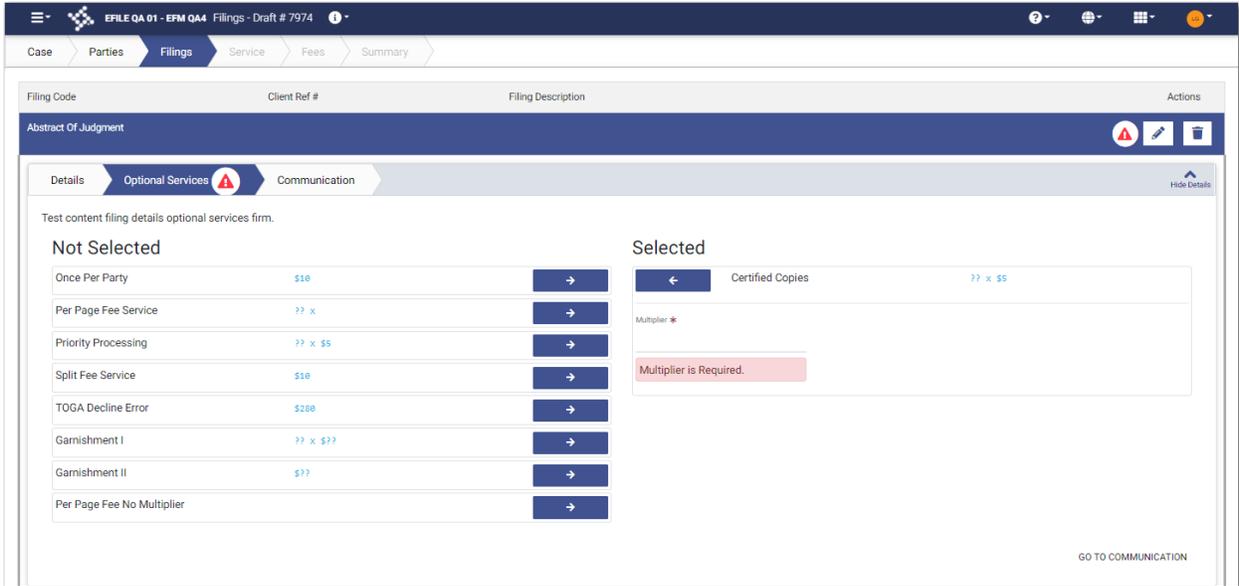


Figure 16.14 – Sample Optional Services Tab

- 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.

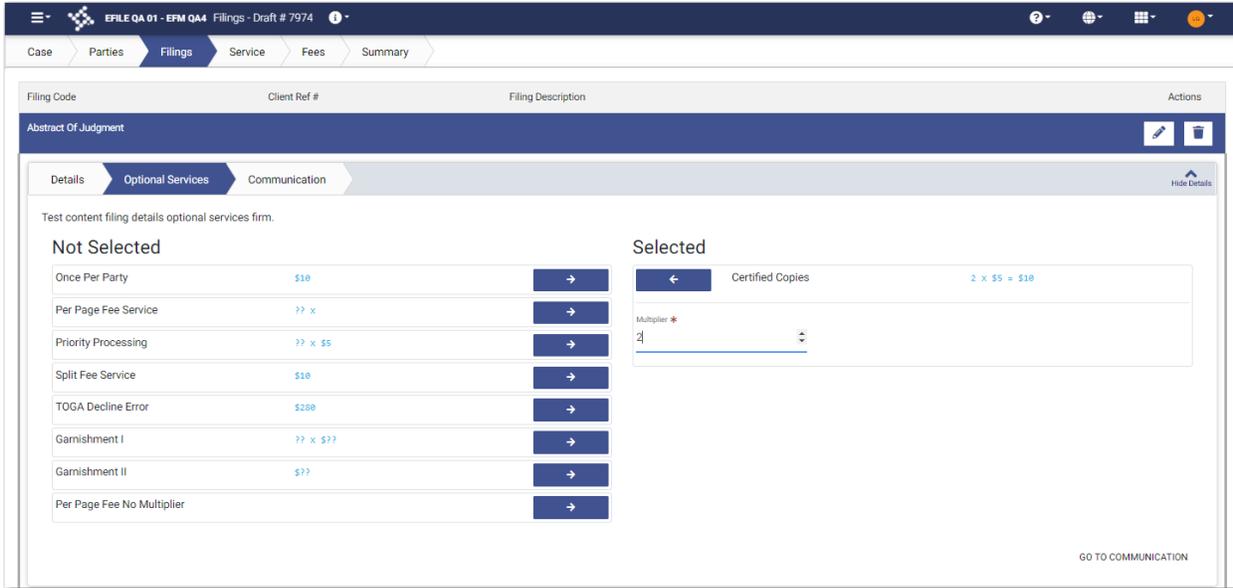


Figure 16.15 – Sample Optional Services Tab with an Optional Service Selected

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.

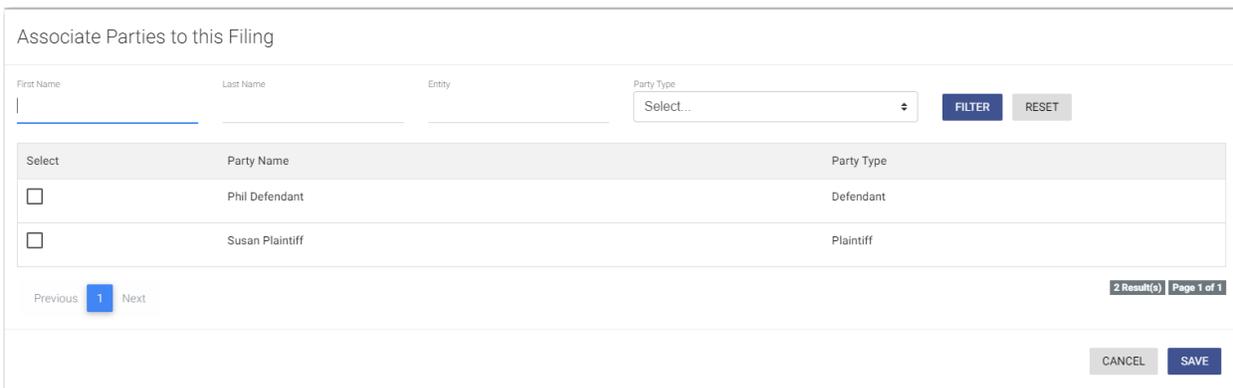
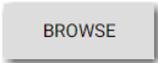


Figure 16.16 – Associate Parties to this Filing Window

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

13. Click .

14. In the Upload Documents pane, click . 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.”

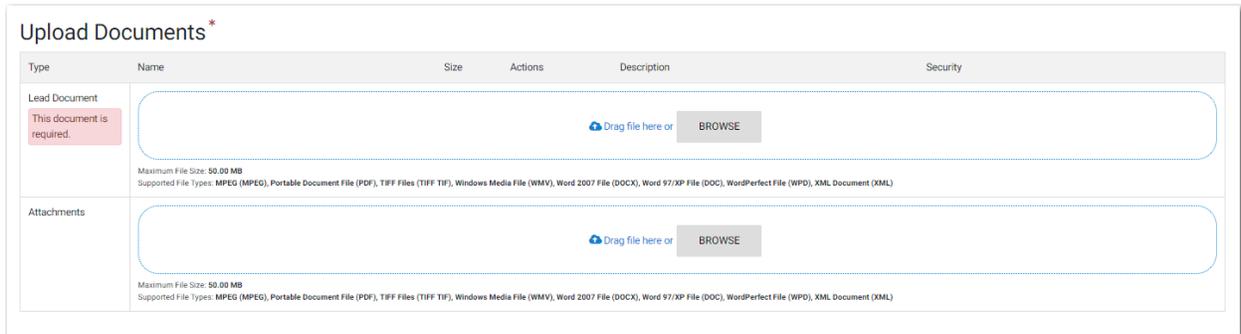
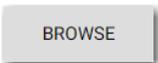
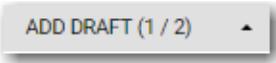
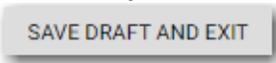


Figure 16.17 – Upload Documents Pane

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.

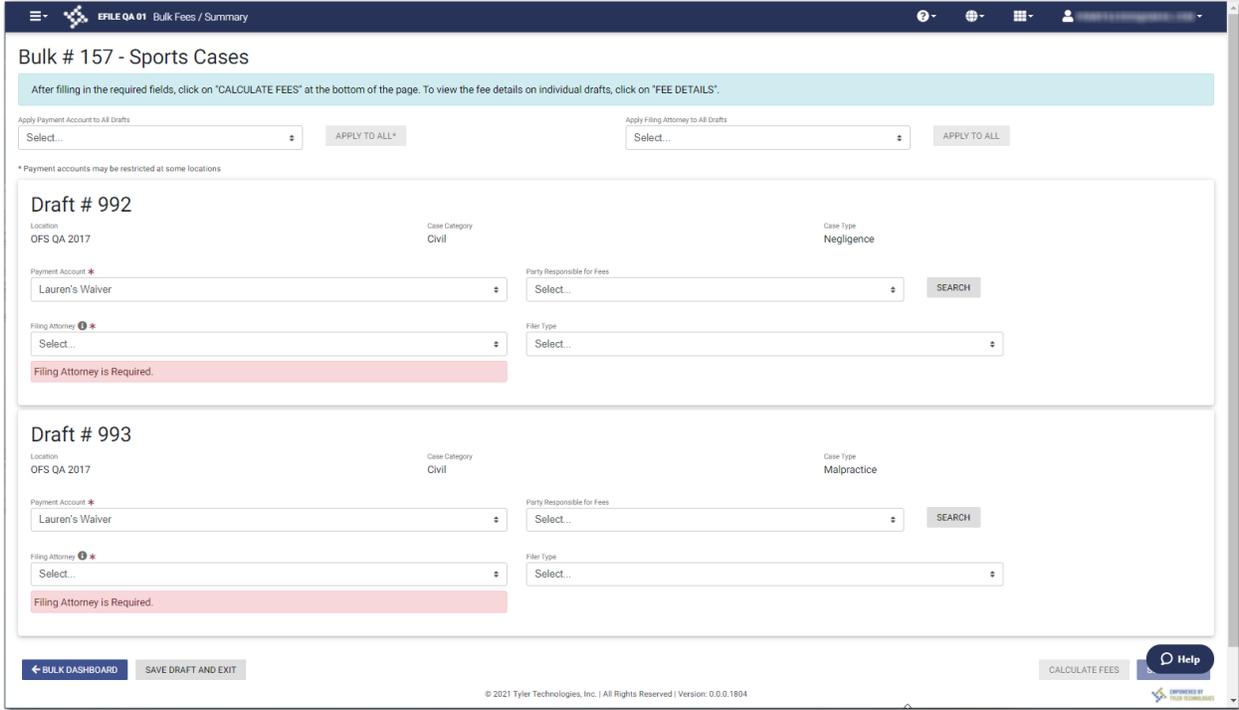
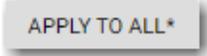
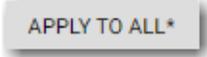


Figure 16.18 – Sample Bulk Fees / Summary Page—Blank Fields

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:

Note: If you do not want to apply the same payment account and filing attorney to all of the draft filings in the bulk, you must select the payment account and the filing attorney for each individual draft 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.
2. Select the filing attorney from the **Apply Filing Attorney to All Drafts** drop-down list. Then, click  to apply the selected filing attorney to all of the draft filings in the bulk.

Note: All fields provided in the examples and steps listed here may not be displayed for all users.

3. 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 16.19 – 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.

Bulk # 157 - Sports Cases

After filling in the required fields, click on "CALCULATE FEES" at the bottom of the page. To view the fee details on individual drafts, click on "FEE DETAILS".

Apply Payment Account to All Drafts: Lauren's Waiver [APPLY TO ALL*] Apply Filing Attorney to All Drafts: Perry Mason [APPLY TO ALL]

* Payment accounts may be restricted at some locations

Draft # 992
 Location: OFS QA 2017 Case Category: Civil Case Type: Negligence
 Payment Account: Lauren's Waiver Party Responsible for Fees: Joseph Defendant [SEARCH]
 Filing Attorney: Perry Mason Filer Type: Default

Draft # 993
 Location: OFS QA 2017 Case Category: Civil Case Type: Malpractice
 Payment Account: Lauren's Waiver Party Responsible for Fees: George Doctor MD [SEARCH]
 Filing Attorney: Perry Mason Filer Type: Default

[← BULK DASHBOARD] [SAVE DRAFT AND EXIT] [CALCULATE FEES] [SUMMARY →]

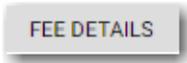
Figure 16.20 – Sample Bulk Fees / Summary Page—Completed Fields

- When all fields on the page have been completed, click



The **Fee Details** button is displayed.

- Click



The *Fee Details* window is displayed.

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

Figure 16.21 – Sample Fee Details Window

7. Review the filing fees, and then click

SUMMARY →

Viewing the Envelope Summary for a Bulk Filing

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

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

To view the envelope summary for a bulk filing:

1. Complete the required information on the *Case Information*, *Parties*, *Filings*, and *Bulk Fees / Summary* pages.
2. After you have completed the fields on each page, from the *Bulk Fees / Summary* page, click

SUMMARY →

The *Bulk Fees / Summary* page is displayed.

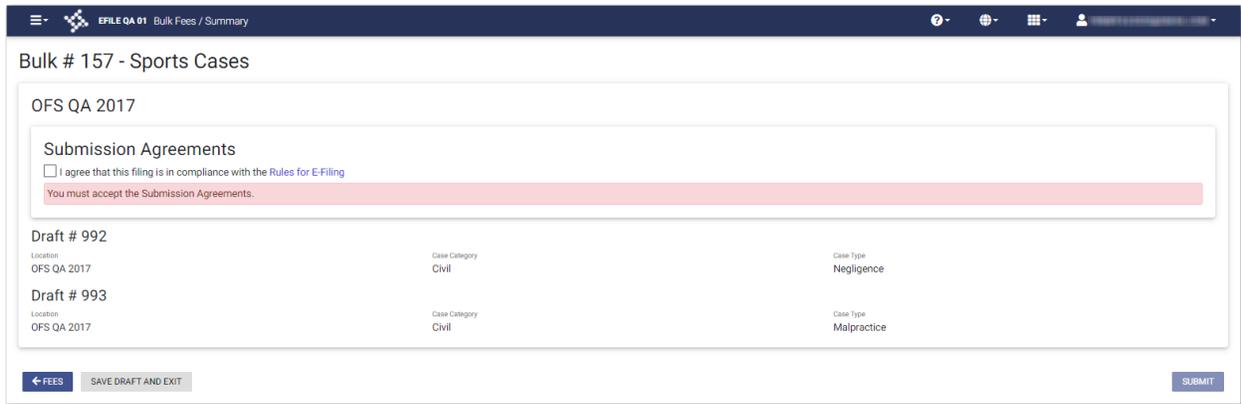


Figure 16.22 – Sample Bulk Fees / Summary Page—Submission Agreements Not Accepted

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

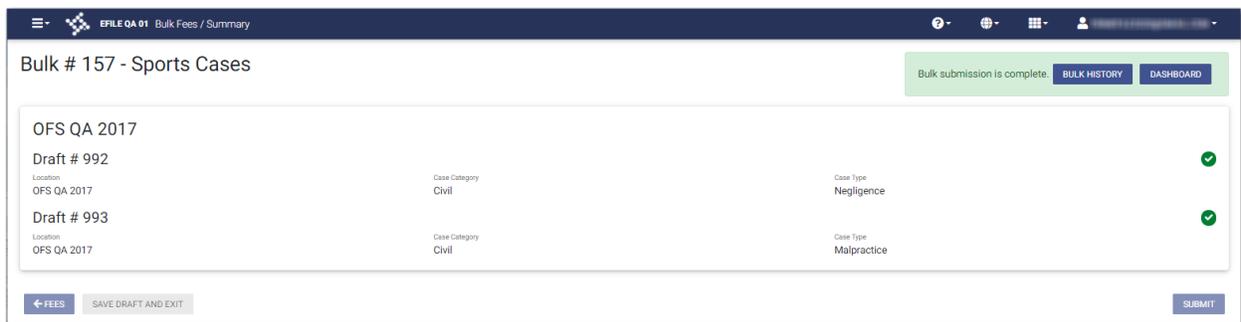


Figure 16.23 – Sample Bulk Fees / Summary Page After Filing is Submitted

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.

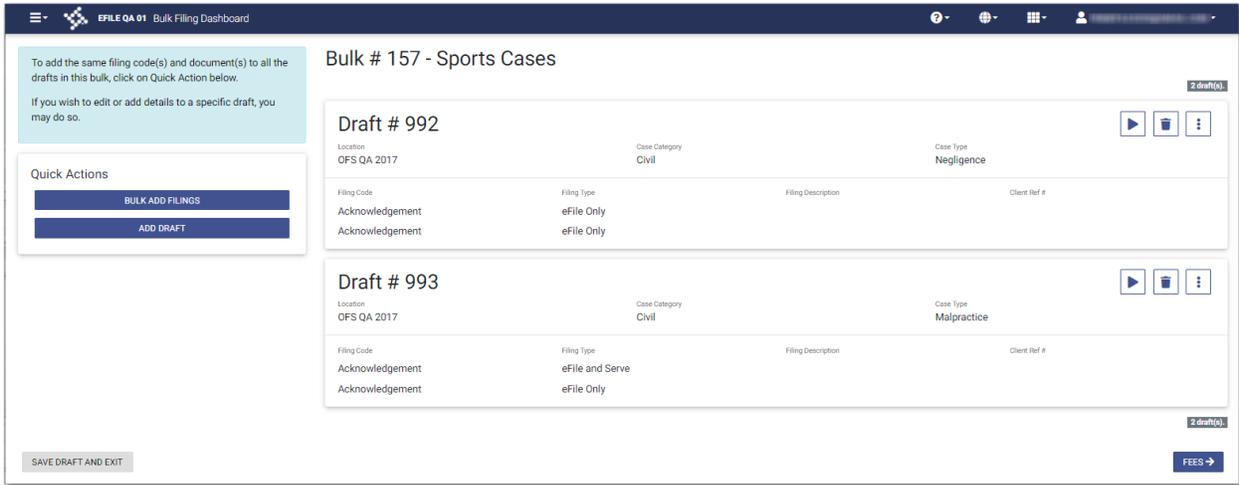


Figure 16.24 – Sample Bulk Filing Dashboard Page

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.

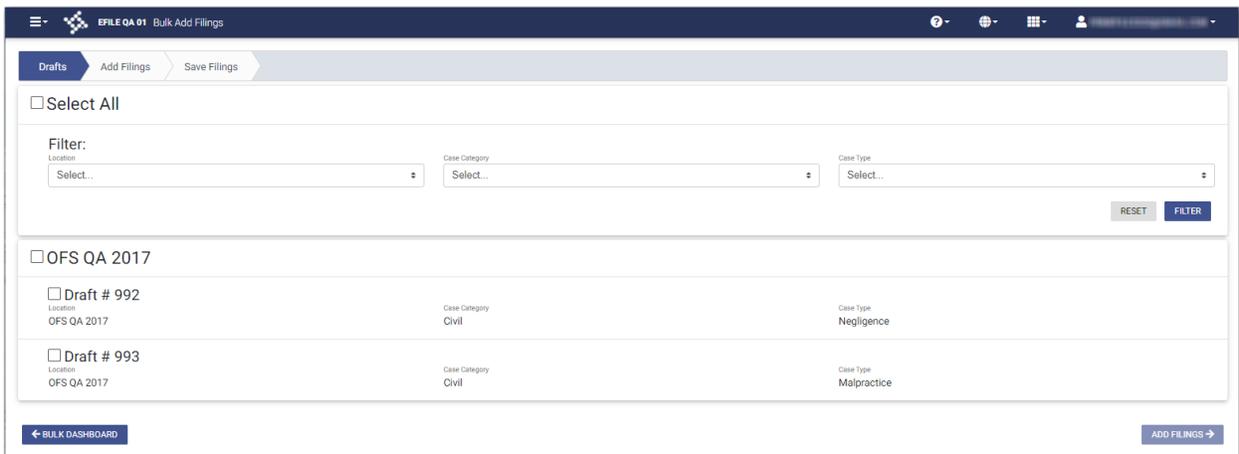
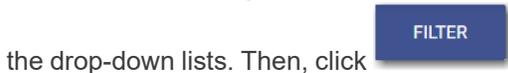


Figure 16.25 – Sample Drafts Tab on the Bulk Add Filings Page

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.

- Click .

The **Add Filings** tab is displayed.

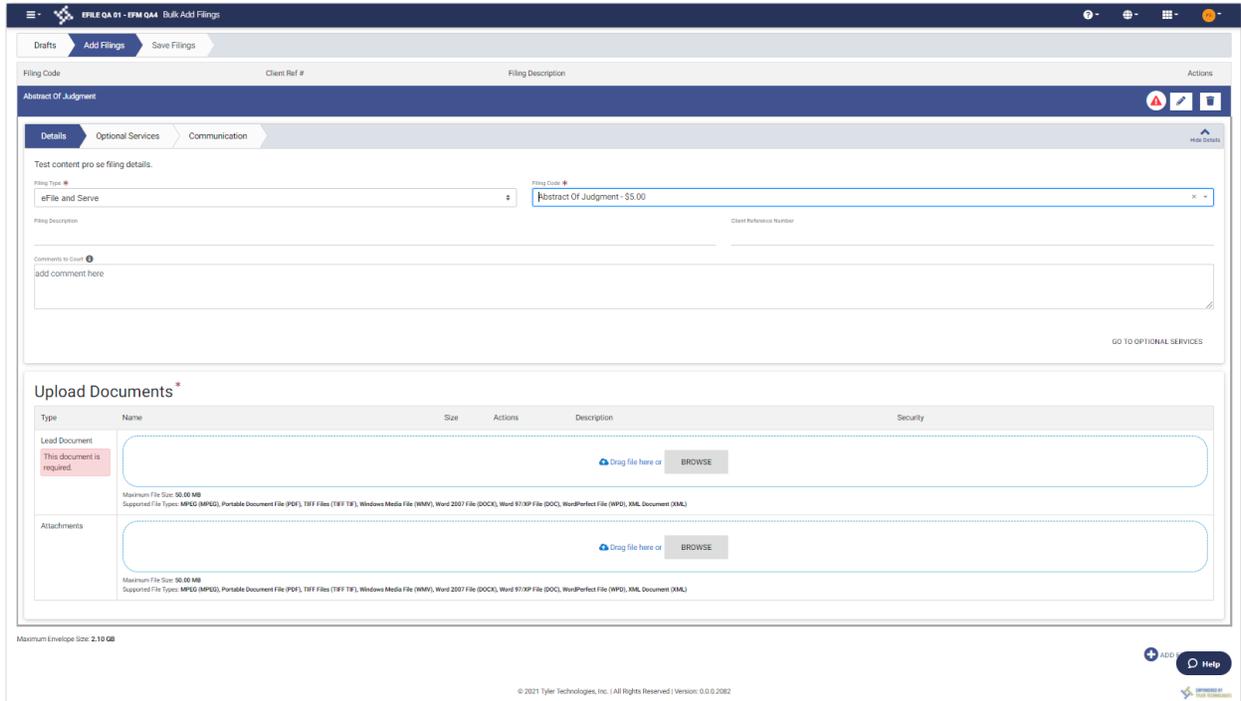


Figure 16.26 – Sample Add Filings Tab on the Bulk Add Filings Page

- On the **Add Filings** tab, select the filing type from the **Filing Type** drop-down list.
- Select the filing code from the **Filing Code** drop-down list.
- 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.”

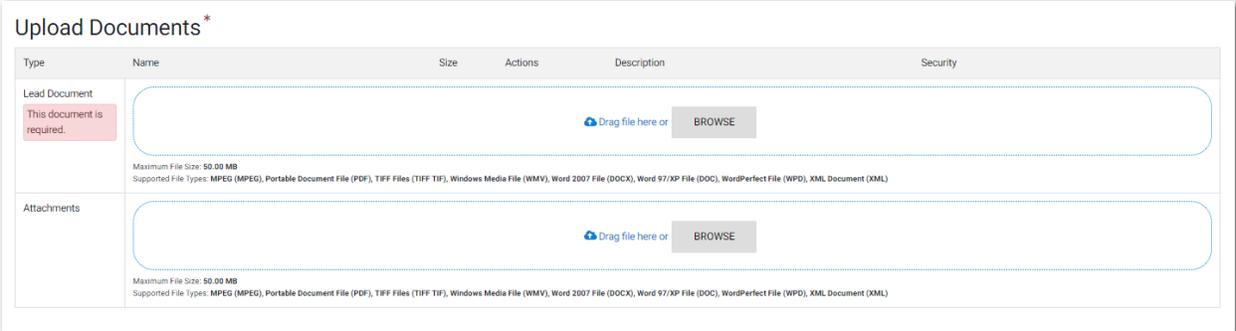
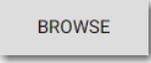


Figure 16.27 – Upload Documents Pane

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.

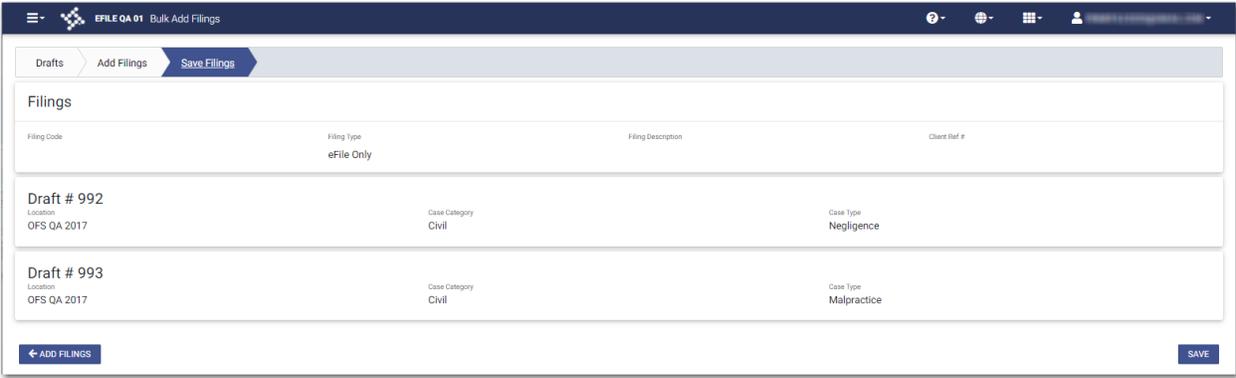


Figure 16.28 – Sample Save Filings Tab on the Bulk Add Filings Page

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

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

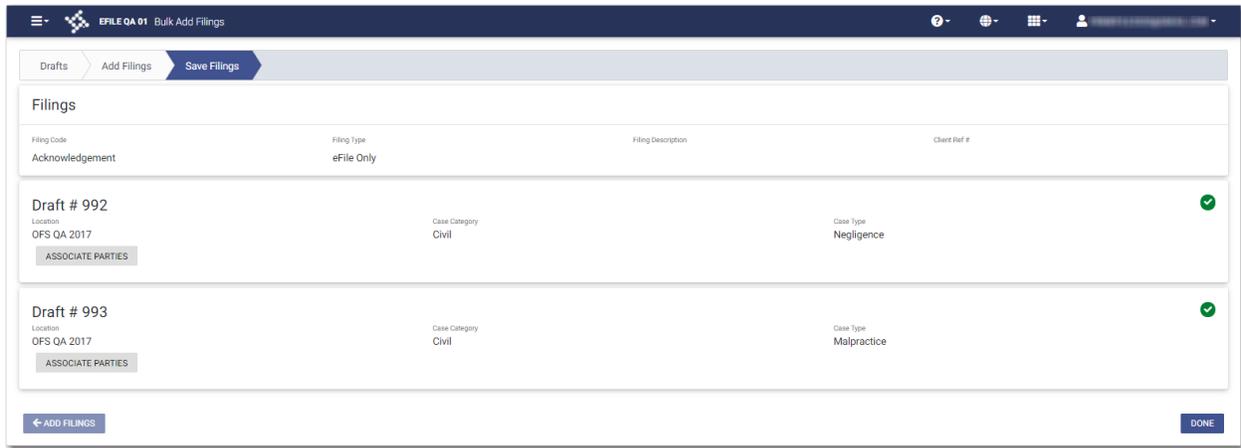


Figure 16.29 – Associate Parties Button Displayed in the Save Filings Tab

11. Click  .

The *Select Filings* window is displayed.

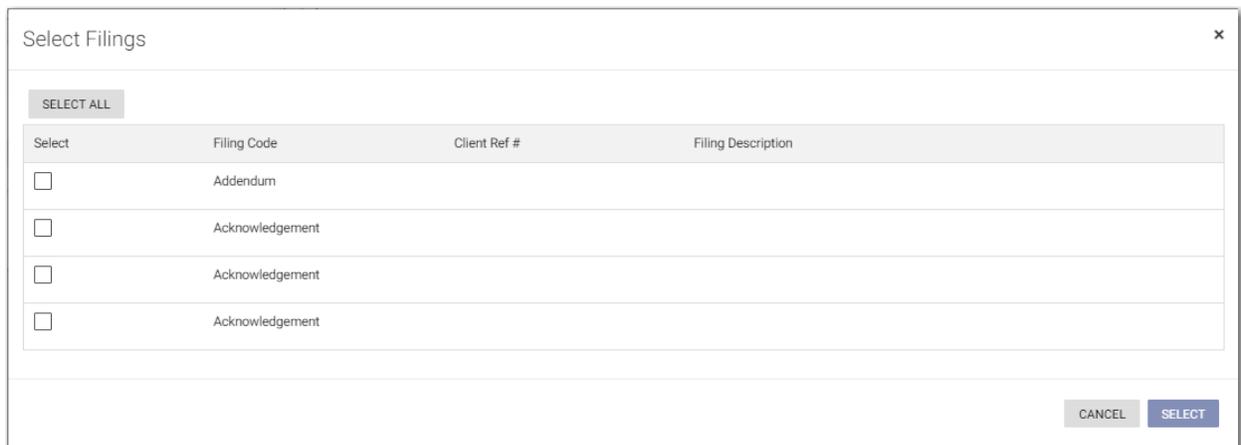


Figure 16.30 – Select Filings Window

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.

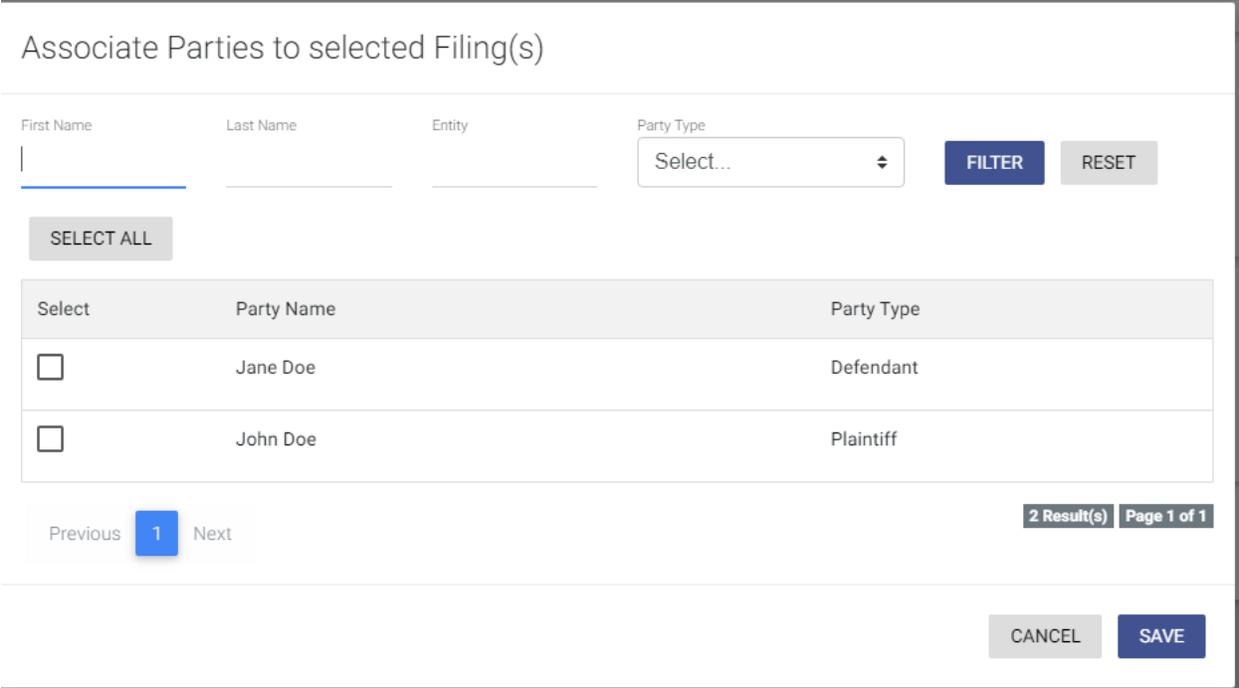


Figure 16.31 – Associate Parties to Selected Filing(s) Window — Blank

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

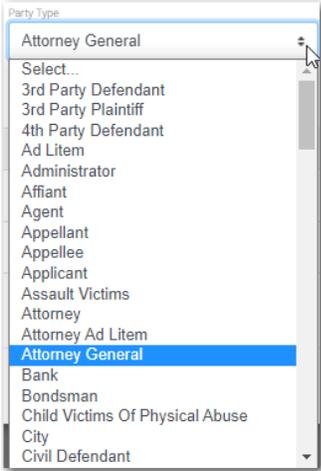
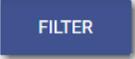


Figure 16.32 – Party Type Drop-Down List

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.

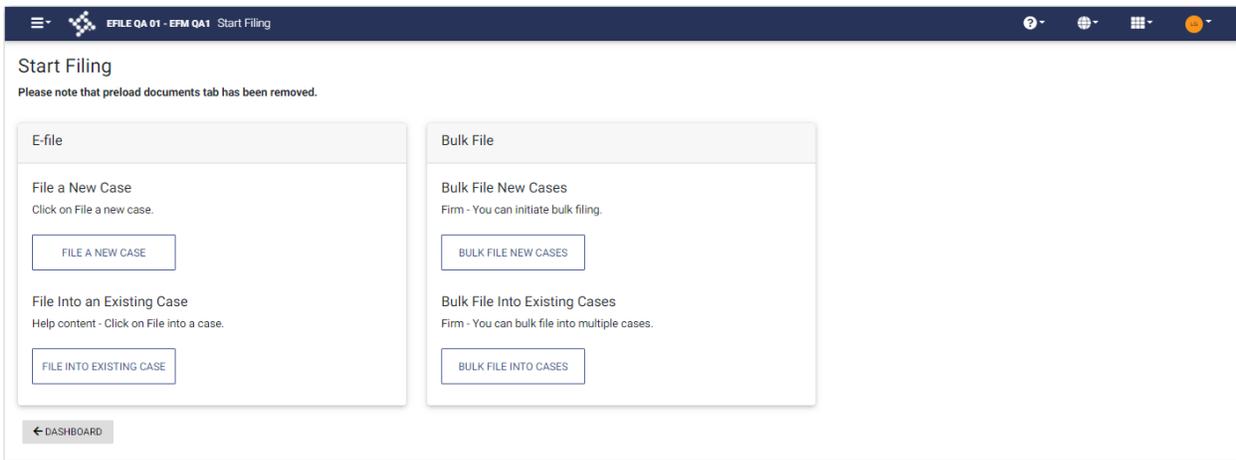


Figure 16.33 – Start Filing Page

2. Click . The *Bulk Filing* window is displayed.

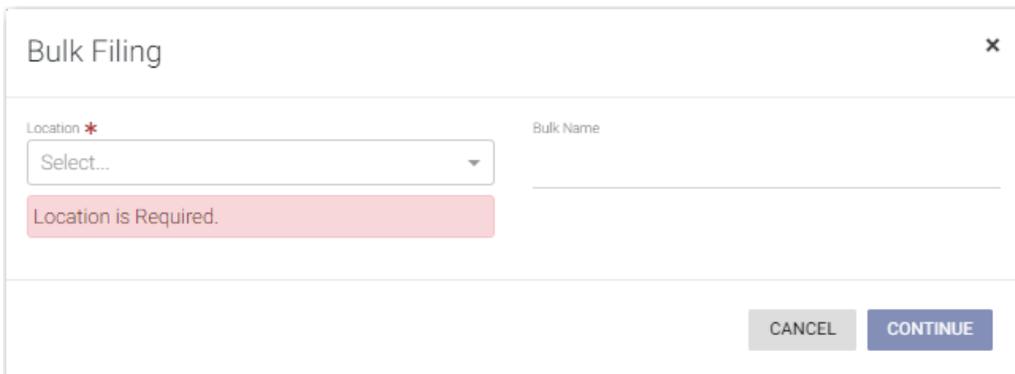


Figure 16.34 – Bulk Filing Window

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.

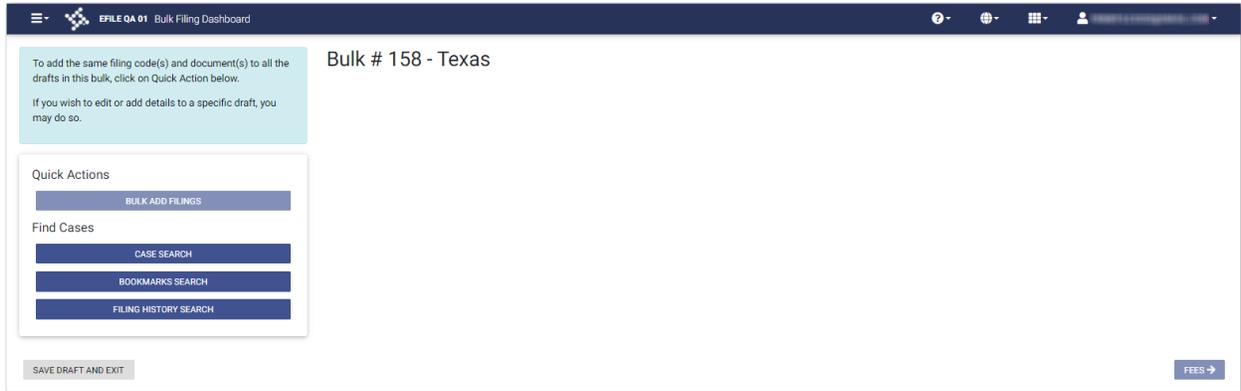


Figure 16.35 – Sample Bulk Filing Dashboard Page

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.

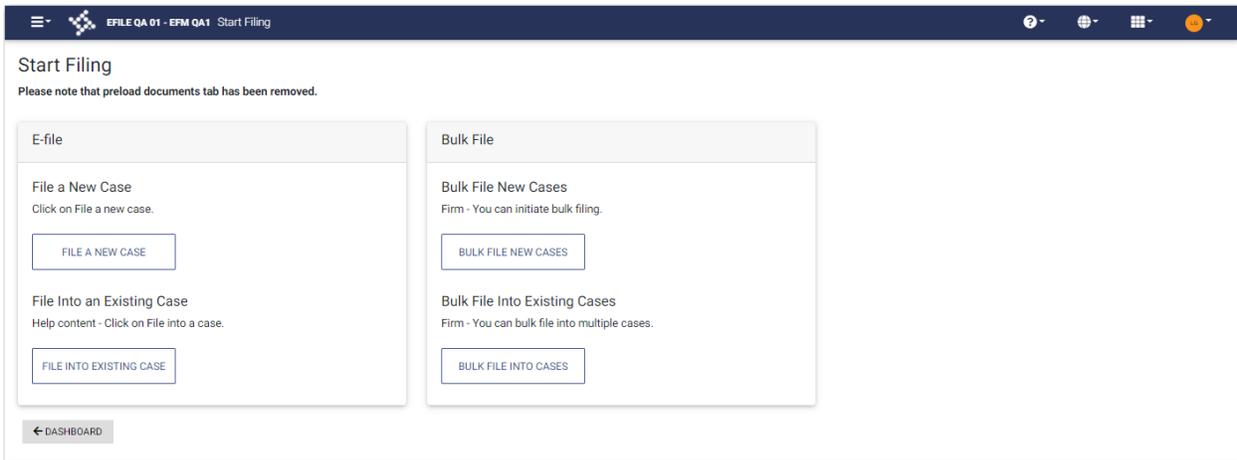


Figure 16.36 – Start Filing Page

2. Click  .

The *Bulk Filing* window is displayed.

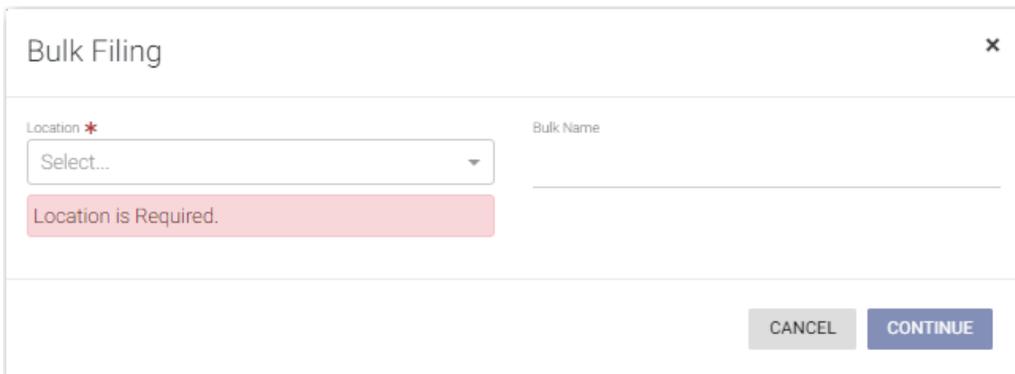


Figure 16.37 – Bulk Filing Window

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.

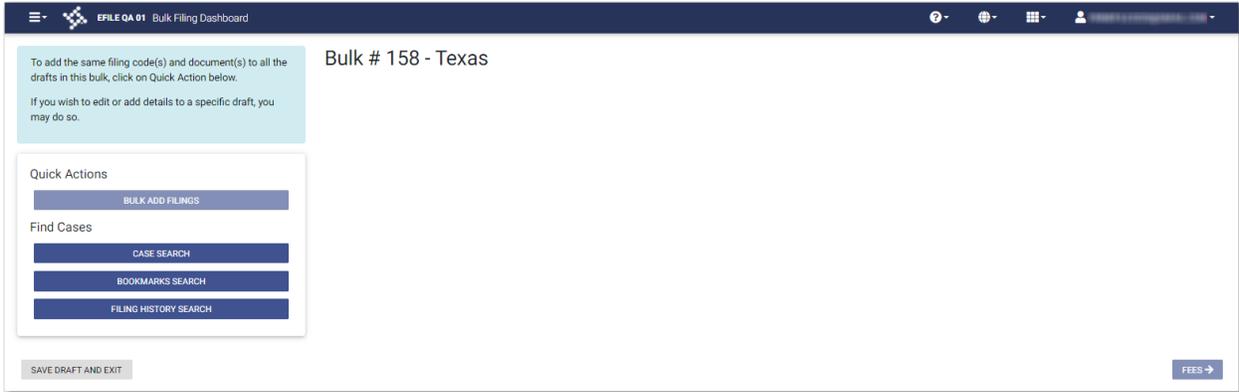


Figure 16.38 – Sample Bulk Filing Dashboard Page

- In the Quick Actions pane, click



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

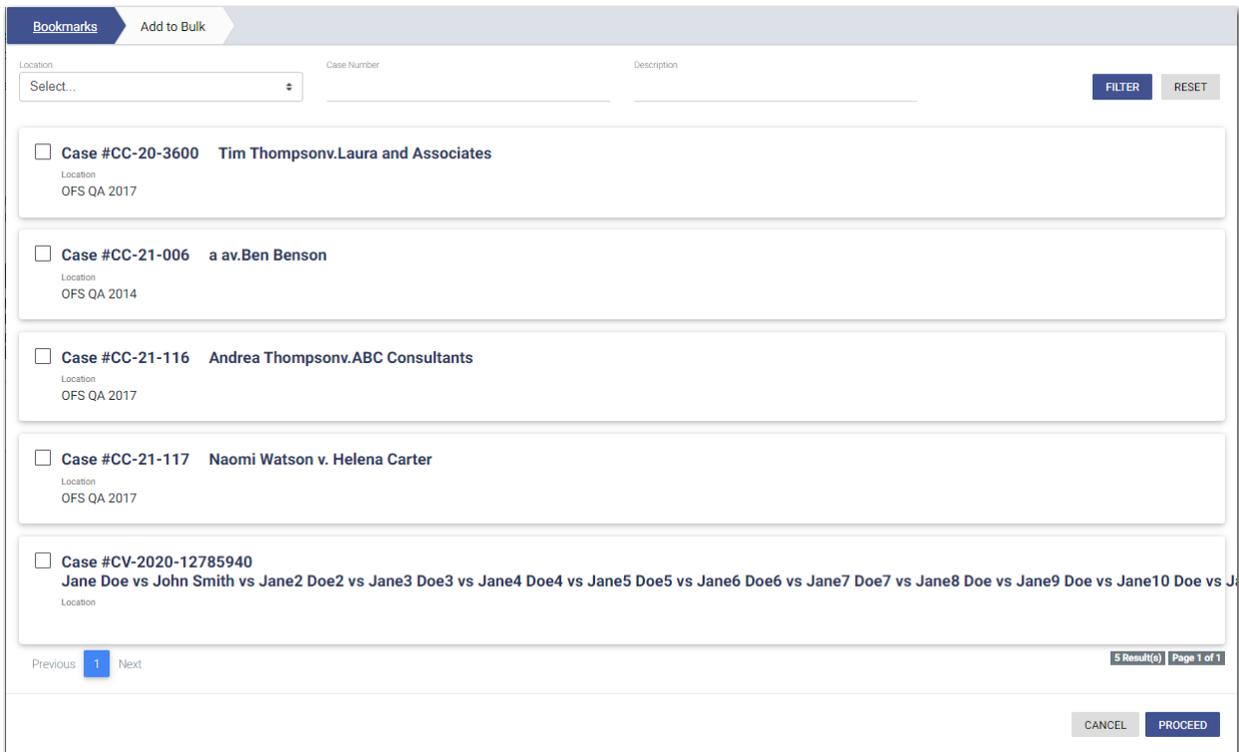
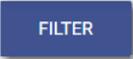


Figure 16.39 – Sample Bookmarks Window

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



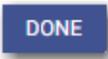
Note: If your bulk filing is not displayed in the *Bookmarks* window, you can search for the bulk filing that you want. Select the location from the Location drop-down list, and then type the case

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

The *Add to Bulk* window is displayed.



Figure 16.40 – 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.

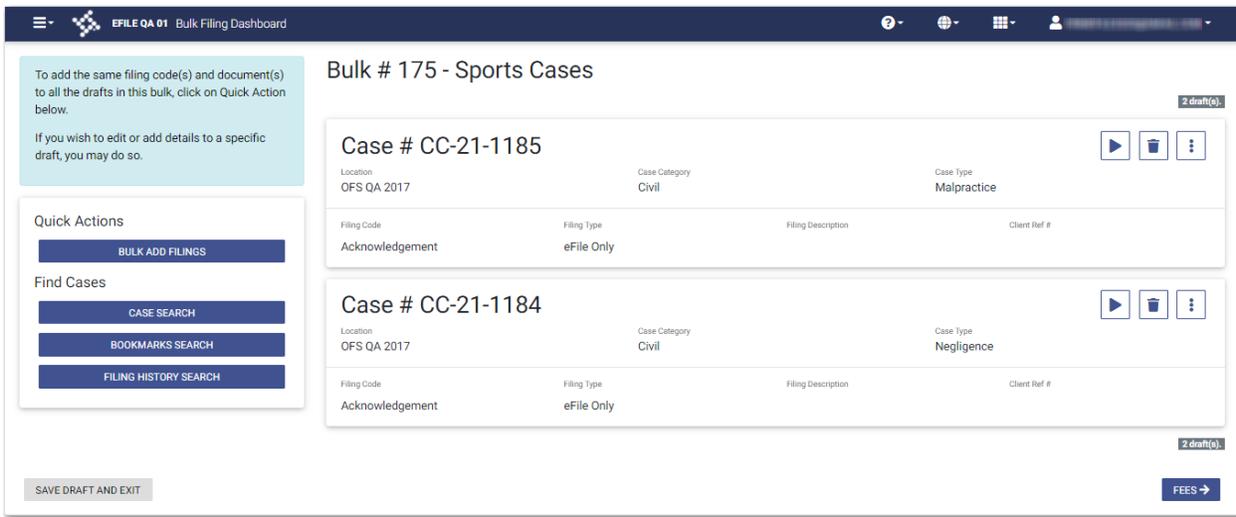


Figure 16.41 – Sample Bulk Filing Dashboard Page—Case Added to Bulk

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.

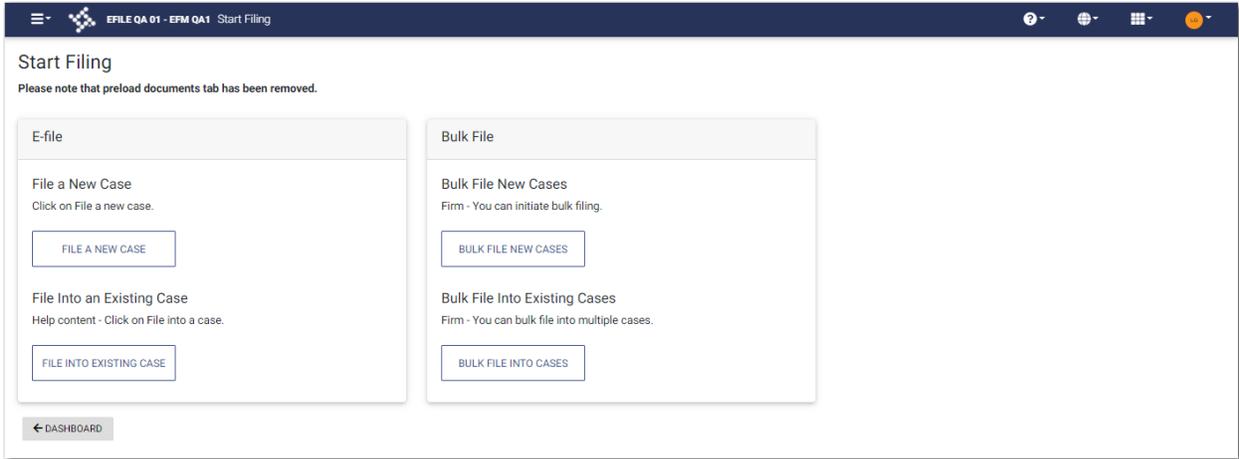


Figure 16.42 – Start Filing Page

2. Click .

The *Bulk Filing* window is displayed.

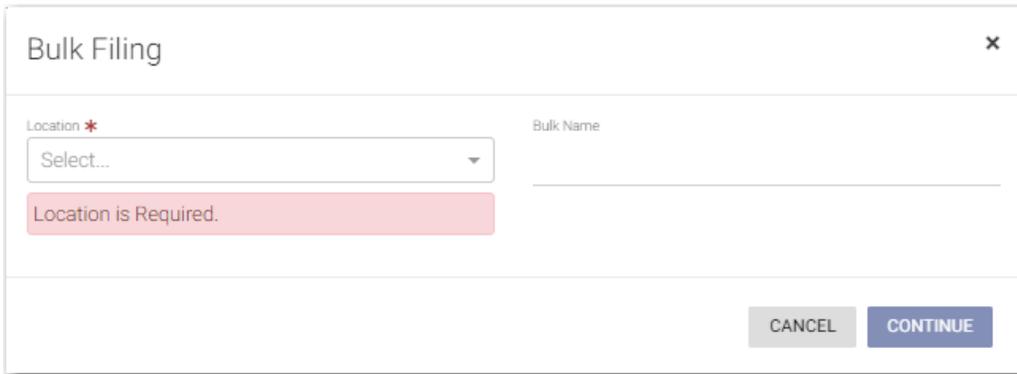


Figure 16.43 – Bulk Filing Window

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.

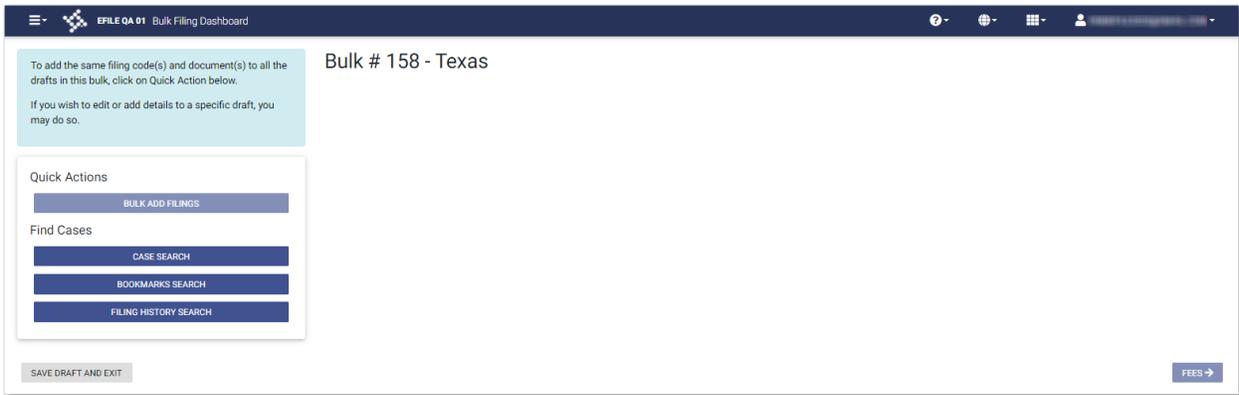


Figure 16.44 – Sample Bulk Filing Dashboard Page

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

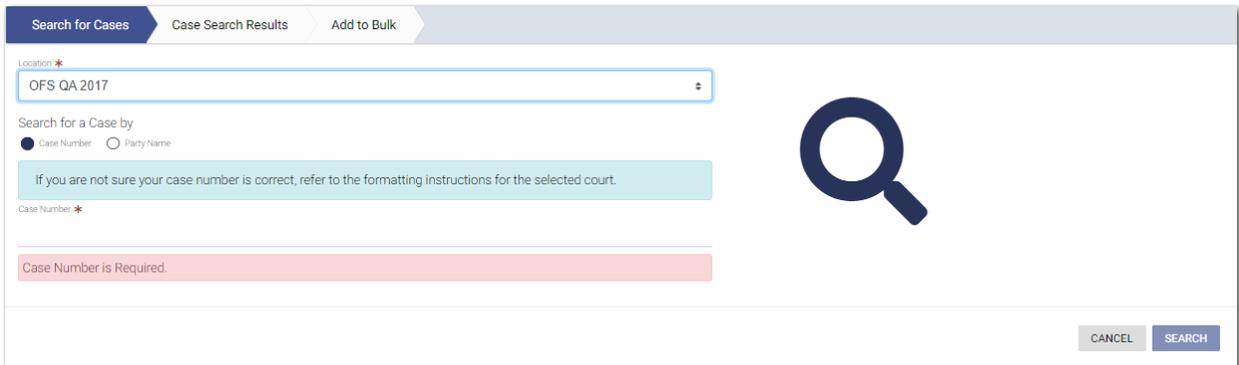


Figure 16.45 – Case Search Window

- 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.

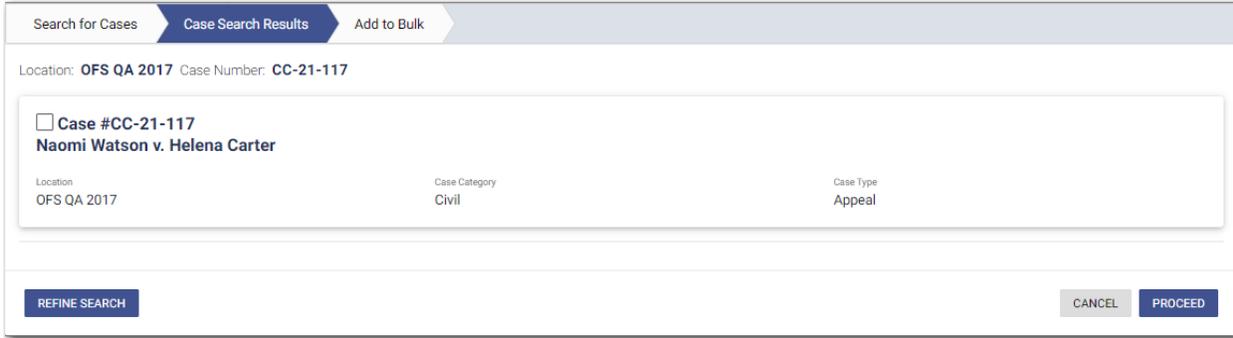


Figure 16.46 – Case Search Results Window

- 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.

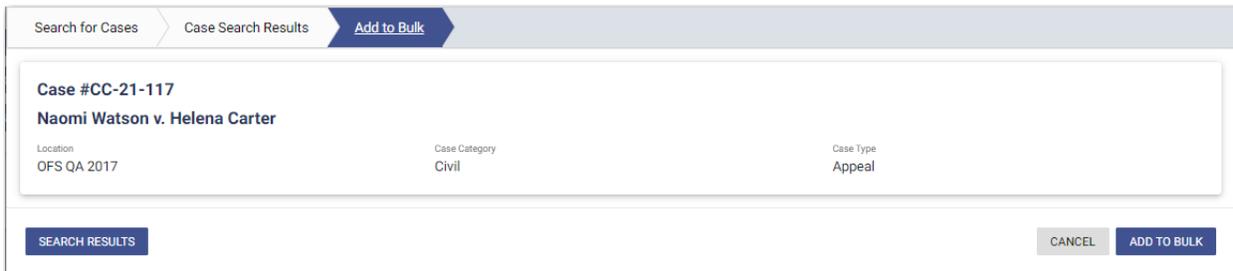


Figure 16.47 – Add to Bulk Window

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.

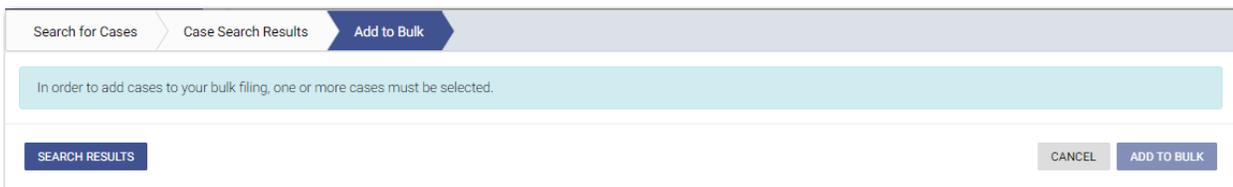


Figure 16.48 – Case Search Message—No Cases Selected

- 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.

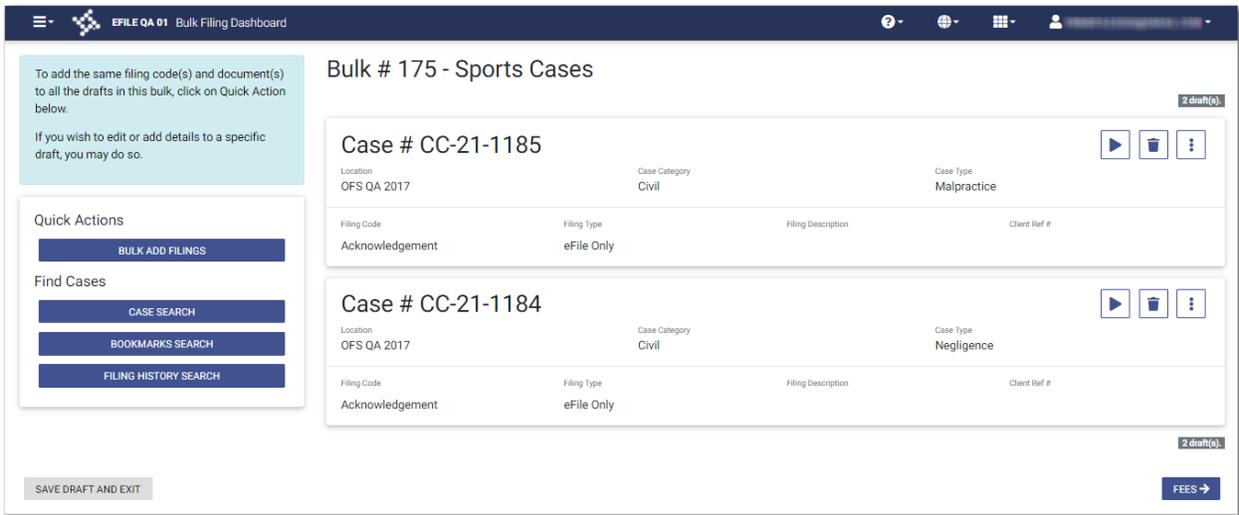


Figure 16.49 – Sample Bulk Filing Dashboard Page—Case Added to Bulk

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.

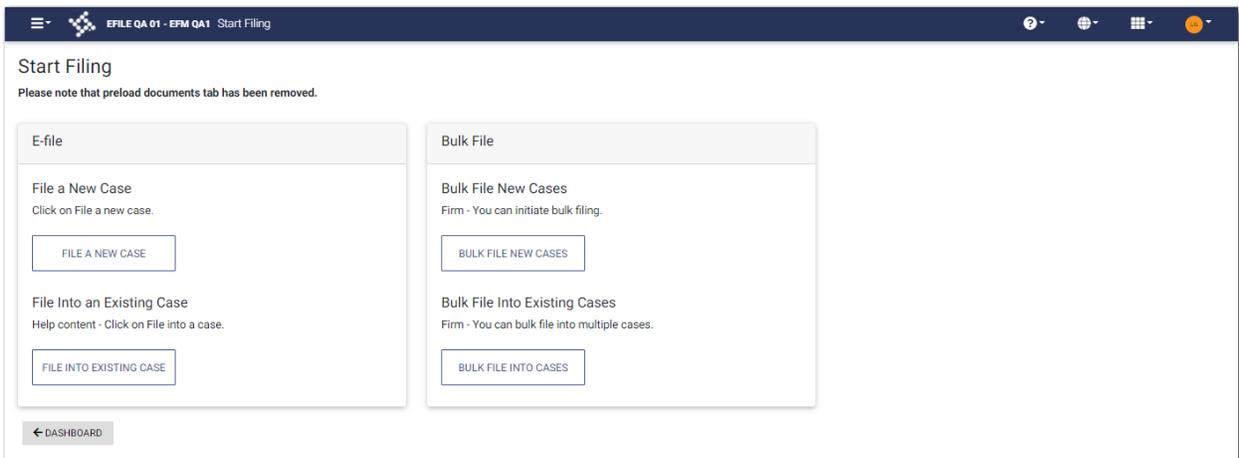


Figure 16.50 – Start Filing Page

2. Click



The *Bulk Filing* window is displayed.

Bulk Filing [X]

Location * Bulk Name

Select... _____

Location is Required.

[CANCEL] [CONTINUE]

Figure 16.51 – 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 16.52 – Sample Bulk Filing Dashboard Page

FILING HISTORY SEARCH

5. In the Quick Actions pane, click

The *Filing History* window is displayed.

The screenshot shows the 'Filing History' window with the 'Add to Bulk' tab selected. At the top, there are three filter fields: 'Created By' (set to 'My Filings'), 'Location' (set to 'Select...'), and 'Case Number'. Below these are 'Date Range' (set to 'Anytime') and 'From Date'/'To Date' fields. A 'FILTER' button and a 'RESET' button are on the right. The main area contains a list of five cases, each with a checkbox and details: Case #CR-21-009876 (Criminal, Adult Misdemeanor), Case #CC-21-117 Naomi Watson v. Helena Carter (Civil, Appeal), Case #CC-21-322 a av.b b (Civil, Breach Of Contract), Case #CC-21-084 (Family, Divorce W/ Parent Child Relationship), and Case #CC-20-2703 ABCD Associatesv.DEF Company (Civil, Breach Of Contract). At the bottom, there is a pagination bar with 'Previous', '1' (selected), '2', '3', '4', '5', '6', '7', '8', '9', '10', '11', '12', '13', and 'Next'. On the right of the pagination bar, it says '63 Result(s) | Page 1 of 13'. At the bottom right, there are 'CANCEL' and 'PROCEED' buttons.

Figure 16.53 – Sample Filing History Window

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



The *Add to Bulk* window is displayed.

The screenshot shows the 'Add to Bulk' window. The 'Filing History' tab is selected. The main area displays details for Case #CC-21-117, Naomi Watson v. Helena Carter. It shows the location as 'OFS QA 2017', the case category as 'Civil', and the case type as 'Appeal'. At the bottom, there are 'BACK', 'CANCEL', and 'ADD TO BULK' buttons.

Figure 16.54 – 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 filings that you want to display (your filings or the firm’s filings) from the Created By drop-down list. Then, select the location from the Location drop-down list. Next, type the case number in the Case Number field, and then select the date range

for the filings you want to display. Then, click



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.

The screenshot shows the 'Bulk Filing Dashboard' for 'Bulk # 175 - Sports Cases'. The dashboard includes a 'Quick Actions' section with buttons for 'BULK ADD FILINGS', 'CASE SEARCH', 'BOOKMARKS SEARCH', and 'FILINGS HISTORY SEARCH'. The main area displays two cases:

Case #	Location	Case Category	Case Type
Case # CC-21-1185	OFS QA 2017	Civil	Malpractice
Case # CC-21-1184	OFS QA 2017	Civil	Negligence

Each case entry includes a table with columns: Filing Code, Filing Type, Filing Description, and Client Ref #. For both cases, the Filing Code is 'Acknowledgement' and the Filing Type is 'eFile Only'. The dashboard also shows '2 draft(s)' and a 'FEES' button.

Figure 16.55 – 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.

Bulk # 136 - Wednesday Test

Bulk # 136 Started 04/14/2021 5:21 PM by Lauren Groswald



Draft # 817

Draft # 817 Started 04/14/2021 5:21 PM on behalf of Jack Stone by Lauren Groswald
Location: OFS QA 2017



Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Draft	Acknowledgement	Efile		
Draft	Abstract Of Judgment	Efile		

Draft # 818

Draft # 818 Started 04/14/2021 5:24 PM on behalf of Jack Stone by Lauren Groswald
Location: OFS QA 2017



Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Draft	Acknowledgement	Efile		

Figure 16.56 – Sample Bulk Filing Pane

3. Click  .

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

EFILE QA 01 Bulk Filing Dashboard

? 🌐 🏠 👤

To add the same filing code(s) and document(s) to all the drafts in this bulk, click on Quick Action below.

 If you wish to edit or add details to a specific draft, you may do so.

Quick Actions

BULK ADD FILINGS

ADD DRAFT

SAVE DRAFT AND EXIT

Bulk # 157 - Sports Cases

2 draft(s)

Draft # 992

Location: OFS QA 2017 Case Category: Civil Case Type: Negligence

Filing Code	Filing Type	Filing Description	Client Ref #
Acknowledgement	eFile Only		
Acknowledgement	eFile Only		

Draft # 993

Location: OFS QA 2017 Case Category: Civil Case Type: Malpractice

Filing Code	Filing Type	Filing Description	Client Ref #
Acknowledgement	eFile and Serve		
Acknowledgement	eFile Only		

2 draft(s) FEES →

Figure 16.57 – Sample Bulk Filing Dashboard

4. Continue with your filing.

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ESO-FS-200-4495 v.17

17 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 firm user actions.

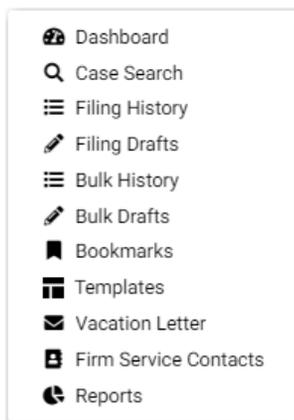


Figure 17.1 – Dashboard

From here, you can perform the following actions:

- Access the *Dashboard* page to start an initial or subsequent bulk filing, file a vacation letter (or leave of absence), 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 or your firm’s 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 or your firm’s draft filings.
- Access the *Bulk History* page to view a list of your or your firm’s bulk filings.
- Access the *Bulk Drafts* page to view a list of your or your firm’s 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 *Firm Service Contacts* page to add and manage the firm’s service contacts list.
- Access the *Reports* page to generate reports for envelopes and filings that you or your firm submitted.

Bulk History

The *Bulk History* page includes the filing history for your and your firm’s vacation letter (or leave of absence) filings.

From the Dashboard menu, click **Bulk History**. From here, you can view a history of your and your firm’s vacation letter (or leave of absence) filings.

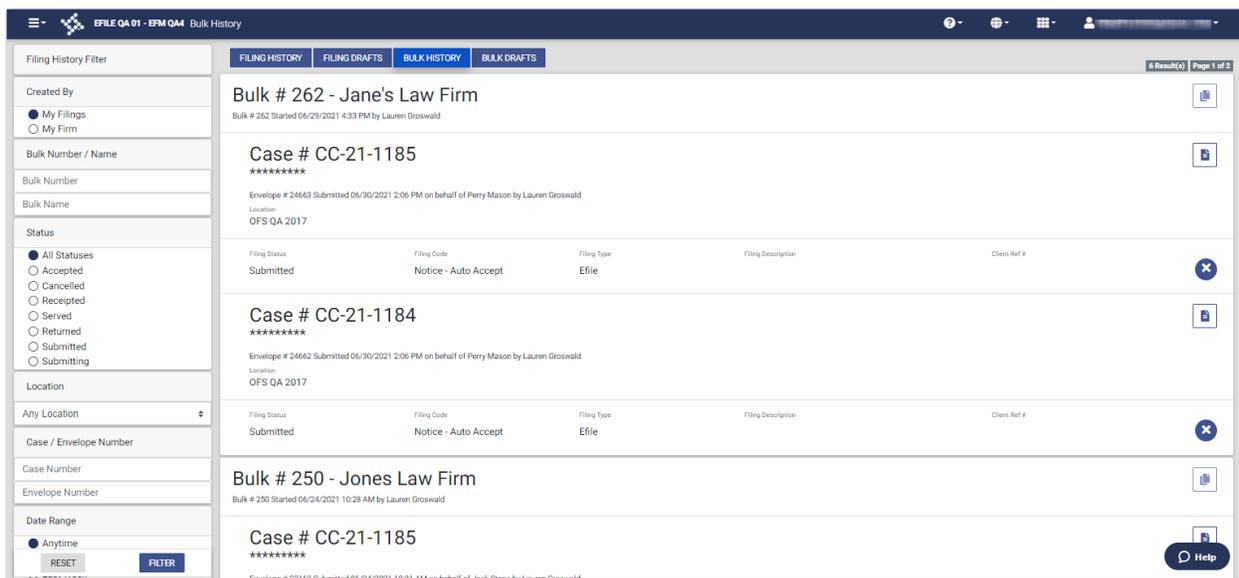


Figure 17.2 – Sample Bulk History Page

Bulk Drafts

The *Bulk Drafts* page includes the drafts of your and your firm’s vacation letter (or leave of absence) filings.

On the Dashboard menu, click **Bulk Drafts**. From here, you can view a list of your and your firm’s vacation letter (or leave of absence) draft filings, resume a draft filing, or delete a draft filing.

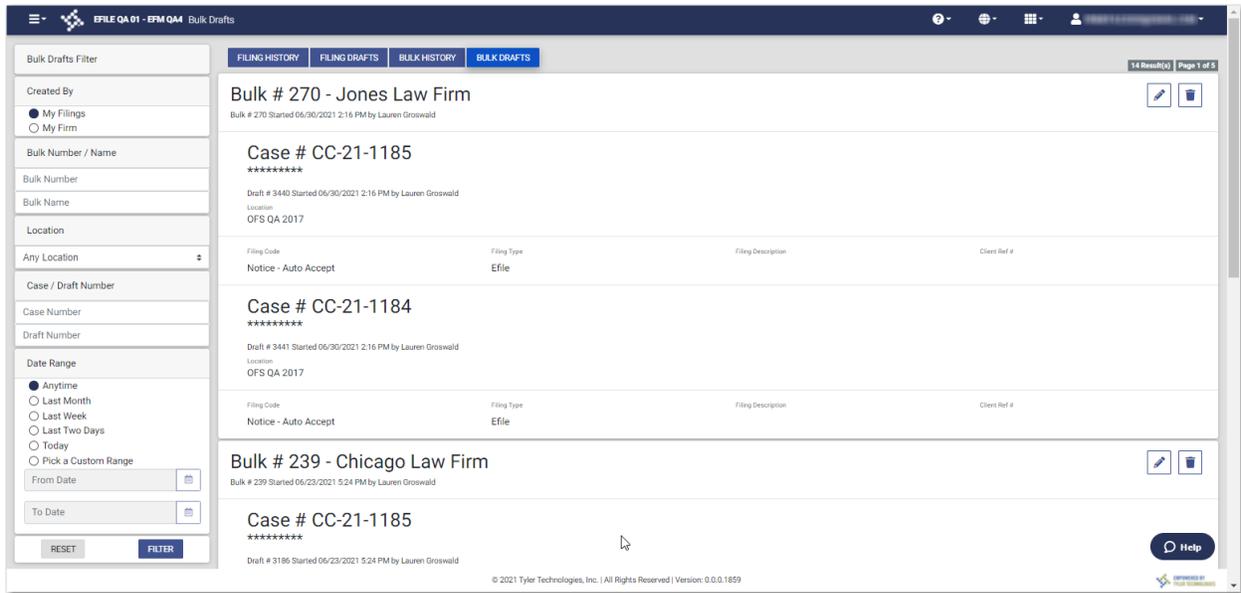


Figure 17.3 – Sample Bulk Drafts Page

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.

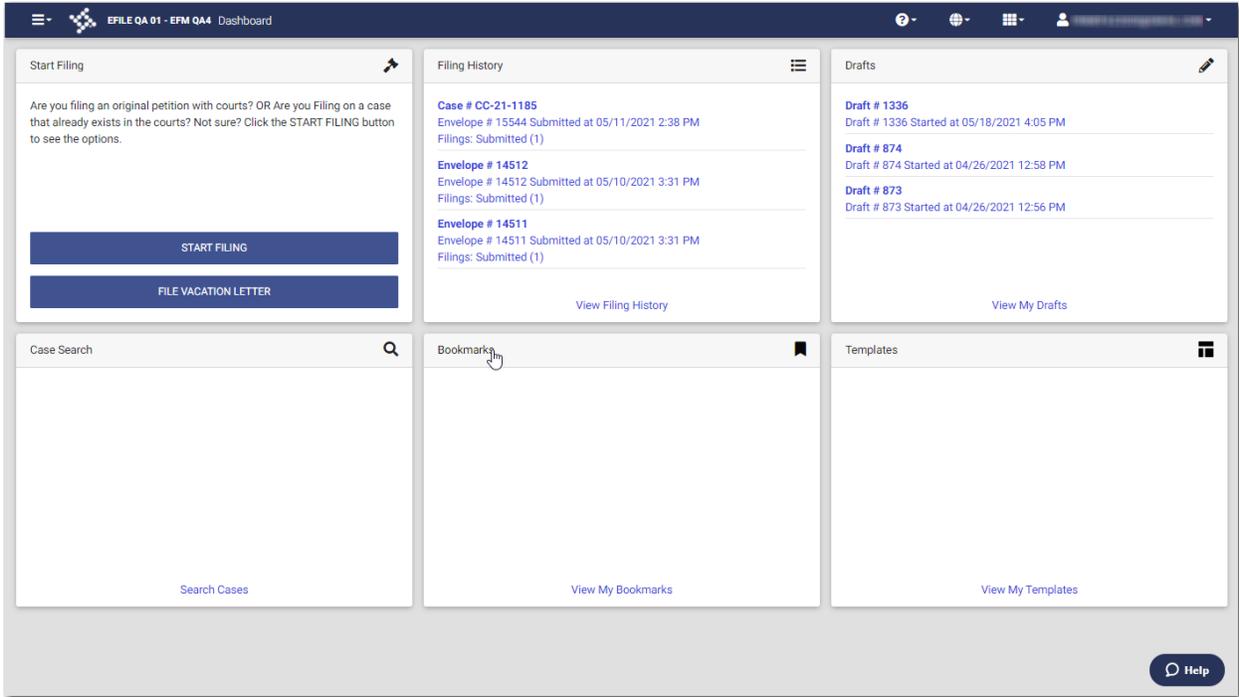


Figure 17.4 – Dashboard Page

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.

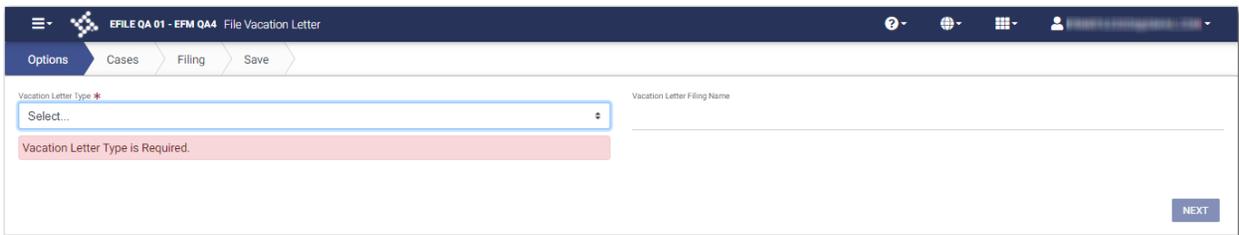


Figure 17.5 – Options Tab on the File Vacation Letter Page

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

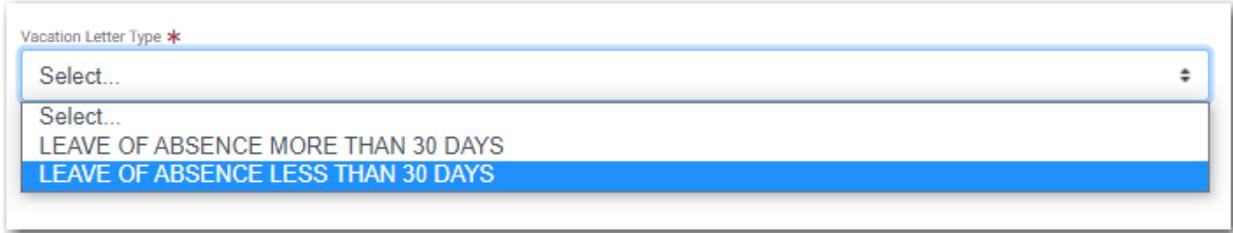


Figure 17.6 – Sample Vacation Letter Type Drop-Down List

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

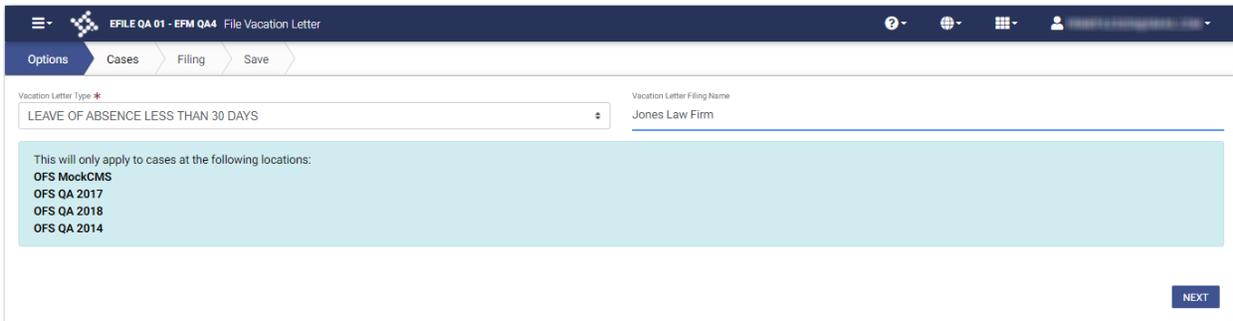


Figure 17.7 – Sample Options Tab on the File Vacation Letter Page with Fields Completed

4. Click .

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

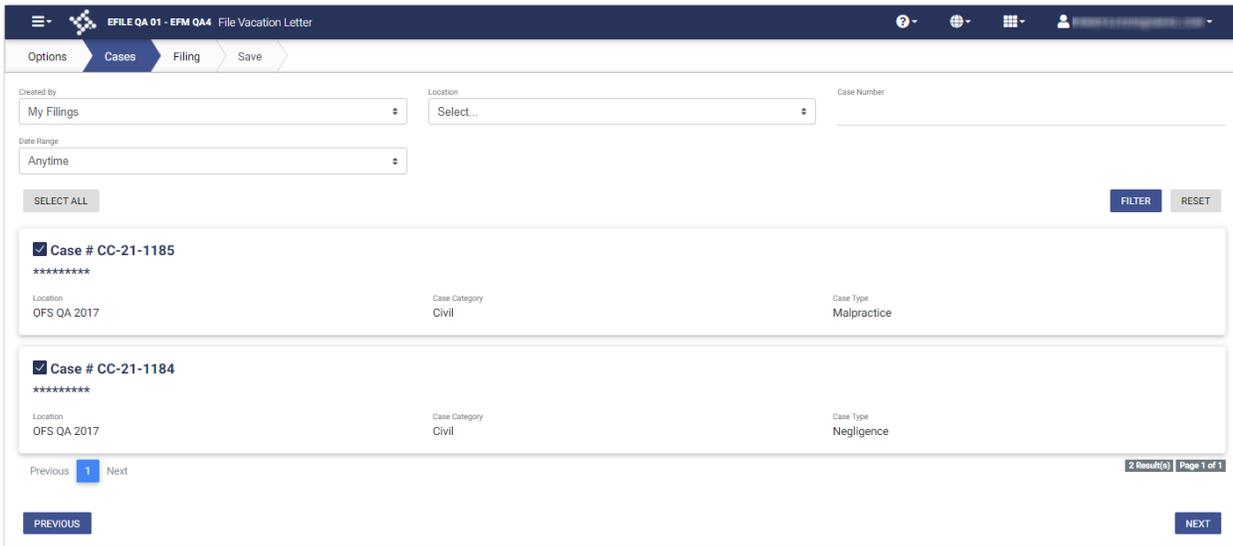


Figure 17.8 – Sample Cases Tab on the File Vacation Letter Page

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.

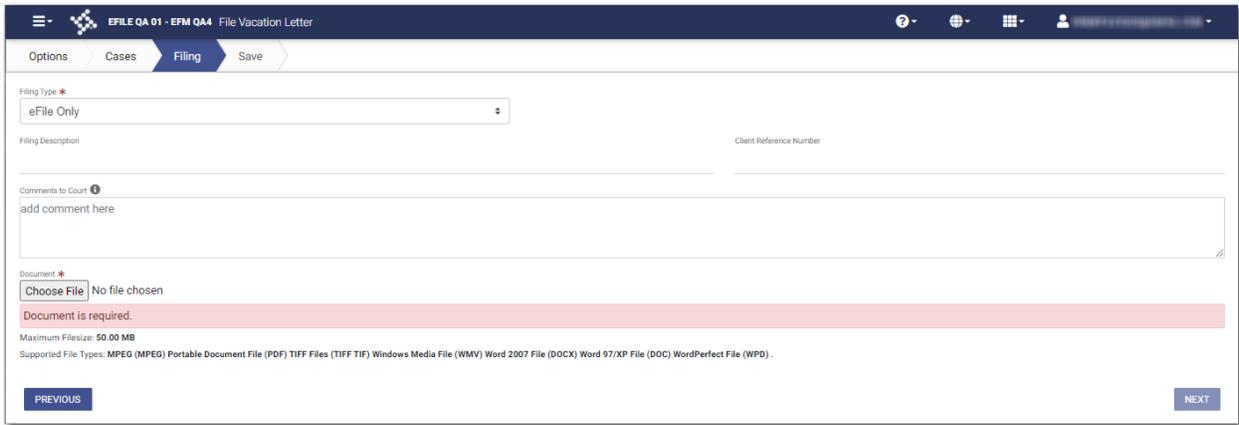
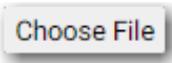


Figure 17.9 – Filing Tab on the File Vacation Letter Page

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.

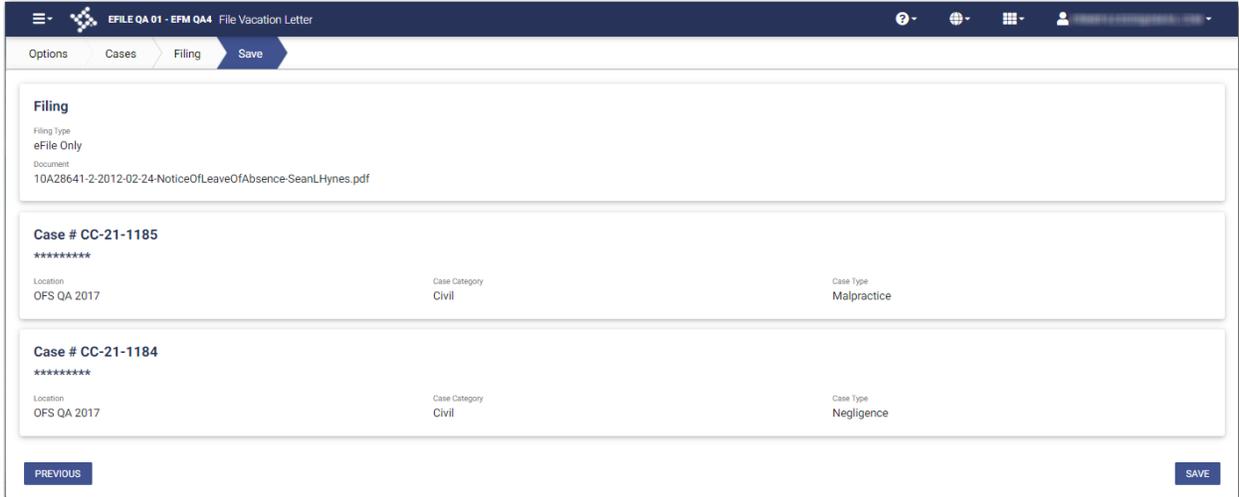


Figure 17.10 – Save Tab on the File Vacation Letter Page

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.

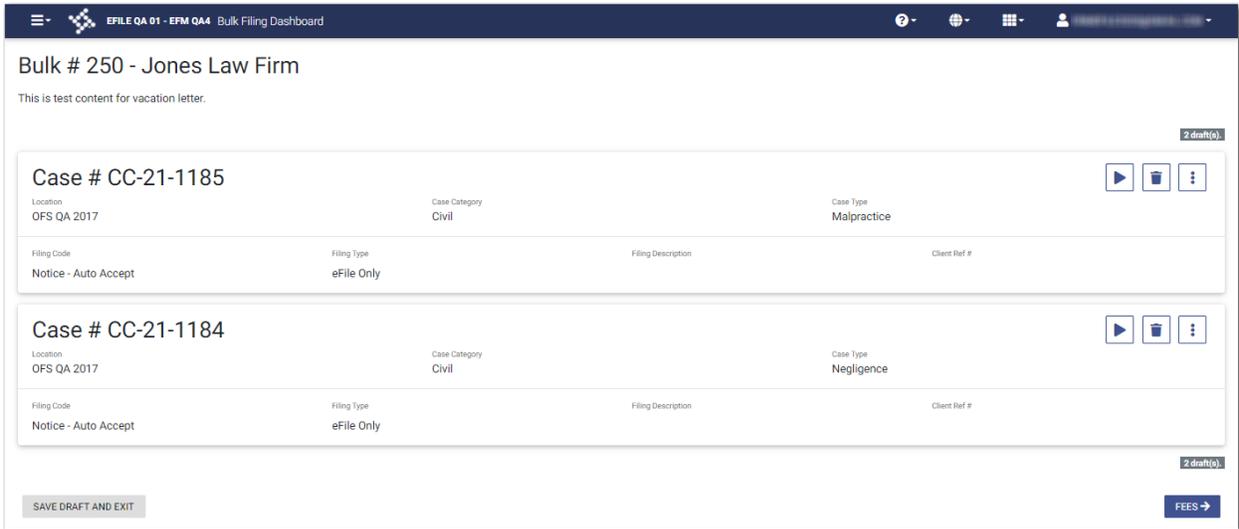


Figure 17.11 – Sample Vacation Letter Filing on the Bulk Filing Dashboard Page

11. Click



to continue with your filing, or click

to save your filing and continue it at another time.

If you did not complete your vacation letter filing, it will be displayed on the *Bulk Drafts* page. If you did complete your filing, it will be listed on the *Bulk History* page.

Entering Payment Information for a Vacation Letter (or Leave of Absence) Filing

Enter the payment information for your vacation letter (or leave of absence) filing on the *Bulk Fees / Summary* page.

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

The screenshot displays the 'Bulk # 262 - Jane's Law Firm' page. At the top, there is a navigation bar with the text 'EFILE QA 01 - ERM QA4 Bulk Fees / Summary'. Below this, a header section reads 'Bulk # 262 - Jane's Law Firm' and includes a light blue instruction box: '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 the instruction are two dropdown menus for 'Apply Payment Account to All Drafts' and 'Apply Filing Attorney to All Drafts', both with 'Select...' options and 'APPLY TO ALL*' buttons. A note states '* Payment accounts may be restricted at some locations'. The main content area shows two case entries:

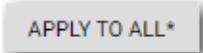
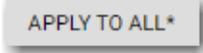
- Case # CC-21-1185:** Location: OFS QA 2017, Case Category: Civil, Case Type: Malpractice. Fields include 'Payment Account *' (Lauren's Waiver), 'Party Responsible for Fees' (Select...), 'Filing Attorney *' (Select...), and 'Filer Type' (Select...). A red error message 'Filing Attorney is Required.' is visible below the Filing Attorney field.
- Case # CC-21-1184:** Location: OFS QA 2017, Case Category: Civil, Case Type: Negligence. Fields include 'Payment Account *' (Lauren's Waiver), 'Party Responsible for Fees' (Select...), 'Filing Attorney *' (Select...), and 'Filer Type' (Select...). A red error message 'Filing Attorney is Required.' is visible below the Filing Attorney field.

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 17.12 – Sample Bulk Fees / Summary Page—Blank Fields

To enter the payment information for your vacation letter filing:

Note: If you do not want to apply the same payment account and filing attorney to all of the cases, you must select the payment account and the filing attorney for each individual case.

1. Select the payment account from the **Apply Payment Account to All Drafts** drop-down list. Then, click  to apply the selected payment account to all of the cases in the bulk.
2. Select the filing attorney from the **Apply Filing Attorney to All Drafts** drop-down list. Then, click  to apply the selected filing attorney to all of the cases in the bulk.
3. For each case, select the party responsible for fees from the **Party Responsible for Fees** drop-down list. Click  if you want to search for a party.

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

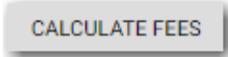
- For each case, select the filer type from the **Filer Type** drop-down list.

The screenshot 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 entries:

- Case # CC-21-1185:** Location: OFS QA 2017; Case Category: Civil; Case Type: Malpractice. Fields include: Payment Account (Lauren's Waiver), Party Responsible for Fees (Select...), Filing Attorney (Perry Mason), and Filer Type (Select...).
- Case # CC-21-1184:** Location: OFS QA 2017; Case Category: Civil; Case Type: Negligence. Fields include: Payment Account (Lauren's Waiver), Party Responsible for Fees (Select...), Filing Attorney (Perry Mason), and Filer Type (Select...).

At the bottom of the form, 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 17.13 – 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.

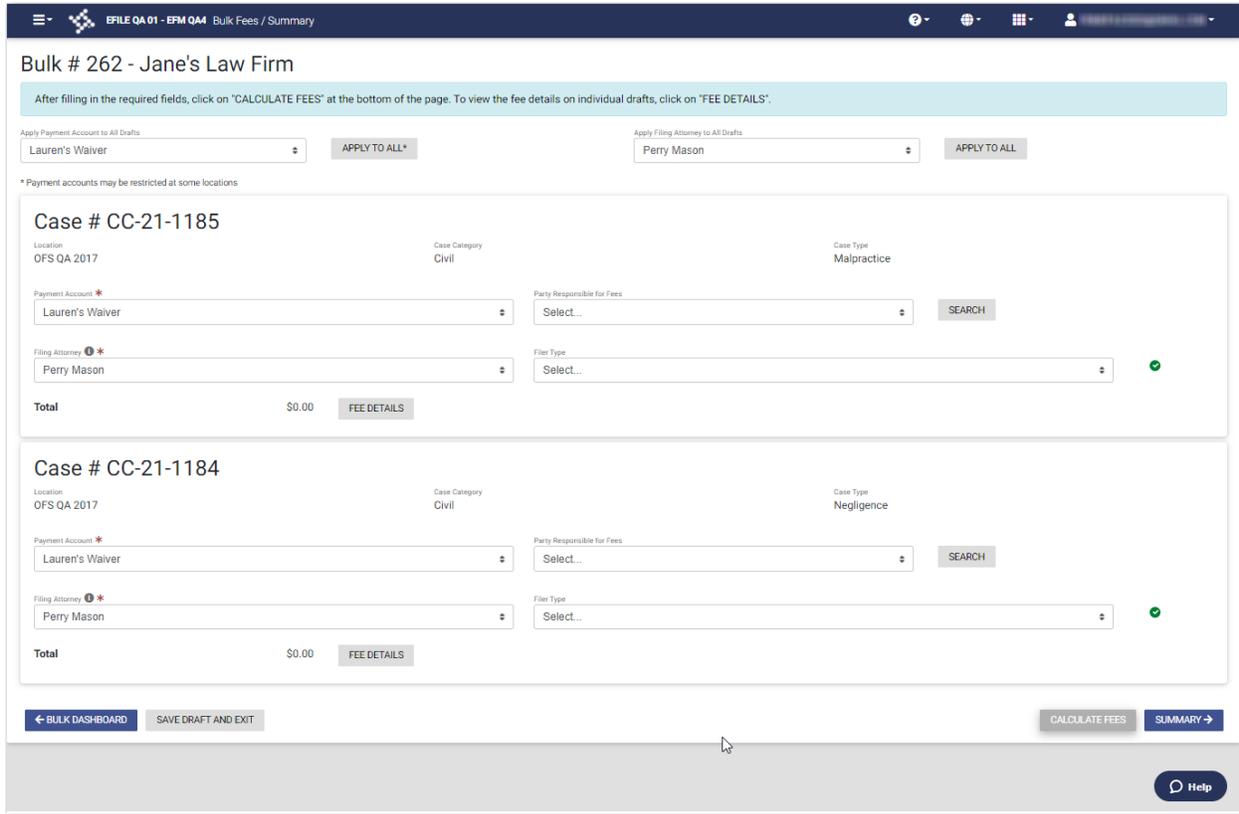
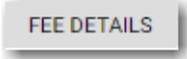


Figure 17.14 – Fee Totals and Fee Details Button on the Bulk Fees / Summary Page

- Click  .
The *Fee Details* window is displayed.

- 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:

- Complete the required information on the *File Vacation Letter* page (all tabs) and the *Bulk Fees / Summary* page.
- 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**.

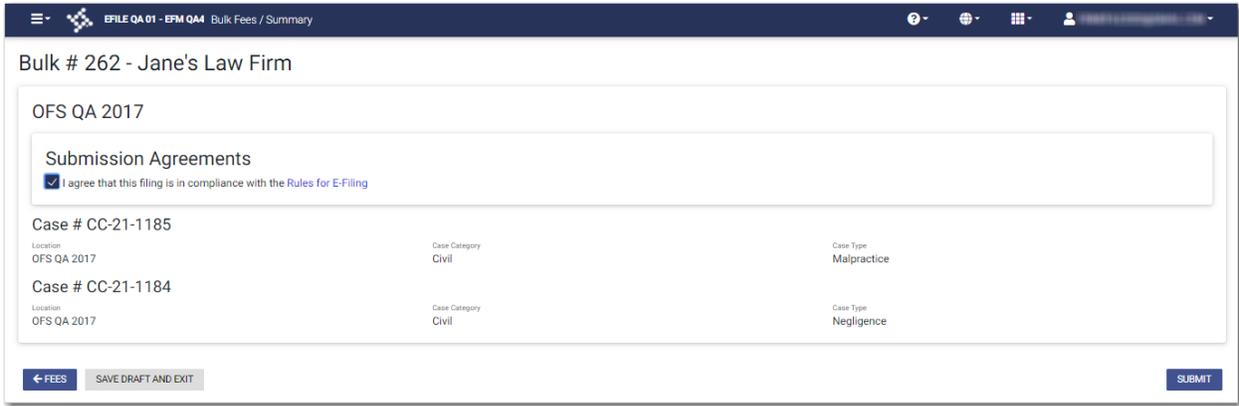


Figure 17.15 – Sample Bulk Fees / Summary Page

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

18 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 or a member of your firm submitted. The report is available in a Microsoft Excel spreadsheet that you can download.

Creating a Report

To run a report:

1. On the Dashboard menu, click **Reports**.

The *Reports* page is displayed.

Reports

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

Created By
 My Filings
 My Firm

Location
 All **SELECT**

Status
 All Statuses
 Accepted
 Cancelled
 Received
 Returned
 Reviewed
 Served
 Submission Failed
 Submitted

Date From *

Date To *

Date From is Required. Date To is Required.

CANCEL **DOWNLOAD REPORT**

Figure 18.1 – Reports Page

2. Select the appropriate option for the report, either **My Filings** or **My Firm**.
3. Select the statuses that you want to include in the report.
4. Click **SELECT** to select the locations for which you want to run the report.

The *Select Locations* dialog box is displayed.

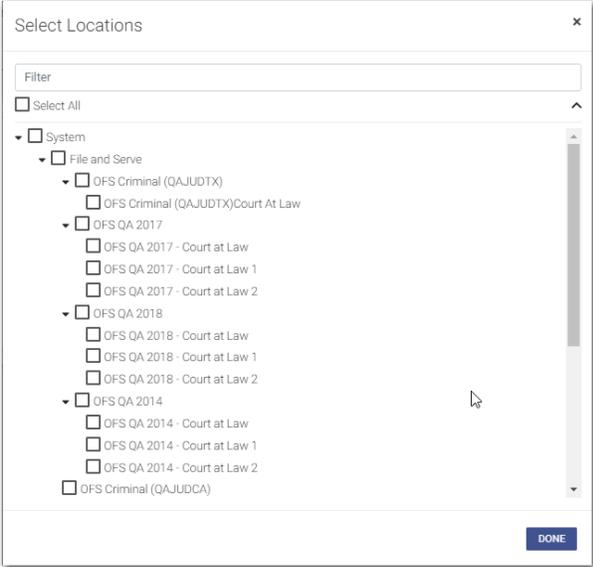


Figure 18.2 – Select Locations Dialog Box

5. Select the locations that you want to include in the report, and then click .

6. 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.

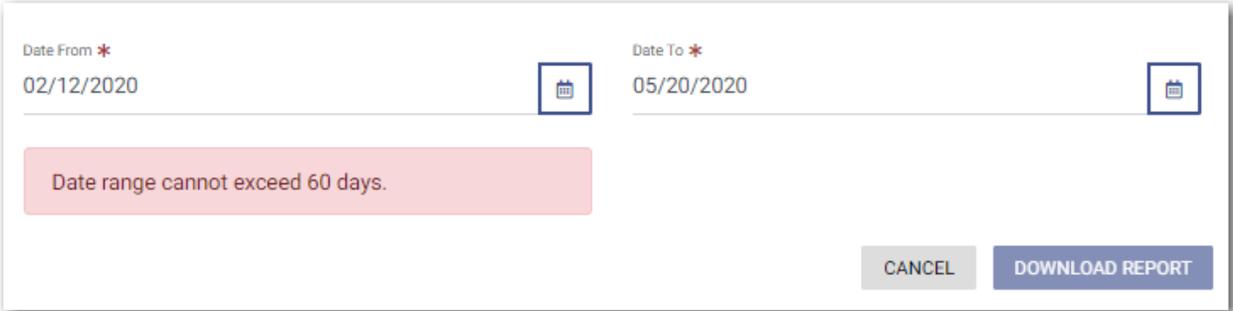


Figure 18.3 – Error Message for Report Date Range

7. 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.

19 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.

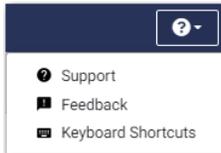


Figure 19.1 – Help Drop-Down Menu

2. Click **Support**.

The *Support* window is displayed.

Note: Your screen may vary from the example provided.

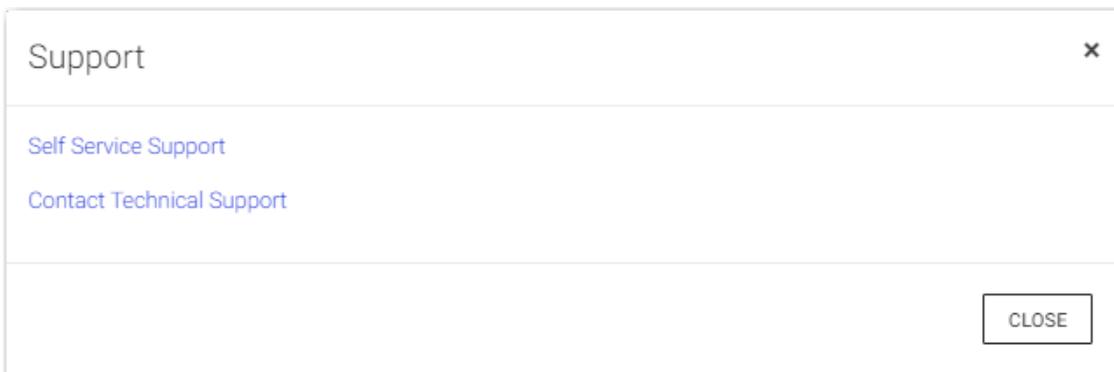


Figure 19.2 – Example of a Support Window

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.

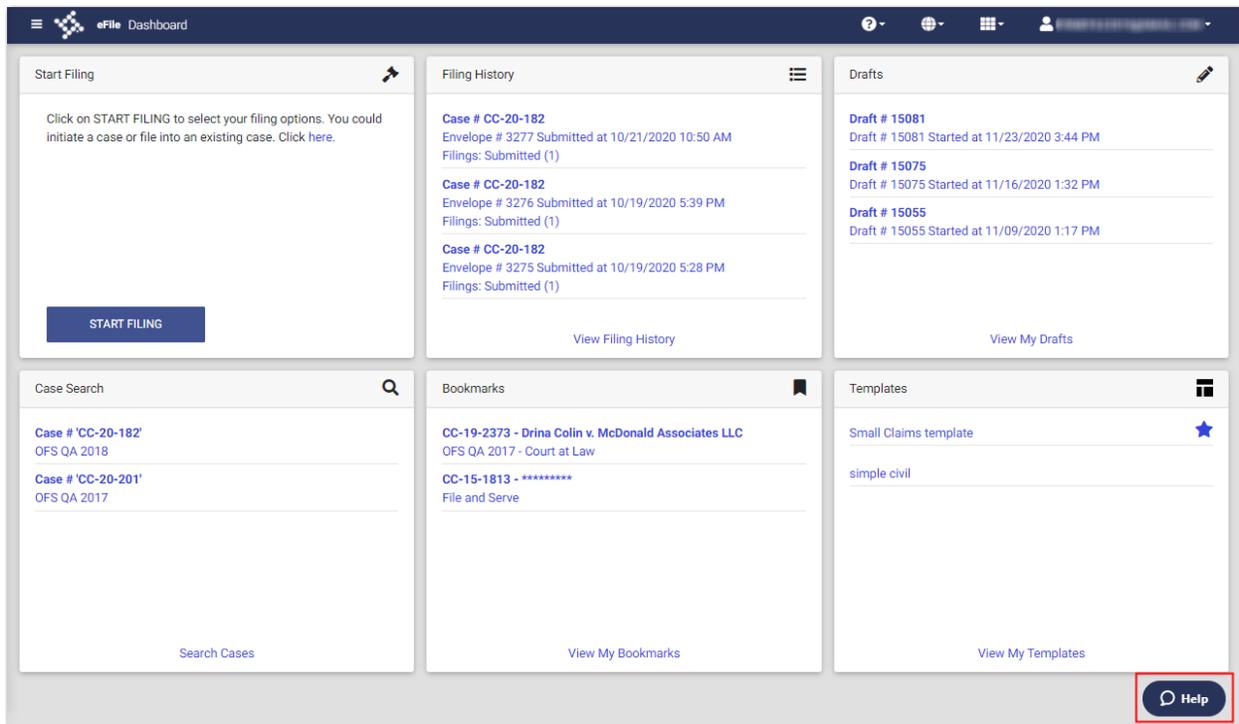


Figure 19.3 – Help Icon on the Dashboard Page

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

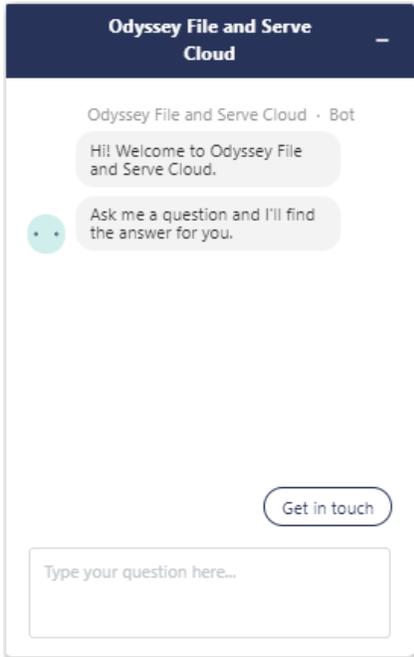


Figure 19.4 – Chat Modal

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

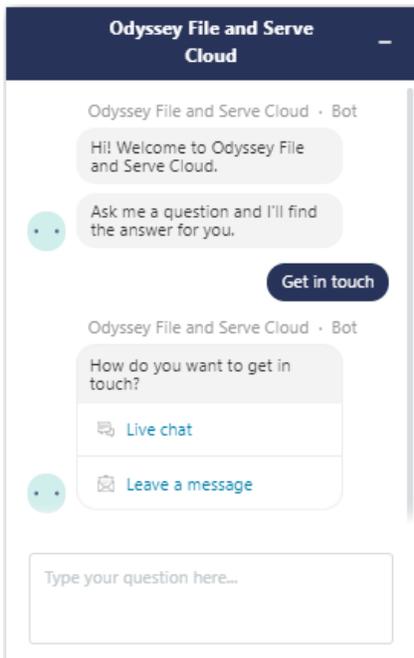


Figure 19.5 – Chat Modal with Communication Options

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.

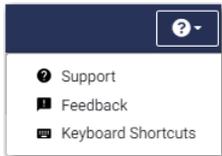
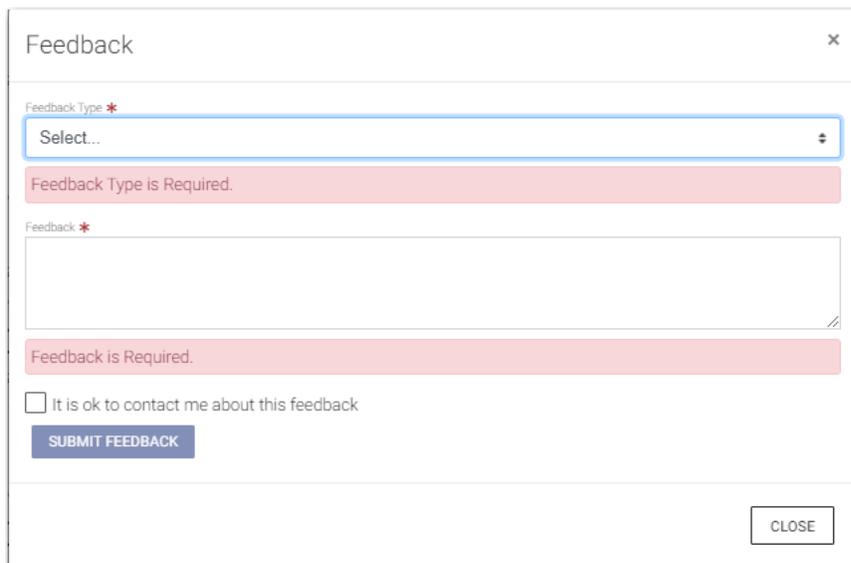


Figure 19.6 – Help Drop-Down Menu

2. Click **Feedback**.

The *Feedback* window is displayed.


 A screenshot of a 'Feedback' window with a title bar and a close button. The window contains a form with the following elements:

- A 'Feedback Type' dropdown menu with a red asterisk and the text 'Select...'.
- A red error message: 'Feedback Type is Required.'
- A 'Feedback' text area with a red asterisk.
- A red error message: 'Feedback is Required.'
- An unchecked checkbox labeled 'It is ok to contact me about this feedback'.
- A blue 'SUBMIT FEEDBACK' button.
- A 'CLOSE' button in the bottom right corner.

Figure 19.7 – Feedback Window

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



Figure 19.8 – 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 .