



Firm and Criminal Filing Filer User Guide

Odyssey® File & Serve™ 2021.1

Copyright and Confidentiality

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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	<p>The following changes were made:</p> <ul style="list-style-type: none">• Added sections for templates, bookmarks, and the Redaction feature.• Added a procedure for non-indexed subsequent filing.• Added a procedure for entering case information for a civil case.• Added a procedure for entering case cross references to a filing.• Added a procedure for entering a filing with a motion type code.• Added a section for client support and feedback.• Updated the description and screen shots of the Dashboard and the drop-down menu for filer actions.• Updated screen shots throughout the document to reflect minor software changes.
OFS-FS-200-4495 v.3	Third	February 2020	<p>The following changes were made:</p> <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

Document Publication Number	Revision	Date	Changes Made
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• Added the document security option to the “Creating a Service Only Filing” topic

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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

◆ 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.

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—Adobe® PDF is the only format allowed for attaching documents.

Page Navigation

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

Using the Mouse

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

Using the Keyboard

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

Error Messages

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

Enter Data in Required Fields

Required fields are indicated by a red asterisk. If you have not entered information in the required fields, you will receive error messages when you try to advance to the next page.

Note: Required fields may vary in different sections.

Orientation

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

Dashboard Page

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

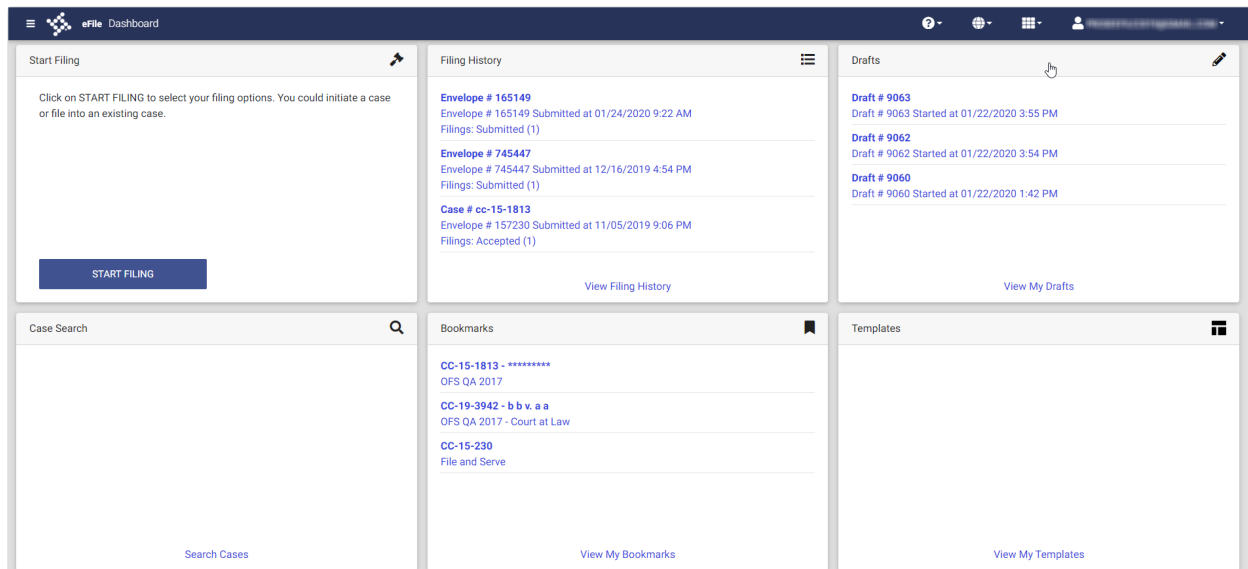


Figure 1.1 – Dashboard Page

Case Search

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

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

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

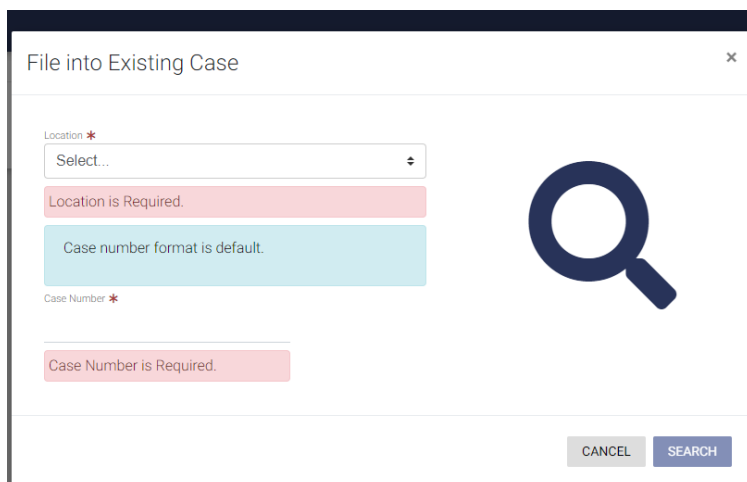


Figure 1.3 – File into Existing Case Window—Excludes Party Name Option

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

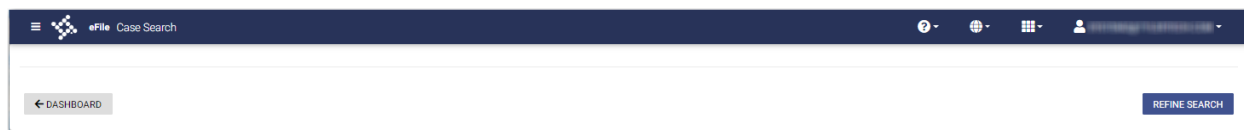


Figure 1.4 – Case Search Page with No Search Results Displayed

Filing History

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

Filing History Filter	FILING HISTORY	FILING DRAFTS
Created By	Envelope # 165241	
● My Filings	Envelope # 165241 Submitted 01/28/2020 3:49 PM on behalf of Sam Smith by Firm Admin	
○ My Firm	Filing Status	Filing Code
Status	Submitted	Appointment
● All Statuses	Filing Type	eFile Only
○ Accepted	Filing Description	Client Ref #
○ Cancelled	Envelope # 165228	
○ Received	Envelope # 165228 Submitted 01/28/2020 10:39 AM on behalf of Sam Smith by Firm Admin	
○ Served	Filing Status	Filing Code
○ Returned	Submitted	Abstract Of Judgment
○ Submitted	Filing Type	eFile Only
○ Submitting	Filing Description	Client Ref #
Location	Case # 1234	
Any Location	Envelope # 165224 Submitted 01/28/2020 8:47 AM on behalf of Sam Smith by Firm Admin	
Case Number / Envelope Number	Filing Status	Filing Code
Case Number	Accepted	Action - Subsequent Only
Envelope Number	Filing Type	eFile and Serve
Date Range	Filing Description	Client Ref #
● Anytime	Envelope # 165223	
○ Last Month	Envelope # 165223 Submitted 01/28/2020 8:29 AM on behalf of Sam Smith by Firm Admin	
○ Last Week	Filing Status	Filing Code
○ Last Two Days	SubmissionFailed	Appendix
○ Today	Filing Type	eFile Only
○ Pick a Custom Range	Filing Description	Client Ref #
From Date	Case # CC-19-3477	
To Date	Envelope # 165222 Submitted 01/28/2020 8:23 AM on behalf of Sam Smith by Firm Admin	
RESET	Filing Status	Filing Code
FILTER	Submitted	Acknowledgment Of Paternity
	Filing Type	eFile Only
	Filing Description	Client Ref #
	Envelope # 165221	
	Envelope # 165221 Submitted 01/28/2020 8:17 AM on behalf of Sam Smith by Firm Admin	
	Filing Status	Filing Code
	UnderReview	Complaint - w/ Hearing
	Filing Type	eFile Only
	Filing Description	Client Ref #

Figure 1.5 – Filing History Page

Filing Drafts

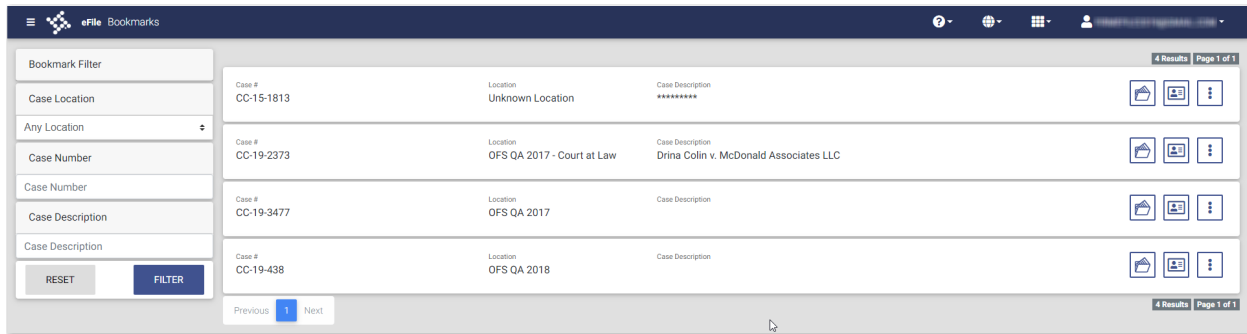
On the Dashboard menu, click **Filing Drafts**. From here, you can view a list of your draft filings, resume a draft filing, delete a draft filing, or file into an existing case.

Filing Drafts Filter	FILING HISTORY	FILING DRAFTS
Created By	Case # CC-19-3477	
● My Filings	Draft # 6749 Started 11/5/19 9:53 AM by Firm Admin	
○ My Firm	Filing Status	Filing Code
Location	Draft	eFile Only
Any Location	Filing Description	Client Ref #
Case Number / Draft Number	Draft # 6722	
Case Number	Draft # 6722 Started 10/31/19 2:33 PM by Firm Admin	
Draft Number	Filing Status	Filing Code
Date Range	Draft	Acknowledgement
● Anytime	Filing Type	eFile and Serve
○ Last Month	Filing Description	Acknowledgement
○ Last Week	Client Ref #	
○ Last Two Days	Case # CC-19-3477	
○ Today	Draft # 6702 Started 10/30/19 2:30 PM on behalf of Jack Stone by Firm Admin	
○ Pick a Custom Range	Filing Status	Filing Code
From Date	UnexpectedError	Acknowledgement
To Date	Filing Type	eFile and Serve
RESET	Filing Description	Acknowledgement
FILTER	Client Ref #	
	Draft # 6689	
	Draft # 6689 Started 10/28/19 5:31 PM on behalf of Abby Carmichael by Firm Admin	
	Filing Status	Filing Code
	Draft	Proposed Order
	Filing Type	eFile Only
	Filing Description	Proposed Order
	Client Ref #	
	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 1.6 – Filing Drafts Page

Bookmarks

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

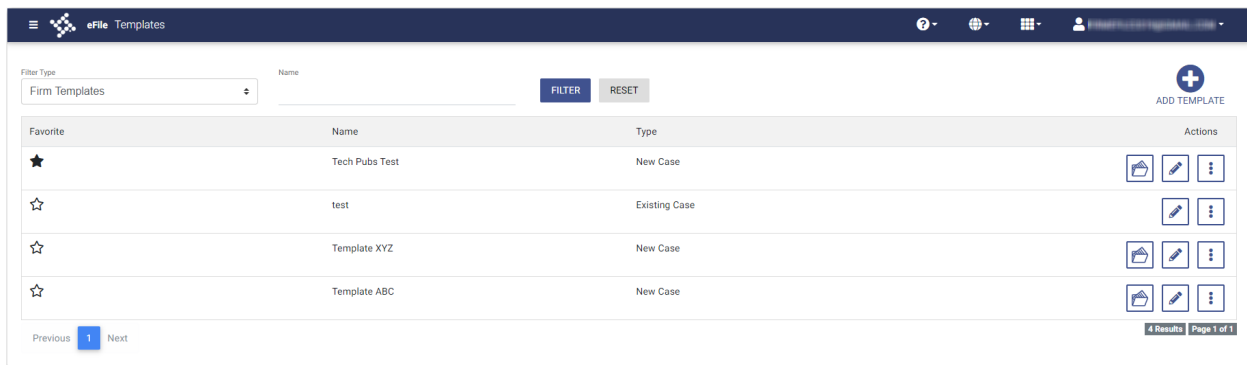


Bookmark Filter				4 Results Page 1 of 1
Case Location	Case #	Location	Case Description	
Any Location	CC-15-1813	Unknown Location	*****	
Case Number	CC-19-2373	OFS QA 2017 - Court at Law	Drina Colin v. McDonald Associates LLC	
Case Description	CC-19-3477	OFS QA 2017	Case Description	
Case Description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

Figure 1.7 – Sample Bookmarks Page

Templates

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



Filter Type					ADD TEMPLATE
Firm Templates	Name		FILTER	RESET	
Favorite	Name	Type	Actions		
★	Tech Pubs Test	New Case			
☆	test	Existing Case			
☆	Template XYZ	New Case			
☆	Template ABC	New Case			
Previous 1 Next					4 Results Page 1 of 1

Figure 1.8 – 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	proseal@semail.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 1.9 – Service Contacts Page

Account Settings

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

Figure 1.10 – Account Settings Page

Reports

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

Figure 1.11 – Reports Page

2 E-Filing Overview

Topics covered in this chapter

♦ Filing Queue Status

This section describes the e-filing process.

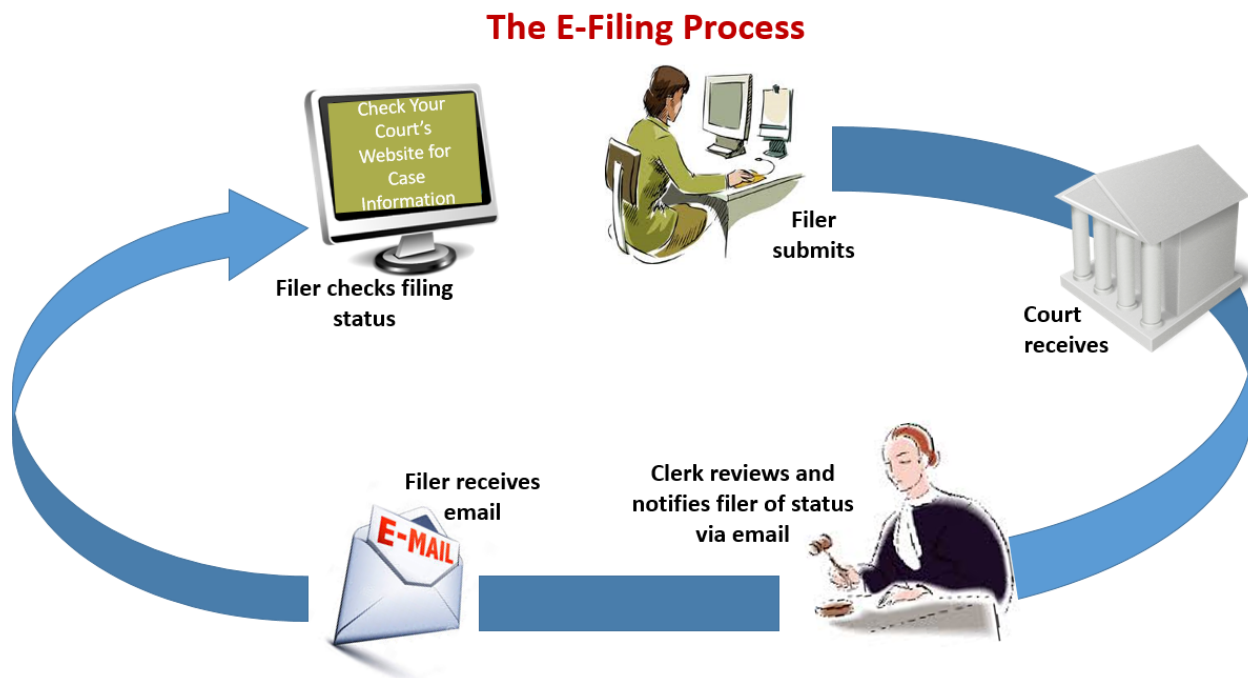


Figure 2.1 – The E-Filing Process

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
- ◆ Changing the User Password

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

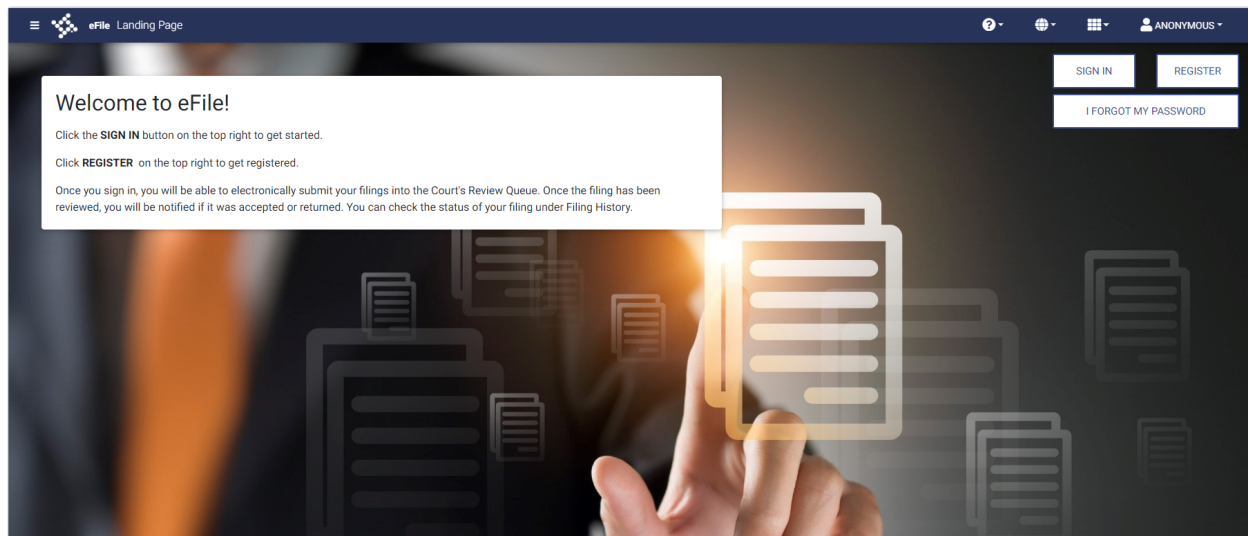


Figure 3.1 – eFile Landing Page

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, perform the following steps:

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.

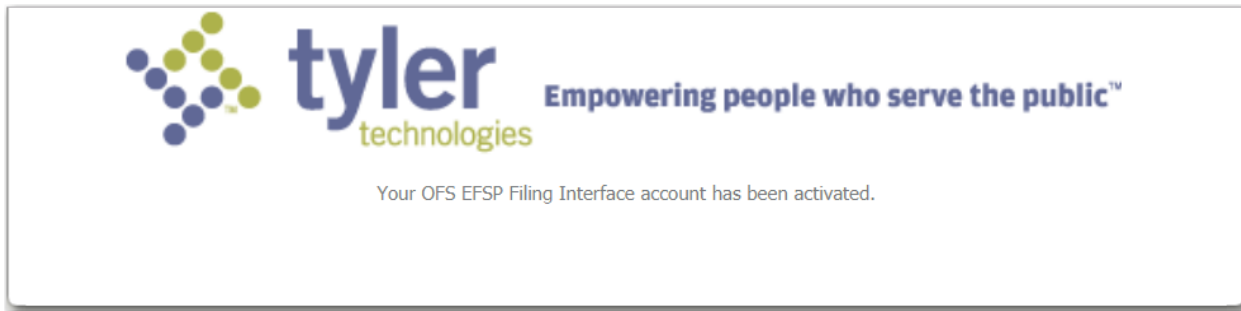


Figure 3.2 – Successful Activation Window

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, perform the following steps:

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

I FORGOT MY PASSWORD

The *Reset Password* window is displayed.

The image is a screenshot of a "Reset Password" window. At the top left is the title "Reset Password" and a close button (X) at the top right. Below the title is a label "Email Address *" with a red asterisk. Underneath is a text input field. A red error message "Email Address is Required." is displayed below the input field. Below the input field is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms". At the bottom right are two buttons: "CANCEL" and "RESET PASSWORD".

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

VERIFY

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

5. After selecting the correct images, click

RESET PASSWORD

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

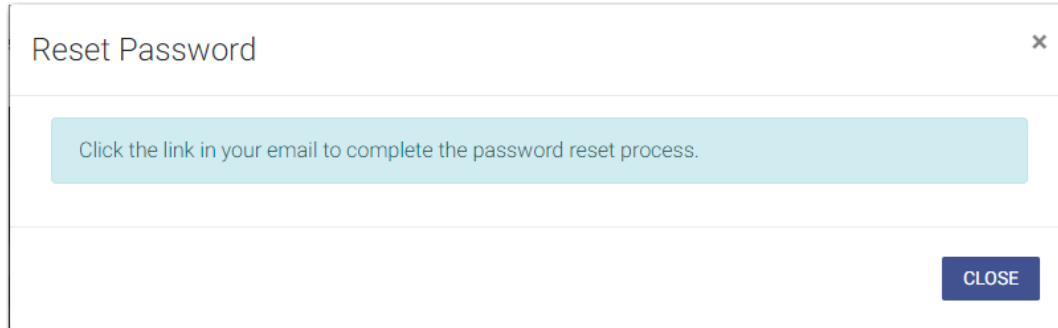


Figure 3.4 – Reset Password Window – Complete Reset Process

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

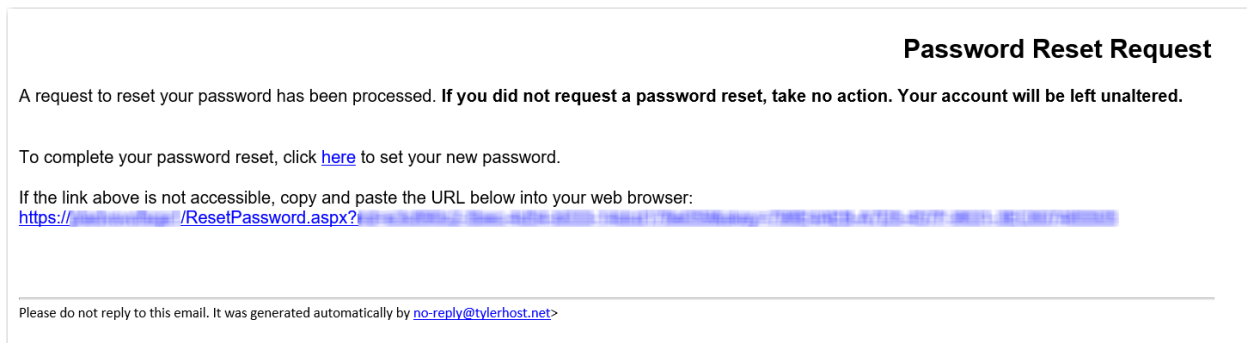


Figure 3.5 – Example of Password Reset Request Email

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

You are prompted to create a new password.

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

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

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

11. Click **Change Password**.

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

Changing the User Password

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

To change your password, perform the following steps:

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

The *Account Settings* page is displayed.

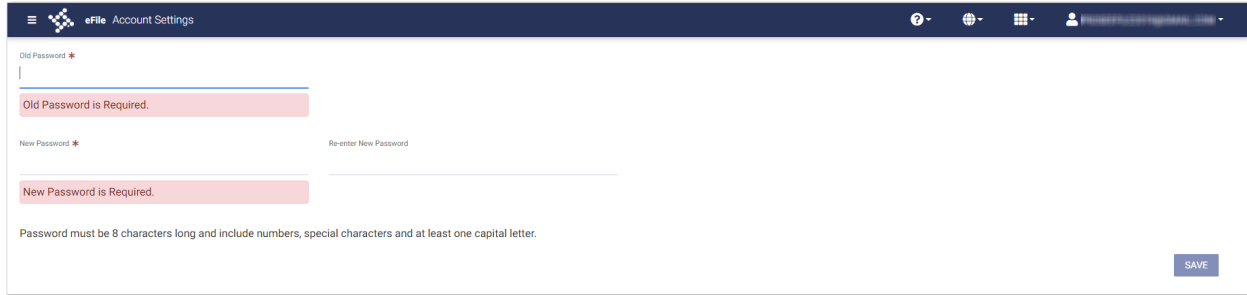
The screenshot shows the 'eFile Account Settings' page. At the top, there's a dark blue header with the eFile logo and 'Account Settings' text. Below the header, there are three input fields for password changes. The first field is labeled 'Old Password' and has a red error message 'Old Password is Required.' below it. The second field is labeled 'New Password' and has a red error message 'New Password is Required.' below it. The third field is labeled 'Re-enter New Password' and is currently empty. Below these fields, there is a text requirement: 'Password must be 8 characters long and include numbers, special characters and at least one capital letter.' In the bottom right corner, there is a blue 'SAVE' button.

Figure 3.6 – Account Settings Page

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

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

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

5. Click .

Your password is changed.

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


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

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

To sign in, perform the following steps:

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

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

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

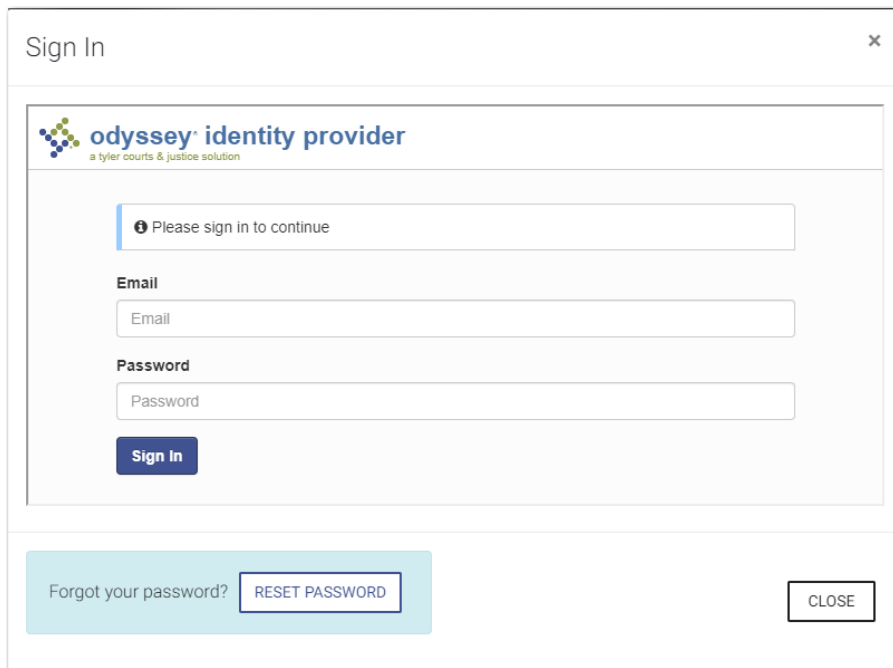
A screenshot of a 'Sign In' dialog box. At the top left is the 'odyssey identity provider' logo with the tagline 'a tyler courts & justice solution'. Below the logo is a message box that says 'Please sign in to continue'. Underneath are two input fields: 'Email' and 'Password'. A blue 'Sign In' button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

Figure 4.1 – Sign In Page

4. Click .

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

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

Signing Out

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

To sign out of the application, perform the following steps:

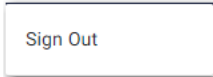
1. From the drop-down list at the top of the page, click .



Figure 4.2 – SignOut Drop-Down List

You are now signed out of the application.

5 Dashboard

Topics covered in this chapter

◆ Dashboard Page

The Dashboard provides a drop-down menu for firm user actions.

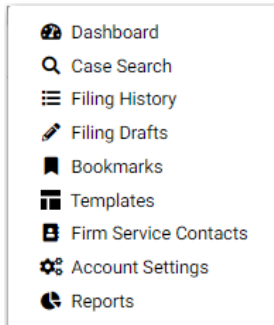


Figure 5.1 – Dashboard

From here, you can perform the following actions:

- Access the *Dashboard* page to start a filing, perform a case search, view your filing history, view your draft filings, access the cases you have bookmarked, and access the templates you have created.
- File into an existing case on the *Case Search* page.
- Access the *Filing History* page to view a list of your case filings.
- Access the *Filing Drafts* page to view a list of your draft filings.
- Access the *Bookmarks* page to view a list of cases that you have bookmarked for quick access.
- Access the *Templates* page to locate an existing template and quickly begin a new case filing.
- Access the *Firm Service Contacts* page to add and manage the firm's service contacts list.
- Access the *Account Settings* page to change your system password.
- 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.

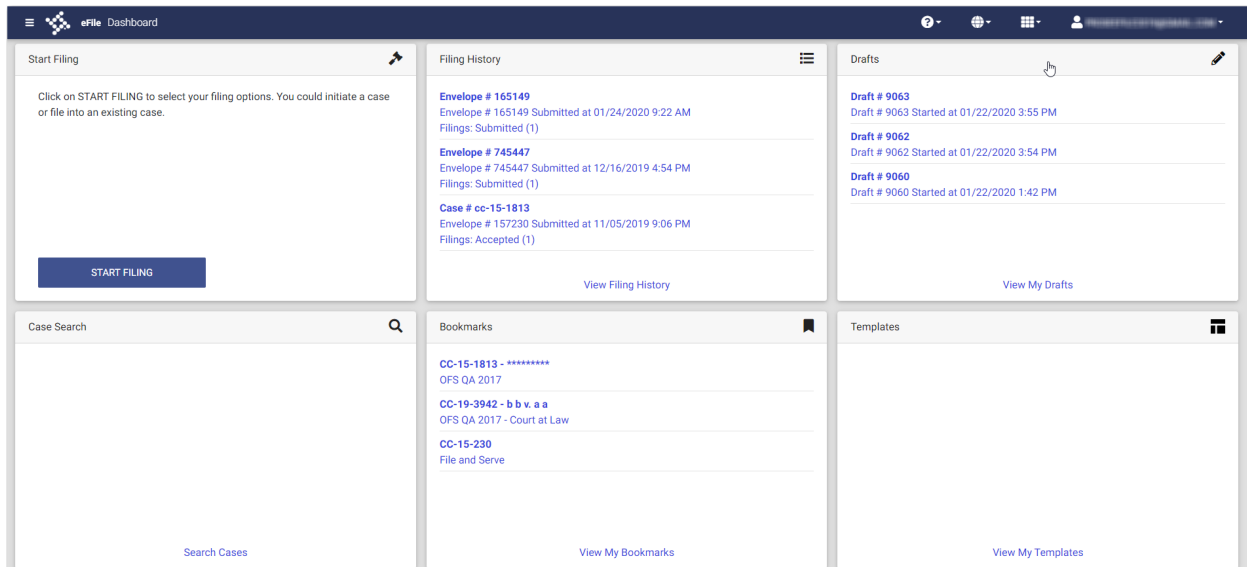


Figure 5.2 – Dashboard Page

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.

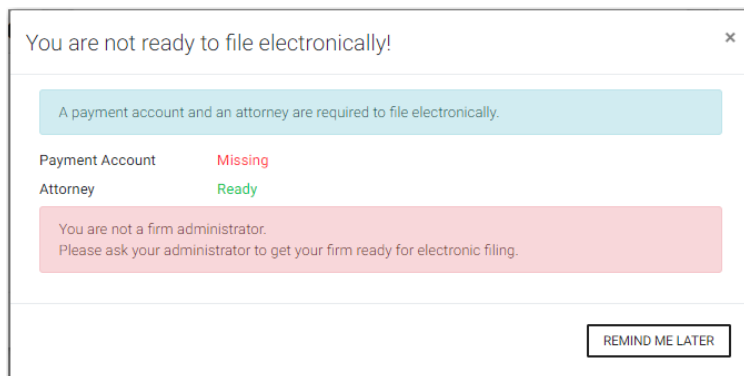
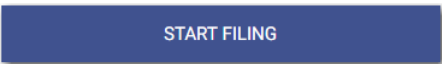


Figure 5.3 – Warning Message

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.

Filing History Filter

Created By

- ☒ My Filings
- ☐ My Firm

Status

- ☒ All Statuses
- ☐ Accepted
- ☐ Cancelled
- ☐ Received
- ☐ Served
- ☐ Submitted
- ☐ Submitting

Location

Any Location

Case Number / Envelope Number

Case Number

Envelope Number

Date Range

- ☒ Anytime
- ☐ Last Month
- ☐ Last Week
- ☐ Last Two Days
- ☐ Today
- ☐ Pick a Custom Range

From Date

To Date

RESET FILTER

FILING HISTORY **FILING DRAFTS**

Envelope # 165241

Envelope # 165241 Submitted 01/28/2020 3:49 PM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Appointment	eFile Only		

Envelope # 165228

Envelope # 165228 Submitted 01/28/2020 10:39 AM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Abstract Of Judgment	eFile Only		

Case # 1234

Envelope # 165224 Submitted 01/28/2020 8:47 AM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Accepted	Action - Subsequent Only	eFile and Serve		

Envelope # 165223

Envelope # 165223 Submitted 01/28/2020 8:29 AM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
SubmissionFailed	Appendix	eFile Only		

Case # CC-19-3477

Envelope # 165222 Submitted 01/28/2020 8:23 AM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Acknowledgment Of Paternity	eFile Only		

Envelope # 165221

Envelope # 165221 Submitted 01/28/2020 8:17 AM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
UnderReview	Complaint - w/ Hearing	eFile Only		

Figure 5.4 – 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.

Filing Drafts Filter

Created By

- ☒ My Filings
- ☐ My Firm

Location

Any Location

Case Number / Draft Number

Case Number

Draft Number

Date Range

- ☒ Anytime
- ☐ Last Month
- ☐ Last Week
- ☐ Last Two Days
- ☐ Today
- ☐ Pick a Custom Range

From Date

To Date

RESET FILTER

FILING HISTORY **FILING DRAFTS**

Case # CC-19-3477

Draft # 6749 Started 11/5/19 9:53 AM by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Draft		eFile Only		

Draft # 6722

Draft # 6722 Started 10/31/19 2:33 PM by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Draft	Acknowledgement	eFile and Serve	Acknowledgement	

Case # CC-19-3477

Draft # 6702 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

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 5.5 – Filing Drafts Page

Case Search

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

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

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

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

This screenshot is similar to Figure 5.6, but the "Party Name" radio button is not visible. The "Case Number" radio button is selected. The "Location" dropdown and "Case Number" input field both show red error messages: "Location is Required." and "Case Number is Required." respectively. The magnifying glass icon and "CANCEL" and "SEARCH" buttons are also present.

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

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

The screenshot shows the "eFile Case Search" page. At the top is a dark blue header with the "eFile Case Search" logo and several icons. Below the header is a search results area that is currently empty. In the bottom left corner of this area is a "← DASHBOARD" button, and in the bottom right corner is a "REFINE SEARCH" button.

Figure 5.8 – 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.

Case #	Location	Case Description	Actions
CC-15-1813	Unknown Location	*****	[Icon] [Icon] [Icon]
CC-19-2373	OFS QA 2017 - Court at Law	Drina Colin v. McDonald Associates LLC	[Icon] [Icon] [Icon]
CC-19-3477	OFS QA 2017	Case Description	[Icon] [Icon] [Icon]
CC-19-438	OFS QA 2018	Case Description	[Icon] [Icon] [Icon]

Figure 5.9 – 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.

Favorite	Name	Type	Actions
★	Tech Pubs Test	New Case	[Icon] [Icon] [Icon]
☆	test	Existing Case	[Icon] [Icon] [Icon]
☆	Template XYZ	New Case	[Icon] [Icon] [Icon]
☆	Template ABC	New Case	[Icon] [Icon] [Icon]

Figure 5.10 – Templates Page

6 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, perform the following steps:

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

The *Templates* page is displayed.

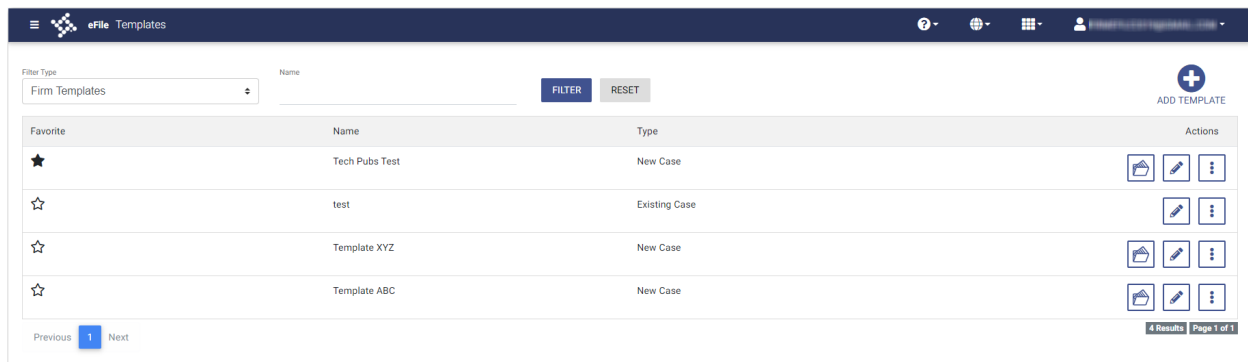


Figure 6.1 – Templates Page

2. Click .

A pane is displayed.

Favorite Name Type Actions

☆ New Case

Favorite Name * New Case Existing Case

Name is Required.

CANCEL SAVE EDIT DETAILS →

Figure 6.2 – Templates Pane

3. Type a name for the template in the **Name** field.
4. Select either the **New Case** or the **Existing Case** option.
5. Select the **Favorite** check box if you want to designate this template as a favorite.

6. Click  to begin creating your template.

The *Case Information* page is displayed.

7. Enter as much information on this page as you want to use in your template.
8. Continue entering information on each page of the filing until you have the information that you want to use in your template.

Note: You can stop at any time and save the pages that you have completed. You do not have to create an entire case filing to save the entries as a template.

9. If you enter information on each page of the case filing, on the *Summary* page, click



Documents Case Parties Filings Service Fees Summary

Case
Location: OPS MUCKAMS
Category: Civil
Type: Fraud
Storage Amount: Over \$5000

Parties
Date: 2

Filings
Filing Type: eFile Only
Filing Code: Acknowledgement
Case Ref: 4
Filing Description: Security
Document Name: test.pdf
Document Description: Acknowledgement
Original

Service
Court: 0
None

Fees
Registered Account: Mary Ann's Waliser
Waiver Selected

SAVE AND EXIT SAVE TEMPLATE

Figure 6.3 – 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, perform the following steps:

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

The *Templates* page is displayed.

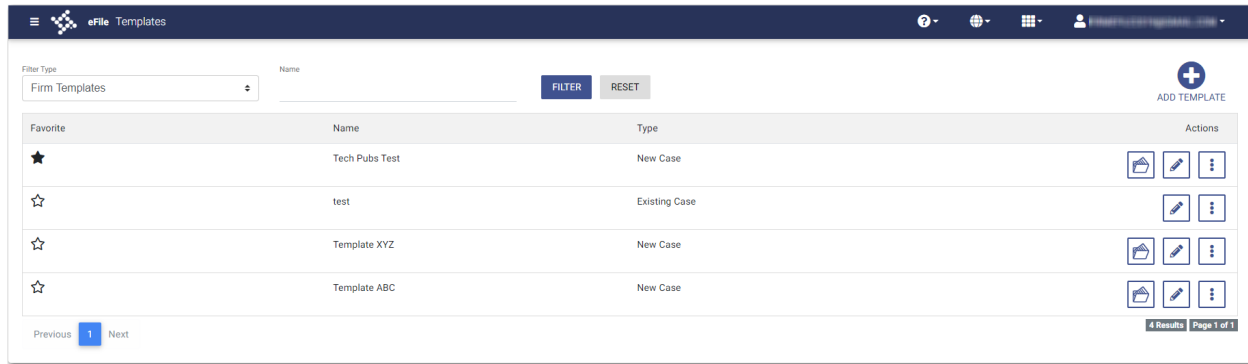


Figure 6.4 – Templates Page

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

The template name is displayed in a separate pane.

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

3. Click

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

4. Make any changes that you want on the *Case Information* page.
5. If you entered information on any other pages in your template, make changes as needed to those

pages. Then click

Your template is now updated and is listed on the *Templates* page and on the *Dashboard* page.

Using a New Case Template

After a template has been created, you can use it to accelerate your filing.

To use a template that you previously created, perform the following steps:

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

The *Templates* page is displayed.

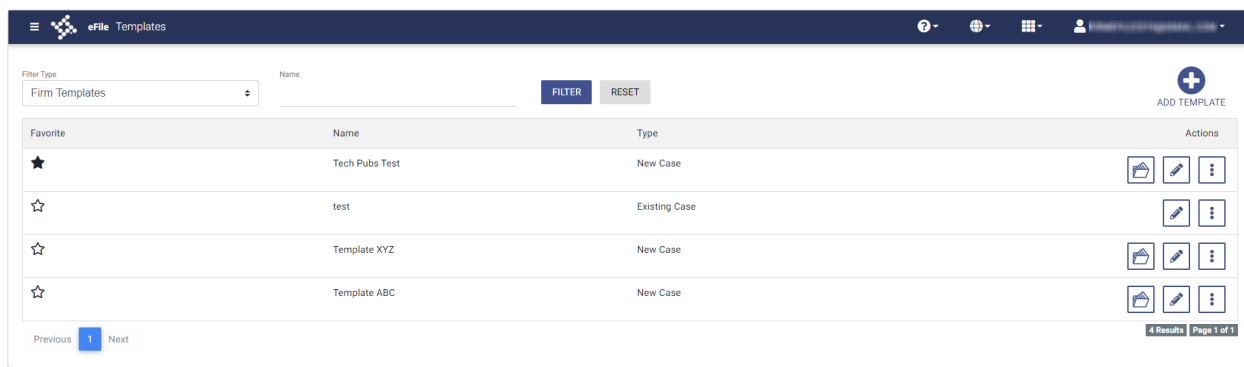


Figure 6.5 – Templates Page

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, perform the following steps:

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

The *Filing History* page is displayed.

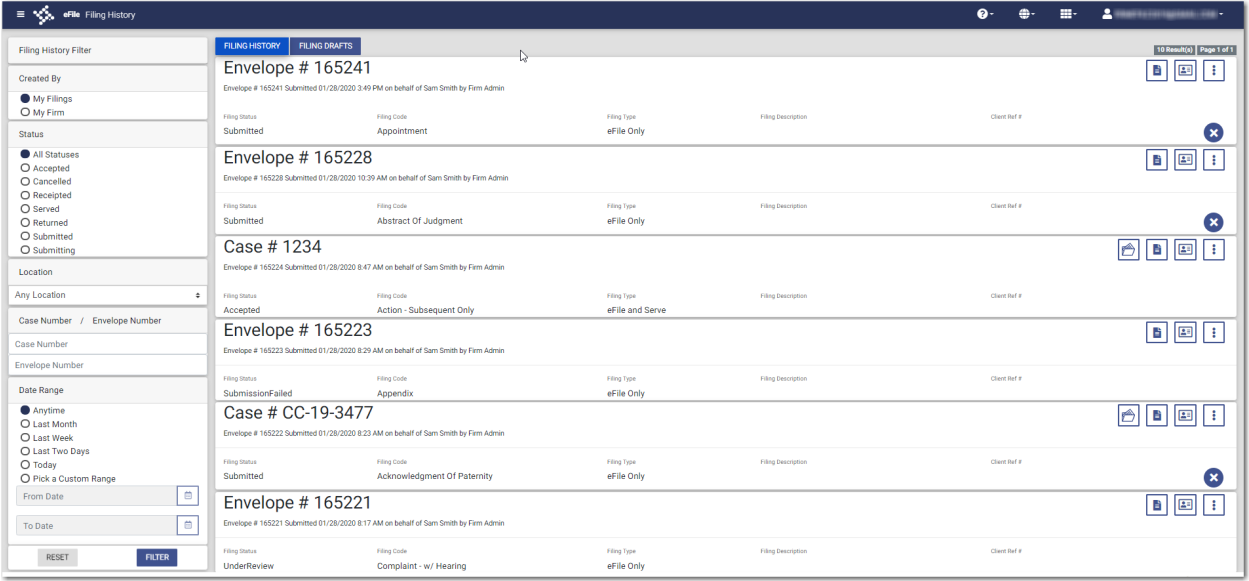



Figure 6.6 – Filing History Page

2. Locate the case that you want to file into, and then click  .
A drop-down list is displayed.
3. Click **File Into Case With Template**.
The *Templates Matching* window is displayed, along with a list of available templates.

Templates Matching Case: CC-19-2817 | Location:OFS QA 2017 | Category:Civil | Case Type:Injunction

Filter Type: Firm Templates Name: FILTER RESET

We matched your selected case's Location, Case Type, and Case Category to your templates. If the template's Location/Type/Category matches the case, each template section will be created on the draft.

You can use a template even if there are mismatches. The templates are listed in best match order. If you select a template without a complete match, we attempt to create the entire template, but your draft might not include the template's documents or optional services.

Favorite	Name	Template Matches On	Actions
	test	Location Category	

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

CANCEL

Figure 6.7 – Templates Matching Window

4. Locate the template that you want to use for the case you are filing into, and then click .
- The template that you selected is displayed on the *Upload Documents* page. The fields that you previously entered when the template was created are auto-filled.
5. Enter the remaining required information for the new case until you reach the *Summary* page.
6. Review the summary of the case filing. After you are satisfied with the information in your filing, click

SUBMIT

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, perform the following steps:

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

The *Templates* page is displayed.

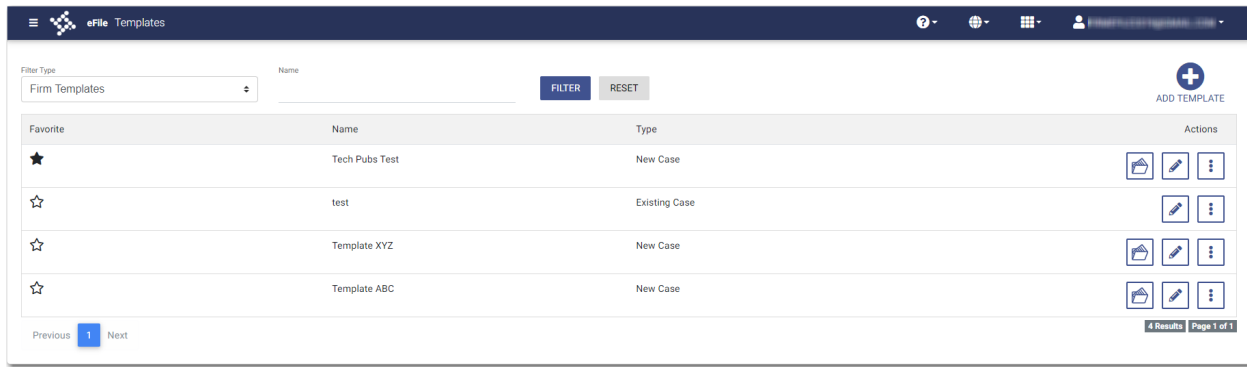



Figure 6.8 – Templates Page

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

A drop-down list is displayed.

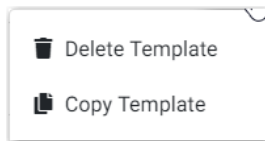




Figure 6.9 – More Options Drop-Down List

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, perform the following steps:

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

The *Templates* page is displayed.

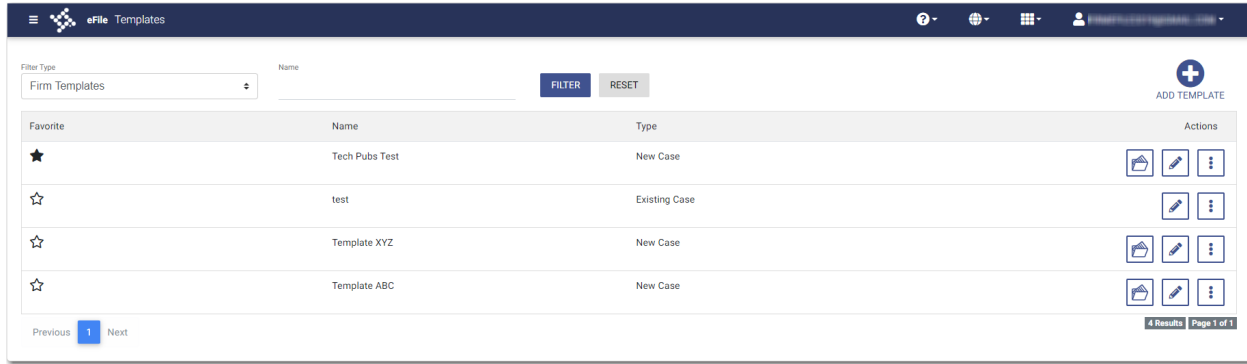



Figure 6.10 – Templates Page

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

A drop-down list is displayed.

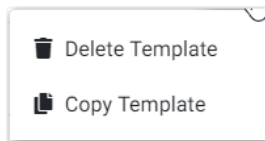





Figure 6.11 – More Options Drop-Down List

3. Click **Delete Template**.

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

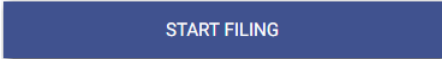
4. Click  to delete the template, or click  to cancel the action.

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

7 Case Initiation

Topics covered in this chapter

- ◆ Uploading Documents for a New Case Filing
- ◆ Entering Case Information (Firm Filer)
- ◆ Entering Case Information (Criminal Filing Filer)
- ◆ Charges Page
- ◆ 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
- ◆ Capability for Filing a Return Date
- ◆ Selecting a Return Date for a Case Filing
- ◆ Reverify the Return Date
- ◆ Reverifying a Return Date
- ◆ Capability for Filing Hearing Date
- ◆ Scheduling a Hearing Date for a New Case Filing
- ◆ Scheduling a Hearing for an Existing Case Filing
- ◆ Entering a Filing with an Ad Damnum Amount
- ◆ Entering a Filing with a Motion Type Code
- ◆ Entering a Filing with a Claim Amount
- ◆ Entering a Filing with an Estate Value
- ◆ Entering Payment Information
- ◆ Entering Payment Information for Per-Page Optional Service Fee
- ◆ Submission Agreements
- ◆ Viewing the Envelope Summary

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.

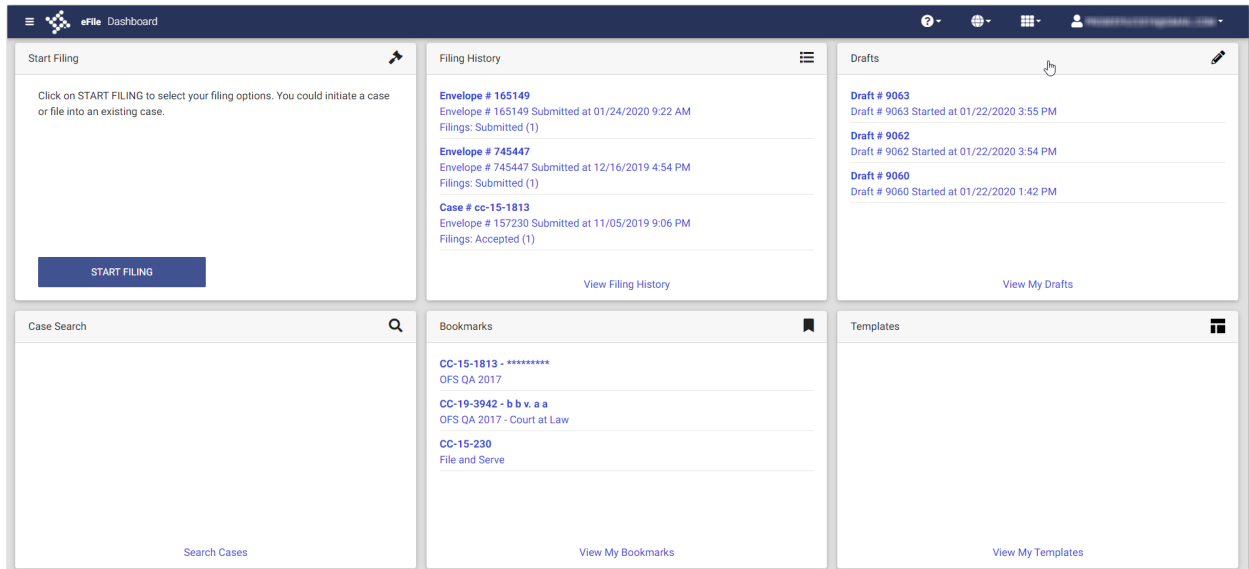


Figure 7.1 – Dashboard Page

Uploading Documents for a New Case Filing

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

To upload your documents, perform the following steps:

1. On the *Dashboard* page, click

START FILING

The Start Filing pane is displayed.

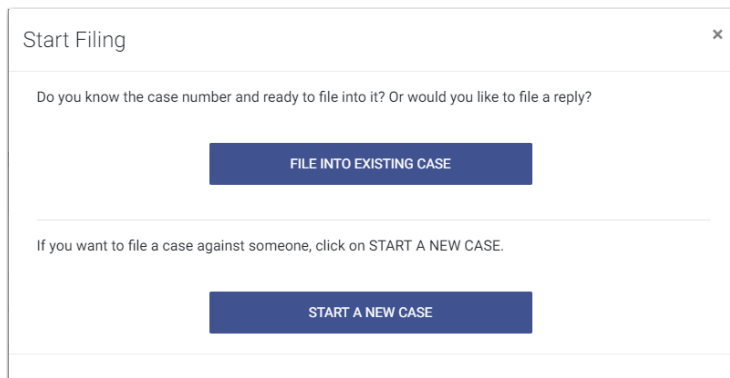


Figure 7.2 – Start Filing Pane

2. Click

START A NEW CASE

The *Upload Documents* page is displayed.

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

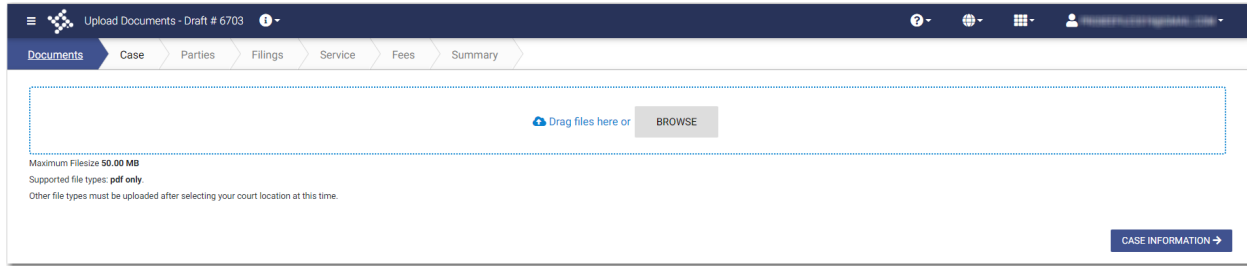
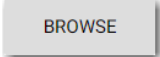


Figure 7.3 – Upload Documents Page

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

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

4. Select each document to be uploaded.

5. Click  to continue with your filing.

The *Case Information* page is displayed.

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

Entering Case Information (Firm Filer)

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

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

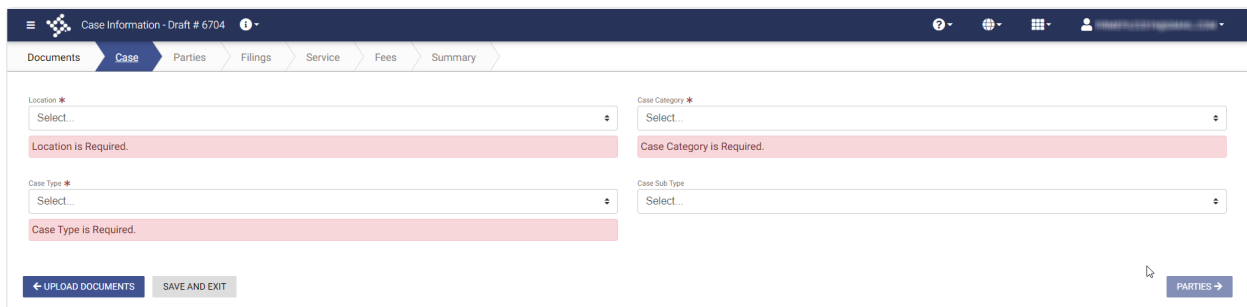



Figure 7.4 – Case Information Page


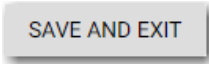
Note: At any time while the *Case Information* page is displayed, you can click

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

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

To enter case information, perform the following steps:

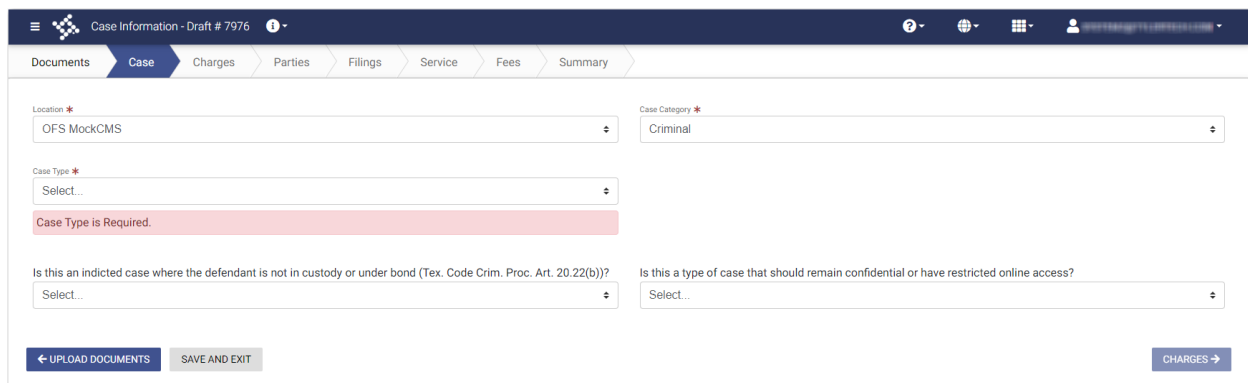
1. On the *Case Information* page, select the location from the **Location** drop-down list.
2. Select the case category from the **Case Category** drop-down list.
3. Select the case type from the **Case Type** drop-down list.
4. Select the case subtype, if applicable, from the **Case Sub Type** drop-down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

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

Entering Case Information (Criminal Filing Filer)

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

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



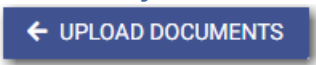
The screenshot shows the 'Case Information - Draft # 7976' page. The top navigation bar includes tabs for Documents, Case, Charges, Parties, Filings, Service, Fees, and Summary. The 'Case' tab is active. The form contains the following fields:

- Location:** A dropdown menu with 'OFS MockCMS' selected.
- Case Category:** A dropdown menu with 'Criminal' selected.
- Case Type:** A dropdown menu with 'Select...' displayed. Below it, a red error message states 'Case Type is Required.'
- Security Question 1:** 'Is this an indicted case where the defendant is not in custody or under bond (Tex. Code Crim. Proc. Art. 20.22(b))?' with a 'Select...' dropdown.
- Security Question 2:** 'Is this a type of case that should remain confidential or have restricted online access?' with a 'Select...' dropdown.

At the bottom, there are three buttons: '← UPLOAD DOCUMENTS', 'SAVE AND EXIT', and 'CHARGES →'.

Figure 7.5 – Sample Case Information Page

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

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

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

To enter case information, perform the following steps:

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.

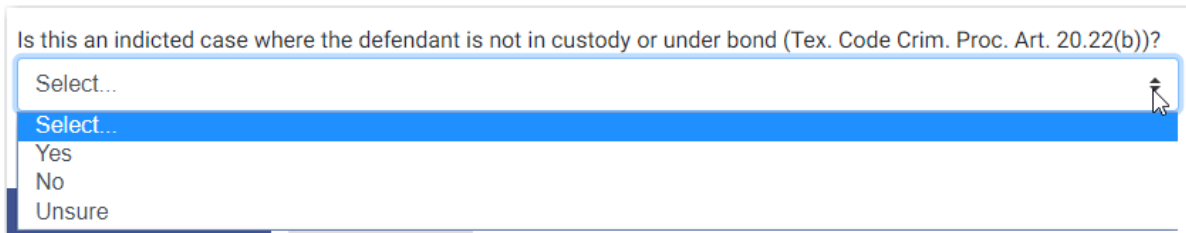
A screenshot of a web form titled "Is this an indicted case where the defendant is not in custody or under bond (Tex. Code Crim. Proc. Art. 20.22(b))?". Below the title is a drop-down menu with "Select..." as the current selection. The menu is open, showing a list of options: "Select..." (highlighted in blue), "Yes", "No", and "Unsure". A mouse cursor is visible at the top right of the menu.

Figure 7.6 – Example of the First Criminal Security Question

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

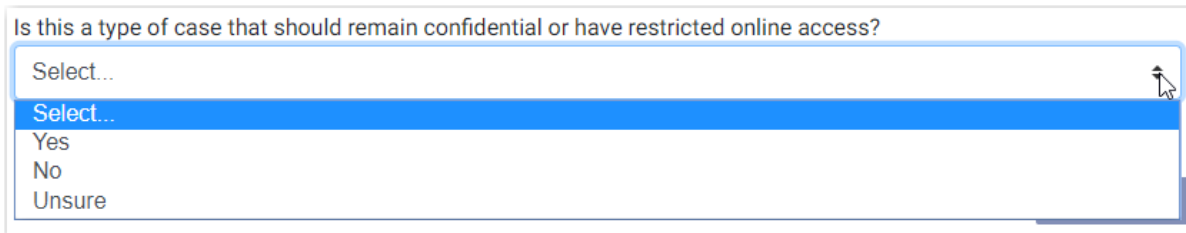

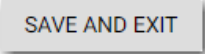
A screenshot of a web form titled "Is this a type of case that should remain confidential or have restricted online access?". Below the title is a drop-down menu with "Select..." as the current selection. The menu is open, showing a list of options: "Select..." (highlighted in blue), "Yes", "No", and "Unsure". A mouse cursor is visible at the top right of the menu.

Figure 7.7 – Example of Second Criminal Security Question

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

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 7.8 – Details Tab on the Charges Page

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

Add Offence x

Figure 7.9 – Add Offense Window



2. Click .

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.

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

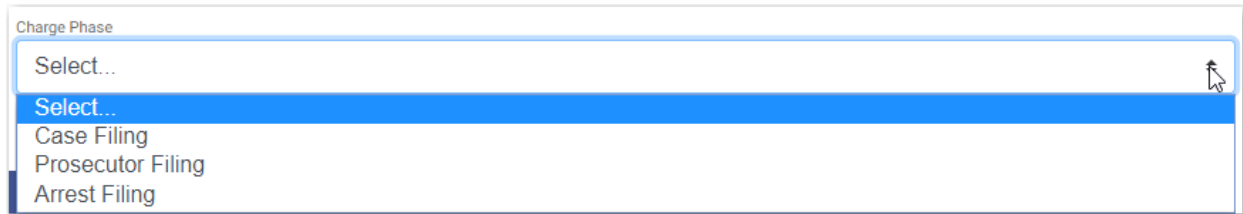


Figure 7.10 – Sample Charge Phase Drop-Down List

4. 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.


5. Type the Tracking Number (TRN) in the **TRN** field.
6. Type the Tracking Sequence (TRS) in the **TRS** field.
7. 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.

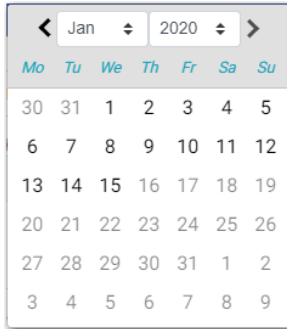


Figure 7.11 – Calendar

- 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

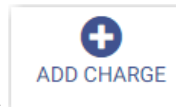
The *Add Offense* window is displayed.

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



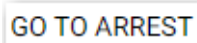
17. Click

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.

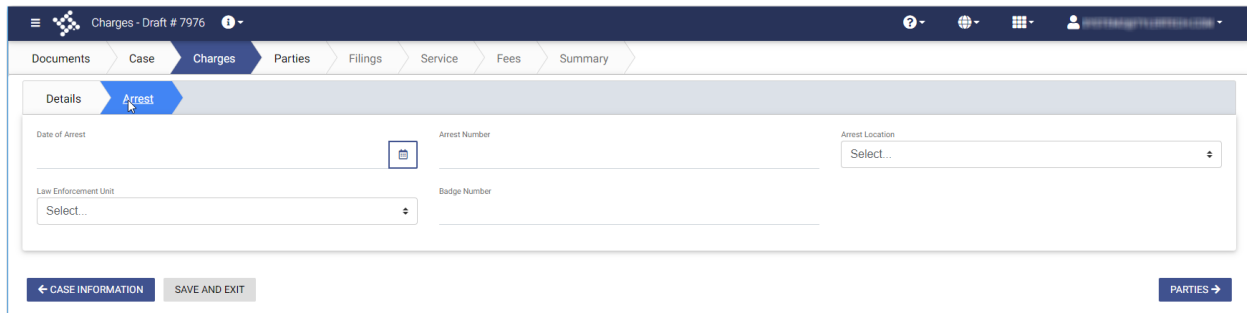

The screenshot shows the 'Charges - Draft # 7976' interface. The 'Arrest' tab is selected under the 'Details' section. The form contains fields for 'Date of Arrest' (with a calendar icon), 'Arrest Number', 'Arrest Location' (a drop-down menu showing 'Select...'), 'Law Enforcement Unit' (a drop-down menu showing 'Select...'), and 'Badge Number'. At the bottom, there are buttons for '← CASE INFORMATION', 'SAVE AND EXIT', and 'PARTIES →'.

Figure 7.12 – Arrest Tab on the Charges Page

To enter information on the **Arrest** tab, perform the following steps:

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.

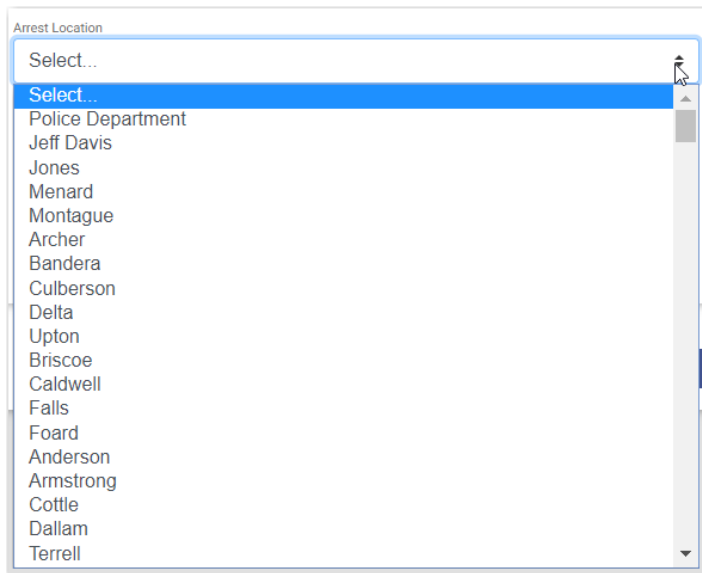
The image shows a drop-down menu for 'Arrest Location'. The menu is open, displaying a list of locations: 'Select...', 'Select...', 'Police Department', 'Jeff Davis', 'Jones', 'Menard', 'Montague', 'Archer', 'Bandera', 'Culberson', 'Delta', 'Upton', 'Briscoe', 'Caldwell', 'Falls', 'Foard', 'Anderson', 'Armstrong', 'Cottle', 'Dallam', and 'Terrell'. A mouse cursor is pointing at the top of the list.

Figure 7.13 – Sample Arrest Location Drop-Down List

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

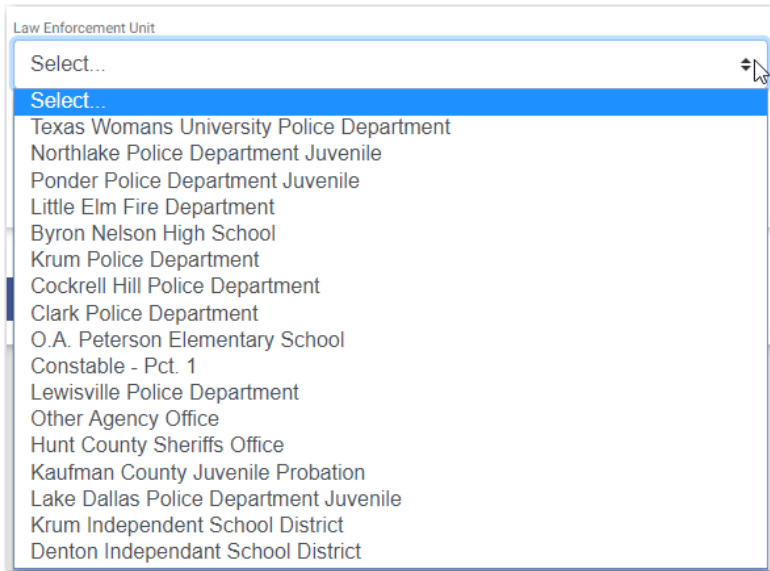


Figure 7.14 – Sample Law Enforcement Unit Drop-Down List

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

PARTIES →

Entering Case Information for a Civil Case

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

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

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

← UPLOAD DOCUMENTS

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

Note: While you are entering a case filing, click



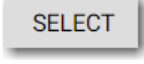
to view the case number or draft number.

To enter case information, perform the following steps:

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

Figure 7.15 – 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 7.16 – 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 7.17 – Sample Completed Case Information Page

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

Filing a New Case with Case Cross References

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

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

Figure 7.18 – Case Information Page

To file a new case that uses case cross references, perform the following steps:

1. On the *Case Information* page, 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 six-digit case cross reference number in the **Case Cross Reference Id** field.

Figure 7.19 – 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 six-digit case cross reference number in the **Case Cross Reference Id** field.

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

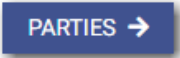
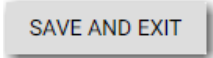
9. Continue adding case cross reference numbers until you are done.

The screenshot shows a web application interface for filing a new case. At the top, there are tabs: Documents, Case (selected), Parties, Filings, Service, Fees, and Summary. Below the tabs, there are several dropdown menus: Location (OFS QA 2017), Case Category (Civil), Case Type (City Ordinance Cases - \$10.50), Case Sub Type (Select...), Procedures / Remedies (SELECT), and Damage Amount (Select...). Below these is a table with the following data:

Case Cross Reference Type	Case Cross Reference Id	Action
* Warrant Number (CM)	123456	
* Warrant Number (CM)	345678	
Case Cross Reference Number	124567	
Uniform Case Number	567432	

At the bottom of the form, there are buttons: < UPLOAD DOCUMENTS, SAVE AND EXIT, and a PARTIES button with a right arrow. There is also an 'ADD CASE CROSS REFERENCE' button with a plus icon.

Figure 7.20 – 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, perform the following steps:

1. On the *Dashboard* page, click



The Start Filing pane is displayed.

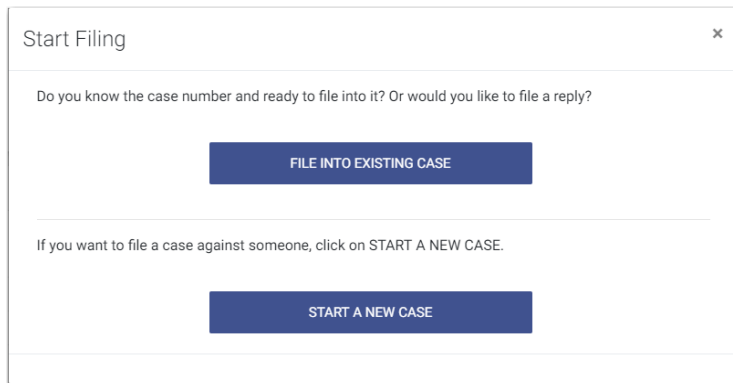
A dialog box titled "Start Filing" with a close button (X) in the top right corner. The text inside asks: "Do you know the case number and ready to file into it? Or would you like to file a reply?". Below this text is a blue button labeled "FILE INTO EXISTING CASE". A horizontal line separates this from the next section, which says: "If you want to file a case against someone, click on START A NEW CASE." Below this is another blue button labeled "START A NEW CASE".

Figure 7.21 – Start Filing Pane

2. Click

START A NEW CASE

The *Upload Documents* page is displayed.

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

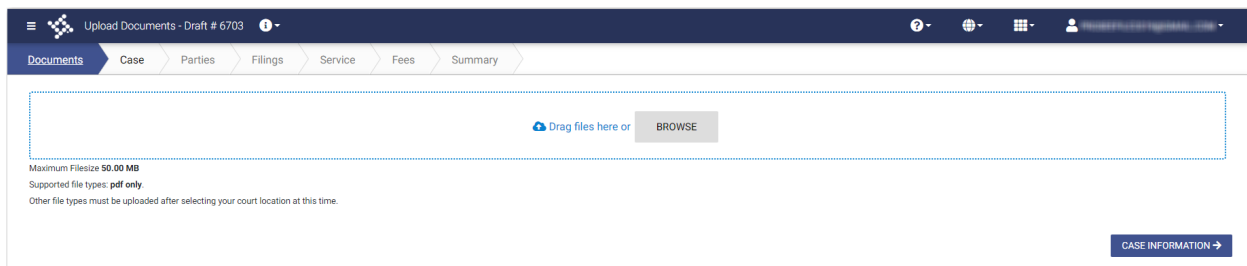
A screenshot of the "Upload Documents" page. The top navigation bar shows "Upload Documents - Draft # 6703" and a user profile. Below the navigation bar is a breadcrumb trail: "Documents" > "Case" > "Parties" > "Filings" > "Service" > "Fees" > "Summary". The main area features a large dashed box for file uploads with the text "Drag files here or" and a "BROWSE" button. Below this box, it states: "Maximum Filesize 50.00 MB", "Supported file types: pdf only", and "Other file types must be uploaded after selecting your court location at this time." In the bottom right corner, there is a button labeled "CASE INFORMATION →".

Figure 7.22 – Upload Documents Page

3. Click

BROWSE

to look for the documents that you want to upload.

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

4. Select each document to be uploaded.

5. Click

CASE INFORMATION →

to continue with your filing.

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

The *Case Information* page is displayed.

Figure 7.23 – Example of the Will Filed Field on the Case Information Page

6. Select the location from the **Location** drop-down list.
7. Select the category from the **Case Category** drop-down list.

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

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

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

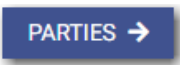
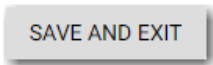
Note: The category and case type that you select determine which fields will be displayed next.

9. 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.

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

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

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

Entering Party Details (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 7.24 – 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, perform the following steps:

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

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

Figure 7.25 – Attorneys Window

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.

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

ATTORNEYS **CANCEL** **SAVE**

Figure 7.26 – 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.

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

Personal **Address** **Additional Identifiers** **Hide Details**

Country: United States

Address Line 1: _____ Address Line 2: _____

City: _____ State: Select... Zip Code: _____

Phone Number: _____

GO TO ADDITIONAL IDENTIFIERS

Figure 7.27 – 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.

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

Personal

Address

Additional Identifiers

Hide Details

Date of Birth
MM/DD/YYYY

Figure 7.28 – Additional Identifiers Tab on the Parties Page

12. Type the party's date of birth in the **Date of Birth** field, or click to select the date from the calendar.
13. Click to enter information for the other required party.
14. Complete all of the required fields for the second party.
15. If you have another party to add to the case, click . Continue to add parties until all of the parties have been added to the case.
16. Click to save your work and to continue.

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

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

Entering 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.

The screenshot shows the 'Parties' page for a draft case #7955. The 'Parties' tab is active, showing details for a defendant named John Defendant. The 'Personal' sub-tab is selected, displaying fields for First Name (John), Middle Name, Last Name (Defendant), Suffix, Party CMS ID, and Interpreter. Below these are the 'Attorney Information' section with an 'ADD/EDIT ATTORNEYS' button and a 'GO TO ADDRESS' link.

Figure 7.29 – 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, perform the following steps:

1. On the **Personal** tab, select the **Person** or **Entity** option.
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 'Attorneys' window displays a list of attorneys for selection. It includes search filters for First Name, Last Name, and Bar Number. The table below shows three attorneys: Abby Carmichael, Perry Mason, and Jack Stone, all with Bar Number 123. The 'Add' column has checkboxes for each. Navigation buttons include 'Previous', '1', and 'Next'. At the bottom are 'CANCEL' and 'LEAD ATTORNEY' buttons.

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

Figure 7.30 – 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 a window titled 'Attorneys' with a 'Lead Attorney' tab selected. It contains a table with columns 'Remove', 'Name', and 'Lead Attorney'. Two attorneys are listed: Abby Carmichael and Perry Mason. Both have a checkmark in the 'Remove' column. Abby Carmichael has an empty radio button in the 'Lead Attorney' column, while Perry Mason has a filled radio button. At the bottom, there are buttons for 'ATTORNEYS', 'CANCEL', and 'SAVE'.

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

Buttons: ATTORNEYS, CANCEL, SAVE

Figure 7.31 – 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.

The screenshot shows the 'Parties' page for 'Draft # 7955'. The 'Parties' tab is selected in the top navigation bar. Below the navigation bar, there is a table with columns: Party Type, Required Party, Party Name, Lead Attorney, and Actions. The first row shows 'Defendant', 'This is a required Party', 'John Defendant', and 'Jeff Moore'. Below the table, there is a form for the 'Address' tab. The form includes fields for Country (United States), Address Line 1, Address Line 2, City, State (Select...), Zip Code, and Phone Number. At the bottom of the form, there is a 'GO TO ADDITIONAL IDENTIFIERS' link. Below the form, there is a table with columns: Plaintiff, Susie Plaintiff, and Lionel Hutz. At the bottom of the page, there are buttons for '← CHARGES', 'SAVE AND EXIT', '+ ADD PARTY', and 'FILINGS →'.

Party Type	Required Party	Party Name	Lead Attorney	Actions
Defendant	This is a required Party	John Defendant	Jeff Moore	

Form fields: Country (United States), Address Line 1, Address Line 2, City, State (Select...), Zip Code, Phone Number. Link: GO TO ADDITIONAL IDENTIFIERS.

Plaintiff	Susie Plaintiff	Lionel Hutz

Buttons: ← CHARGES, SAVE AND EXIT, + ADD PARTY, FILINGS →

Figure 7.32 – 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.

Parties - Draft # 7955

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

Party Type	Required Party	Party Name	Lead Attorney	Actions
Defendant	This is a required Party	John Defendant	Jeff Moore	

Personal Address **Additional Identifiers** Demographics

Driver License Type: Select... Driver License State: Select... Driver License Number: _____

Social Security Number: _____ SID Number: _____ FBI Number: _____

Date of Birth: MM/DD/YYYY

GO TO DEMOGRAPHICS

Plaintiff	Susie Plaintiff	Lionel Hutz	Actions

← CHARGES SAVE AND EXIT ADD PARTY FILINGS →

Figure 7.33 – 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. Click to enter the demographics for the specified party.

Parties - Draft # 7955

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

Party Type	Required Party	Party Name	Lead Attorney	Actions
Defendant	This is a required Party	John Defendant	Jeff Moore	

Personal Address Additional Identifiers **Demographics Hide Details**

Country of Citizenship: Select... Ethnicity: Select... Race: Select...

Height (Feet): Height (Inches): Weight:

Gender: Select... Eye Color: Select... Hair Color: Select...

ADD PHYSICAL FEATURE

Plaintiff	Susie Plaintiff	Lionel Hutz	Actions

← CHARGES SAVE AND EXIT **+ ADD PARTY** **FILINGS →**

Figure 7.34 – Demographics Tab on the Parties Page

20. Select the party's country of citizenship from the **Country of Citizenship** drop-down list.
21. Select the party's ethnicity from the **Ethnicity** drop-down list.
22. Select the party's race from the **Race** drop-down list.
23. Type the party's height in feet in the **Height (Feet)** field.
24. Type the party's height in inches in the **Height (Inches)** field.
25. Type the party's weight in the **Weight** field.
26. Select the party's gender from the **Gender** drop-down list.
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 **ADD PHYSICAL FEATURE**.

Feature	Description	Action
Select...		
Feature is Required.		

ADD PHYSICAL FEATURE

Figure 7.35 – 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 **ADD PHYSICAL FEATURE** 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.

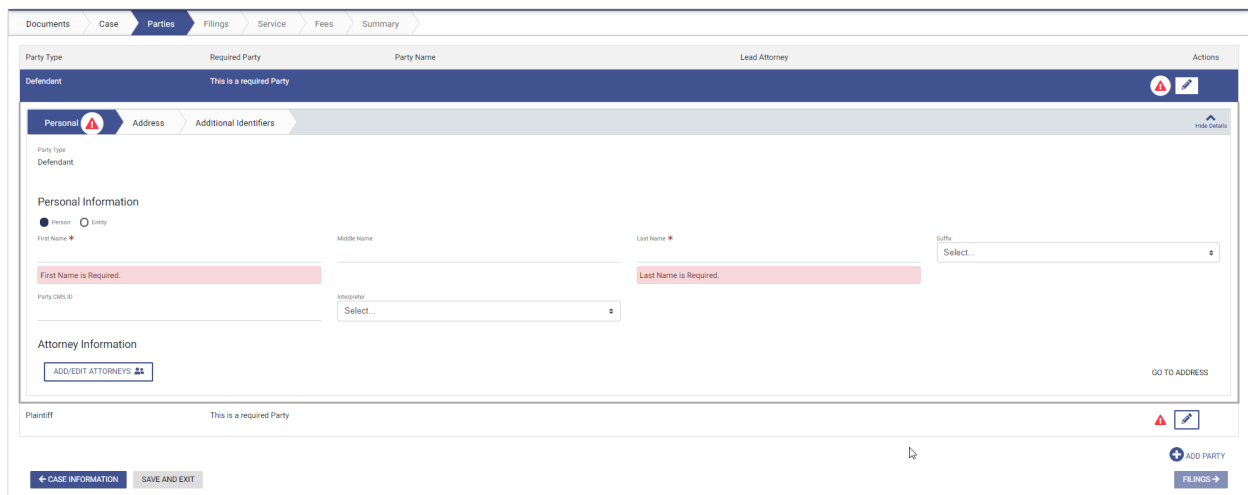


Figure 7.36 – Example of the Personal Tab on a Parties Page

To enter the date of death on the *Parties* page, perform the following steps:

1. On the *Dashboard* page, click .

The Start Filing pane is displayed.

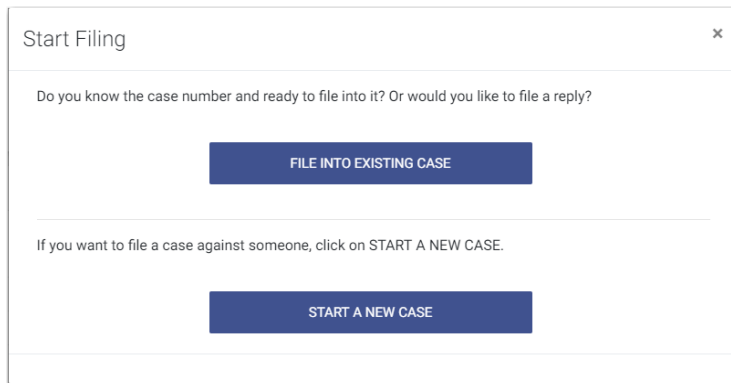
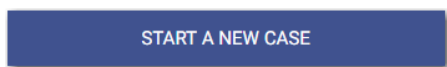


Figure 7.37 – Start Filing Pane

2. Click



The *Upload Documents* page is displayed.

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

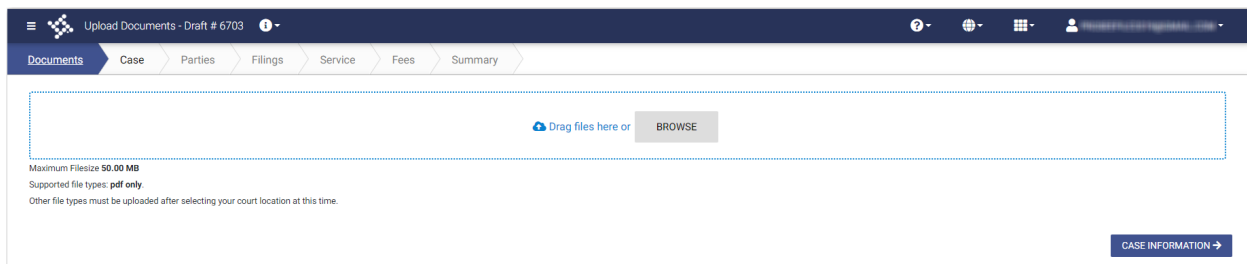
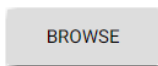


Figure 7.38 – Upload Documents Page

3. Click



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

4. Select each document to be uploaded.

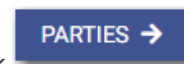
5. Click



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

The *Case Information* page is displayed.

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



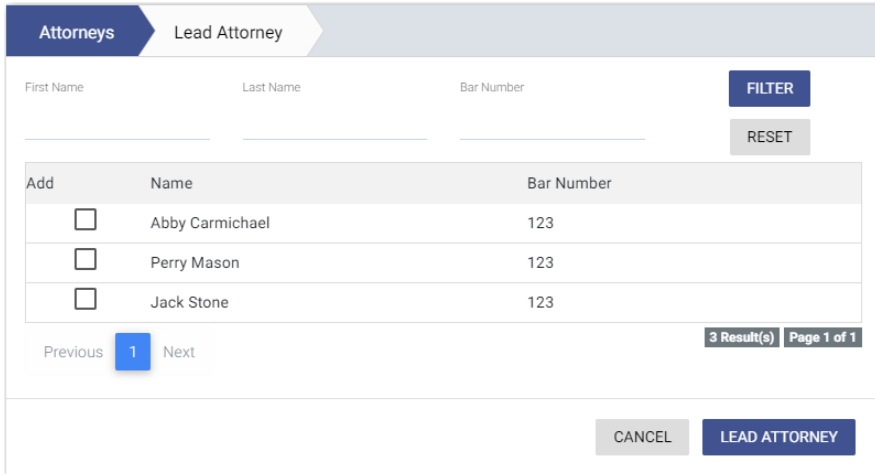
Note: If Tyler has configured the Date of Death feature on your system, you may have the Decedent and Deceased options available in the Party Type drop-down list.

8. 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.
9. Type the party case management system ID in the **Party CMS ID** field, if appropriate.
10. Select a language from the **Interpreter** drop-down list, if appropriate.

ADD/EDIT ATTORNEYS 

11. Click to select the filing attorney.

The *Attorneys* window is displayed.



The screenshot shows the 'Attorneys' window with a 'Lead Attorney' tab. It includes search fields for First Name, Last Name, and Bar Number, with FILTER and RESET buttons. A table lists three attorneys: Abby Carmichael, Perry Mason, and Jack Stone, all with Bar Number 123. Each row has an 'Add' checkbox. At the bottom, there are 'Previous', '1', and 'Next' navigation links, a '3 Result(s) Page 1 of 1' indicator, and 'CANCEL' and 'LEAD ATTORNEY' buttons.

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

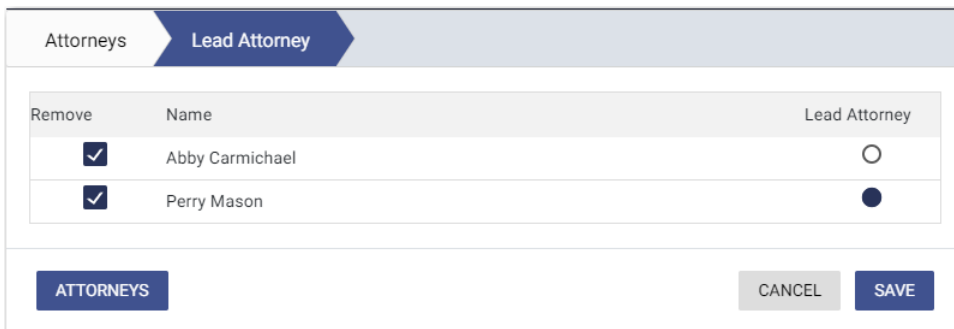
Figure 7.39 – Attorneys Window

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

LEAD ATTORNEY

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

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



The screenshot shows the 'Lead Attorney' window. It has a table with columns 'Remove', 'Name', and 'Lead Attorney'. Two attorneys are listed: Abby Carmichael and Perry Mason. Both have a checked 'Remove' checkbox. The 'Lead Attorney' column shows a radio button for Abby Carmichael and a selected radio button (filled circle) for Perry Mason. At the bottom, there are 'ATTORNEYS', 'CANCEL', and 'SAVE' buttons.

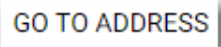
Remove	Name	Lead Attorney
<input checked="" type="checkbox"/>	Abby Carmichael	<input type="radio"/>
<input checked="" type="checkbox"/>	Perry Mason	<input checked="" type="radio"/>

Figure 7.40 – Lead Attorney Window

SAVE

14. Click

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

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

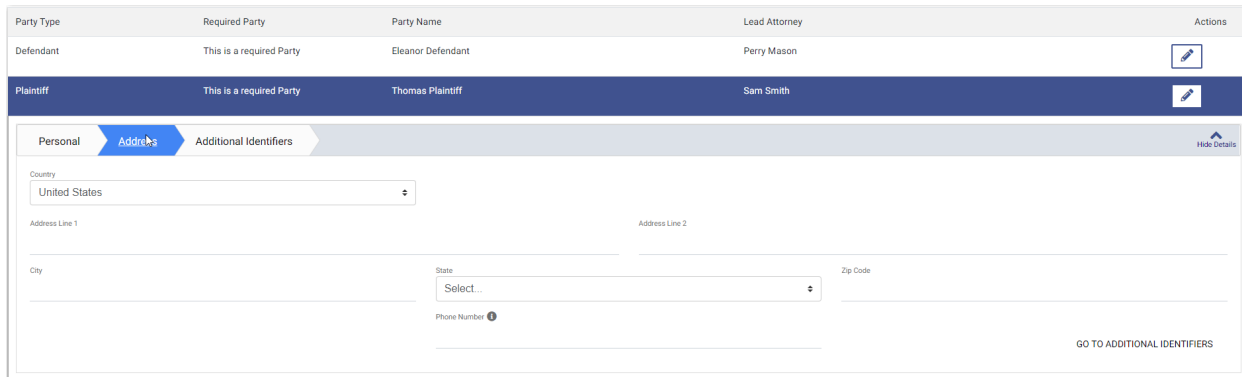


Figure 7.41 – Example of the Address Tab on a Parties Page

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

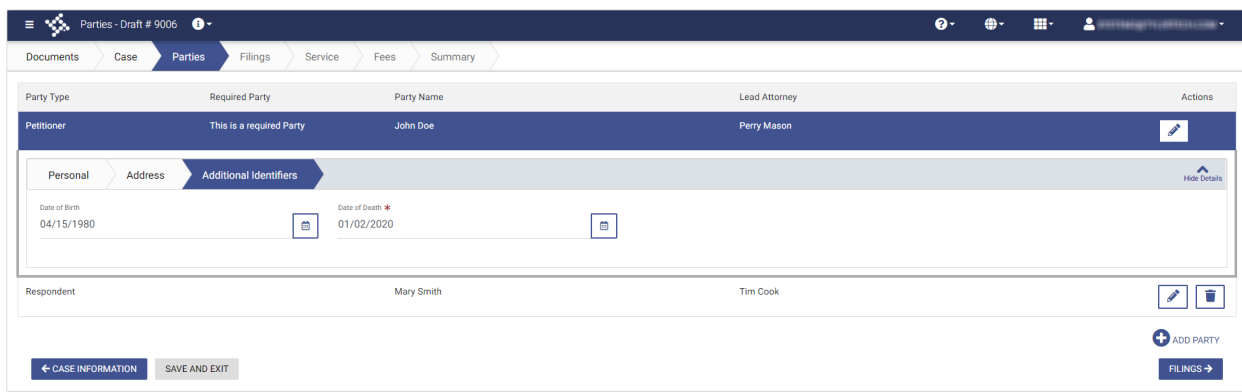



Figure 7.42 – Example of the Additional Identifiers Tab on a Parties Page (Includes the Date of Death Field)

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

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

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

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

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

22. Click  to save your work and to continue.

Entering Filing Details

The **Filings** section allows you to enter the filing details and calculate the fees associated with the filing.

Figure 7.43 – Filings Page

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

To enter the filing details, perform the following steps:

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

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

GO TO OPTIONAL SERVICES

A new window is displayed.

DetailsOptional ServicesCommunication


Not Selected

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

Selected

GO TO COMMUNICATION

Figure 7.44 – Sample Optional Services Tab

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

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



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

9. Click  to associate parties with the filing.

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

Associate Parties to this Filing

First NameLast NameEntityParty Type

Select...

FILTER

RESET

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

Previous1Next

2 Result(s)Page 1 of 1

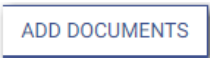
CANCEL

SAVE

Figure 7.45 – Associate Parties to this Filing Window

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

13. Click .

14. In the Upload Documents pane, click .

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

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

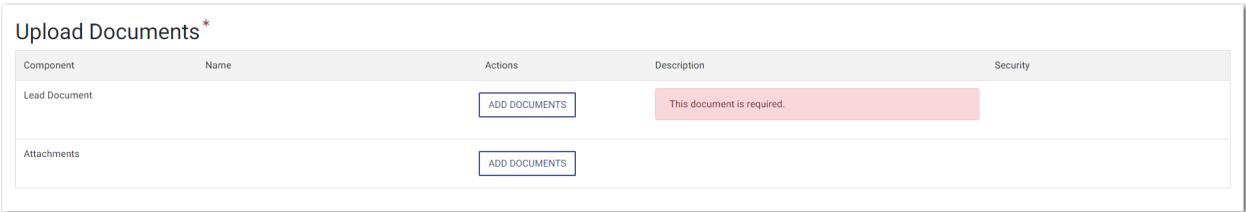


Figure 7.46 – Upload Documents Pane

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

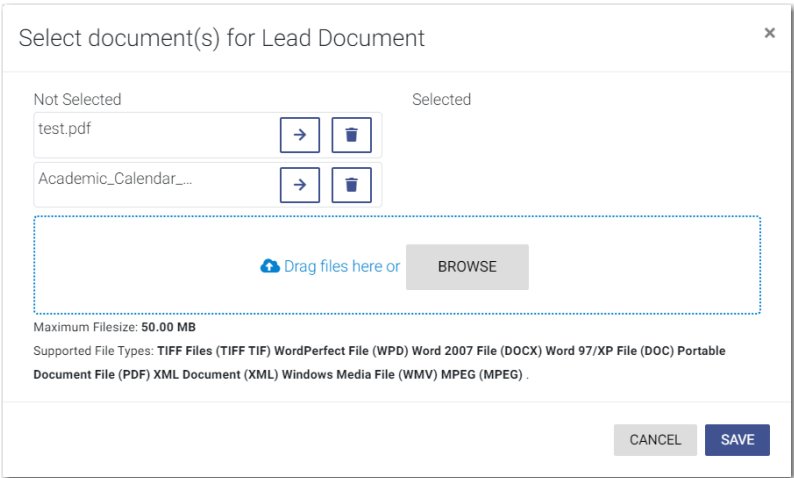

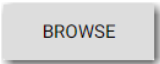


Figure 7.47 – Select document(s) for Lead Document Window

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

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

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

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

SAVE

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

ADD DOCUMENTS

in the **Attachments** section.

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

19. If you want to add another filing, click

NEXT FILING

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

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

SERVICE →

or

SKIP TO FEES

Capability for Filing a Return Date

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

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

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

Figure 7.48 – Return Date Pane

After selecting a return date, you must click

VERIFY

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



Figure 7.49 – Return Date Verified Message

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

The screenshot shows the 'Return Date' section with the 'Out Of State Service' checkbox. The date input field now contains '04/06/2020'. The 'VERIFY' button remains to the right of the date field.

Figure 7.50 – Sample Return Date Pane with Valid Date Displayed

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


Return Date

Out Of State Service

☐

Return Date

01/13/2020



VERIFY

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

Return date must be verified.

Figure 7.51 – Return Date Pane with Error Message Displayed

Selecting a Return Date for a Case Filing

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

To select a return date for a case filing, perform the following steps:

1. From the *Dashboard* page, click

START FILING

eFile Dashboard

Start Filing

Click on START FILING to select your filing options. You could initiate a case or file into an existing case.

START FILING

Filing History

Envelope # 165149
Envelope # 165149 Submitted at 01/24/2020 9:22 AM
Filings: Submitted (1)

Envelope # 745447
Envelope # 745447 Submitted at 12/16/2019 4:54 PM
Filings: Submitted (1)

Case # cc-15-1813
Envelope # 157230 Submitted at 11/05/2019 9:06 PM
Filings: Accepted (1)

View Filing History

Drafts

Draft # 9063
Draft # 9063 Started at 01/22/2020 3:55 PM

Draft # 9062
Draft # 9062 Started at 01/22/2020 3:54 PM

Draft # 9060
Draft # 9060 Started at 01/22/2020 1:42 PM

View My Drafts

Case Search

Search Cases

Bookmarks

CC-15-1813 - *****
OFS QA 2017

CC-19-3942 - b b v. a a
OFS QA 2017 - Court at Law

CC-15-230
File and Serve

View My Bookmarks

Templates

View My Templates

Figure 7.52 – Dashboard Page

The Start Filing pane is displayed.

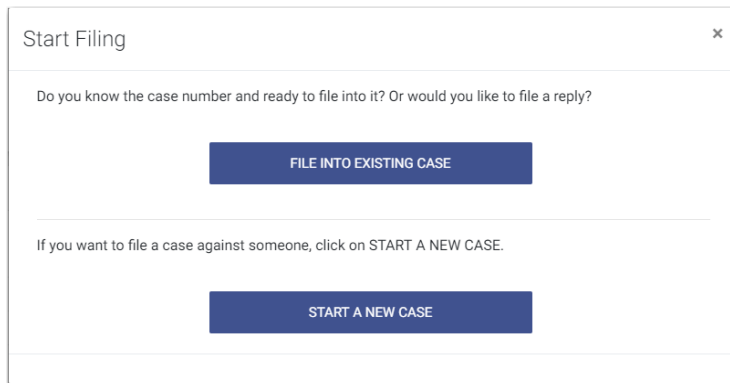

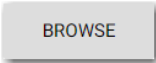


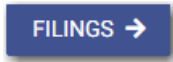



A dialog box titled "Start Filing" with a close button (X) in the top right corner. The text inside asks: "Do you know the case number and ready to file into it? Or would you like to file a reply?". Below this text is a blue button labeled "FILE INTO EXISTING CASE". A horizontal line separates this from the next section, which says: "If you want to file a case against someone, click on START A NEW CASE." Below this is another blue button labeled "START A NEW CASE".

Figure 7.53 – Start Filing Pane

2. Click .
The *Upload Documents* page is displayed.
3. Click  to look for the documents that you want to upload.
4. Select each document to be uploaded.
5. Click  to continue with your filing.
The *Case Information* page is displayed.
Note: Your document will continue to upload as you proceed through the case filing.
6. Complete the details for the case by completing the fields on the *Case Information* page, and then click .
The *Parties* page is displayed.
7. Complete the fields on the *Parties* page, and then click .
The *Filings* page is displayed.
8. Complete the fields on the *Filings* page, and then click .
The *Service* page is displayed.
9. Select the service contacts, and then click .
The *Fees* page is displayed.
10. Complete the fields on the *Fees* page, and then click .
The *Summary* page is displayed.

Summary - Draft # 11485

Documents Case Parties Filings Service Fees **Summary**

Return Date

Out of State Service

☐

Return Date

Return date must be verified.

Submission Agreements

Case

Location: OFS MockCMS Company: Civil Type: Magistrate

Parties

Count: 0

Filings

Filing Type	Filing Code	Class Set #	Filing Description
Lead Document	redaction.pdf	Document	Acknowledgment
Original			

Service

Count: 0

None

Fees

Payment Account	Filing Attorney	Filing Responsible for Fees	Filing Type
Cash Payment	Perry Mason	ABC Company	Default

Figure 7.54 – Return Date Pane on the Summary Page

11. On the *Summary* page, perform the following steps to select a return date:

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

Return Date

Out of State Service

☒

Return Date

04/10/2020

Figure 7.55 – Out of State Service Check Box Selected in the Return Date Pane

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

- Click .

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



Figure 7.56 – 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 image shows a 'Return Date' pane. At the top, it says 'Return Date'. Below that is a link 'Out Of State Service' with a square icon. Underneath is a label 'Return Date' followed by the date '04/06/2020'. To the right of the date is a calendar icon and a 'VERIFY' button.

Figure 7.57 – Sample Return Date Pane with Valid Date Displayed

12. 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, perform the following steps:

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

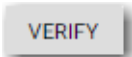
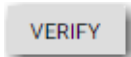
Note: You must reverify the return date that you previously selected.

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.

The image shows the 'Return Date' pane with the date '04/10/2020'. Below the date field, there is a red message box that says 'Return date must be verified.'.

Figure 7.58 – Return Date Pane

2. Click  to verify the date that is displayed, or type a new date, and then click .

3. When all of the information on the *Summary* page is correct, click .

Capability for Filing Hearing Date

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

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

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

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

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

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

Previous 1 2 3 4 5 Next

45 Result(s) Page 1 of 5

DO NOT SCHEDULE SAVE

Figure 7.59 – 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, perform the following steps:

1. From the *Dashboard* page, click

START FILING

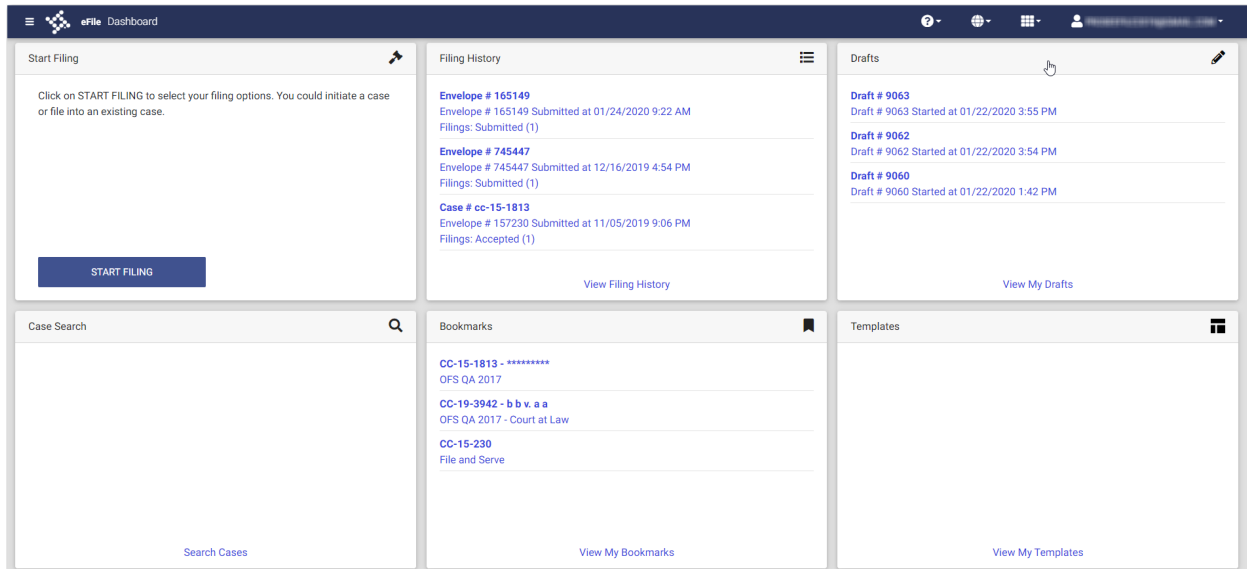


Figure 7.60 – Dashboard Page

The Start Filing pane is displayed.

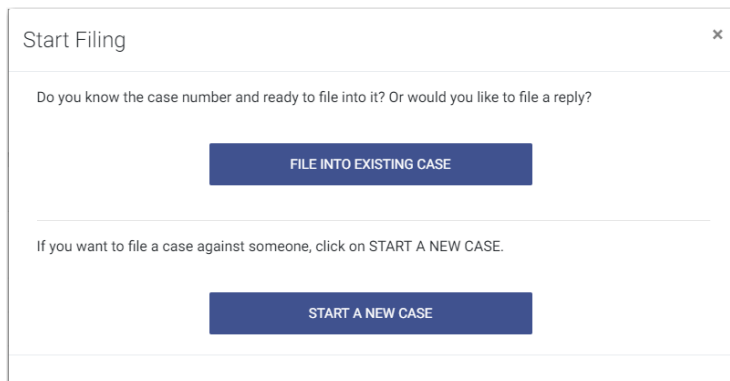


Figure 7.61 – Start Filing Pane

2. Click

START A NEW CASE

The *Upload Documents* page is displayed.

3. Click

BROWSE

to look for the documents that you want to upload.

4. Select each document to be uploaded.

5. Click

CASE INFORMATION →

to continue with your filing.

The *Case Information* page is displayed.

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

Figure 7.62 – Case Information Page

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

PARTIES →

The *Parties* page is displayed.

Figure 7.63 – Parties Page

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

FILINGS →

The *Filings* page is displayed.

Figure 7.64 – Filings Page



8. Complete the fields on the *Filings* page, and then click  .
- The *Service* page is displayed.

Figure 7.65 – Service Page

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

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

The *Summary* page is displayed.

The screenshot shows the 'Summary' page of a case filing system. The page is divided into several sections: 'Return Date' with a date selector and a 'SUBMIT' button; 'Submission Agreements' with a table of agreements; 'Case' information including 'Case Name' and 'Case Number'; 'Parties' with a table of party information; 'Filings' with a table of filing information; 'Service' with a table of service information; and 'Fees' with a table of fee information. A 'SUBMIT' button is located at the bottom right of the page.

Figure 7.66 – Summary Page

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

SUBMIT

The *Schedule Hearing* page is displayed.

The screenshot shows the 'Schedule Hearing' page for Envelope #183167. The page features a table with columns for 'Select', 'Date', 'Start', and 'End'. The table lists available hearing times for 04/14/2020 and 04/15/2020. At the bottom left, there is a 'DO NOT SCHEDULE' button, and at the bottom right, there is a 'SAVE' button. The page also includes a pagination bar showing '45 Results' and 'Page 1 of 5'.

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

Figure 7.67 – Sample Schedule Hearing Page

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

SAVE

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

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

DO NOT SCHEDULE

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

Scheduling a Hearing for an Existing Case Filing

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

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

To schedule a hearing for an existing case filing, perform the following steps:

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

The *Filing History* page is displayed.

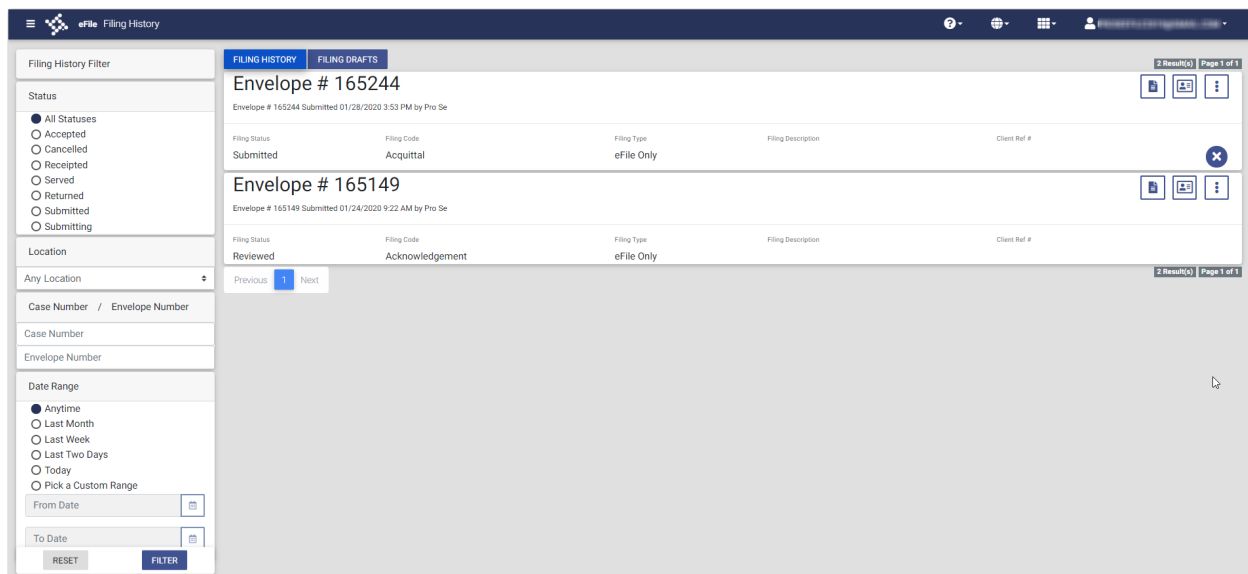


Figure 7.68 – Filing History Page

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

3. Click .

The envelope details are displayed.

Details - Envelope # 183169 PRINT SCHEDULE HEARING CLOSE

Case

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

Parties
Count: 2 Show All

Filings

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

Service
Count: 0
None

Fees

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

Total \$0.00
Waiver Selected

SCHEDULE HEARING CLOSE

Figure 7.69 – 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 Results Page 1 of 5

DO NOT SCHEDULE SAVE

Figure 7.70 – Sample Schedule Hearing Page

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



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

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

Entering a Filing with an Ad Damnum Amount

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

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

To enter filing details, perform the following steps:

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

Figure 7.71 – 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

A new window is displayed.

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

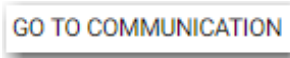
GO TO COMMUNICATION

Figure 7.72 – Sample Optional Services Tab

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

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



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

9. Click  to associate parties with the filing.

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

Associate Parties to this Filing

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

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

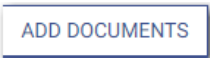
Previous 1 Next 2 Result(s) Page 1 of 1

CANCEL SAVE

Figure 7.73 – Associate Parties to this Filing Window

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

13. Click .

14. In the Upload Documents pane, click .

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

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

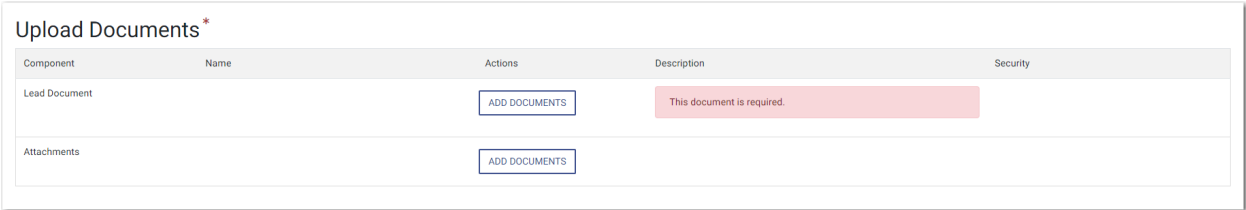


Figure 7.74 – Upload Documents Pane

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

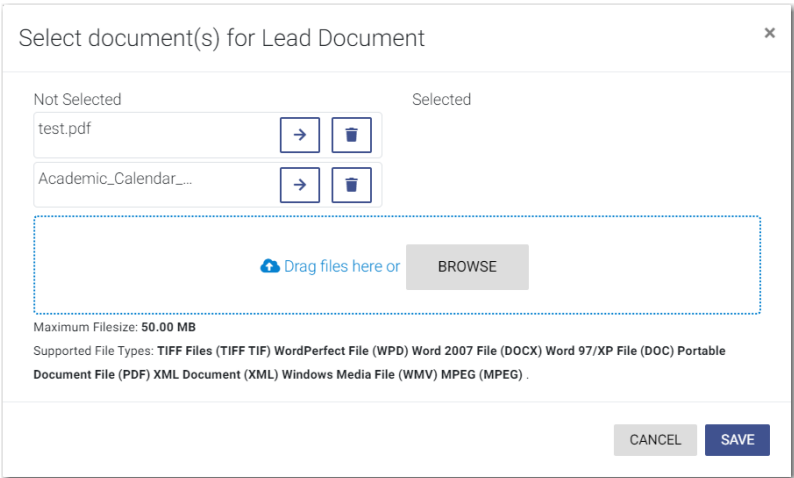

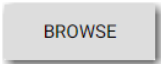


Figure 7.75 – Select document(s) for Lead Document Window

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

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

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

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

SAVE

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

ADD DOCUMENTS

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

19. If you want to add another filing, click

NEXT FILING

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

SERVICE →

The **Service** page is displayed.

21. Select the service contacts, and then click

FEES

The **Fees** page is displayed.

The screenshot shows the 'Fees' page for a filing draft #9112. The page has a dark blue header with navigation tabs: Documents, Case, Parties, Filings, Service, Fees (selected), and Summary. Below the header, there are several sections with red error messages indicating required information: 'Ad Damnum is Required.', 'Payment Account is Required.', 'Filing Attorney is Required.', and 'Party Responsible for Fees is Required.'. There are also informational messages: '4 active Payment Method(s) are not listed due to being expired.' and '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.' At the bottom, there is a 'CALCULATE FEES' button and navigation links for 'SERVICE CONTACTS', 'SAVE AND EXIT', and 'SUMMARY'.

Figure 7.76 – Fees Page

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

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

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

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

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

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

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

27. Click

CALCULATE FEES

The fees for the filing are displayed.

Fees - Draft # 9112

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

Ad Damnum *
6000

Payment Account *
Test Account

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

Filing Attorney *
Tim Cook

Party Responsible for Fees *
Doreen Plaintiff

SEARCH

Filer Type
Default

CALCULATE FEES

Damages

Case Initiation Fee \$10.50
Sub Total \$10.50

Agreement (w/ Ad Damnum)

Filing Fee \$40.00
Sub Total \$40.00

Service Fees

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

Grand Total \$53.81

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

Figure 7.77 – Sample Ad Damnum Fees on the Fees Page

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

Entering a Filing with a Motion Type Code

You can enter a filing for a specific motion type.

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

Figure 7.78 – Filings Page

To enter a filing with a Motion Type code, perform the following steps:

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 7.79 – Sample Motion Type Drop-Down List

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

GO TO OPTIONAL SERVICES

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

A new window is displayed.

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

GO TO COMMUNICATION

Figure 7.80 – Sample Optional Services Tab

8. To select the applicable optional services, click



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

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



GO TO COMMUNICATION

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

ASSOCIATED PARTIES

10. Click to associate parties with the filing.

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

Associate Parties to this Filing

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

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

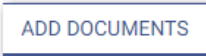
Previous 1 Next 2 Result(s) Page 1 of 1

[CANCEL] [SAVE]

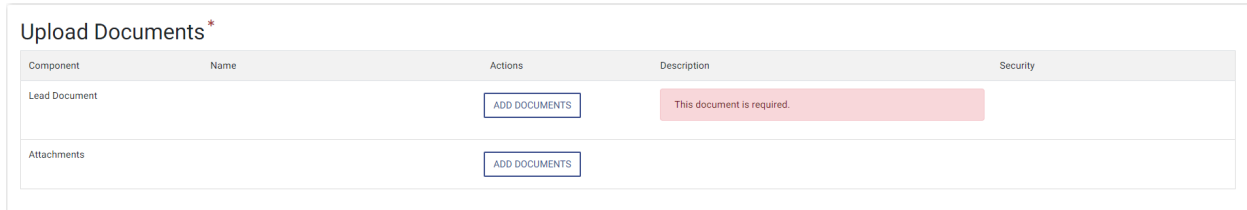
Figure 7.81 – Associate Parties to this Filing Window

- 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.

14. Click .

15. In the Upload Documents pane, click .

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





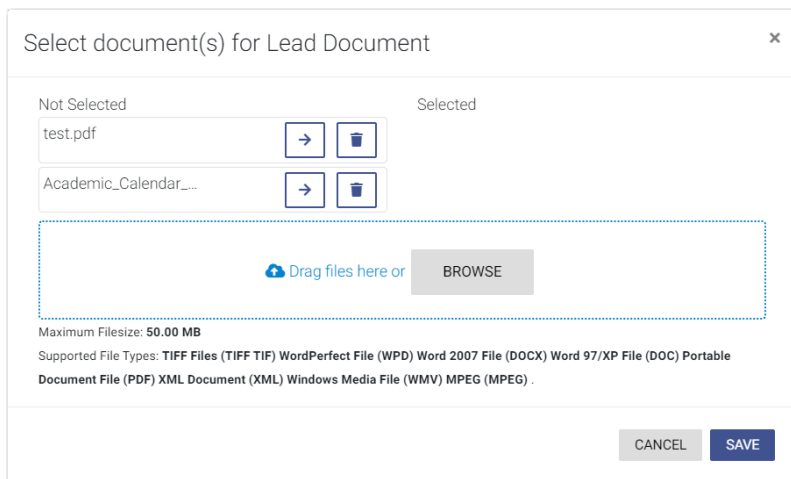
Component	Name	Actions	Description	Security
Lead Document			This document is required.	
Attachments				



Figure 7.82 – Upload Documents Pane



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




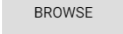
Select document(s) for Lead Document

Not Selected

test.pdf  

Academic_Calendar_...  

Selected

 Drag files here or 

Maximum Filesize: 50.00 MB

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




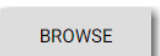

 

Figure 7.83 – Select document(s) for Lead Document Window

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

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

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

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

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

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

20. If you want to add another filing, click **NEXT FILING** . Then, repeat the same steps for the next filing.
21. After you have added all of the filings, click either **SERVICE →** or **SKIP TO FEES** .

The screenshot shows a web application interface for filing documents. At the top, there is a navigation bar with tabs: Documents, Case, Parties, Filings (selected), Service, Fees, and Summary. Below the navigation bar, there is a header section with fields for Filing Code, Client Ref #, and Filing Description. The main content area is titled 'Motions' and contains a 'Details' tab. Under the 'Details' tab, there are several fields: 'Filing Type' (set to 'eFile and Serve'), 'Motion Type' (set to 'Select...'), 'Filing Code' (set to 'Motions - \$1234.00'), and 'Filing Description'. There is also a 'Comments to Court' field. At the bottom of the page, there is an 'Upload Documents' section with a table. The table has columns for Component, Name, Actions, Description, and Security. The first row is labeled 'Lead Document' and has an 'ADD DOCUMENTS' button. A red message box below the table states 'This document is required.'

Figure 7.84 – Example of a Filings Page with a Motion Filing Code Selected

Entering a Filing with a Claim Amount

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

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

To enter filing details, perform the following steps:


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

Figure 7.85 – Filings Page

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

- 6. If you need to apply any optional services for the filing, click **GO TO OPTIONAL SERVICES**.
A new window is displayed.

Figure 7.86 – Sample Optional Services Tab

- 7. To select the applicable optional services, click .

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

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



GO TO COMMUNICATION

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

ASSOCIATED PARTIES

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

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

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

Figure 7.87 – Associate Parties to this Filing Window

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

SAVE

13. Click **SAVE**.

ADD DOCUMENTS

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

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

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

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

Figure 7.88 – Upload Documents Pane

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

Select document(s) for Lead Document

Not Selected

test.pdf

Academic_Calendar_...

Selected

Drag files here or [BROWSE](#)


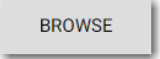
Maximum Filesize: 50.00 MB

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


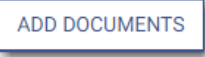
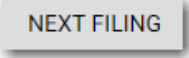

[CANCEL](#) [SAVE](#)

Figure 7.89 – Select document(s) for Lead Document Window


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

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

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

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

The *Service* page is displayed.

21. Select the service contacts, and then click .

The *Fees* page is displayed.

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

- Claim Amount**: A red message states 'Claim Amount is Required.'
- Payment Account**: A red message states 'Payment Account is Required.'
- Filing Attorney**: A red message states 'Filing Attorney is Required.'
- Party Responsible for Fees**: A red message states 'Party Responsible for Fees is Required.'

Additional text on the page includes: '4 active Payment Method(s) are not listed due to being expired.' and a 'SEARCH' button next to the 'Party Responsible for Fees' field. At the bottom, there is a 'CALCULATE FEES' button and navigation links for 'SERVICE CONTACTS', 'SAVE AND EXIT', and 'SUMMARY'.

Figure 7.90 – Fees Page


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

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

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


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

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

27. Click .

The fees for the filing are displayed.

Figure 7.91 – Sample Claim Amount Fees on the Fees Page

28. Click  to review and complete your filing.

Entering a Filing with an Estate Value

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

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

To enter filing details, perform the following steps:

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

Figure 7.92 – Filings Page

2. Select the **Statement w/ special behavior – \$10.50** filing code from the **Filing Code** drop-down list.

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

GO TO OPTIONAL SERVICES

- 6. if you need to apply any optional services for the filing, click
A new window is displayed.



Figure 7.93 – Sample Optional Services Tab



- 7. To select the applicable optional services, click

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

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



GO TO COMMUNICATION

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

ASSOCIATED PARTIES

- 9. Click to associate parties with the filing.

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

Associate Parties to this Filing

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

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

Previous 1 Next

2 Result(s) Page 1 of 1

CANCEL SAVE

Figure 7.94 – 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 ADD DOCUMENTS.

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

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

Upload Documents *

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

Figure 7.95 – Upload Documents Pane

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

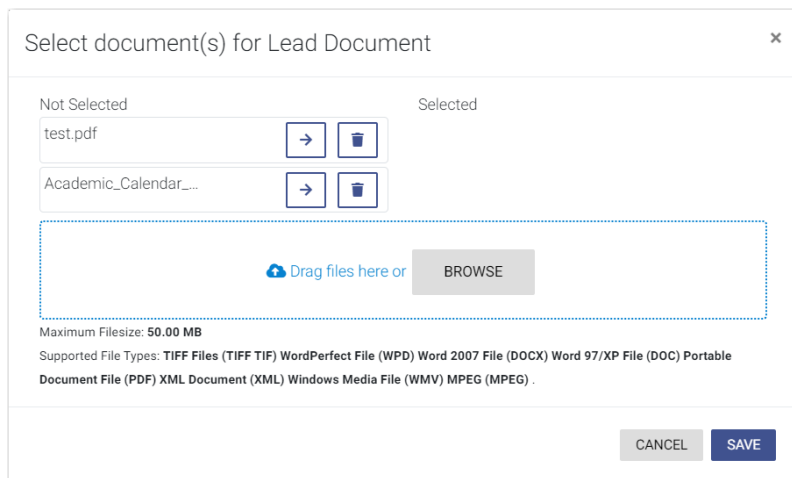

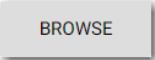


Figure 7.96 – Select document(s) for Lead Document Window

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

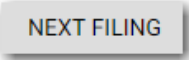
15. Click  to select the lead document if a document has already been uploaded. Click  to look for a document to upload or to locate additional lead documents.


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

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

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

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

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

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

The *Service* page is displayed.

21. Select the service contacts, and then click .

The *Fees* page is displayed.

The screenshot shows the 'Fees' page for Draft # 9103. The top navigation bar includes tabs for Documents, Case, Parties, Filings, Service, Fees (active), and Summary. The main content area contains the following fields and messages:

- Estate Value:** A red message box says 'Estate Value is Required.'
- Payment Account:** A dropdown menu shows 'Select...'. A red message box below says 'Payment Account is Required.'
- Filing Attorney:** A dropdown menu shows 'Select...'. A red message box below says 'Filing Attorney is Required.'
- Party Responsible for Fees:** A dropdown menu shows 'Select...' with a 'SEARCH' button. A red message box below says 'Party Responsible for Fees is Required.'
- Filer Type:** A dropdown menu shows 'Select...'.

At the bottom, there is a blue button labeled 'CALCULATE FEES' with a calculator icon. Navigation links at the bottom left are '← SERVICE CONTACTS' and 'SAVE AND EXIT'. A 'SUMMARY →' link is at the bottom right.

Figure 7.97 – Fees Page

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

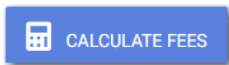
Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

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

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

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

27. Click



The fees for the filing are displayed.

Figure 7.98 – Sample Estate Value Fees on the Fees Page

28. 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 7.99 – Fees Page

To enter the payment information for your filing, perform the following steps:

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

SEARCH

if you want to search for a party.

Select Party Responsible For Fees

First Name

Last Name

Entity

Party Type

Select...

FILTER

RESET

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

Previous

1

Next

2 Result(s) Page 1 of 1

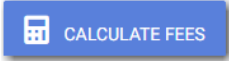
CANCEL

SAVE

Figure 7.100 – 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.

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

- Click .

The fees for the filing are displayed.

Fees - Draft # 9272

Documents

Case

Parties

Filings

Service

Fees

Summary

Payment Account *

test config acc:3

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

Filing Attorney *

Perry Mason

Party Responsible for Fees *

Peter Defendant

SEARCH

Filer Type

Default

CALCULATE FEES

Breach Of Contract

Case Initiation Fee

\$4.00

Sub Total \$4.00

Service Fees

Total Service Fees

\$1.00

Convenience Fee

\$1.00

Total Court Service Fees

\$3.00

Sub Total \$3.00


Grand Total \$7.00

← SERVICE CONTACTS

SAVE AND EXIT

SUMMARY →

Figure 7.101 – Example of a Fees Page with the Filing Fees Displayed

- Review the filing fees, and then click .

Entering Payment Information for Per-Page Optional Service Fee

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

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

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

To enter the payment information for your filing, perform the following steps:

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

GO TO OPTIONAL SERVICES

- c. Click

A new window is displayed.

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

Figure 7.102 – 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.

5. On the *Service* page, add the appropriate service contacts.
6. On the *Fees* page, select the payment account from the **Payment Account** drop-down list.
7. Select the party responsible for fees from the **Party Responsible for Fees** drop-down list. Click

SEARCH

if you want to search for a party.

Select Party Responsible For Fees

First Name
Last Name
Entity
Party Type

FILTER

RESET

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

Previous

1

Next

2 Result(s)
Page 1 of 1

CANCEL

SAVE

Figure 7.103 – Select Party Responsible For Fees Window

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

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

9. Click **CALCULATE FEES**.

The fees for the filing are displayed.

Figure 7.104 – Example of a Fees Page with the Filing Fees Displayed

10. Review the filing fees, and then click

SUMMARY →

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.

Figure 7.105 – 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.

Figure 7.106 – 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 7.107 – 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 7.108 – 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 7.109 – 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, perform the following steps:

1. Complete the required information in the **Case**, **Parties**, **Filings** and **Fees** sections.

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

SUMMARY →

The *Summary* page is displayed.

Summary - Draft # 47503

Documents Case Parties Filings Service Fees Summary

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

Case
 Location: QRS QA 2017
 Proceedings: Remedies
 Category: Civil
 Storage Amount
 Type: Negligence

Parties
 Count: 2

Filings
 Count: 2

Filing Type	Filing Code	Document Name	Description	Security
File and Serve	Acknowledgment	test.pdf	test.pdf	Confidential (C)

Component: Lead Document
 Associated Documents: Original
[TEST REDACTING](#)

Service
 Count: 1

Filer: Smith
 patricia.smith@gmail.com
 Associated Parties: None Placed Off

Service Method: E-serve

Fees
 Payment Account: Mary Ann's Waiver

Total: \$0.00
 Waiver Selected

BACK TO TOP

[← FEES](#) [SAVE AND EXIT](#) [SUBMIT](#)

Figure 7.110 – Sample Summary Page

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

There are 1 unused documents. ^

Documents: test.pdf

Do you want to [ATTACH](#) [KEEP](#) or [DELETE](#) these documents?

Figure 7.111 – Unused Documents Message

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

[SUBMIT](#)

8 Redaction Feature

Topics covered in this chapter

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

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

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

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

The following data is automatically redacted:

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

Entering a Filing with Redacted Documents

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

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

To enter a filing with redacted documents, perform the following steps:

1. On the *Dashboard* page, click



The Start Filing pane is displayed.

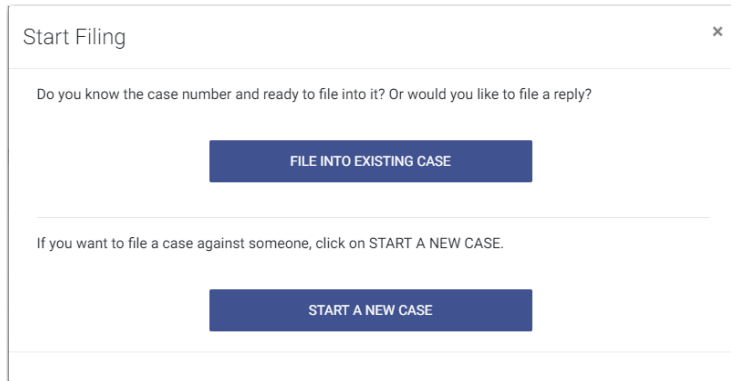



Figure 8.1 – Start Filing Pane

2. Click .
- The *Upload Documents* page is displayed.

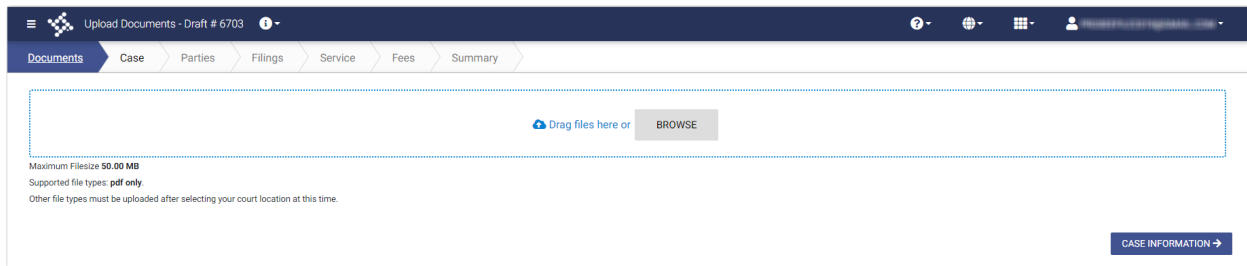
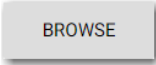


Figure 8.2 – Upload Documents Page—Blank

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

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

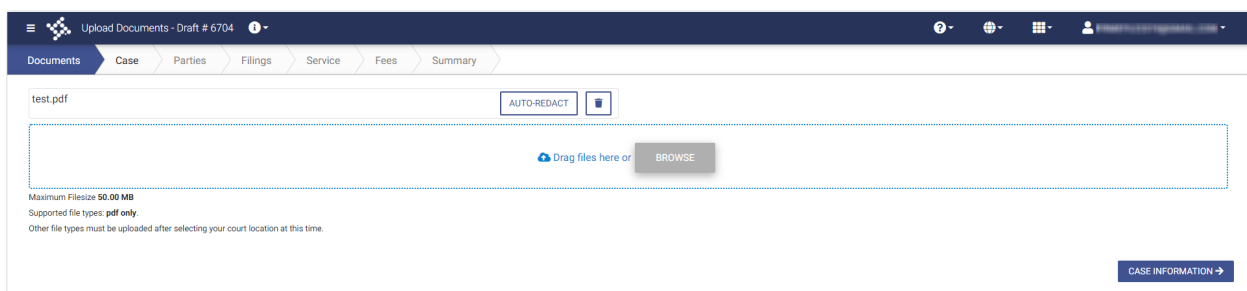


Figure 8.3 – Upload Documents Page with an Uploaded Document

5. Click .

Note: The redaction process begins immediately, and you can continue with your case filing while the documents are being redacted. When your document has successfully been redacted,

a green message is displayed, indicating that the redaction was completed. The message also indicates how many redactions were performed.

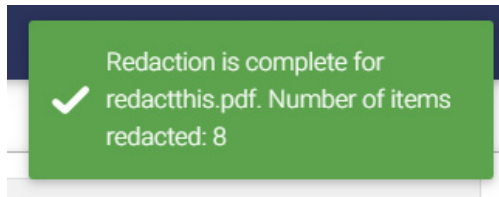

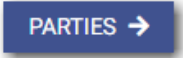







Figure 8.4 – Example of a Message for a Completed Redaction

6. Click  to continue with your filing.
The *Case Information* page is displayed.
7. Complete the required fields on the *Case Information* page, and then click .
The *Parties* page is displayed.
8. Complete the required fields on the *Parties* page, and then click .
The *Filings* page is displayed.
9. Complete the required fields on the *Filings* page, and then click .
The *Service* page is displayed.
10. Complete the required fields on the *Service* page, and then click .
The *Fees* page is displayed.
11. Complete the required fields on the *Fees* page, and then click .
The *Summary* page is displayed.

The screenshot shows the 'Summary' page of a filing system. At the top, there's a navigation bar with tabs: Documents, Case, Parties, Filings, Service, Fees, and Summary. The 'Summary' tab is active. Below the navigation bar, there's 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 banner stating 'You must accept the Submission Agreements.' The 'Case' section shows 'Location: QRS QA 2017', 'Category: Civil', and 'Type: Negligence'. The 'Parties' section shows 'Count 2'. The 'Filings' section lists a filing with 'Filing Type: eFile and Serve', 'Filing Code: Acknowledgment', 'Document Name: test.pdf', and 'Security: Confidential (C)'. There's a 'TEST REDACTIONS' button. The 'Service' section shows 'Count 1' and 'Service Method: Ex Parte'. The 'Fees' section shows 'Payment Account: Mary Ann's Wal-Mart'. At the bottom right, there's a 'Total: \$0.00' and 'Waiver Selected'. A 'SUBMIT' button is at the bottom right.

Figure 8.5 – Sample Summary Page

12. 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.

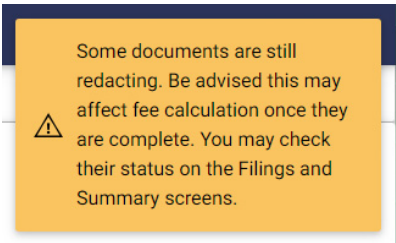


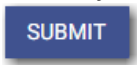


Figure 8.6 – Example of a Message with Redaction in Progress

13. 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.

14. When you are done reviewing the envelope summary and have selected the check boxes for the submission agreements (if applicable), click .

Deleting a Redaction

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

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

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

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

1. Right-click the specified redaction.

The *Annotation Notes* dialog box is displayed.

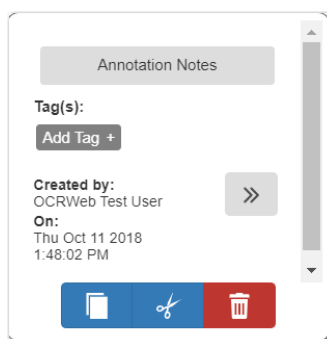


Figure 8.7 – Annotation Notes Dialog Box

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.

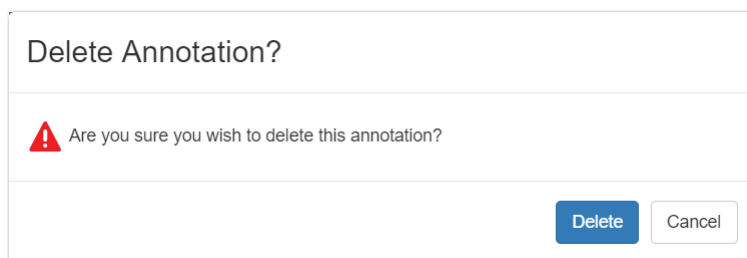


Figure 8.8 – Delete Annotation? Dialog Box

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, perform the following steps:








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.





Icon	Description
	Click this icon to rubberband (that is, draw a border around) an area of the document in which you want to zoom.
	Click this icon to magnify an area of the document.
	Click this icon to fit the document to the window.
	Click this icon to fit the document to the height of the window.
	Click this icon to fit the document to the width of the window.
	Click this icon to view the first page of the document.
	Click this icon to view the previous page of the document.
	Use this window to view the current page of the document and the length of the document.
	Click this icon to view the next page of the document.
	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 8.9 – 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.





9 File into an Existing Case

Topics covered in this chapter

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

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

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

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

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, perform the following steps:

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

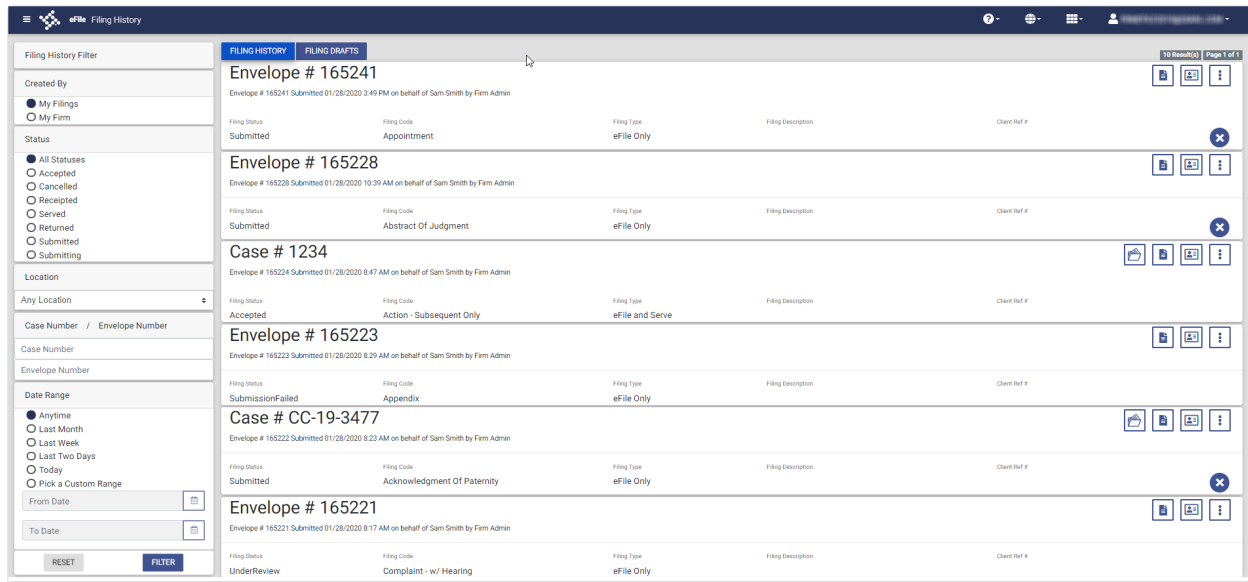


Figure 9.1 – Filing History Page

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

2. Click **CASE INFORMATION →** to enter case information, or click **SKIP TO FILINGS →→** if you want to go directly to the *Filings* page.

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

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

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

8. If you need to apply any optional services for the filing, click **GO TO OPTIONAL SERVICES**.
A new window is displayed.

9. To select the applicable optional services, click **→**.

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

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



GO TO COMMUNICATION

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

ASSOCIATED PARTIES

11. Click to associate parties with the filing.

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

Figure 9.2 – Associate Parties to this Filing Window

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

SAVE

15. Click .

ADD DOCUMENTS

16. In the Upload Documents pane, click .

Figure 9.3 – Upload Documents Pane

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

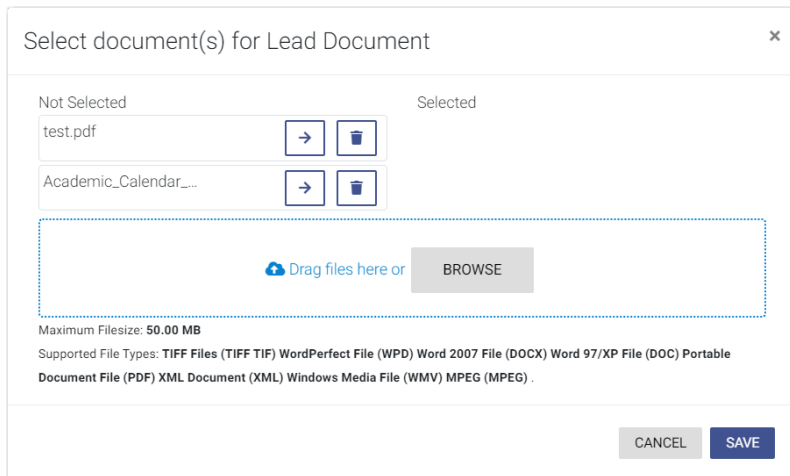
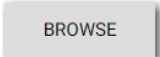


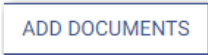
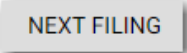

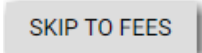



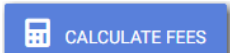

Figure 9.4 – Select document(s) for Lead Document Window

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

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

18. After you have added all of your lead documents, click .
19. If you have attachments to add to the filing, click  in the **Attachments** section.
20. If you want to add security to any of the documents, select an option from the **Security** drop-down list.
21. If you want to add another filing, click . Then, repeat the same steps for the next filing.
22. After you have added all of the filings, click either  or .
23. On the *Service* page, add service contacts if applicable. Then, click .
24. On the *Fees* page, select the payment account from the **Payment Account** drop-down list.
25. Select the 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

SUBMIT

Filing into an Existing Case from the Case Search Page

To file into an existing case from the *Case Search* page, perform the following steps:

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

The *File into Existing Case* window is displayed.

File into Existing Case

Location *

Select...

Location is Required.

Search for a Case by

☒ Case Number ☐ Party Name

Case number format is default.

Case Number *

Case Number is Required.

CANCEL SEARCH

Figure 9.5 – File into Existing Case Window—Includes Party Name Option

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

Figure 9.6 – File into Existing Case Window—Excludes Party Name Option

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


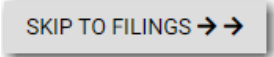
Note: You can search by case number or party name. You must know the location of the existing case to complete your search.

The case that matches your search criteria is displayed.

Figure 9.7 – Case Search Results

3. Click  to file into the case.

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

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

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

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

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

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

GO TO OPTIONAL SERVICES

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

A new window is displayed.



11. To select the applicable optional services, click

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

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



GO TO COMMUNICATION

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

ASSOCIATED PARTIES

13. Click to associate parties with the filing.

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

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 9.8 – Associate Parties to this Filing Window

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

SAVE

17. Click

ADD DOCUMENTS

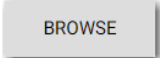

18. In the Upload Documents pane, click

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


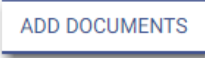
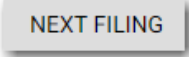

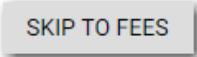

Figure 9.9 – Upload Documents Pane

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

Figure 9.10 – Select document(s) for Lead Document Window

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

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


20. After you have added all of your lead documents, click .
21. If you have attachments to add to the filing, click  in the **Attachments** section.
22. If you want to add security to any of the documents, select an option from the **Security** drop-down list.
23. If you want to add another filing, click . Then, repeat the same steps for the next filing.
24. After you have added all of the filings, click either  or .
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.

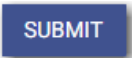
Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

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 Dashboard Page

To file into an existing case from the *Dashboard* page, perform the following steps:

1. In the Case Search pane, locate the case that you want to file into. Then click the link for the specified case.

The *File into Existing Case* window is displayed.

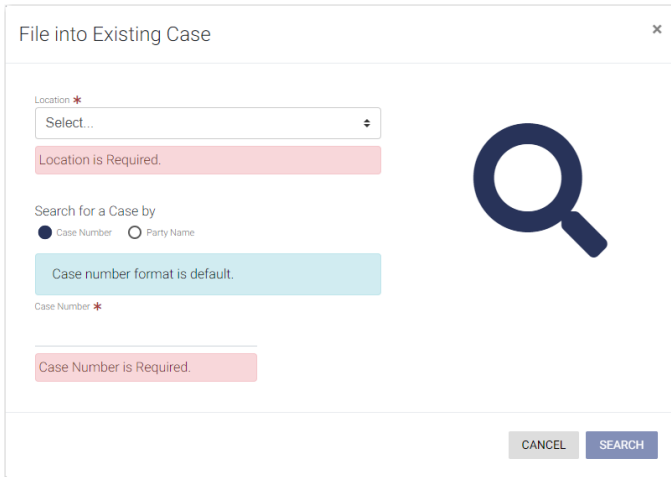


Figure 9.11 – File into Existing Case Window—Includes Party Name Option

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

Figure 9.12 – File into Existing Case Window—Excludes Party Name Option

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


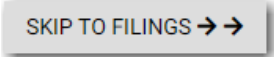
Note: You can search by case number or party name. You must know the location of the existing case to complete your search.

The case that matches your search criteria is displayed.

Figure 9.13 – Case Search Results

3. Click  to file into the case.

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

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

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

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

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

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

GO TO OPTIONAL SERVICES

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

A new window is displayed.



11. To select the applicable optional services, click

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

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



GO TO COMMUNICATION

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

ASSOCIATED PARTIES

13. Click to associate parties with the filing.

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

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 9.14 – Associate Parties to this Filing Window

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

SAVE

17. Click

ADD DOCUMENTS

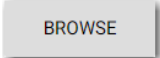

18. In the Upload Documents pane, click

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


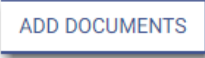
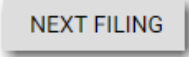

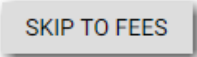
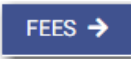
Figure 9.15 – Upload Documents Pane

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

Figure 9.16 – Select document(s) for Lead Document Window

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

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


20. After you have added all of your lead documents, click .
21. If you have attachments to add to the filing, click  in the **Attachments** section.
22. If you want to add security to any of the documents, select an option from the **Security** drop-down list.
23. If you want to add another filing, click . Then, repeat the same steps for the next filing.
24. After you have added all of the filings, click either  or .
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.

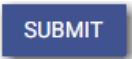
Note: If there are no fees associated with your filing, you may not be required to make a selection in the Party Responsible for Fees field.

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 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, perform the following steps:

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

The *File into Existing Case* window is displayed.

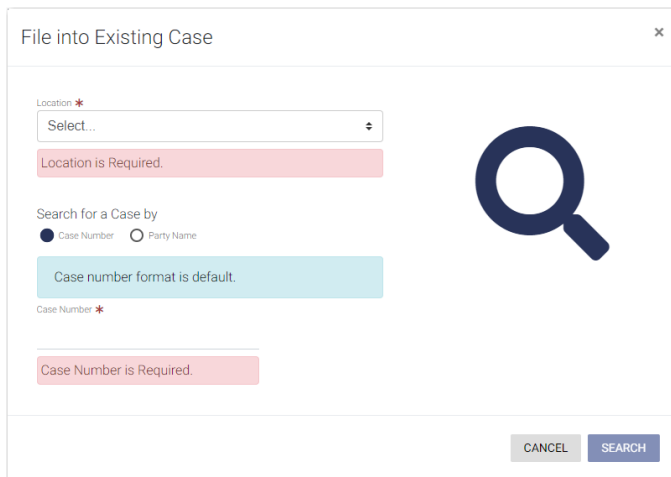


Figure 9.17 – File into Existing Case Window—Includes Party Name Option

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

Figure 9.18 – File into Existing Case Window—Excludes Party Name Option

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

Note: The location you select must be a non-integrated or non-indexed node.

3. Select the **Case Number** option (which may be the only option that is displayed), and then type the case number in the **Case Number** field.

4. Click .

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

Figure 9.19 – Case Search Window with No Results Found

5. To continue, click .

The *I Don't See My Case* window is displayed.

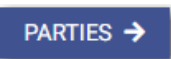
Figure 9.20 – I Don't See My Case Window

6. Click  to continue filing into the case.

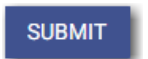
The *Case Information* page is displayed. The location and case number are auto-filled on the page.

Figure 9.21 – Case Information Page

7. Select the case category from the **Case Category** drop-down list.
8. Select the case type from the **Case Type** drop-down list.
9. Select the case subtype, if applicable, from the **Case Sub Type** drop-down list.

10. Click  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 .

Creating a Service Only Filing

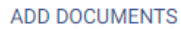
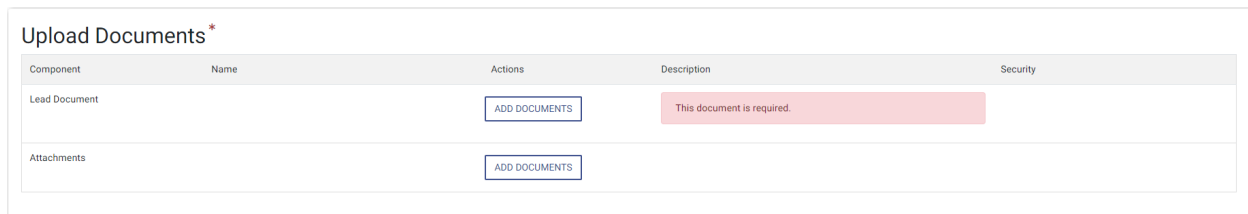
To create a Service Only filing, perform the following steps:

1. Select an existing case that you want to file into.
2. Follow one of the methods for filing into an existing case (that is, from the *Filing History* page, from the *Case Search* page, or from the *Dashboard* page).

Note: The **Case** and **Parties** pages are already populated since this is an existing case.

3. On the *Filings* page, select **Service Only** from the **Filing Type** drop-down list.

4. In the Upload Documents pane, click



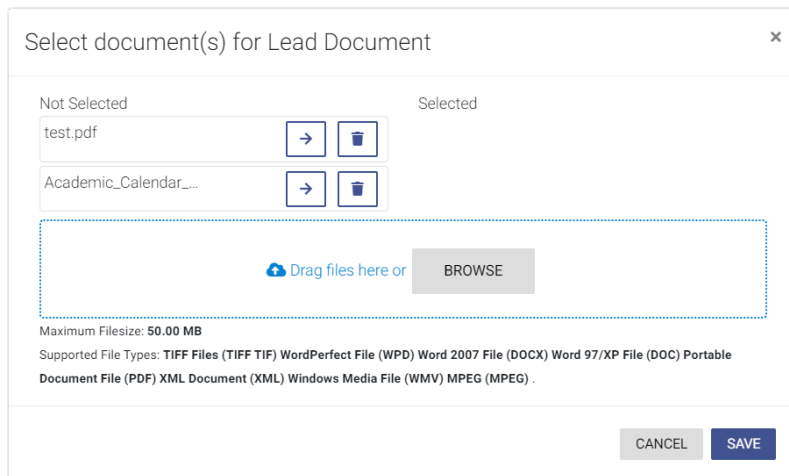
Component	Name	Actions	Description	Security
Lead Document			This document is required.	
Attachments				

Figure 9.22 – Upload Documents Pane

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



Select document(s) for Lead Document

Not Selected

test.pdf

Academic_Calendar_...

Selected

Drag files here or

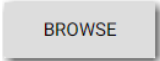
BROWSE

Maximum Filesize: 50.00 MB


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

CANCEL SAVE

Figure 9.23 – Select Document(s) for Lead Document Window

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

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

6. After uploading your documents, click .
7. If you want to add security to any of the documents, select an option from the **Security** drop-down list.

8. Click  to save your entries and to continue.

9. On the *Service* page, add the service contacts that you want to receive a Service Only filing. You can select the **Serve all** check box, or you can select the **Serve all party contacts** check box.

Note: Selecting the “Serve all” check box automatically selects the “Serve all party contacts” check box.

Service - Draft # 6769 - Case # CC-19-835

Documents Case Parties Filings **Service** Fees Summary

Add Service Contacts:

Parties		Service Contacts <input checked="" type="checkbox"/> Serve all				
Type	Name	Serve	Service Method	Name	Email/Mail	
Plaintiff	Napier Albert					Count: 2 Show All
<input checked="" type="checkbox"/> Serve all party contacts		Click to expand				
Defendant	Sarah Illene					Count: 1
<input checked="" type="checkbox"/> Serve all party contacts		<input checked="" type="checkbox"/>	Eserve	Firm User	fmail@2018.com@gmail.com	Edit Delete
NA	Other Service Contacts					Count: 0
No service contacts						

[← FILINGS](#) [SAVE AND EXIT](#) [FEES →](#)

Figure 9.24 – Service Page for a Service Only Filing

10. Click [FEES →](#) to save your entries and to continue.
11. Complete the required fields on the *Fees* page, and then click [SUMMARY →](#).
12. Select the check boxes for the submission agreements, if applicable.
13. Review the information on the *Summary* page, and then click [SUBMIT](#).

10 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
- ◆ Updating Information for a Case Service Contact
- ◆ Deleting a Service Contact

You can add a service contact to your service contacts list on the *Service Contacts* page. You can also add a service contact while you are entering a case filing.

When you add a service contact on the *Service Contacts* page, you can quickly retrieve that contact at a later time when you are entering a case filing. You can also create a service contact while you are entering a case filing, and then you can save that service contact for use in future filings.

Service contacts from a public list are also available for you to use when you are entering a case filing.

Adding a New Service Contact

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


To add a new service contact to your firm's contacts list, perform the following steps:

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	prosmith@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 10.1 – Service Contacts Page

2. Click .

Additional fields are displayed.

Figure 10.2 – 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 **SAVE**.

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, perform the following steps:

1. On the *Service* page, click



The *Firm Service Contacts* window is displayed.

 A screenshot of the "Firm Service Contacts" window. It has two tabs: "Firm Service Contacts" (active) and "Associated Parties". Below the tabs are three input fields for "First Name", "Last Name", and "Email", followed by "FILTER" and "RESET" buttons. A table lists six contacts with checkboxes: "Firm Test Admin", "New Firmcontact", "Sam", "James Smithson", "Firm User", and "Barbie Watson". At the bottom are "First", "Previous", "1", "Next", "Last" buttons, a "6 Result(s) | Page 1 of 1" indicator, and "CANCEL" and "ASSOCIATED PARTIES" buttons.

	First Name	Last Name	Email
<input type="checkbox"/>	Firm Test Admin		firmtestadmin@gmail.com
<input type="checkbox"/>	New Firmcontact		firmcccontact@gmail.com
<input type="checkbox"/>	Sam		sam@tylertech.com
<input type="checkbox"/>	James Smithson		james@smithson.com
<input type="checkbox"/>	Firm User		firmuser@gmail.com
<input type="checkbox"/>	Barbie Watson		barbie@gmail.com

Figure 10.3 – Firm Service Contacts Window

2. If you want to filter the list, type at least one letter in a field, and then click

A blue button with the text "FILTER".

The service contacts that match the information you entered are displayed.

3. Select the check box for each contact that you want to add to the filing.

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

A blue button with the text "ASSOCIATED PARTIES".

The *Associated Parties* window is displayed.

Figure 10.4 – Sample Associated Parties Window

5. Select the party that you want to associate with the selected service contact or contacts from the

Parties drop-down list, and then click

SAVE

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.

Figure 10.5 – Service Page in a Case Filing

Adding a Service Contact from a Public List to a Filing

You can add a service contact from a public list to a filing.

To add a service contact from the public list to a filing, perform the following steps:

1. On the *Service* page, click

FROM PUBLIC LIST

The *Public Service Contacts* window is displayed.

Figure 10.6 – 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.

First Name	Last Name	Email	Firm
a			
<input type="checkbox"/>	xdbbqnm.update	qjniidqt.update	xdbbqnm.qjniidqt@tylertech.com
<input type="checkbox"/>	xsnpcpywh.update	hoopjatu.update	xsnpcpywh.hoopjatu@tylertech.com
<input type="checkbox"/>	xvbmornb.update	tawnxbpw.update	xvbmornb.tawnxbpw@tylertech.com
<input type="checkbox"/>	xyjaqryh	jvezoxrv	xyjaqryh.jvezoxrv@tylertech.com
<input type="checkbox"/>	ydfkwmsc.update	zadxmwvs.update	ydfkwmsc.zadxmwvs@tylertech.com
<input type="checkbox"/>	yfxbhtia	qejdvkgn	yfxbhtia.qejdvkgn@tylertech.com
<input type="checkbox"/>	yvemzhts.update	lispdguk.update	rjxykyo.ykwwddld@tylertech.com
<input type="checkbox"/>	zclyrpby.update	bvfbzkdcd.update	zclyrpby.bvfbzkdcd@tylertech.com
<input type="checkbox"/>	zicpsjbf.update	whlrcqyl.update	zicpsjbf.whlrcqyl@tylertech.com
<input type="checkbox"/>	zqwlczsm.update	xwoymgnm.update	zqwlczsm.xwoymgnm@tylertech.com

Figure 10.7 – 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 10.8 – 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 **SAVE**.

Note: If you want to review the list of public service contacts to make any changes or additions, click **PUBLIC SERVICE CONTACTS**.

The public service contacts that you added are displayed on the *Service* page.

Figure 10.9 – 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, perform the following steps:

1. On the *Service* page, click

ADD NEW CONTACT

The *Add Service Contact* window is displayed.

Figure 10.10 – 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.

SAVE

12. After you have entered the required information, click

The contact that you added is displayed on the *Service* page of your filing.

Figure 10.11 – 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, perform the following steps:

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

The *Service Contacts* page is displayed.

Figure 10.12 – 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.

SAVE

4. When you are done with your updates, click .

Viewing Attached Case List of Service Contacts

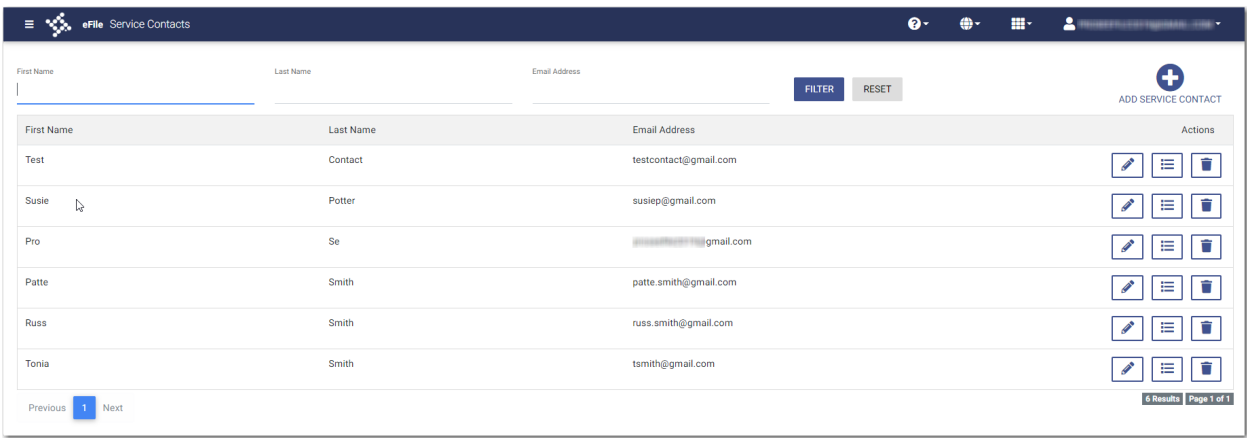
You can view a list of cases that are attached to a specified service contact.

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, perform the following steps:

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@semail.com	  
Patte	Smith	patte.smith@gmail.com	  
Russ	Smith	russ.smith@gmail.com	  
Tonia	Smith	tsmith@gmail.com	  

Figure 10.13 – 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.

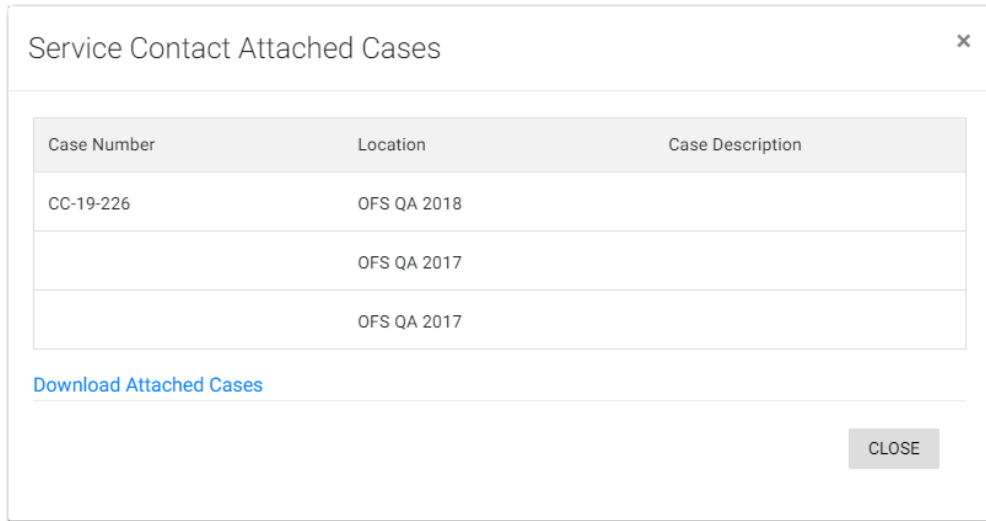


Figure 10.14 – Service Contact Attached Cases Window

- 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.

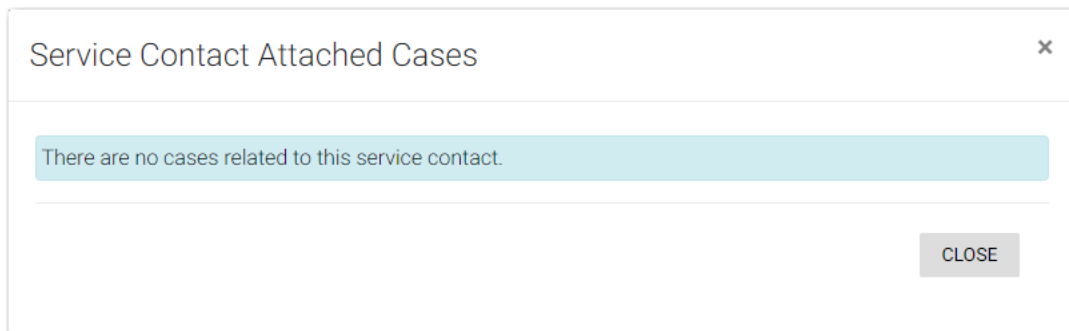


Figure 10.15 – Service Contact Attached Cases Window – No Attached Cases

Updating Information for a Case Service Contact

You can view a list of service contacts that are attached to a case. You can also update the information for a case service contact, if necessary.

To update the information for a case service contact, perform the following steps:

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

The *Filing History* page is displayed.

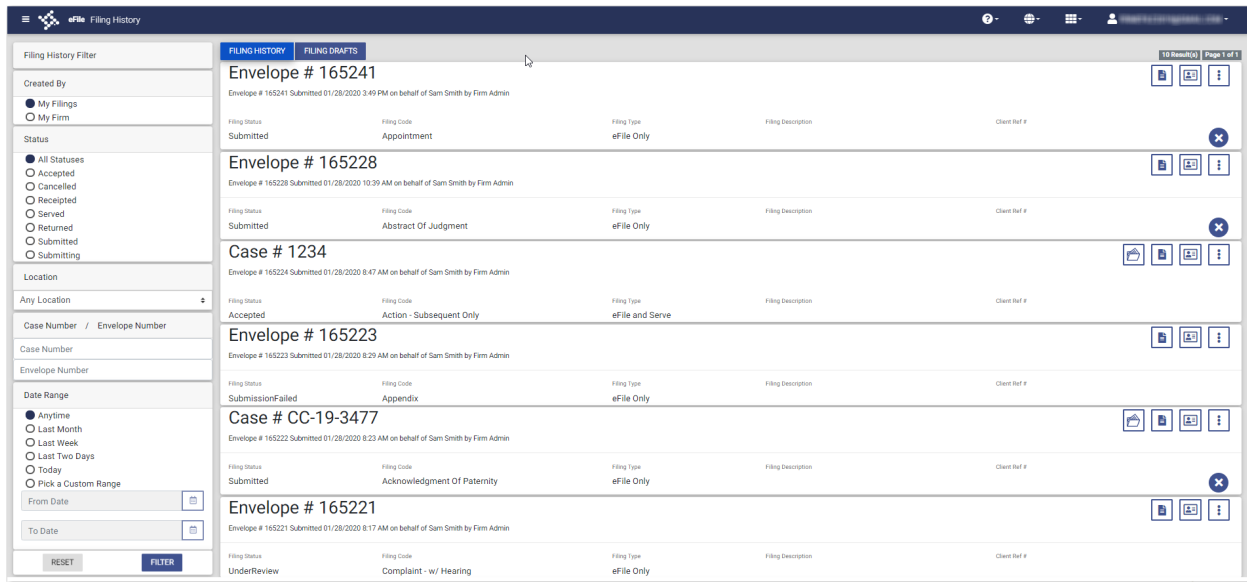



Figure 10.16 – Filing History Page

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
x bb

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 10.17 – Update Service Contact Window

5. Update the information for the service contact, and then click

SAVE

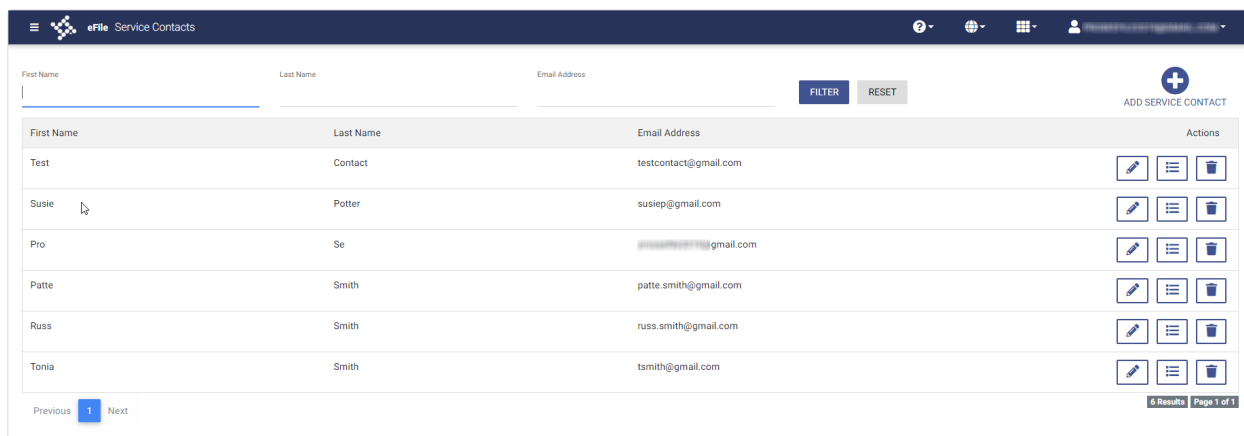
Deleting a Service Contact

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, perform the following steps:

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 10.18 – 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.

11 Filings

Topics covered in this chapter

- ◆ Copying the Envelope
- ◆ Viewing 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, perform the following steps:

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

The *Filing History* page is displayed.

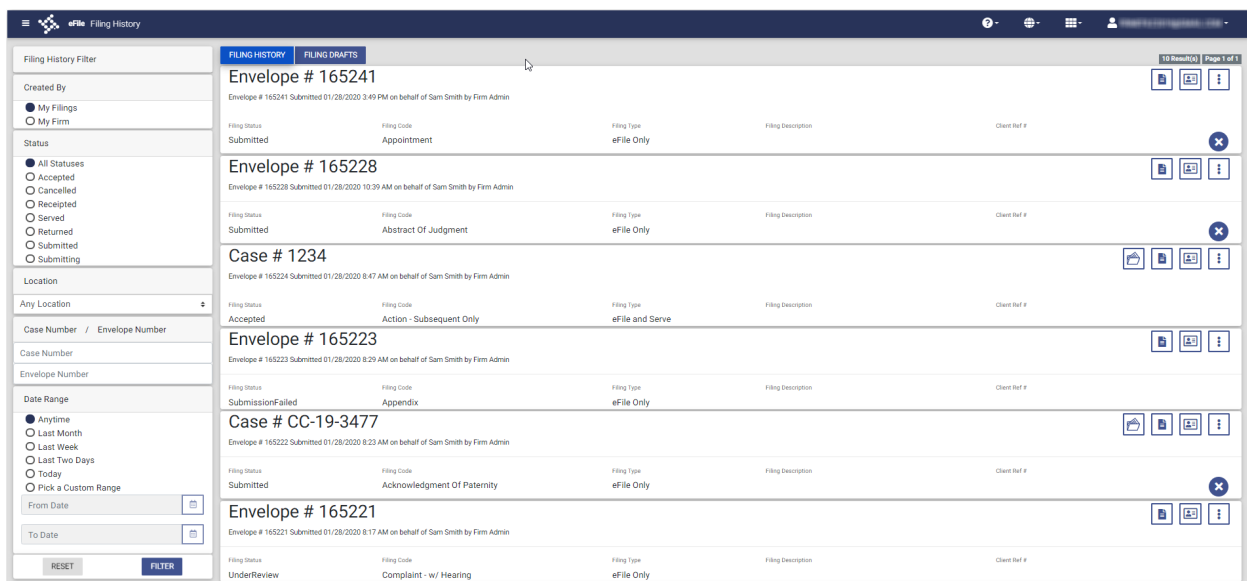


Figure 11.1 – Filing History Page

2. In the Status pane, select **Returned**, and then click

FILTER

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**.

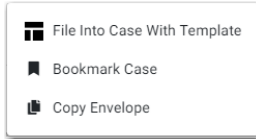


Figure 11.2 – More Options Drop-Down List

A copy of the envelope is displayed on the *Upload Documents* page. A message indicates that the displayed envelope is a copy. You are asked to verify the information in the copied envelope before submitting it.

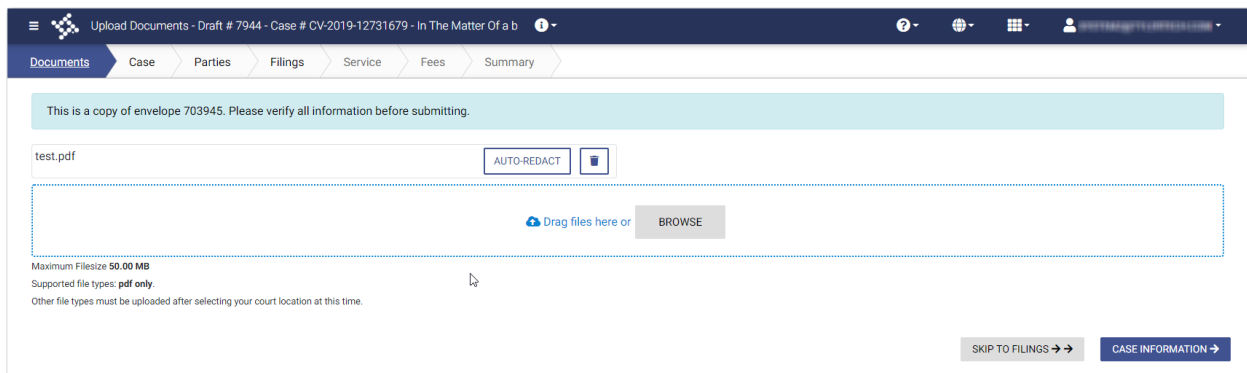


Figure 11.3 – Sample Upload Documents Page for a Copied Envelope

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

SUBMIT

6. After you have verified the envelope, click **SUBMIT**.

Summary - Draft # 7644 - Case # CV-2019-12751679 - In The Matter of a b

Documents Case Parties Filings Service Fees **Summary**

Submission Agreements

Case

This is a copy of envelope 702945. Please verify all information before submitting.

Location: OPS MockCMS Category: Civil Type: Name Change

Parties

Count: 1

Filings

Filing Type	Filing Code	Description	Filing Description
eFile Only	Acknowledgment	Client Ref #	
Lead Document	Document Name	Document	Security
Download Version			
Original			

Service

Count: 0

Fees

Payment Account	Filing Priority	Filing Responsible for Fees	Filing Type
New Account	Firm attorney	a b	Default

[Service Fees](#)

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

BACK TO TOP

Figure 11.4 – 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, perform the following steps:

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

The *Filing History* page is displayed.

eFile Filing History

Filing History Filter

Created By

☒ My Filings

☐ My Firm

Status

☒ All Statuses

☐ Accepted

☐ Cancelled

☐ Received

☐ Served

☐ Returned

☐ Submitted

☐ Submitting

Location

Any Location

Case Number / Envelope Number

Case Number

Envelope Number

Date Range

☒ Anytime

☐ Last Month

☐ Last Week

☐ Last Two Days

☐ Today

☐ Pick a Custom Range

From Date

To Date

RESET FILTER

FILING HISTORY **FILING DRAFTS**

Envelope # 165241

Envelope # 165241 Submitted 01/28/2020 3:40 PM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Appointment	eFile Only		

Envelope # 165228

Envelope # 165228 Submitted 01/28/2020 10:39 AM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Abstract Of Judgment	eFile Only		

Case # 1234

Envelope # 165224 Submitted 01/28/2020 8:47 AM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Accepted	Action - Subsequent Only	eFile and Serve		

Envelope # 165223

Envelope # 165223 Submitted 01/28/2020 8:29 AM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
SubmissionFailed	Appendix	eFile Only		

Case # CC-19-3477

Envelope # 165222 Submitted 01/28/2020 8:23 AM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
Submitted	Acknowledgment Of Paternity	eFile Only		

Envelope # 165221

Envelope # 165221 Submitted 01/28/2020 8:17 AM on behalf of Sam Smith by Firm Admin

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
UnderReview	Complaint - w/ Hearing	eFile Only		

Figure 11.5 – 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: QFS MockCMS Category: Civil Type: Wrongful Death

Parties

Count: 2 Show All

Filings

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

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

Service

Count: 1 Show All

marly.alex
wet@sdg.com
Status: Not Sent
Associated Parties: None


Service Method: Eserve

Fees

Payment Account	Party Responsible for Fees	Fee Type	Transaction Amount	Transaction ID
waiver	Plt Defendant	Default	\$0.00	
Order ID	Transaction Response			

Total: \$0.00
Waiver Selected

Figure 11.6 – Sample Envelope Details Page

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, perform the following steps:

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

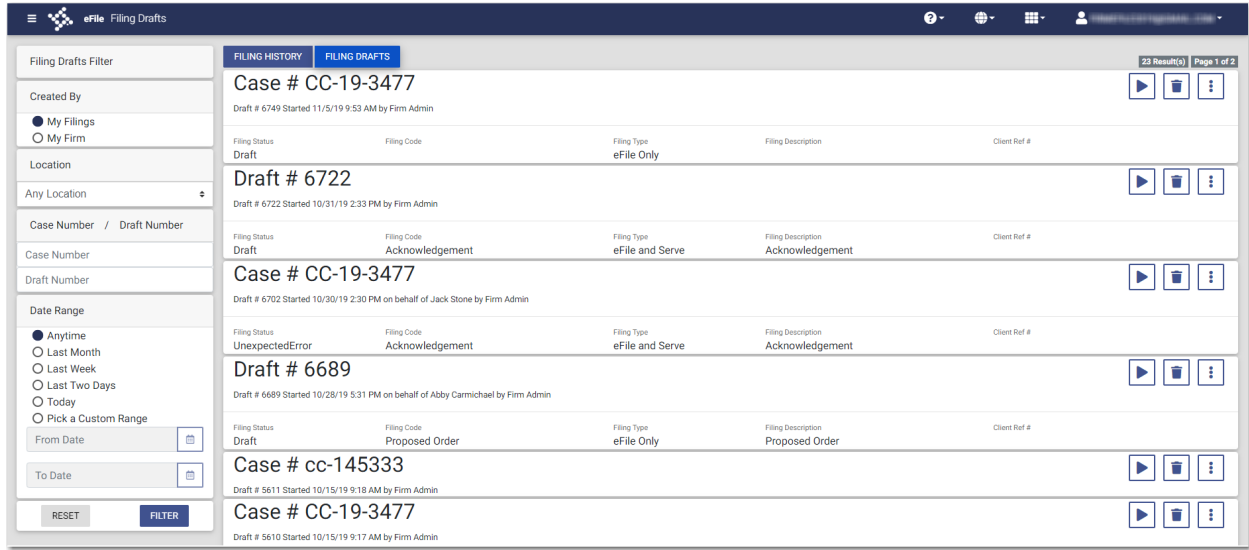



Figure 11.7 – Filing Drafts Page

- Click .

The filing opens on the *Upload Documents* page.

- Navigate through the case filing to the page where you left off. Make any corrections to your entries as needed.
- Continue completing the remaining required fields for the filing.
- 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, perform the following steps:

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

The *Filing Drafts* page is displayed.

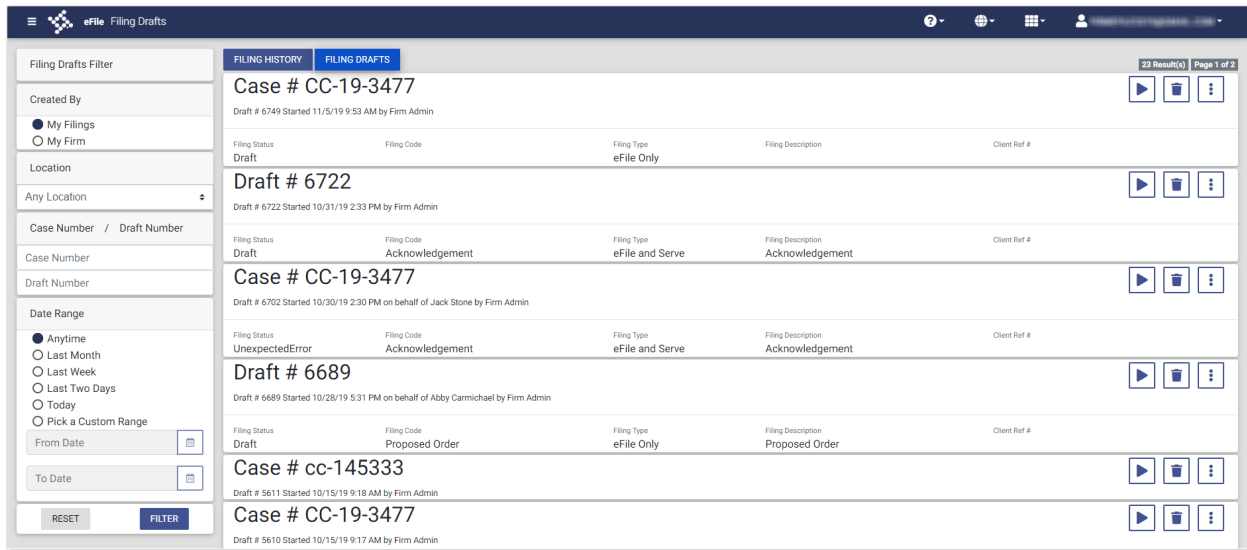



Figure 11.8 – Filing Drafts Page

2. Locate the draft filing that you want to delete, and then click .

The following warning message is displayed: Are you sure you want to delete Draft # "123"?

3. Click  to delete the draft filing, or click  to cancel the action.

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

Canceling a Filing

You can cancel a filing that you submitted before it has been reviewed by the court.

To cancel a filing, perform the following steps:

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

The *Filing History* page is displayed.

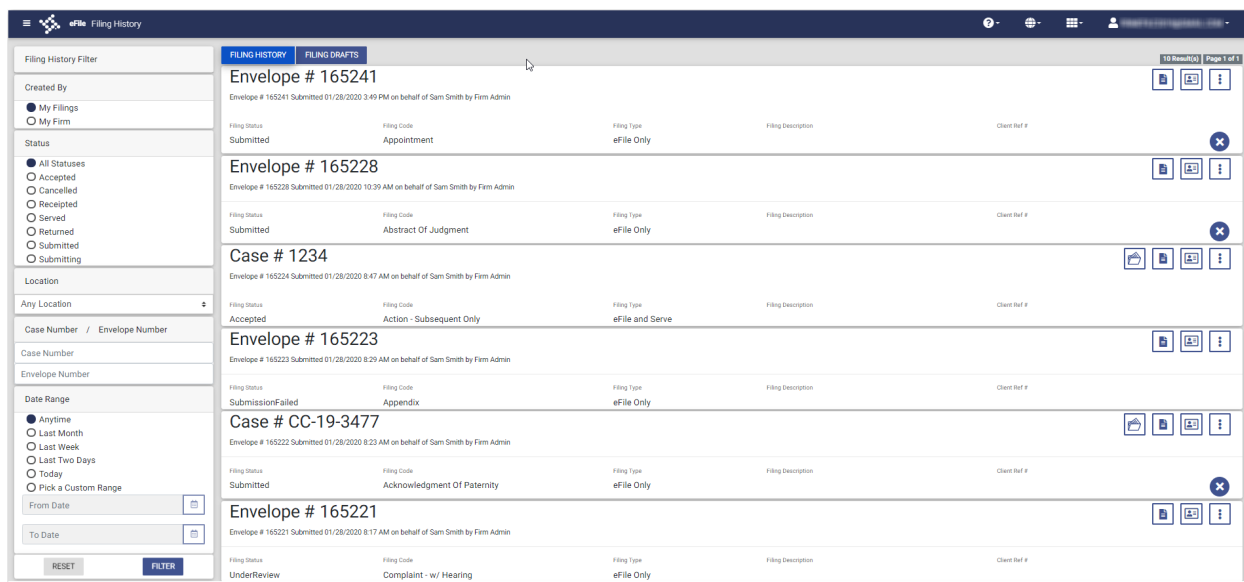



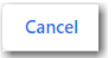
Figure 11.9 – Filing History Page

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.

12 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.

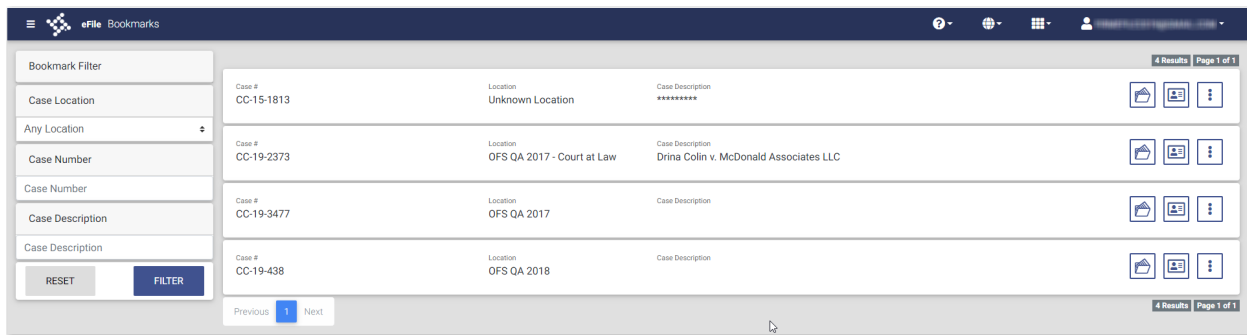


Figure 12.1 – Sample Bookmarks Page


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, perform the following steps:

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, perform the following steps:

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

The *Bookmarks* page is displayed.

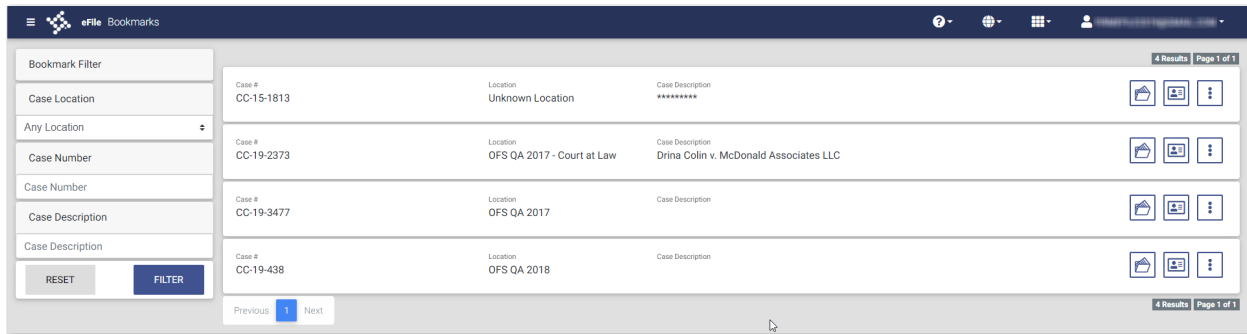


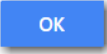
Figure 12.2 – Sample Bookmarks Page

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, perform the following steps:

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

The *Bookmarks* page is displayed.

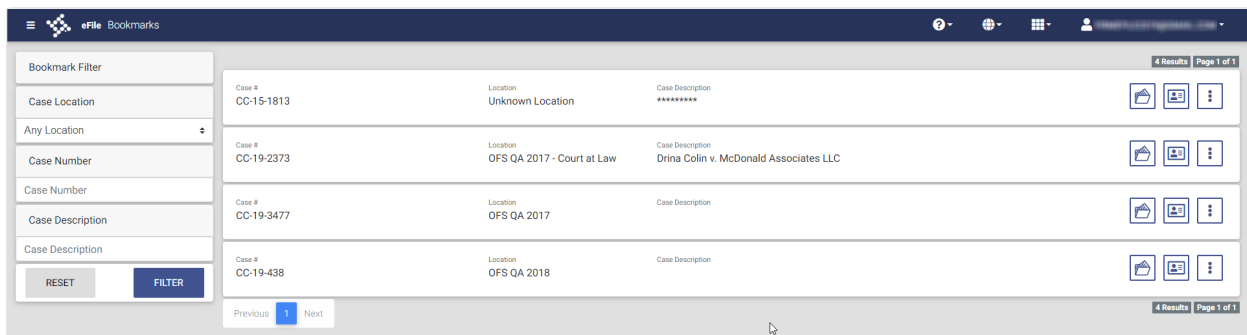


Figure 12.3 – Sample Bookmarks Page

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.

13 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, perform the following steps:

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 13.1 – 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.

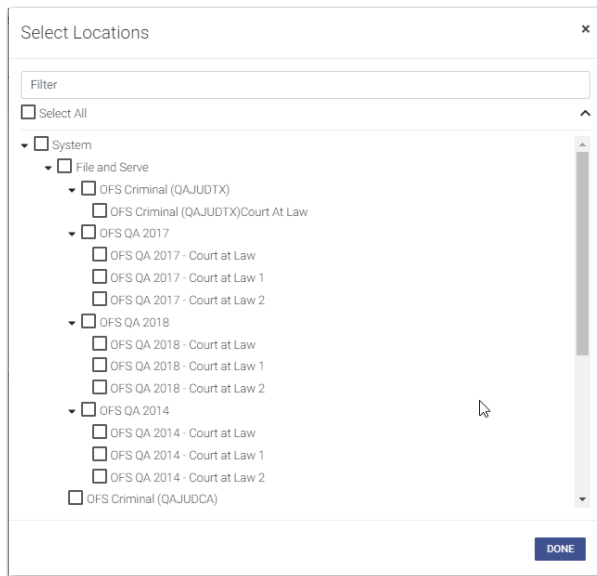


Figure 13.2 – Select Locations Dialog Box

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.

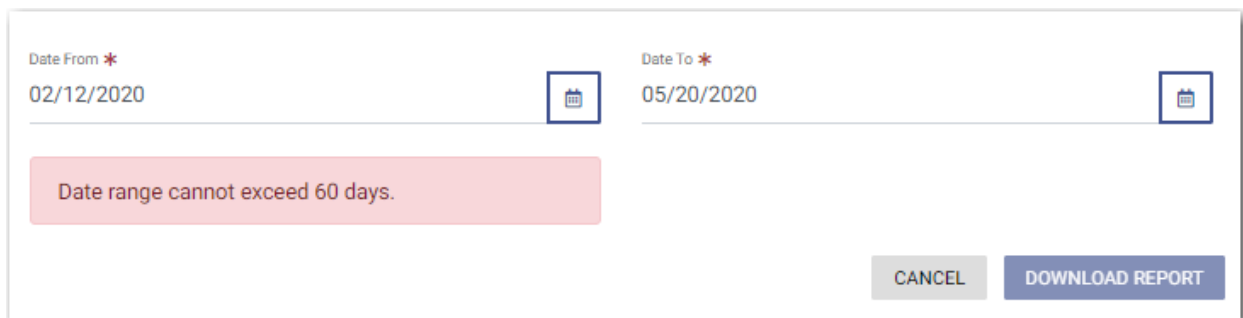


Figure 13.3 – Error Message for Report Date Range

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.

14 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, perform the following steps:

1. Click  in the eFile header.

The *Support / Feedback* window is displayed.

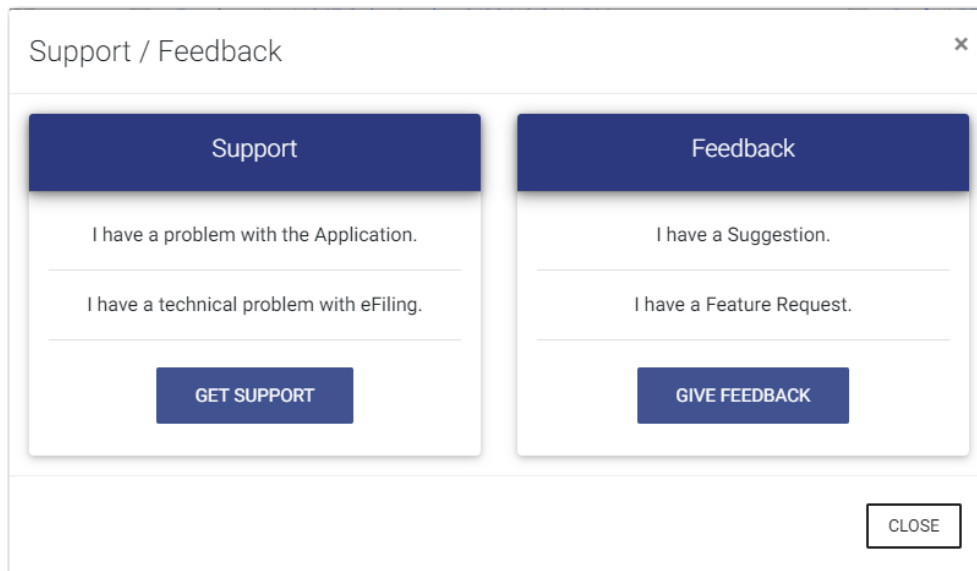


Figure 14.1 – Support / Feedback Window

2. Click .

The *Support* window is displayed.

Note: Your screen may vary from the example provided.

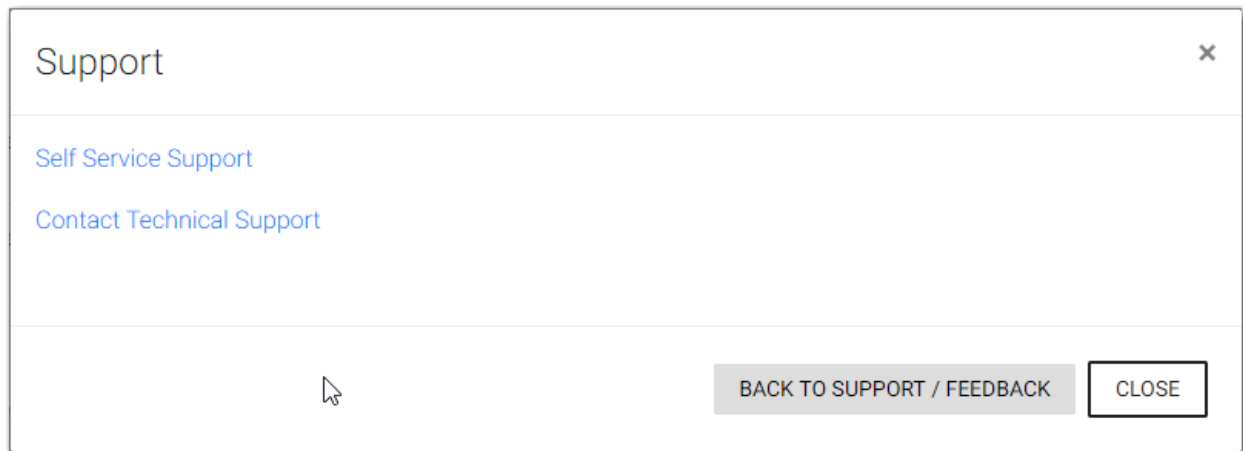
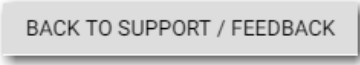


Figure 14.2 – Example of a Support Window

3. Click the support link that you want.

The appropriate Tyler support page is displayed in a new tab, depending on the link that you clicked.

4. Either click  , or click  .

Zendesk Support

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

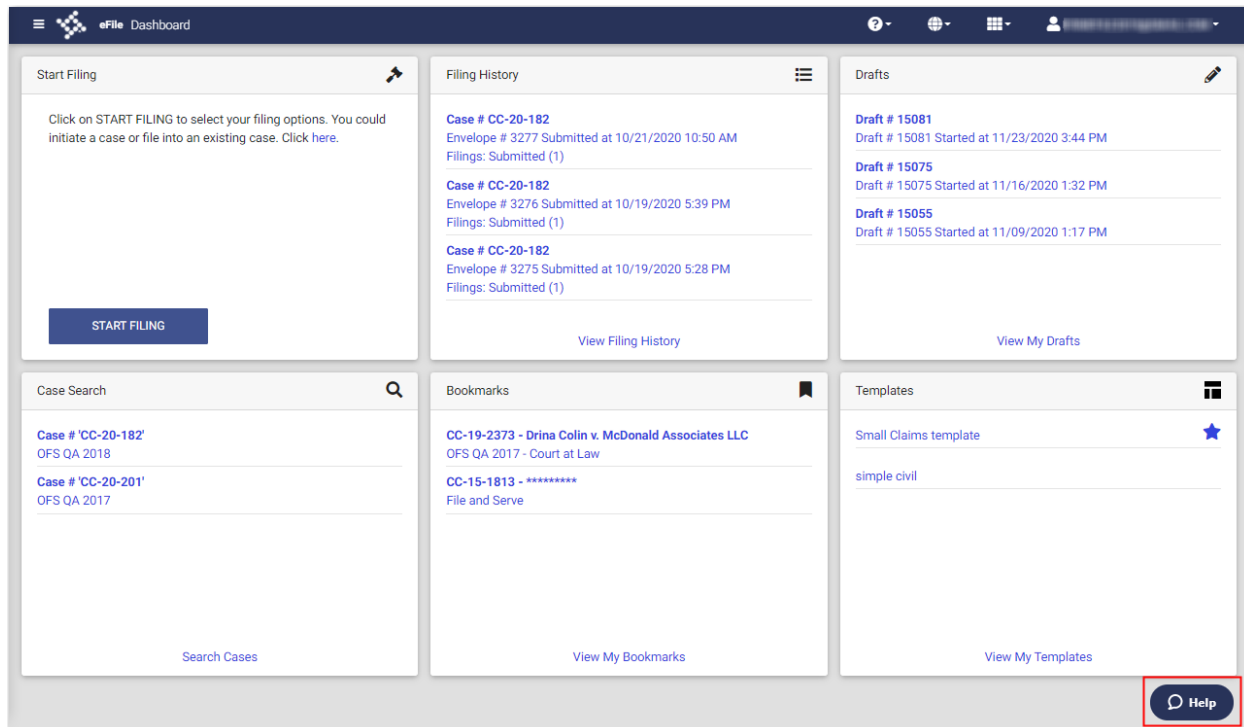


Figure 14.3 – Help Icon on the Dashboard Page

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

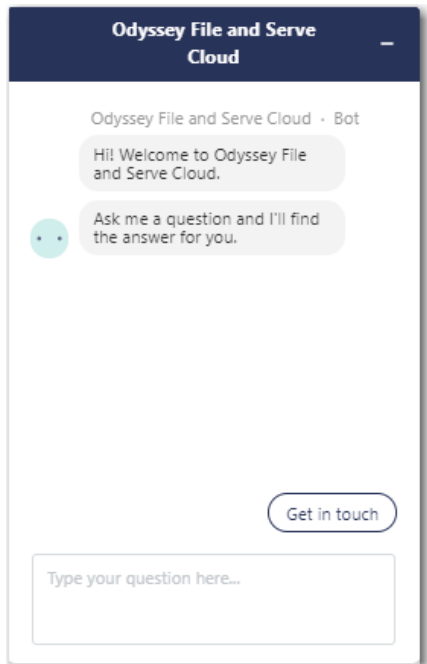


Figure 14.4 – Chat Modal

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

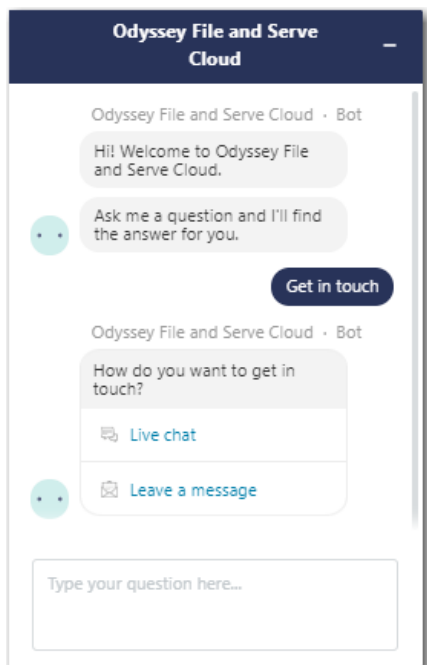


Figure 14.5 – Chat Modal with Communication Options

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, perform the following steps:

1. Click  in the eFile header.

The *Support / Feedback* window is displayed.

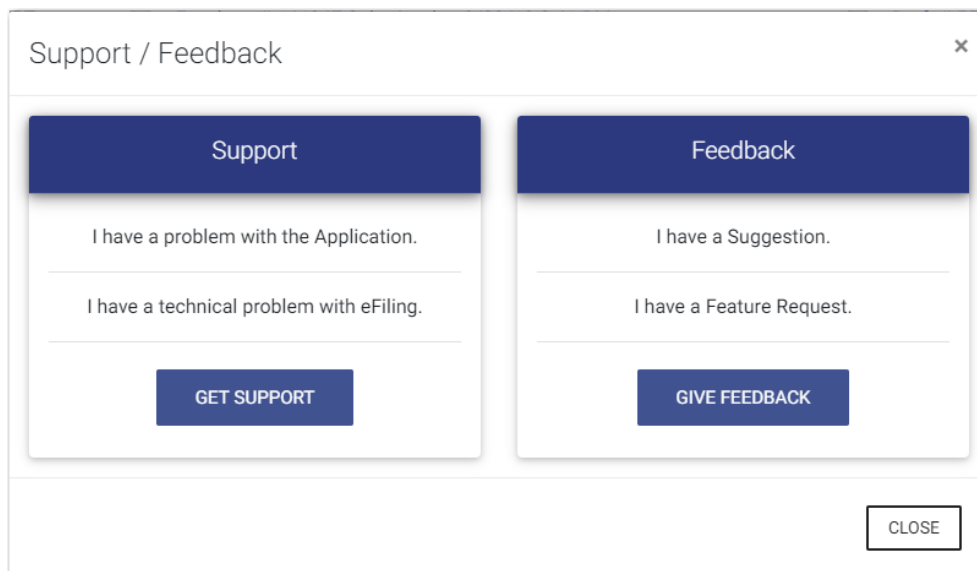
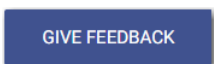


Figure 14.6 – Support / Feedback Window

2. Click .

The *Feedback* window is displayed.

Figure 14.7 – Feedback Window

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

Figure 14.8 – Feedback Type Drop-Down List

4. Type your feedback regarding the application or suggestion for a new feature in the **Feedback** comments window.
5. Select the **“It is ok to contact me about this feedback”** check box if you want Tyler to contact you for more information, or leave the check box cleared if you do not want to be contacted.

6. Click .
7. Either click , or click .

Tyler Technologies Technical Support Contact Information

For assistance, contact Tyler Technologies through the following resources.

Resource	Contact Information
Odyssey File & Serve Support Hours	7:00 a.m. to 9:00 p.m. (CT), Monday through Friday
Odyssey File & Serve Support Chat	Assistance is also available online through Support Chat .
Odyssey File & Serve Email	efiling.support@tylertech.com
Odyssey File & Serve Telephone	800.297.5377
GoTo Assist (Support)	Support may ask to assist you by sharing your screen using GoToAssist .