



# Individual Filer User Guide

## Odyssey® File & Serve™ HTML5 2018.1

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# CHAPTER 1 SYSTEM OVERVIEW

## TOPICS COVERED IN THIS CHAPTER

- ◆ RELEASE 2018.1 NEW FEATURES
- ◆ BEFORE YOU BEGIN

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

## RELEASE 2018.1 NEW FEATURES

This section lists the new features for Release 2018.1.

**Note:** Features vary based on your system configuration.

### Redaction Updates

The Redaction feature has been updated.

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

The following changes to the Redaction feature were made:

- An error icon is displayed if the document fails to redact during the automatic redaction process.

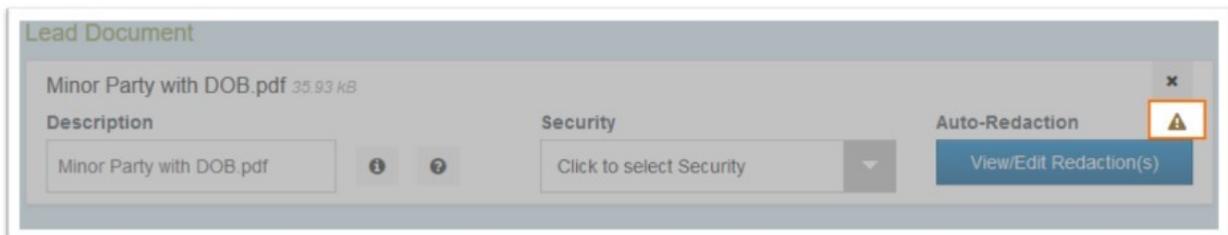


Figure 1.1 – Error Icon Displayed in the Auto-Redaction Section



- A save and close icon (  ) was added to the Redaction Editor (*Tyler Content Manager* window).
- The available icons in the Redaction Editor (*Tyler Content Manager* window) thumbnail pane changed.

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 move to the previous annotation page.

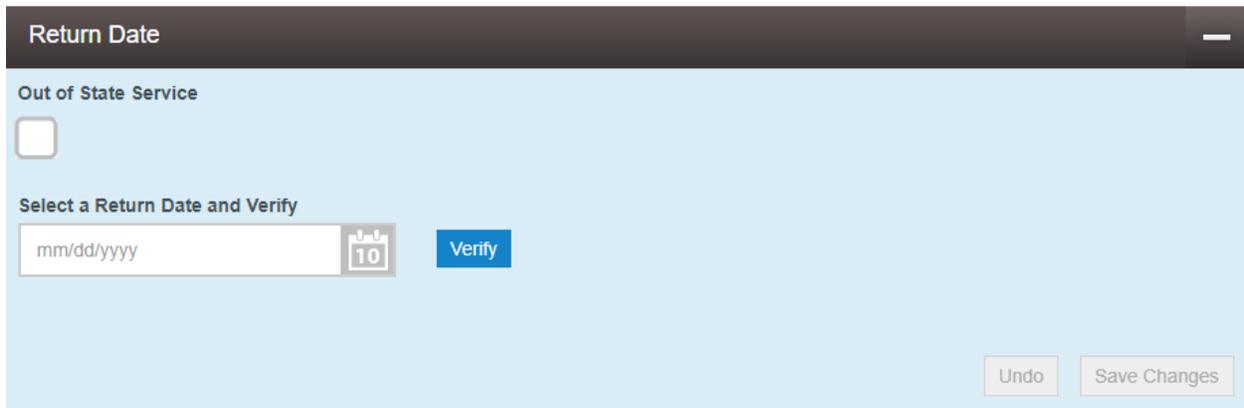
Icon	Description
	Click this icon in the thumbnail pane to move to the next annotation page.
	Click this icon in the thumbnail pane to view only the pages that have a redaction on them.

Refer to [Redaction Feature, page 103](#), [Entering a Filing with Redacted Documents, page 103](#), [Redaction Errors, page 113](#), and [Redaction Editor Toolbar, page 111](#) for more information.

## Remove Not Applicable Option on Return Date

The **Not Applicable** check box has been removed from the **Return Date** section. Filers must now select a return date to complete their filing.

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



Return Date

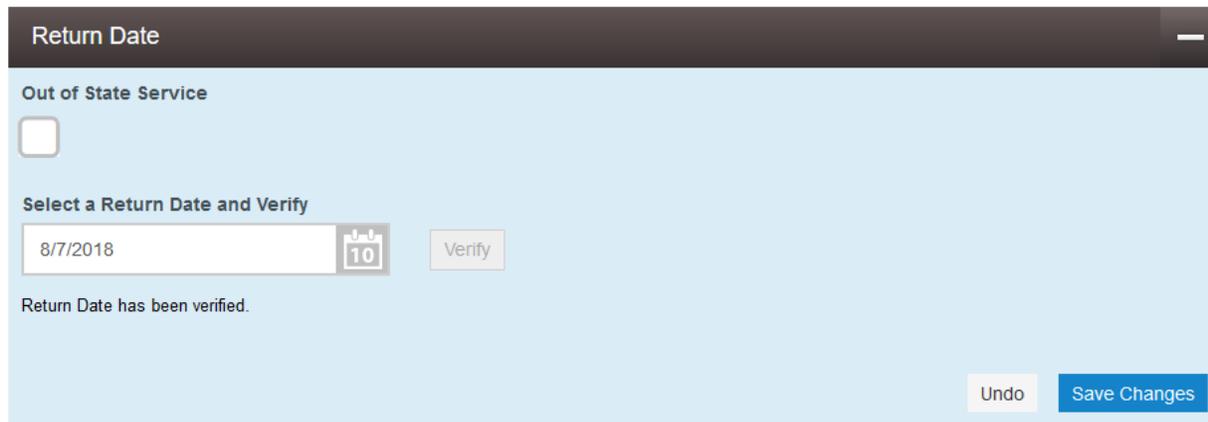
Out of State Service

Select a Return Date and Verify



Figure 1.2 – Return Date Section – Updated

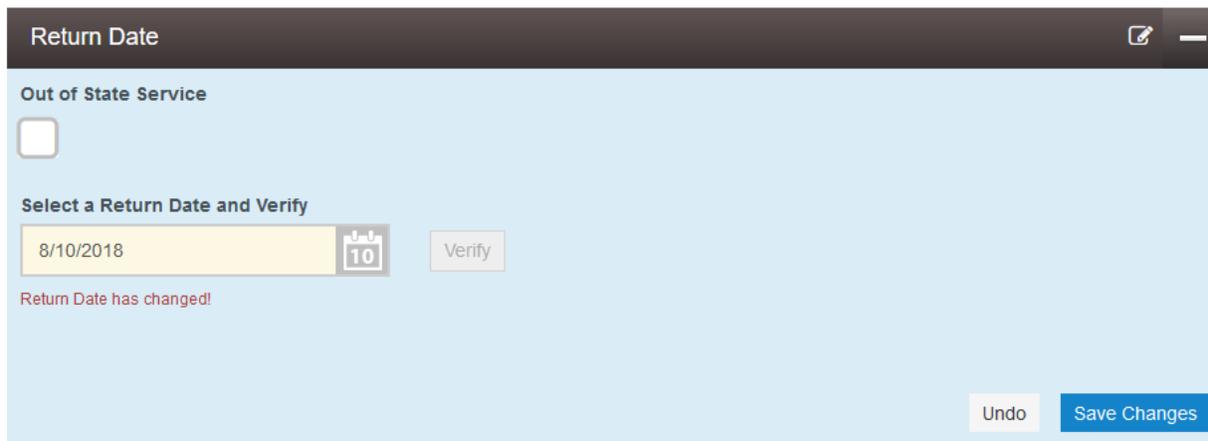
After selecting a return date, you must click  to check whether the selected date is available. If the selected date is verified, you will receive confirmation.



The screenshot shows a window titled "Return Date" with a dark header bar. Below the header, there is a section for "Out of State Service" with an unchecked checkbox. Underneath, the text "Select a Return Date and Verify" is displayed. A date input field contains "8/7/2018" and is accompanied by a calendar icon showing the number "10". To the right of the date field is a "Verify" button. Below the date field, the text "Return Date has been verified." is shown. At the bottom right of the window, there are two buttons: "Undo" and "Save Changes".

Figure 1.3 – Return Date Section – Return Date Verified

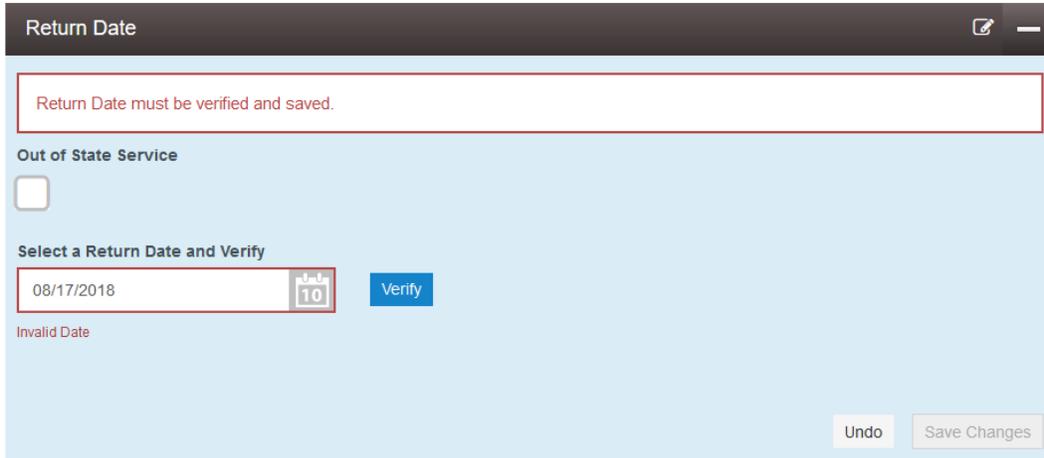
If the selected date is not verified, the system may change the date. If the date is changed, you will receive a notification that the date has changed.



The screenshot shows a window titled "Return Date" with a dark header bar. Below the header, there is a section for "Out of State Service" with an unchecked checkbox. Underneath, the text "Select a Return Date and Verify" is displayed. A date input field contains "8/10/2018" and is highlighted in yellow. To the right of the date field is a calendar icon showing the number "10". To the right of the calendar icon is a "Verify" button. Below the date field, the text "Return Date has changed!" is shown in red. At the bottom right of the window, there are two buttons: "Undo" and "Save Changes".

Figure 1.4 – Return Date Section – Return Date Changed

If you attempt to skip the **Return Date** section, you will receive a message indicating that the return date has not been verified. After the date has been verified, you must save the date.



Return Date

Return Date must be verified and saved.

Out of State Service

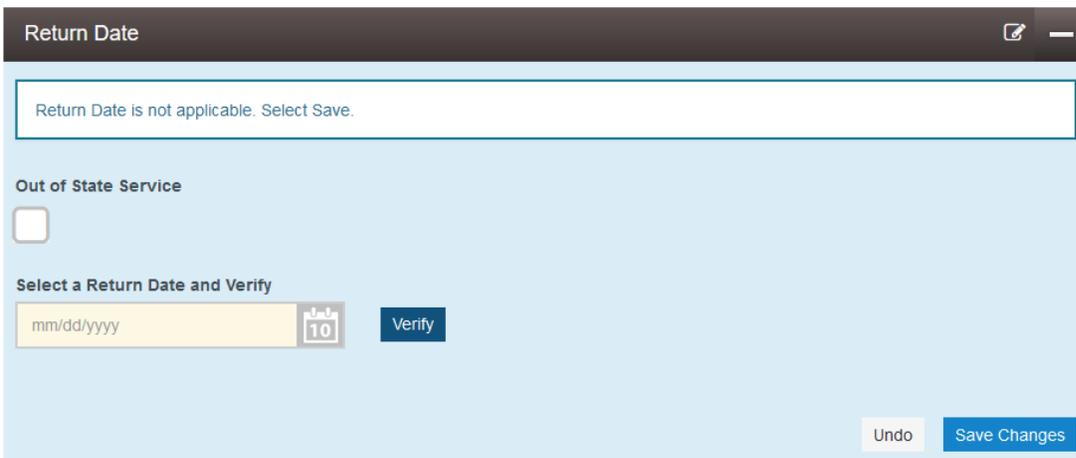
Select a Return Date and Verify

08/17/2018

Invalid Date

**Figure 1.5 – Return Date Section – Return Date Not Entered, Verified, and Saved**

If the system determines during verification that the return date is not applicable, a message will prompt you to save the filing.



Return Date

Return Date is not applicable. Select Save.

Out of State Service

Select a Return Date and Verify

mm/dd/yyyy

**Figure 1.6 – Return Date Section – Date Not Applicable**

Refer to [Capability for Filing Return Date, page 79](#) and [Selecting a Return Date for a Case Filing, page 81](#) for more information.

### Changes to Verify Process on Return Date

The system now forces users to verify the return date if certain data in the filing changes before the filing was completed.

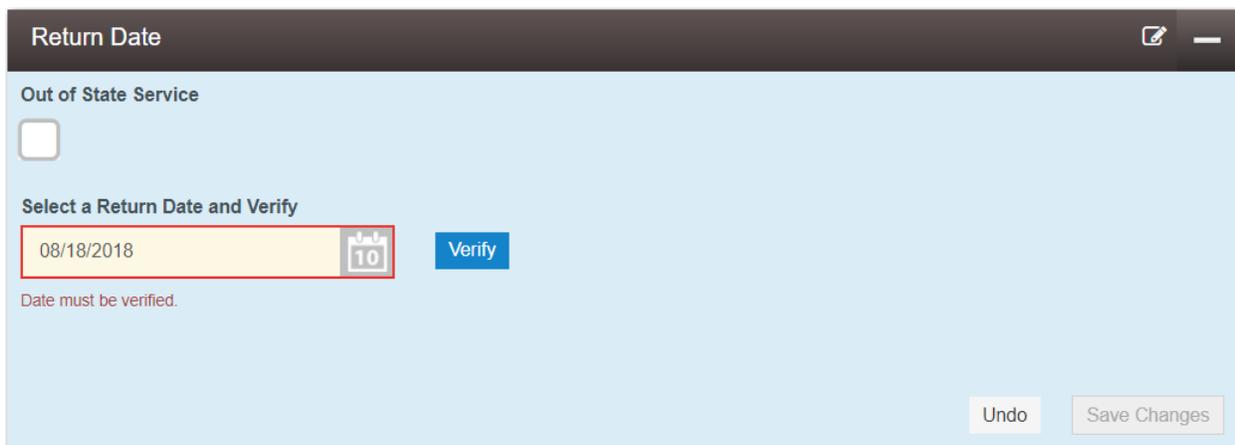
**Note:** This feature is configured by Tyler and may not be available on your system.

The system will force the filer to verify the return date when any of the following fields change:

- Location
- Case Category
- Case Type
- Party Connection Type

- Attorney
- Lead Attorney
- Filing Code
- Filing Attorney
- Case Cross References

Filers who resume a draft of a filing and subsequently change any of the specified fields will also be forced to verify the return date before they can complete the filing.



Return Date

Out of State Service

Select a Return Date and Verify

08/18/2018

Verify

Date must be verified.

Undo Save Changes

**Figure 1.7 – Return Date Section**

Refer to [Reverify Return Date](#), page 84 and [Reverifying a Return Date](#), page 85 for more information.

# BEFORE YOU BEGIN

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

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

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

## SYSTEM REQUIREMENTS

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

- **Browser Requirements** – The system supports Internet Explorer® 10 or 11; Chrome™; Mozilla® Firefox®; or Safari® application programs. If your browser does not meet these minimum requirements, please contact your network administrator.
  - **Note:** Safari on iOS is not supported.
- **Operating Systems** – The system supports Microsoft® Windows®, Linux®, Chrome OS™, Android™, and OS X® desktop class operating system software.
  - **Note:** iOS is not supported.
- **Minimum Hardware Requirements** – The system supports the following hardware:
  - Intel® Core™ Duo processors or Advanced Micro Devices, Inc. (AMD) processors manufactured in 2012 or later
  - 2 Gigabytes (GB) of Random Access Memory (RAM)
  - 1366 x 768 resolution screens for desktop computers, or 1280 x 720 resolution screens for mobile devices
- **Recommended Hardware Requirements** – Tyler recommends the following hardware:
  - Intel® Core™ i3 or AMD A6 processors with at least a 2.0 GHz clock speed
  - 4 GB of RAM
  - 1920 x 1080 resolution for both desktop computers and mobile devices
- **Connection Requirements** – A high-speed Internet connection is recommended.
- **Document Format** – The Adobe® Portable Document Format (PDF) is the only format allowed for attaching documents in Odyssey File & Serve HTML5.

## PAGE NAVIGATION

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

### Keyboard Shortcuts

At any time while you are in the Odyssey File & Serve system, you can use keyboard shortcuts for assistance. Press SHIFT+? to display the following window.

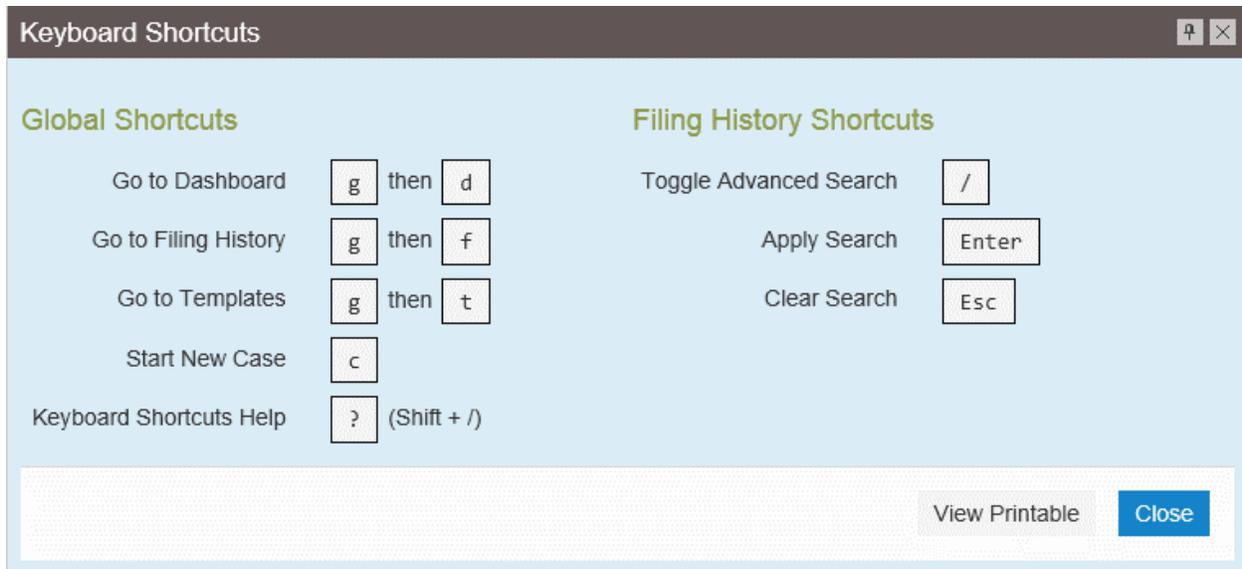


Figure 1.8 – Keyboard Shortcuts Window

Press any shortcut key to initiate an action depending on the key you pressed. The keyboard shortcuts are designed to make your experience flow more smoothly and to help you to gain efficiency in using the system.

**Note:** The tab key is not functional within the Safari application program.

## Resume Filing

During the filing process, the system automatically saves a draft of each page on which you have completed all required fields. This feature allows you to stop work on a filing and resume at a later time. To resume filing a saved draft, navigate to the *Filing History* page and find the draft that you want to complete. From the **Actions** drop-down list, select **Resume Draft Envelope**.

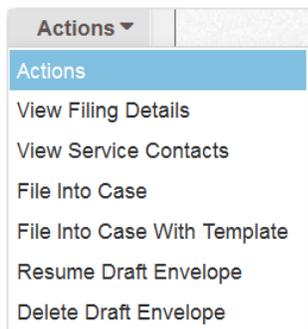


Figure 1.9 – Actions Drop-Down List

## ERROR MESSAGES

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

### Enter Data in Required Fields

Required fields are outlined in red on your form. If the information is not entered in the required fields, you will receive error messages when you try to advance to the next page.

**Note:** Required fields may vary in different sections.

## ORIENTATION

When you sign in to Odyssey File & Serve, the *Filer Dashboard* page is displayed. From here, drop-down lists provide various filing options.

### Filer Dashboard and Actions Drop-Down List

Start a new case or add a filing to an existing case, using one of two methods:

- From the *Filer Dashboard* page

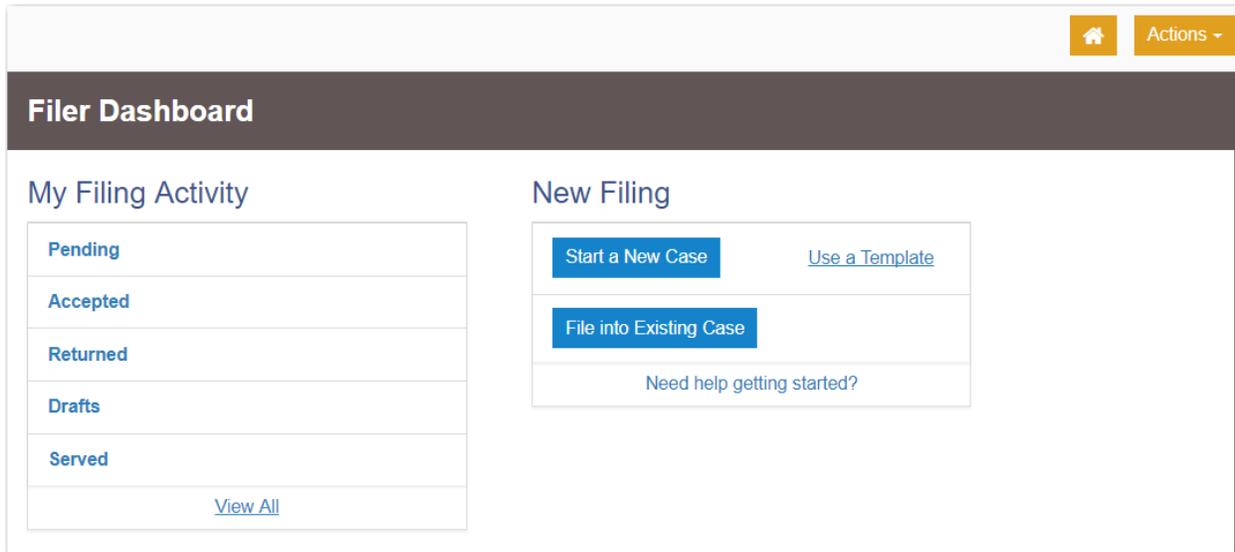


Figure 1.10 – Filer Dashboard Page

- From the **Actions** drop-down list

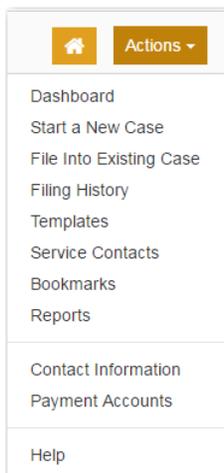


Figure 1.11 – Actions Drop-Down List

The **Actions** drop-down list can also be used for other case actions.

Click the home icon (  ) from any page in the system to return to the *Filer Dashboard* page.

## Start a New Case

Click **Start a New Case** to open a new case and enter the required information. You can also select **Start a New Case** from the **Actions** drop-down list.

## File Into Existing Case

Click **File into Existing Case** to locate an existing case and add a filing to the case. You can also select **File Into Existing Case** from the **Actions** drop-down list.

The *File Into Existing Case* page includes tooltips. Pause on the case type to view the tooltip associated with that case type.

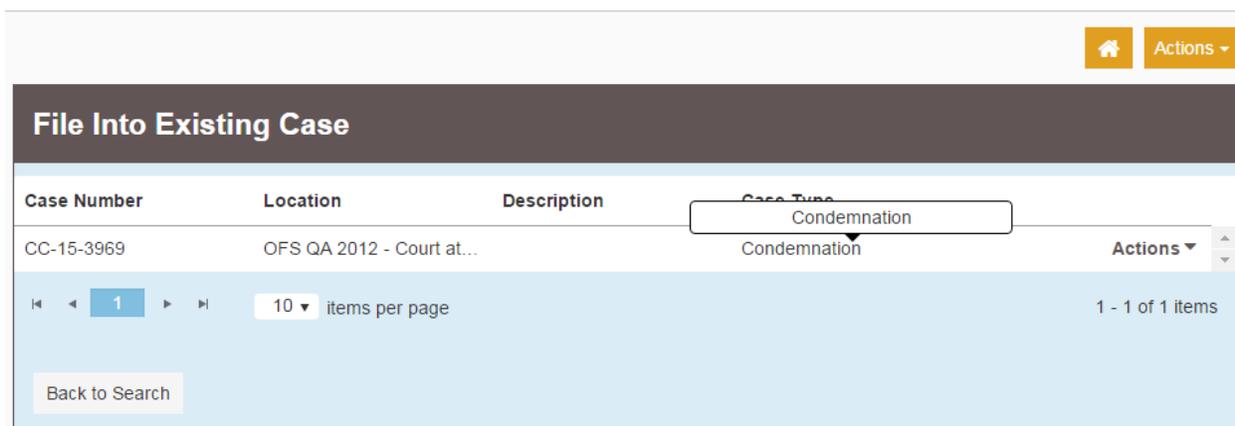


Figure 1.12 – File Into Existing Case Page with Tooltip Displayed

## Filing History

After uploading and submitting your filing, it is displayed on the *Filing History* page. From here, you can view the status of your filing, check the filing type, get a document description, see the number assigned to your case, review the details of the case, and cancel a filing. You can also pause on a filing description to see the tooltip associated with that description.

Q

## Filing History

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
▶ Draft # 232868 - *****			Draft # 232868 started Tuesday, January 10, 2017 at 11:29 AM CST by Individual Filer	Actions ▼
▶ Draft # 231816			Draft # 231816 started Monday, January 09, 2017 at 4:35 PM CST by Individual Filer	Actions ▼
▶ Draft # 211942			Draft # 211942 started Thursday, December 01, 2016 at 3:43 PM CST by Individual Filer	Actions ▼
▼ Draft # 211941			Draft # 211941 started Thursday, December 01, 2016 at 2:39 PM CST by Individual Filer	Actions ▼
<b>Draft</b>	<b>Acknowledgement</b>	<b>EFile</b>	Malpractice Malpractice	<b>X</b>
▼ Draft # 211940			Draft # 211940 started Thursday, December 01, 2016 at 1:52 PM CST by Individual Filer	Actions ▼
<b>Draft</b>	<b>Acknowledgement</b>	<b>EFile</b>		<b>X</b>
▶ Draft # 203657			Draft # 203657 started Tuesday, November 15, 2016 at 12:59 PM CST by Individual Filer	Actions ▼
▼ Draft # 201549			Draft # 201549 started Monday, November 14, 2016 at 11:45 PM CST by Individual Filer	Actions ▼

◀ 1 2 3 4 5 ▶▶
20 items per page
1 - 20 of 99 items

Back

Figure 1.13 – Filing History Page with Tooltip Displayed

## Templates

Envelope templates allow you to quickly file into a case or create a new case from a template that you have created, saving you time. Templates exist for initial filings and subsequent filings.

Templates			
<input type="text" value="Search"/>			<a href="#">+ New Template</a>
Favorite	Name	Type	
	District Court Filings	New Case	Actions ▾
	Family Law	Existing Case	Actions ▾

Figure 1.14 – Templates Page

## Service Contacts

The *Service Contacts* page provides the ability to create and save your frequently used service contacts.

Service Contacts		
<input type="text" value="Search by first or last name"/>		<a href="#">+ Add Service Contact</a>
Name	Email	
George Adams	gadams@yahoo.com	Actions ▾
John Doe	john.doe@tylertech.com	Actions ▾
Raymond Hampton	ray.hampton@tylertech.com	Actions ▾
Joyce Jones	joyce.jones@tylertech.com	Actions ▾
Henry Smith	henry.smith@tylertech.com	Actions ▾

Items per page:  ▾ 5 total items

Figure 1.15 – Service Contacts Page

## Bookmarks

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.

Bookmarks		
<input type="text" value="Search"/>		
Case Number	Location	Description
CC-15-2233	OFS QA 2014	Actions ▾
CC-16-560	OFS QA 2012 - Court at Law 1	Actions ▾
CC-16-276	OFS QA 2014 - Court at Law 2	Actions ▾
CC-15-2222	OFS QA 2014	Actions ▾
CC-15-4517	OFS QA 2012	Actions ▾
CC-15-2008	OFS QA 2014	Actions ▾
CC-15-2009	OFS QA 2014	Actions ▾
CC-15-2006	OFS QA 2014	Actions ▾
CC-15-1999	OFS QA 2014	Actions ▾
CC-15-2001	OFS QA 2014	Actions ▾

14 total items

⏪ ◀ 1 2 ▶ ⏩

Figure 1.16 – Bookmarks Page

## Reports

You can create reports on your filing activity and export the reports into an easily accessible Microsoft® Excel® file.

The Financial Reconciliation Report contains a report at the **Envelope** level that is designed to help you reconcile your filing fees to your credit card statements.

The Filings Report is a detailed look into every filing, filing status, and fee associated with the filings that you have performed.

Reports	
<b>Financial Reconciliation Report</b> Useful when reconciling financial transactions against filings submitted during a selectable time frame up to 60 days <ul style="list-style-type: none"><li>• Provides envelope level information specific to fees and their capture date</li><li>• Delivered in an Excel spreadsheet to allow for filtering and searching</li></ul>	Run Report
<b>Filings Report</b> Useful when looking for detailed information about financial transactions <ul style="list-style-type: none"><li>• Provides filing level details specific to fees tied to each filing in the envelope</li><li>• Includes a complete breakdown of the filing fees as well as the date the fees were captured</li></ul>	Run Report

Figure 1.17 – Reports Page

## Contact Information

Select **Contact Information** from the **Actions** drop-down list to change the contact information that you previously entered into the system. Then, click  to save your modifications, or click  to exit without changing your contact information.

### Contact Information

**Country**  
United States of America

**Address Line 1**  
5101 Tennyson

**Address Line 2**

**City** Plano **State** Texas

**Zip Code** 75024 **Phone Number** 2313332

Undo Save Changes

Figure 1.18 – Contact Information Page

## Payment Accounts

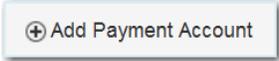
Select **Payment Accounts** from the **Actions** drop-down list to view the *Payment Accounts* page. From here, you can view the existing payment accounts or add a new payment account.

Payment Accounts			
+ Add Payment Account			
Payment Account Name	Payment Account Type	Active	
eCheck (6789)	eCheck	Yes	Actions ▾
New AmEx (AMEX 8431)	Credit Card	Yes	Actions ▾
New Discover (DISCOVER 9424)	Credit Card	Yes	Actions ▾
Visa (VISA 0006)	Credit Card	Yes	Actions ▾
Waiver	Waiver	Yes	Actions ▾

1 - 5 of 5 items

**Figure 1.19 – Payment Accounts Page with Existing Payment Accounts**

If you have no existing payment accounts, add an account by selecting **Payment Accounts** from the **Actions** drop-down list. An introductory page is displayed with information about setting up a payment account.

If you want to add a new payment account, click . Complete the information in the **Payment Account Name** and **Payment Account Type** fields. Click  to save your payment account information, or click  to exit without adding a payment account.

## Help

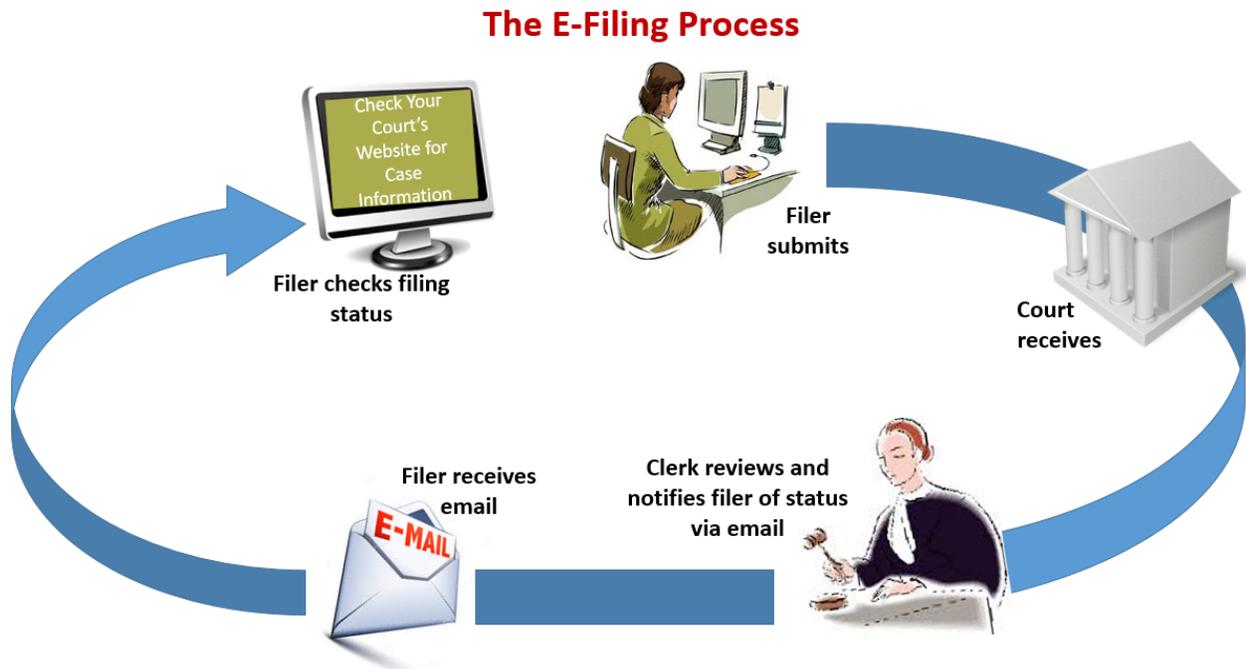
Select **Help** from the **Actions** drop-down list to view additional training materials, contact information, and **Self-Service Support**.

# CHAPTER 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™, a filer can electronically file documents to the court. When the filing is submitted, 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 returned or rejected, the envelope is sent back to the filer with a reason for the rejection, and the filer is given a time line in which to make the correction and resubmit the filing.

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.

**i 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, but the document file format and payment information have not been verified on the back end.
Submitted	EFO, EFS, SO	The document file format and payment information have been verified and accepted, but the filing has not yet entered the Review Queue/Workflow Process.
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. <b>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.</b>
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. <b>Note: The filer can cancel or copy a filing in the Returned status.</b>
Served	SO	Service Only filings are completed.
Service Incomplete (Service Only filings)	SO	One or more servings failed; the service was incomplete. Example: The email or domain was rejected.

Status	Filing Type	Definition
Canceled	EFO, EFS, SO	The filer has canceled the filing. The filer can only cancel 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 specifics through email.

# CHAPTER 3 HOME PAGE

## TOPICS COVERED IN THIS CHAPTER

- ◆ REGISTERING AS AN INDIVIDUAL FILER
- ◆ RESETTING YOUR PASSWORD

The *Home* page serves as the gateway to the system. From this page, you can register, sign in, view training sessions, and get contact information for Technical Support.

**Court Information**

**Welcome to the court filing portal for your state!**

This portal allows you to easily file and serve electronic court documents. You can access this portal from any of your internet enabled devices. The courts that are currently setup are listed below. We are in the process of adding the remaining courts.

AAA County, ABC County, DEF County

**Important Court Information**

- Keep the court updated with any changes in your address or phone number.

**Court Links**

- Court House Maps and Addresses
- State Justice Civil Division
- Court Dockets
- Observed Court Holidays

**Actions**

**Sign In**      **Register**

**Self Help**

- Self Help
- Court Online Training Sessions
- Filing for the first time?

Figure 3.1 – Odyssey File & Serve Home Page

## Court Information

The **Court Information** panel provides links to the courts in your area. Click those links to access detailed information about the courts, including their location and general information about each court.

## Actions

The **Actions** panel is where you sign in to the system or register as a user.

The **Sign In** area is where you sign in to and use the Odyssey File & Serve system. Type your email address and password to sign in to Odyssey File & Serve.

The **Register** link takes you to the page where you can register in the system by using your name and contact information. Odyssey File & Serve requires all users – whether Firm Administrators, attorneys, or individuals representing themselves – to be registered in the system.

## Self Help

The **Self Help** panel contains links to online training sessions, answers to questions regarding e-filing, and user documentation.

The following types of documents are available to help you answer many of your day-to-day operation questions:

- The *Individual Filer User Guide* provides step-by-step instructions on using the system. The user guide covers activities such as signing into the system, searching for existing cases, selecting the e-file and serve options, performing an e-file and serve, and changing user settings and passwords.
- The *Firm Administrator Guide* is specifically for the Firm Administrator. This guide covers administrative functions such as registering the firm, managing firm users, payments, and attorney accounts, as well as creating and editing the firm's service contact lists.
- The *Firm and Criminal Filing Filer User Guide* is specifically for the firm users and the users with the Criminal Filing Filer role who are not Firm Administrators. This guide covers activities such as signing into the system, searching for existing cases, selecting the e-file and serve options, performing an e-file and serve, and changing user settings and passwords.
- The *Quick Reference Guide* (QRG) provides only the steps needed to complete common tasks such as registering for an account, initiating a new case, and filing into an existing case.

## REGISTERING AS AN INDIVIDUAL FILER

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

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

To register as an individual filer, perform the following steps:



1. On the *Home* page, click .

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

2. Complete the required fields, which are bordered in red: **First Name**, **Last Name**, **Email Address**, **Password**, **Security Question**, and **Security Answer**.

3. Click .

The next page is displayed.

4. Select the option for a self-represented account.

**Register**

User Information » Firm Information » Terms and Conditions » Complete

**Registration Options**

**Register for a Firm Account**

Perfect for:

- Attorneys
- Firms with multiple filers
- Solo Attorney Practitioners

**Register for a Self-Represented Account**

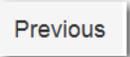
Perfect for:

- Pro Se Filers
- Process Servers
- Landlords / Tenants

**Figure 3.2 – Register Page – Self-Represented Account**

5. Complete the required fields.

6. Click  to continue with your registration.

 **Note:** Or click  to return to the previous page.

The *Register* page with the usage agreement is displayed.

**Register**

User Information » Firm Information » Terms and Conditions » Complete

**Odyssey File & Serve Usage Agreement**

Welcome to the online services of Tyler Technologies for the State of Nevada. Please read this Agreement carefully. It governs Your access to and use of the Odyssey File & Serve application through the Tyler Technologies Internet Site. Your use of the Tyler Technologies Site and/or other Tyler products is conditioned upon Your acceptance of this Agreement. By clicking on the "I Accept" button, You are agreeing to be legally bound by all of the terms and conditions of this Agreement. If You are acting as an employee, You agree that this Agreement will bind Your employer and that You are authorized to do so. As used in this Agreement, "You" or "Your" includes You and Your employer.

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

**Section 1. Definitions**

The following terms have the following meanings in this Agreement: "Authorized User" means any of Your employees, agents, independent contractors, consultants, subcontractors, or other personnel who are authorized to use the Tyler Technologies Site and/or other Tyler products on Your behalf.

**Figure 3.3 – Register Page with Usage Agreement**

7. Read the usage agreement.

8. Click  to accept and agree to the terms listed on your page.

Previous

If you do not want to continue with your registration, click [Previous](#) to return to the previous page. A confirmation page is displayed, and a verification email is sent to the email address you provided.

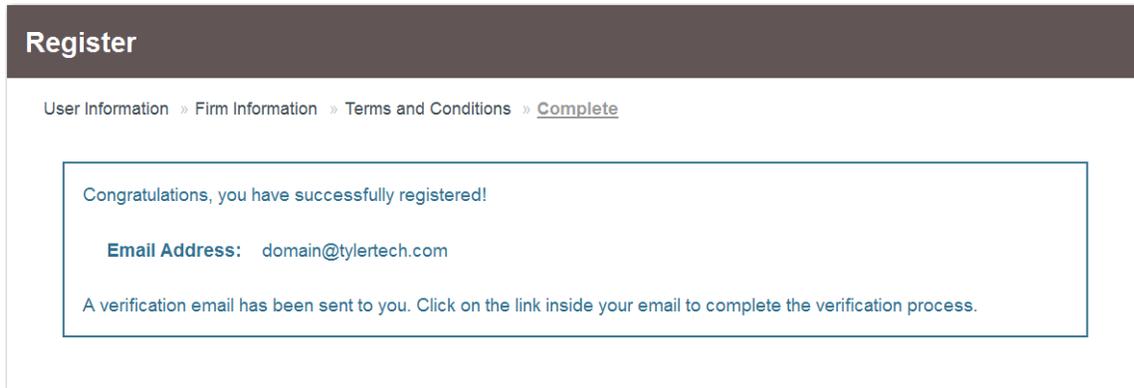


Figure 3.4 – Register Page with Confirmation

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

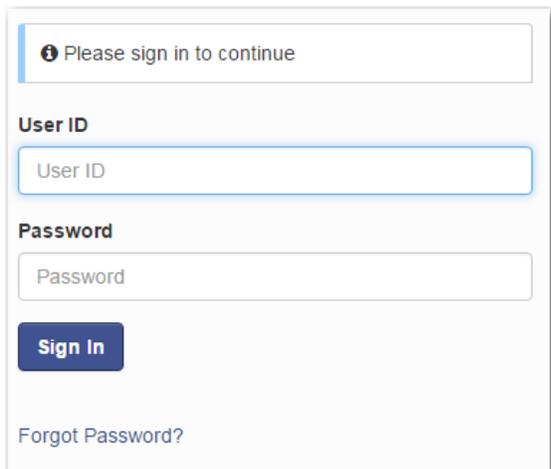
Your registration is complete. You can now navigate to the *Home* page to sign in.

## RESETTING YOUR PASSWORD

To reset your password, perform the following steps:



1. On the Odyssey File & Serve *Home* page, click .
2. Type your email address in the **User ID** field.



Please sign in to continue

**User ID**

**Password**

**Sign In**

[Forgot Password?](#)

Figure 3.5 – Sign In Page

3. Click [Forgot Password?](#).

A page is displayed with a message requesting that you type your email address.



 **tyler** technologies Empowering people who serve the public™

Please enter the email address associated with your account.

Email Address

**Next**

Figure 3.6 – Change Password Page

4. Type the email address that you provided during the registration process in the **Email Address** field.

5. Click **Next**.

A message is displayed asking if you are a human and not a robot.

6. Select the **I'm not a robot** check box.

**Note:** The size of the screen that is displayed may vary, depending on where you are in the system when you request a password reset.

The screenshot shows the Tyler Technologies logo at the top left, consisting of a cluster of blue and green dots. To the right of the logo is the text "tyler technologies" in a blue and green font. Below the logo is a text input field labeled "Email Address" containing a blurred email address. Underneath the input field is a checkbox labeled "I'm not a robot" which is currently unchecked. To the right of the checkbox is a reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". At the bottom center of the form is a button labeled "Reset Password".

Figure 3.7 – Password Reset Page – Check Box Cleared

A screen might be displayed from which you must select specified images. If so, continue with the next step. If not, continue with Step 8.

7. Click the requested images, and then click

Verify

If you selected the proper images during the verification process, the first screen is displayed again, and the **I'm not a robot** check box is now selected.

**Note:** The size of the screen that is displayed may vary, depending on where you are in the system when you request a password reset.

This screenshot is identical to Figure 3.7, but the "I'm not a robot" checkbox is now checked, indicated by a green checkmark to the left of the text. The "Verify" button from the previous step is no longer visible.

Figure 3.8 – Password Reset Page – Check Box Selected

8. Click

Reset Password

When you have successfully selected the correct images (if you were asked to do so), the system displays the following message: A password reset link has been sent to the email address

associated with your account. If you do not see the password reset email in your Inbox, please check to see if it was delivered to your spam folder.

9. Check your email inbox.
10. Locate the email from Odyssey File & Serve.
11. Click the link that is labeled click **here** to reset your password.

You are prompted to create a new password.

12. Type a new password in the **New Password** field.
13. Retype your new password in the **Repeat New Password** field.
14. Click **Change Password**.

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

# CHAPTER 4 SIGN IN AND SIGN OUT

## TOPICS COVERED IN THIS CHAPTER

- ◆ SIGNING IN
- ◆ SIGNING OUT

All users are required to sign in to e-file and e-serve a document 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.



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

To sign in, perform the following steps:

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



2. Click .
3. Type your email address and password (which is case sensitive) in the fields provided.

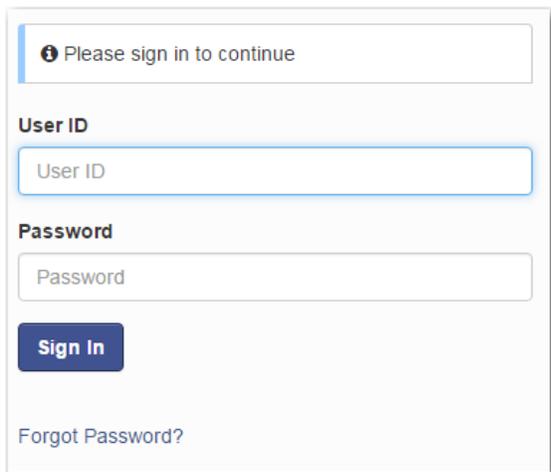
A screenshot of the sign-in page. At the top, there is a message box that says "Please sign in to continue". Below this, there are two input fields: "User ID" and "Password". A blue "Sign In" button is positioned below the password field. At the bottom of the form, there is a link that says "Forgot Password?".

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?](#)

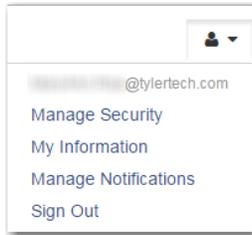
Once you have successfully signed in, you can begin to e-file and e-serve documents.

## SIGNING OUT

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

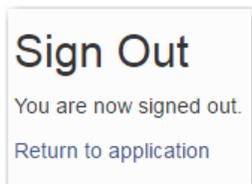
Perform the following steps to sign out:

1. From the profile drop-down list on the page, click **Sign Out**.



**Figure 4.2 – Sign Out Option on the Profile Drop-Down List**

The *Sign Out* page is displayed.



**Figure 4.3 – Sign Out Page**

2. Return to the *Home* page to sign in to the system.

# CHAPTER 5 PROFILE PREFERENCES

## TOPICS COVERED IN THIS CHAPTER

- ◆ CHANGING THE USER PASSWORD
- ◆ CHANGING THE SECURITY QUESTION
- ◆ UPDATING USER INFORMATION
- ◆ MANAGING NOTIFICATIONS

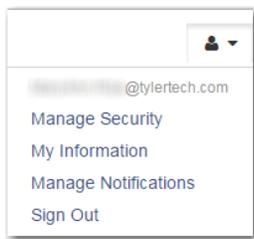
The profile drop-down list provides options for changing your password and managing your notifications.

## CHANGING THE USER PASSWORD

Change your password from the *Manage Security* page.

Perform the following steps to change the user password:

1. From the profile drop-down list, select **Manage Security**.



**Figure 5.1 – Profile Drop-Down List**

The *Manage Security* page is displayed.

The screenshot shows the 'Manage Security' page with two main sections:

- Change Password:** Contains three input fields: 'Old Password', 'New Password', and 'Re-enter New Password'. At the bottom right are 'Undo' and 'Save Changes' buttons.
- Change Security Question:** Contains a message box stating 'You must enter your password in order to update your security question and/or answer.' Below this are three input fields: 'Security Question' (with the text 'Name of my heart dog?'), 'Security Answer', and 'Current Password'. At the bottom right are 'Undo' and 'Save Changes' buttons.

Figure 5.2 – Manage Security Page

2. Type your old password, followed by your new password. Then, retype your new password.

**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.

3. Click **Save Changes** to change your password, or click **Undo** to exit without changing your password.

## CHANGING THE SECURITY QUESTION

Change your security question from the *Manage Security* page.

Perform the following steps to change your security question:

1. From the profile drop-down list, select **Manage Security**.

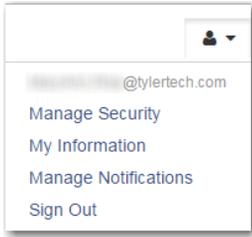


Figure 5.3 – Profile Drop-Down List

The *Manage Security* page is displayed.

A screenshot of the "Manage Security" page. The page has a dark header with the title "Manage Security". Below the header, there are two main sections. The first section is titled "Change Password" and contains three input fields: "Old Password", "New Password", and "Re-enter New Password". There are "Undo" and "Save Changes" buttons at the bottom right of this section. The second section is titled "Change Security Question" and contains a message box that says "You must enter your password in order to update your security question and/or answer." Below this message box, there are three input fields: "Security Question" (with the text "Name of my heart dog?"), "Security Answer", and "Current Password". There are "Undo" and "Save Changes" buttons at the bottom right of this section.

Figure 5.4 – Manage Security Page

2. Change your security question and answer by typing your new information in the **Security Question** and **Security Answer** fields. Then, type your current password in the **Current Password** field.

3. Click  to change your security information, or click  to exit without changing your security information.

## UPDATING USER INFORMATION

Users can update their personal information.

Perform the following steps to update your personal information:

1. From the profile drop-down list, select **My Information**.

The *My Information* page is displayed.

**My Information**

**My User Information**

Note: If you are updating your email address/user name you will be asked to sign back in.

**First Name**  
Individual

**Middle**

**Last Name**  
Filer

**Email Address**  
indie.filer@tylertech.com

Undo Save Changes

Figure 5.5 – My Information Page

2. Update any information as needed. Click

Save Changes

to save your changes, or click

Undo

to

## MANAGING NOTIFICATIONS

You can set your notification preferences for receiving filing information.

Perform the following steps to set your email notifications:

1. From the profile drop-down list, select **Manage Notifications**.

The *Manage Notifications* page is displayed.

The screenshot shows a web interface titled "Manage Notifications". Under the "Email Notifications" section, there is a heading "Select the email notifications that you wish to receive." Below this, there are six notification options arranged in a 2x3 grid, each with a checked checkbox:

<b>Filing Accepted</b> <input checked="" type="checkbox"/>	<b>Filing Rejected</b> <input checked="" type="checkbox"/>	<b>Filing Submitted</b> <input checked="" type="checkbox"/>
<b>Service Undeliverable</b> <input checked="" type="checkbox"/>	<b>Filing Submission Failed</b> <input checked="" type="checkbox"/>	<b>Filing Received</b> <input checked="" type="checkbox"/>

At the bottom right of the form, there are two buttons: "Undo" and "Save Changes".

Figure 5.6 – Manage Notifications Page

2. Select the check boxes that correspond to the methods by which you want to be notified of filing information. The options that you can select include **Filing Accepted**, **Filing Rejected**, **Filing Submitted**, **Service Undeliverable**, **Filing Submission Failed**, and **Filing Received**.

3. Click  to save your notification selection, or click  to exit without changing your notification information.

# CHAPTER 6 FILER DASHBOARD

## TOPICS COVERED IN THIS CHAPTER

### ◆ DASHBOARD FILING CATEGORY DESCRIPTIONS

The *Filer Dashboard* page is the starting page for all filings. From here, you can start a new case, file into an existing case, and check the status of all filings that have been made.

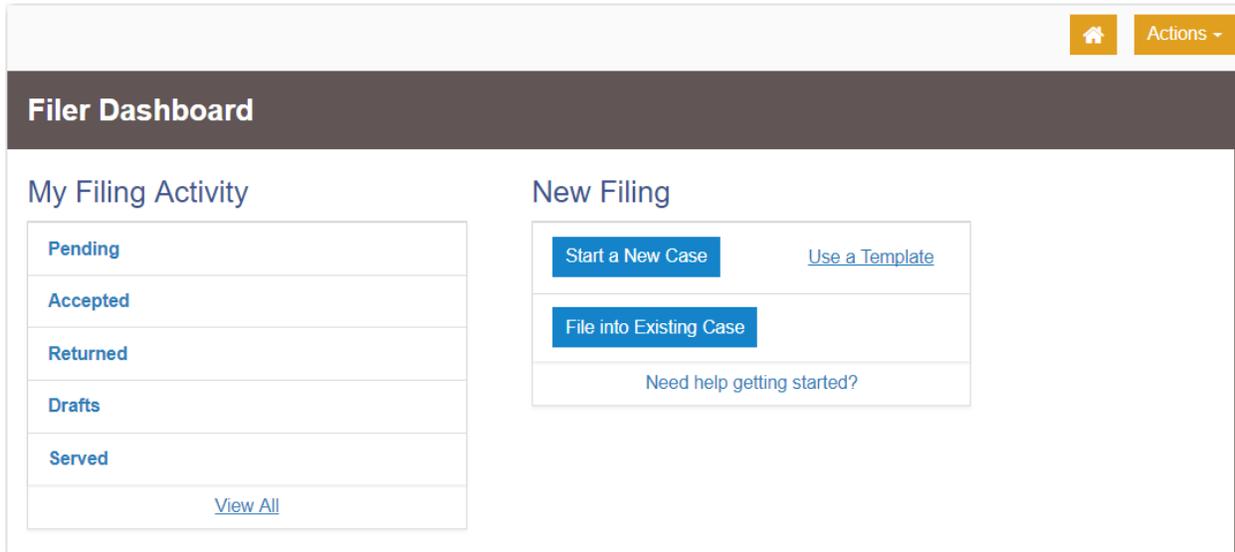


Figure 6.1 – Filer Dashboard Page

The home icon () next to the **Actions** drop-down list can be clicked from any page in the system to return to the *Filer Dashboard* page.

## DASHBOARD FILING CATEGORY DESCRIPTIONS

The status of all filings can be found in the **My Filing Activity** pane on the *Filer Dashboard* page.

The following table lists the status categories and their descriptions.

Filing Category	Description
<b>Pending</b>	Click to view envelopes that have been submitted and are being processed. Envelopes with a <b>Pending</b> status remain pending until there is some action from the court.
<b>Accepted</b>	Click to view envelopes that have been accepted by the court and are filed.
<b>Returned</b>	Click to view envelopes that have been returned from the court to be corrected.

Filing Category	Description
<b>Drafts</b>	Click to view envelopes that have not been submitted yet.
<b>Served</b>	Click to view envelopes that have service-only filings that have been delivered. Envelopes with a <b>Served</b> status have been delivered to the party.

# CHAPTER 7 PAYMENT ACCOUNTS

## TOPICS COVERED IN THIS CHAPTER

- ◆ ENTERING PAYMENT ACCOUNT DETAILS
- ◆ UNAVAILABLE PAYMENT ACCOUNTS
- ◆ DRAW DOWN ACCOUNT USER INTERFACE

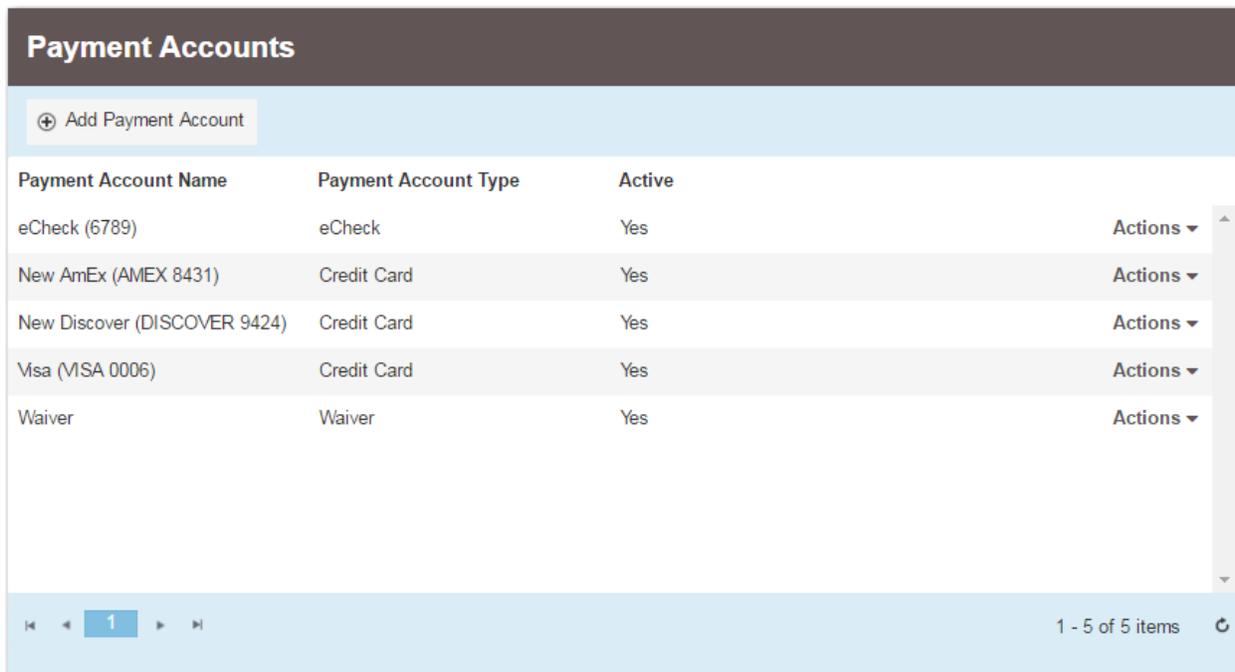
## ENTERING PAYMENT ACCOUNT DETAILS

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

To set up a payment account, perform the following steps:

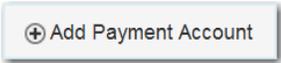
1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Payment Accounts**.

The *Payment Accounts* page is displayed.



Payment Account Name	Payment Account Type	Active	Actions
eCheck (6789)	eCheck	Yes	Actions ▾
New AmEx (AMEX 8431)	Credit Card	Yes	Actions ▾
New Discover (DISCOVER 9424)	Credit Card	Yes	Actions ▾
Vsa (VISA 0006)	Credit Card	Yes	Actions ▾
Waiver	Waiver	Yes	Actions ▾

Figure 7.1 – Payment Accounts Page

2. Click  to add a new payment account.

The *Payment Accounts* page expands with additional fields for adding a new payment account, and the cursor moves down the page to the **Payment Account Name** field.

**Payment Accounts**

+ Add Payment Account

Payment Account Name	Payment Account Type	Active	
eCheck (6789)	eCheck	Yes	Actions ▾
New AmEx (AMEX 8431)	Credit Card	Yes	Actions ▾
New Discover (DISCOVER 9424)	Credit Card	Yes	Actions ▾
Visa (VISA 0006)	Credit Card	Yes	Actions ▾
Waiver	Waiver	Yes	Actions ▾

1 - 5 of 5 items

Payment Account Name

Payment Account Type

Click to select Payment Account Type

Undo Save Changes

**Figure 7.2 – Payment Accounts Page for Adding a New Payment Account**

3. Type the name that you want to assign to the payment account in the **Payment Account Name** field.
4. From the **Payment Account Type** drop-down list, select the type of payment account that you want to add.
5. Follow the prompts for the type of payment account that you are adding.

**Note:** The prompts and screens vary, depending on the type of payment account that you are adding. For credit cards and eChecks, you must provide additional information on a separate page. For draw down accounts, you must select the locations where the accounts will be valid. For cash accounts, you must select the Active check box that is displayed. If you select Waiver, no additional information is required.

**Note:** Draw down accounts are configured by Tyler and may not be available on your system.

6. Click **Save Changes** to save your payment account information, or click **Undo** to exit without adding a payment account.

## UNAVAILABLE PAYMENT ACCOUNTS

During a filing, if any payment account is unavailable, the system notifies you that you are trying to use an invalid account.

A blue link is displayed in the **Payment Account** field. The link contains the following phrase: [View Unavailable Payment Accounts.](#)

The screenshot shows a window titled "Fees" with a dark header. Below the header, there is a section titled "Additional Conditions Of Probation" with a downward arrow. A table lists fees with columns for "Description" and "Amount".

Description	Amount
Filing Fee	\$10.50
<b>Filing Total: \$10.50</b>	
<hr/>	
Total Filing Fee	\$10.50
E-File Fee	\$1.00
Court E-File Fee	\$1.00
<b>Envelope Total: \$12.50</b>	

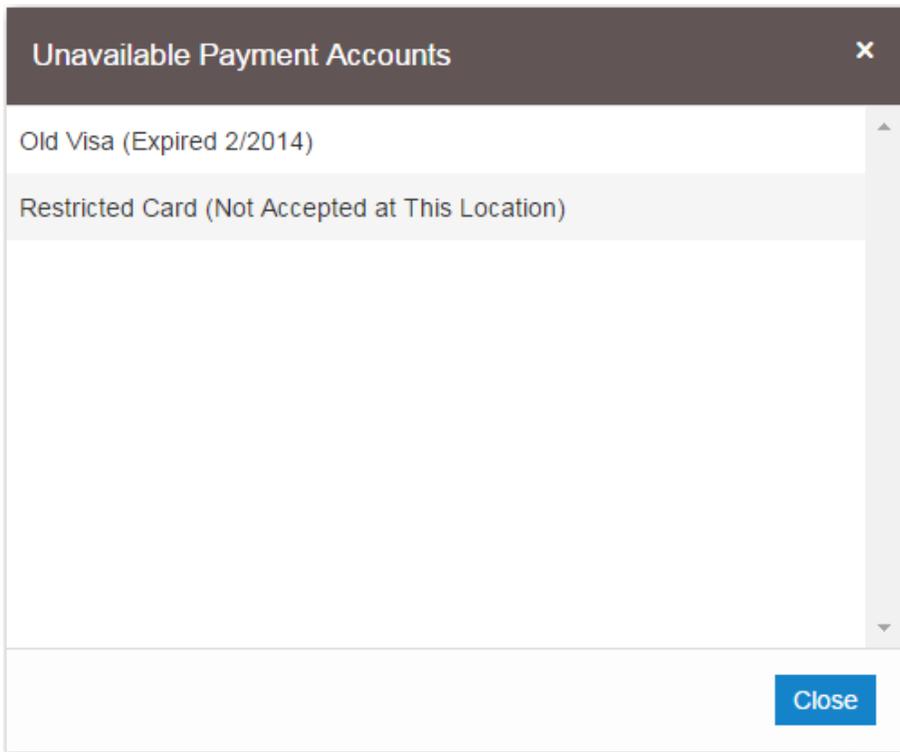
Below the table, there are three dropdown menus:

- Payment Account**: A dropdown menu with the text "Click to select Payment Account" and a red border.
- Party Responsible for Fees**: A dropdown menu with the text "Click to select Party Responsible for Fees" and a red border.
- Filer Type**: A dropdown menu with the text "Click to select Filer Type" and a red border.

At the bottom right of the window, there are two buttons: "Undo" and "Save Changes".

**Figure 7.3 – Error Message in the Payment Account Field**

When you click the link, a window is displayed showing both the unavailable payment account and the reason that the payment account is unavailable.



**Figure 7.4 – Unavailable Payment Accounts Window**

You cannot continue with your filing until you enter the correct information.

## DRAW DOWN ACCOUNT USER INTERFACE

The locations of existing draw down accounts can be edited.

**i Note:** Draw down accounts are configured by Tyler and may not be available on your system.

A tree view of the draw down accounts shows the parent-child relationship of the courts, which means that you can easily see and select the courts that you want to file into.

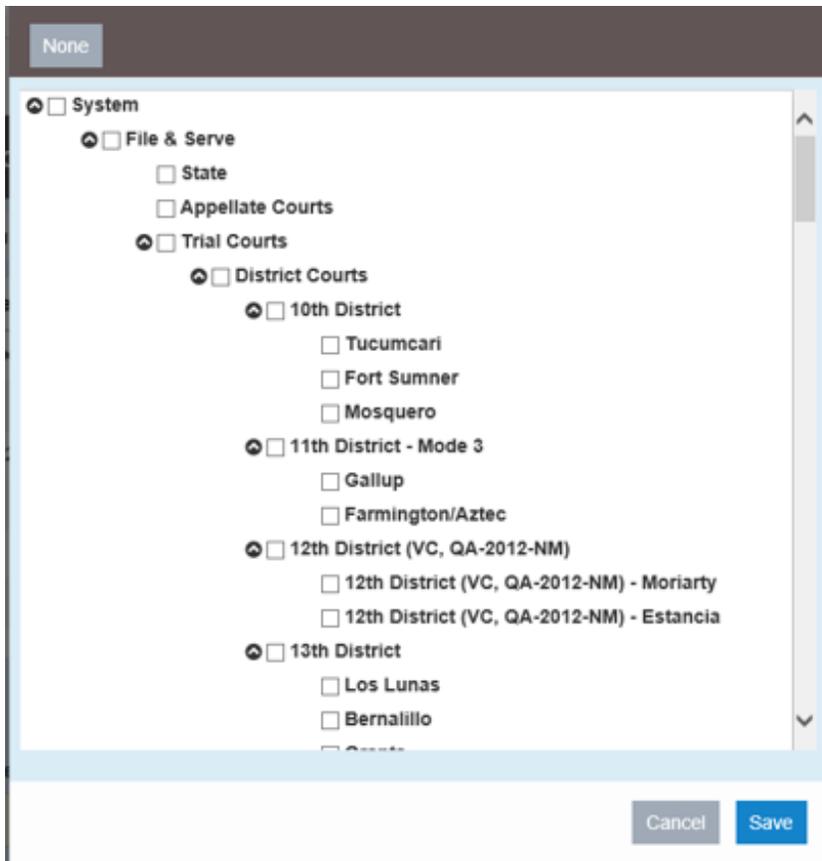


Figure 7.5 – Draw Down Account with Parent-Child Relationship of Courts

# CHAPTER 8 TEMPLATES

## TOPICS COVERED IN THIS CHAPTER

- ◆ CREATING A TEMPLATE
- ◆ EDITING A TEMPLATE
- ◆ USING A NEW CASE TEMPLATE
- ◆ USING AN EXISTING CASE TEMPLATE
- ◆ VIEWING TEMPLATE DETAILS
- ◆ DELETING A TEMPLATE

## CREATING A TEMPLATE

Envelope templates allow you to quickly file into a case or create a new case from a template that you have created, which saves you time.

To create a new template, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Templates**.

The *Templates* page is displayed.



Figure 8.1 – Templates Page

2. Click  .

The *New Template* page is displayed.

Figure 8.2 – New Template Page

3. To create a new template, type a name for the template in the **Template Name** field. Then, select one of the following options:
  - Click the **New Case** option when creating a template for a new case.

Figure 8.3 – Template Information Section with New Case Option Selected

- Click the **Existing Case** option when creating a template for an existing case (i.e. subsequent filing).

Figure 8.4 – Template Information Section with Existing Case Option Selected

4. Click  to save your changes, or click  to cancel the action.

**Note:** Only the template name is required. You can enter as little or as much information on a template as you want.

5. Complete the fields in the **Case Information** section:

- a. Select your court location from the **Location** drop-down list.

**Note:** The court location is generally the county or district court where you will be doing the filing.

- b. Select the specific court from the **Refine Location** drop-down list.

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

**Note:** The items in this list are limited to only the courts in the county or district that you previously selected.

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

**Note:** The items in this list are determined by the location you selected.

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

**Note:** The items in this list are determined by the category you selected.

**Note:** The case type can be configured to mask the text that would be displayed for the case category and case type values. The masking is configured by Tyler at the court's request. It may not be available on your system.

The fee associated with the case type is displayed.

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

**Note:** The Case Sub Type feature is configured by Tyler and may not be available on your system.

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

Figure 8.5 – Example of a Case Information Section

6. Click .

The **Case Cross Reference Number** section is displayed.

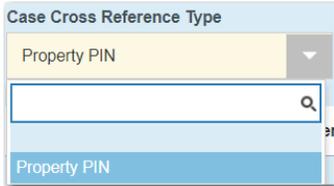
**Note:** The Case Cross Reference Number feature is configured by Tyler and may not be available on your system.

Figure 8.6 – Case Cross Reference Number Section

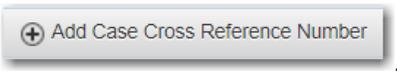
7. Type the case cross reference number in the **Case Cross Reference Number** field.

**Note:** The case cross reference number must be six numbers long.

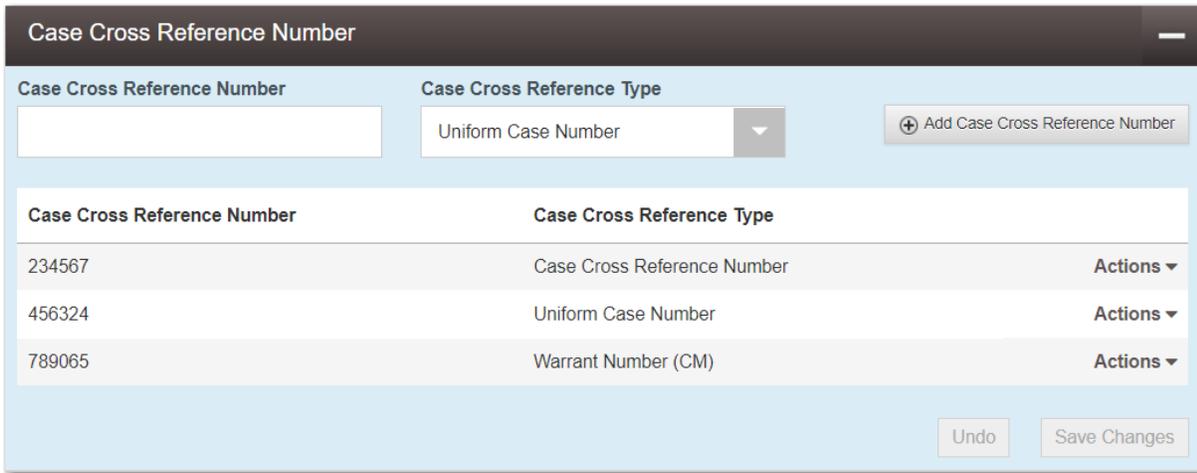
8. Select the case cross reference type from the **Case Cross Reference Type** drop-down list.



**Figure 8.7 – Case Cross Reference Type Drop-Down List**

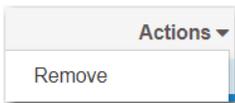
9. Click .

The case cross reference number and case cross reference type that you added are displayed.



**Figure 8.8 – Sample Case Cross Reference Number Section**

10. If you want to add another case cross reference to the filing, repeat steps 7 through 9. Continue adding case cross references until you are done.
11. If you want to remove a case cross reference that you previously entered, select **Remove** from the **Actions** drop-down list.



**Figure 8.9 – Case Cross Reference Number Actions Drop-Down List**

12. When you are done adding all of the case cross reference numbers to the filing, click



13. Complete the fields in the **Party Information** section.

Party Information

Party Type	Party Name	Lead Attorney
Plaintiff		Required Party ▲
Defendant		Required Party ▼

Enter details for this Party

I am this party

Party is a Business/Agency

First Name  Middle Name  Last Name  Suffix

Email Address  Date of Birth

Country

Address Line 1  Address Line 2

City  State

Zip Code  Phone Number  Filer ID

Lead Attorney

Drivers License Type  Drivers License State  Drivers License Number

Social Security Number  Gender  Interpreter

Figure 8.10 – Party Information Section

14. Complete the information in the **Filings** section.

**Filings**

Enter the details for this filing

Filing Type: EFile  
Filing Code: Acknowledgement

Filing Description: [Text Field]

Client Reference Number: [Text Field] ⓘ  
Comments to Court: [Text Field]

Courtesy Copies: [Text Field] ⓘ  
Preliminary Copies: [Text Field] ⓘ

Due Date: [Calendar Icon]

Filing on Behalf of: \*Select the parties you are filing on behalf of

Lead Document (Required)

Computer: [Upload Icon] | Cloud: [Google Drive] [OneDrive] [Dropbox] ⓘ

Attachments

Computer: [Upload Icon] | Cloud: [Google Drive] [OneDrive] [Dropbox] ⓘ

Optional Services and Fees

Optional Services and Fees	Fee Amount	Quantity	Fee Total
+ Add Optional Services and Fees			

Undo Save Changes

Figure 8.11 – Filings Section

- a. Select a filing type from the **Filing Type** drop-down list.
- b. Select a filing code from the **Filing Code** drop-down list.

The screenshot shows a web form titled "Filings" with a header bar. Below the header, there is a section "Enter the details for this filing". The form contains several fields: "Filing Type" (a dropdown menu with "EFile" selected), "Filing Code" (a dropdown menu with a search icon and a list of options), "Filing Description" (a text input field), "Client Reference Number" (a text input field), and "Courtesy Copies" (a text input field). The "Filing Code" dropdown is open, showing a search bar and a list of options: "Click to select Filing Code", "A Non-Docketed Event", "Abstract Of Judgment - \$4.00", "Acknowledgement", "Acknowledgement - No Docs Required", and "Acknowledgement Of Paternity - \$10.50".

Figure 8.12 – Filing Code Drop-Down List

After you select the filing code, the fee associated with the filing code is displayed.

The screenshot shows the same "Filings" form as in Figure 8.12, but now the "Filing Code" dropdown is closed and the selected option, "Abstract Of Judgment - \$4.00", is displayed in the field. The "Filing Type" dropdown remains set to "EFile".

Figure 8.13 – Filing Code Field with the Fee Displayed

- c. Type a description of the filing in the **Filing Description** field.
- d. Type a client reference number in the **Client Reference Number** field.
 

**Note:** A client reference number is a client-created number for internal purposes only. Most courts do not see or refer to the Client Reference Number field for the filing. This is an optional field.
- e. Type any relevant comments in the **Comments to Court** field.
- f. If you want to send courtesy copies of the filing to another party, type the recipient's email address in the **Courtesy Copies** field.
- g. If you want to send preliminary copies of the filing to another party, type the recipient's email address in the **Preliminary Copies** field.
- h. Enter the date the filing is due in the **Due Date** field by clicking the calendar icon.
 

**Note:** The Due Date field is configured by Tyler and may not be available on your system.

A calendar is displayed from which you can select the specified date.

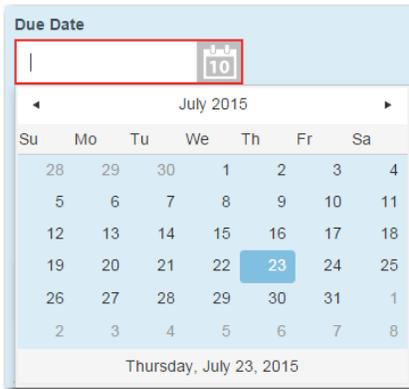


Figure 8.14 – Due Date Calendar

- i. Click the **Filing on Behalf of** field to select the parties from the drop-down list.

**Note:** The Filing on Behalf of feature is configured by Tyler and may not be available on your system.

Figure 8.15 – Filing on Behalf of Field in the Filings Section

- j. Click the **Lead Document** field to select a lead document to upload. If your document is stored in the cloud, click the icon for the cloud service provider where the document is stored.

**Note:** Cloud services are configured by Tyler and may not be available on your system. If your system is configured for cloud services, you can upload documents from the following cloud storage providers: Google Drive™ online storage service, Dropbox®, and Microsoft® OneDrive®.

**Note:** The Lead Document field is required. Only one document can be uploaded as a lead document.

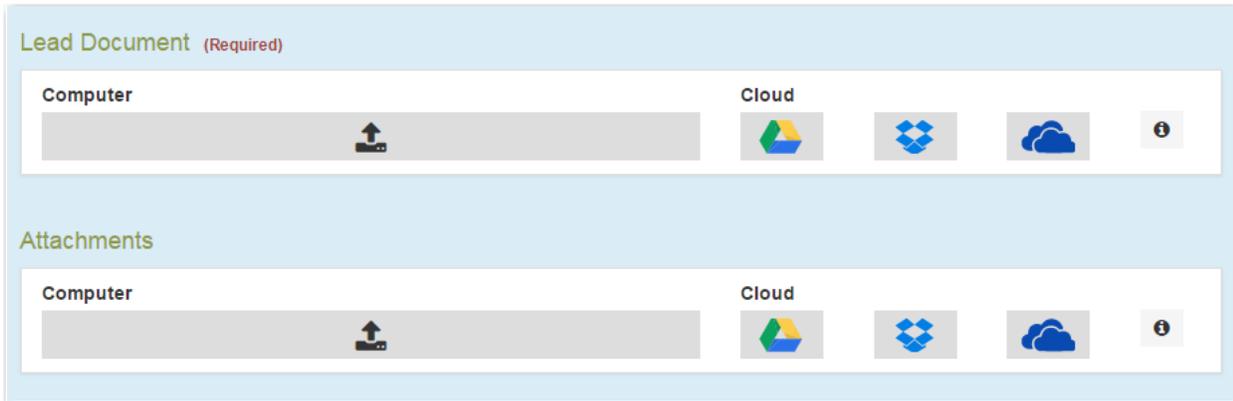


Figure 8.16 – Lead Document and Attachments Fields in the Filings Section

- k. Type a name for the lead document in the **Description** field.

**Note:** Tyler can configure a maximum length for the document name at the client’s request. When configured, if a user assigns a name to a document that exceeds the maximum character length, a warning message is displayed. If you see this type of warning message, you must assign a new name to the document before you can continue with the upload.

- l. Click the **Security** drop-down list to select the level of security to attach to the document.

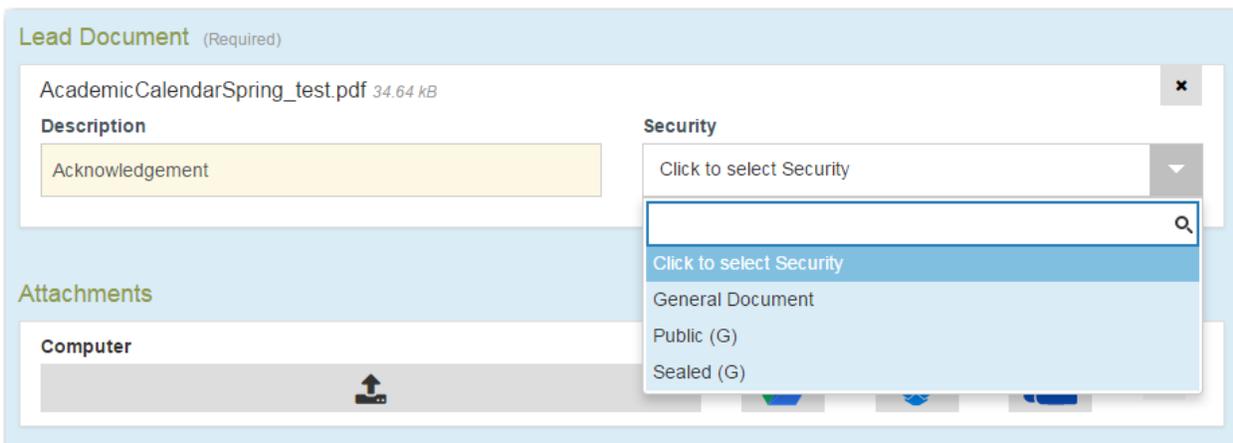


Figure 8.17 – Security Drop-Down List in the Lead Document Section

- m. If you have attachments to upload, click the **Attachments** field to select the documents to upload. If the attachments are stored in the cloud, click the icon for the cloud service provider where the attachments are stored.

**Note:** Not all court locations accept attachments. If your court does not accept attachments, create the lead document and attachment as one document, and upload the document in the Lead Document field.

The **Optional Services and Fees** section is displayed.

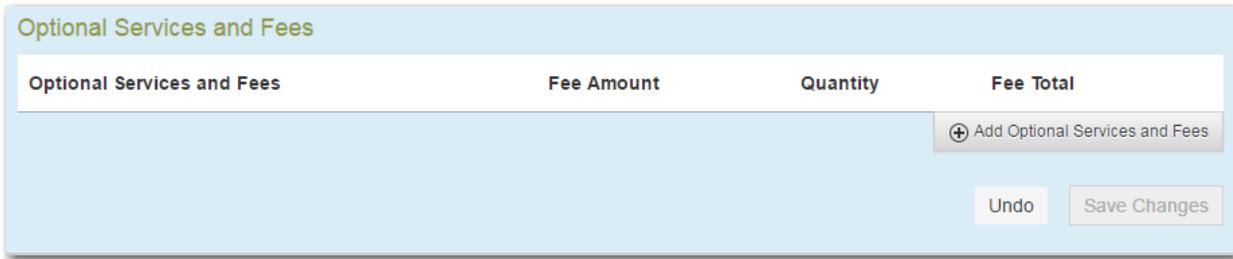
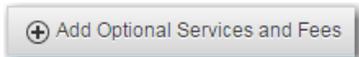


Figure 8.18 – Optional Services and Fees Section

n. If you want to add an optional service to the filing, click



The **Optional Services and Fees** field is displayed.

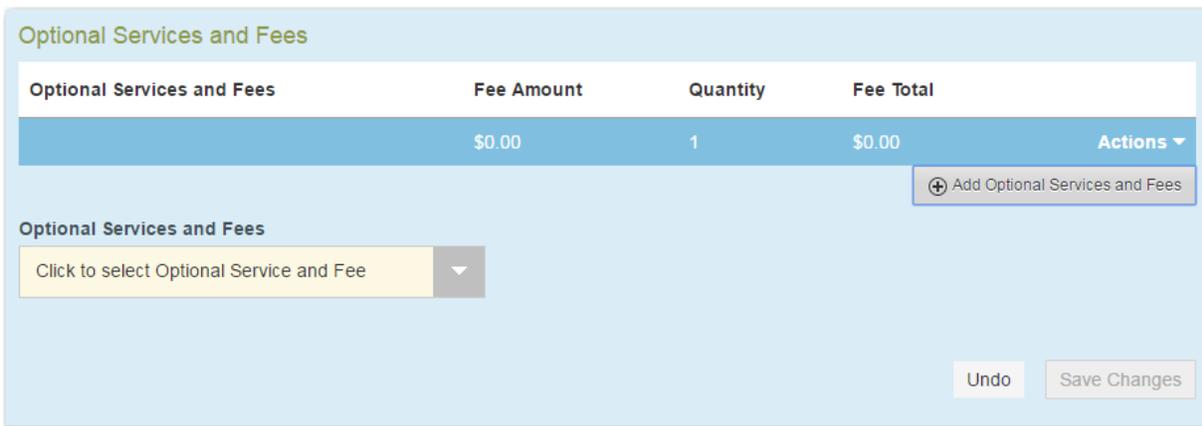


Figure 8.19 – Optional Services and Fees Field in the Optional Services and Fees Section

o. Select a service from the **Optional Services and Fees** drop-down list.

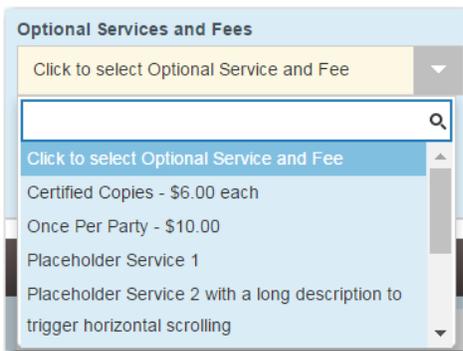


Figure 8.20 – Optional Services and Fees Drop-Down List

The fee associated with the optional service is displayed.

p. When you select the service for certified copies, type the number of copies that you want in the **Enter number of certified copies desired** field.

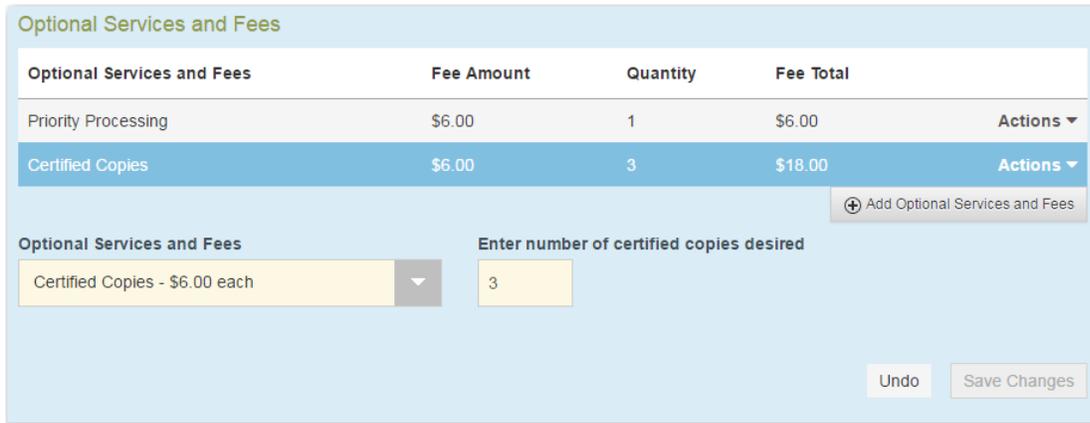


Figure 8.21 – Optional Services and Fees Section with Services Selected

q. Add more optional services if you want.

**Note:** If you try to add the same service twice, a warning message is displayed.

**Note:** If you want to remove an optional service before you save your changes, select Remove optional service from the Optional Service Actions drop-down list.

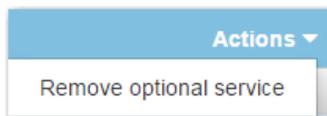


Figure 8.22 – Optional Service Actions Drop-Down List

r. When you are done adding optional services, click



Figure 8.23 – Optional Services and Fees Section with Optional Services Saved

**Note:** After you have added an optional service and saved the changes, you cannot edit that service. You must remove the service and then re-add it.

s. If you want to add another filing to the case, click



The top of the **Filings** section is displayed, where you can begin another filing.

- t. After you have added all of the filings to the case and saved the changes, verify that the service contacts are correct. If you want to add another service contact, select an option from the **Actions** drop-down list in the **Service Contacts** section.

**i Note:** If you forget to add your name to the service contact list, the system will automatically add it for you, if the system is configured to do so.

- u. Click **Save Changes** to save your changes, or click **Undo** to cancel the action.

15. Complete the fields in the **Fees** section.

**i Note:** Your credit card is authorized when submitted. However, the transaction fees are not posted to the credit card account until the court accepts the filing. Once the filing is accepted, the total filing fee to be submitted for the filing is displayed.

**Fees**

▼ **Additional Conditions Of Probation**

Description	Amount
Filing Fee	\$10.50
<b>Filing Total: \$10.50</b>	
Total Filing Fee	\$10.50
E-File Fee	\$1.00
Court E-File Fee	\$1.00
<b>Envelope Total: \$12.50</b>	

**Payment Account**

Click to select Payment Account

[View Unavailable Payment Accounts](#)

**Party Responsible for Fees**

Click to select Party Responsible for Fees

**Filer Type**

Click to select Filer Type

**Undo** **Save Changes**

**Figure 8.24 – Fees Section**

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

**i Note:** If you enter incorrect payment information in the **Payment Account** field, you will receive an error message stating that the account information you entered is invalid. You must correct the payment information before you can continue with your filing.

- b. Select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.
- c. Select the filer type from the **Filer Type** drop-down list.

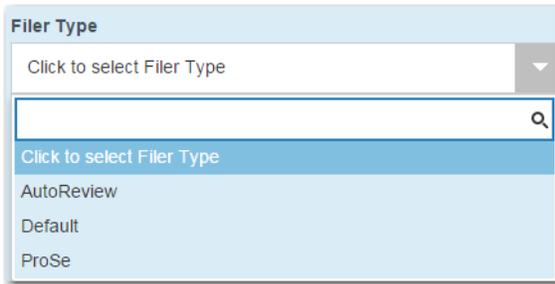


Figure 8.25 – Filer Type Drop-Down List

- d. Click **Save Changes** to save your changes, or click **Undo** to cancel the action.
16. Click **Continue** to continue creating the template, or click **Cancel** to cancel the template creation.
- When you click **Continue**, the *Confirm Template Details* page is displayed.

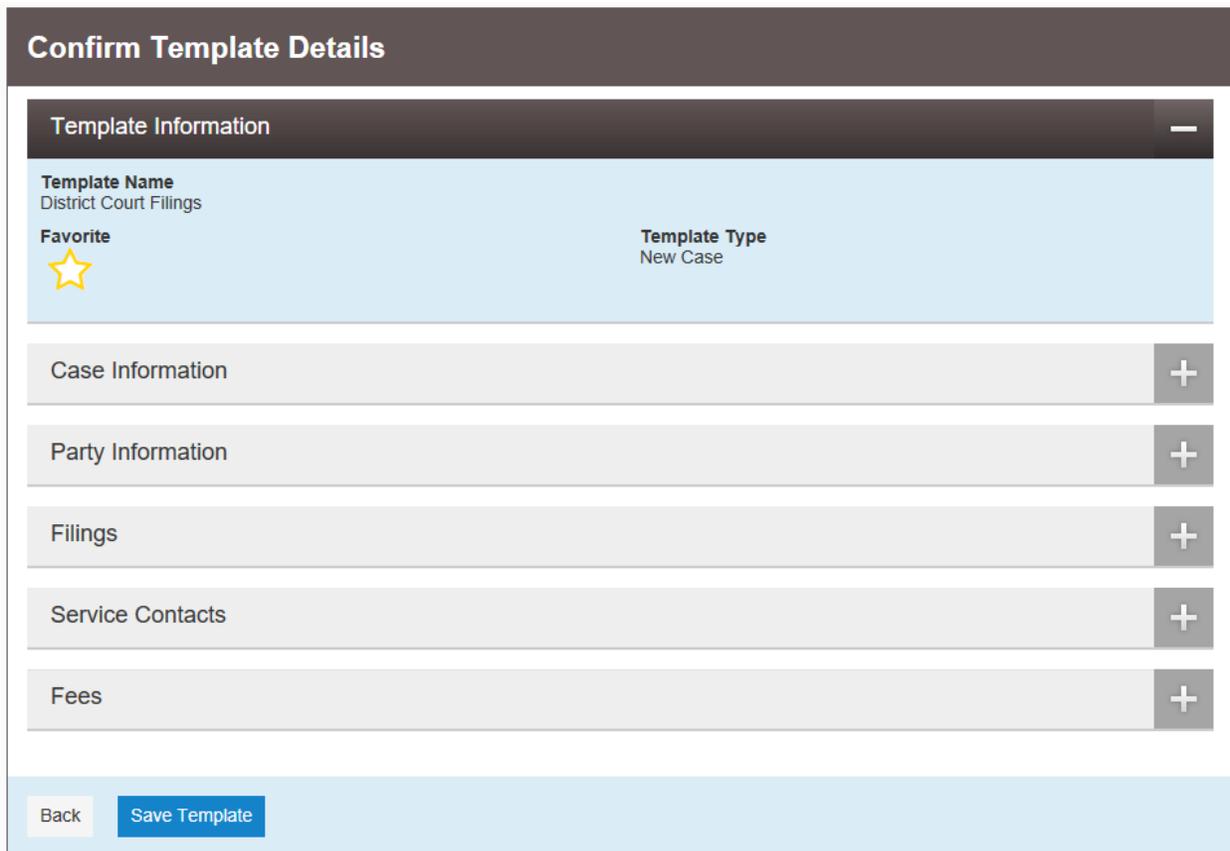


Figure 8.26 – Confirm Template Details Page

17. Review the template details and click **Save Template** to save the template, or click **Back** to go back to the previous page.

18. To designate a template as a favorite, click  in the **Favorite** column on the *Templates* page.

The color of the star fills in, indicating this template is a favorite (  ).

**Note:** Favorite templates are displayed first on the *Templates* page.

## EDITING A TEMPLATE

You can edit an existing template if you need to make changes to it.

To edit a template, perform the following steps:

1. From the **Actions** drop-down list, select **Templates**.

The *Templates* page is displayed.



Templates			
Search			+ New Template
Favorite	Name	Type	
	District Court Filings	New Case	Actions ▾
	Family Law	Existing Case	Actions ▾

Figure 8.27 – Templates Page

2. Locate the template that you want to change. From the **Actions** drop-down list for the specified template, select **Edit Template**.

The template is displayed.

3. Make any necessary changes.

4. When you are done modifying the template, click  .

The *Confirm Template Details* page is displayed.

5. If you are satisfied with your changes to the template, click  .

## USING A NEW CASE TEMPLATE

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

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

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Templates**.

The *Templates* page is displayed.

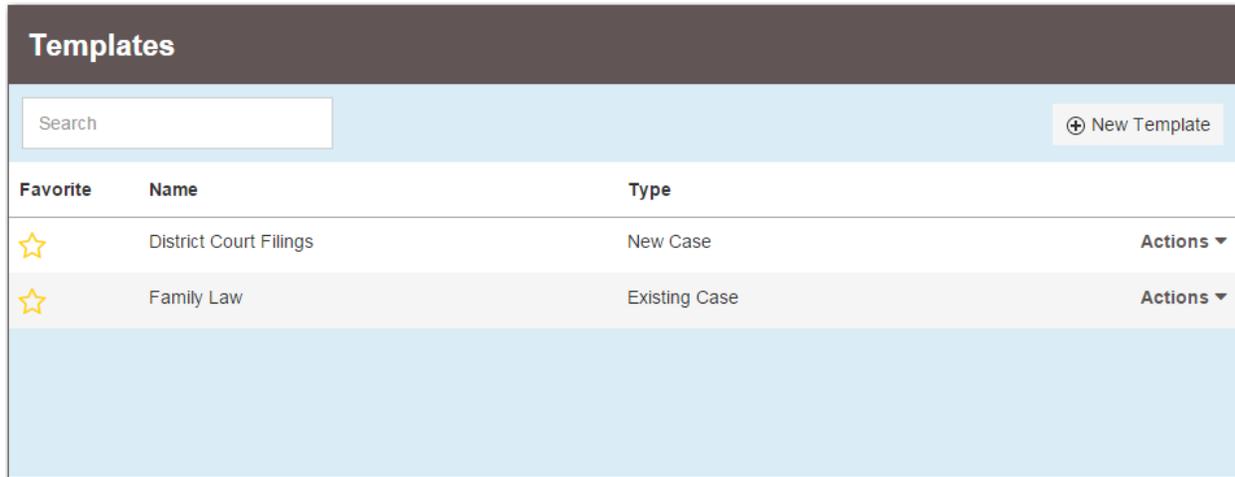


Figure 8.28 – Templates Page

2. Locate the template that you want to use for your case. From the **Actions** drop-down list for the specified template, select **Use Template**.

The template is displayed. The portions of the template that you created previously are auto-filled.

3. As applicable, complete all remaining fields for the new case (i.e., **Party Information**, **Filings**, including uploading a lead document, and **Fees**).

4. When all fields have been completed, click  or .

If you click , the case is displayed for your review.

5. If you are satisfied with the case, click .

## USING AN EXISTING CASE TEMPLATE

After a template has been created, 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 *Filing History* page, locate the case that you want to file into.
2. From the **Actions** drop-down list for the specified case, select **File Into Case With Template**.

Filing History					Q
Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #	
▶	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼	
	Draft # 383668 started Thursday, July 27, 2017 at 11:27 AM CST by [Redacted]				
▼	Envelope # 383666			Actions ▼	
	Envelope # 383666 filed Thursday, July 27, 2017 at 11:08 AM CST by [Redacted] on behalf of Dewey Dalton				
	Under Review	Acknowledgement	EFile		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼	
	Draft # 383663 started Thursday, July 27, 2017 at 10:49 AM CST by [Redacted] on behalf of Thomas Crump				
	Draft	Service Only	Serve		✕
	Draft	Acknowledgement	EFile		✕
▶	Draft # 383662			Actions ▼	
	Draft # 383662 started Thursday, July 27, 2017 at 10:47 AM CST by [Redacted] on behalf of Tim Cook				
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼	
	Envelope # 382597 filed Wednesday, July 26, 2017 at 4:37 PM CST by [Redacted] on behalf of Dewey Dalton				
	Accepted	Acknowledgement	EFile		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼	
◀ ◻ 1 ◻ 2 ◻ 3 ◻ 4 ◻ 5 ... ▶ ▶▶ 20 items per page 1 - 20 of 2925 items					
Back					

Figure 8.29 – Filing History Page

The *File Into Case With Template* page is displayed.

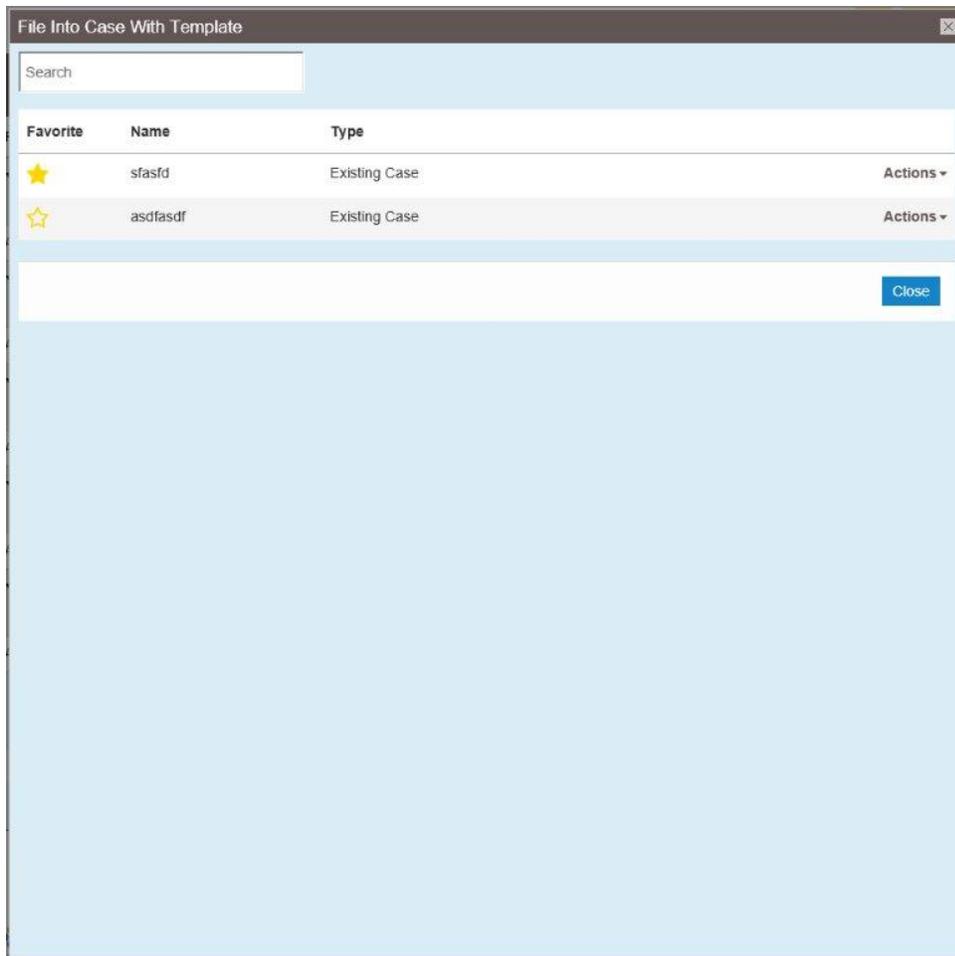


Figure 8.30 – File Into Case With Template Page

3. Locate the template that you want to use for the case you are filing into. From the **Actions** drop-down list for the specified template, select **Use Template**.

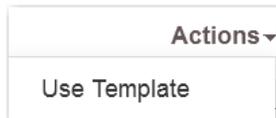


Figure 8.31 – Actions Drop-Down List for Existing Case Templates

The template that you selected is displayed. The **Case Information** and **Party Information** fields are already populated since this is an existing case. You can add additional parties.

4. Complete the filing details in the **Filings** section.
5. Complete the fields in the **Fees** section.
6. Click either  or .

**Note:** If you 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 *Filing History* page. From the Actions drop-down list for the specified draft, select Resume Draft Envelope to continue your filing.

Clicking  displays a page that reflects your filing.

- If you click , review the page, and then click .

A new envelope of your filing is included on the *Filing History* page.

## VIEWING TEMPLATE DETAILS

You can view a template that you previously created.

To view the details of an existing template, perform the following steps:

- From the **Actions** drop-down list, select **Templates**.

The *Templates* page is displayed.



Templates			
<input type="text" value="Search"/>			<a href="#">+ New Template</a>
Favorite	Name	Type	
	District Court Filings	New Case	Actions ▾
	Family Law	Existing Case	Actions ▾

Figure 8.32 – Templates Page

- Locate the template that you want to view. From the **Actions** drop-down list for the specified template, select **View Template Details**.

The last version of the template that you saved is displayed.

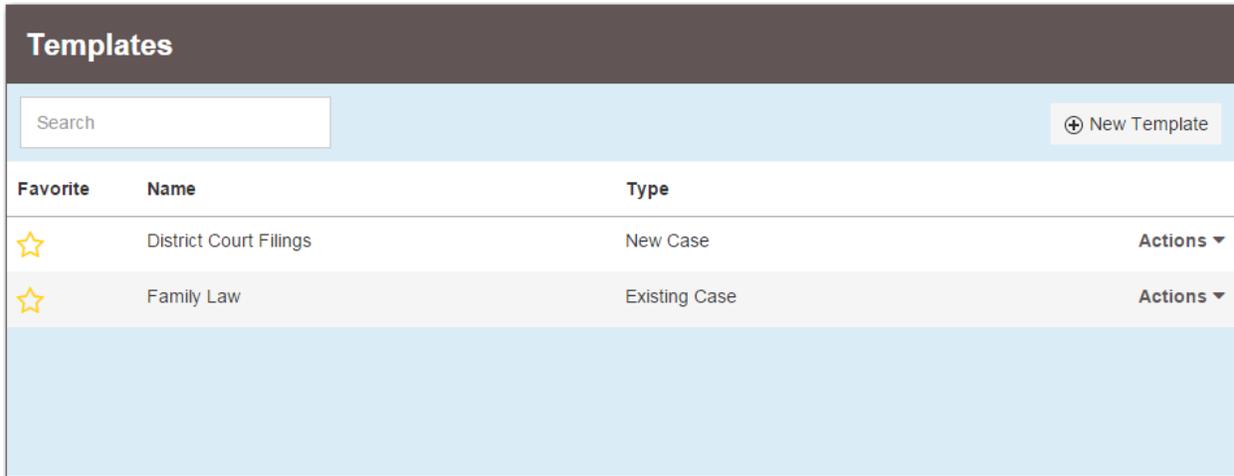
## DELETING A TEMPLATE

You can delete a template that you no longer need.

To delete an existing template, perform the following steps:

- From the **Actions** drop-down list, select **Templates**.

The *Templates* page is displayed.



Templates			
Search		⊕ New Template	
Favorite	Name	Type	
☆	District Court Filings	New Case	Actions ▾
☆	Family Law	Existing Case	Actions ▾

Figure 8.33 – Templates Page

2. Locate the template that you want to delete. From the **Actions** drop-down list for the specified template, select **Delete Template**.

The template is immediately deleted.

# CHAPTER 9 CASE INITIATION

## TOPICS COVERED IN THIS CHAPTER

- ◆ FILING A NEW CASE
- ◆ ENTERING PARTY DETAILS
- ◆ DISPLAY “PRO SE” FOR PARTY NAME
- ◆ ENTERING FILING DETAILS
- ◆ CAPABILITY FOR FILING RETURN DATE
- ◆ SELECTING A RETURN DATE FOR A CASE FILING
- ◆ REVERIFY RETURN DATE
- ◆ REVERIFYING A RETURN DATE
- ◆ CAPABILITY FOR FILING HEARING DATE
- ◆ SCHEDULING A HEARING DATE FOR A NEW CASE FILING
- ◆ SCHEDULING A HEARING DATE FOR AN EXISTING CASE FILING
- ◆ ENTERING A FILING WITH AN AD DAMNUM AMOUNT
- ◆ SETTING THE MAXIMUM FEE AMOUNT FOR A FILING
- ◆ COURT FEES FOR ADDITIONAL CASE PARTIES
- ◆ SUBMISSION AGREEMENTS
- ◆ VIEWING THE ENVELOPE SUMMARY

You can initiate a case from the **Actions** drop-down list on the *Filer Dashboard* page or from the **New Filing** section on the *Filer Dashboard* page.

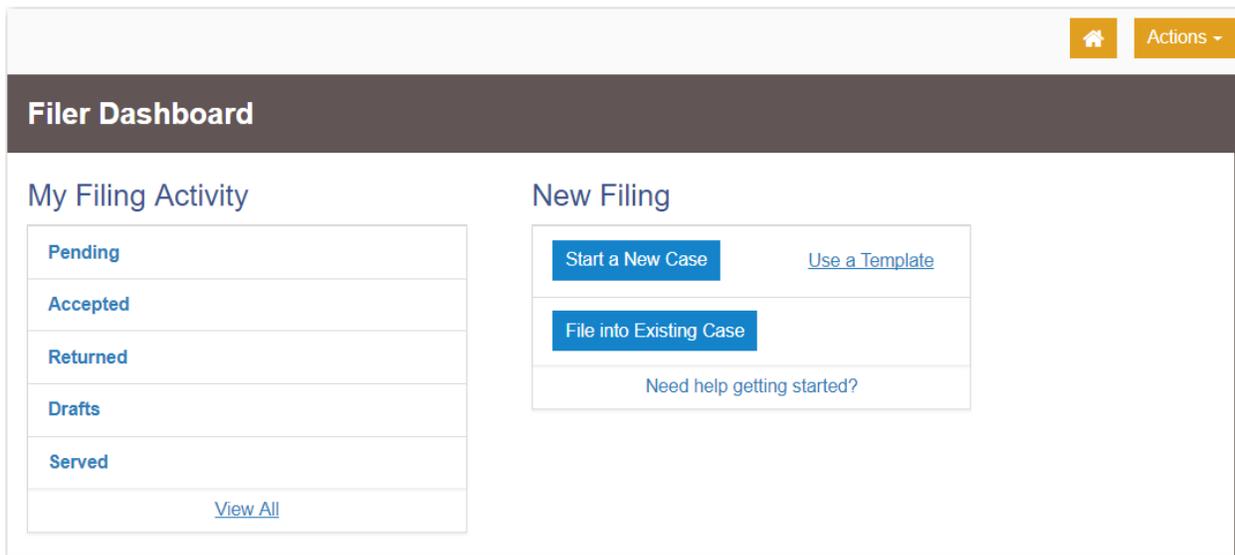


Figure 9.1 – Filer Dashboard Page

## FILING A NEW CASE

Prior to filing a new case, you must set up a payment account.

To file a new case, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Start a New Case**.

**Note:** You can also click **Start a New Case** on the *Filer Dashboard* in the **New Filing** section.

The *Start a New Case* page is displayed.

2. Complete the details for the new case by using the drop-down lists in the required fields in the **Case Information** section:

**i Note:** A red box around the field indicates that it is required.

- a. Select your court location from the **Location** drop-down list.

**i Note:** The court location is generally the county or district court where you will be doing the filing.

- b. Select the specific court from the **Refine Location** drop-down list.

**i Note:** The location filtering feature is configured by Tyler and may not be available on your system.

**i Note:** The items in this list are limited to only the courts in the county or district that you previously selected.

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

**i Note:** The items in this list are determined by the location you selected.

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

**i Note:** The items in this list are determined by the category you selected.

**i Note:** The case type can be configured to mask the text that would be displayed for the case category and case type values. The masking is configured by Tyler at the court's request. It may not be available on your system.

The fee associated with the case type is displayed.

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

**i Note:** The Case Sub Type feature is configured by Tyler and may not be available on your system.

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

Figure 9.2 – Example of a Case Information Section

3. After completing the required fields, click  .

The **Case Cross Reference Number** section is displayed.

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

Figure 9.3 – Case Cross Reference Number Section

4. Type the case cross reference number in the **Case Cross Reference Number** field.

**Note:** The case cross reference number must be six numbers long.

5. Select the case cross reference type from the **Case Cross Reference Type** drop-down list.

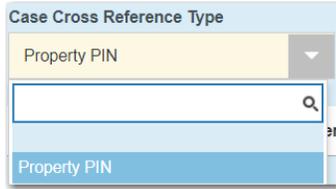
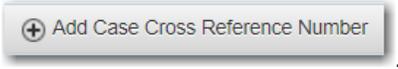


Figure 9.4 – Case Cross Reference Type Drop-Down List

6. Click 

The case cross reference number and case cross reference type that you added are displayed.

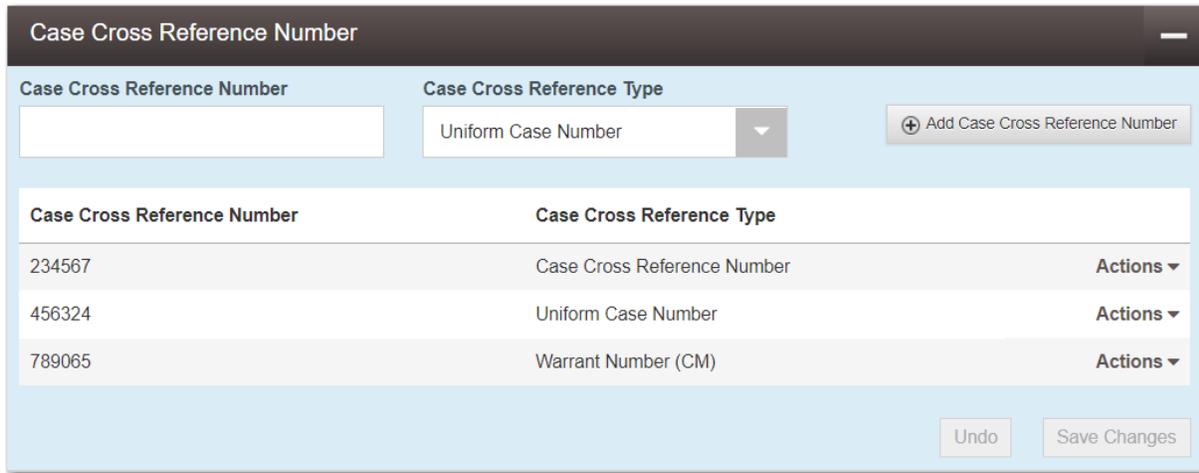


Figure 9.5 – Sample Case Cross Reference Number Section

7. If you want to add another case cross reference to the filing, repeat steps 4 through 6. Continue adding case cross references until you are done.
8. If you want to remove a case cross reference that you previously entered, select **Remove** from the **Actions** drop-down list.



Figure 9.6 – Case Cross Reference Number Actions Drop-Down List

9. When you are done adding all of the case cross reference numbers to the filing, click



**i 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 *Filing History* page. From the **Actions** drop-down list for the specified draft, select **Resume Draft Envelope** to continue with your filing.

## ENTERING PARTY DETAILS

Each case requires a party type.

To enter the details for the parties involved in the case, perform the following steps:

1. In the **Party Information** section, enter the information for the first party on the case. If you are the party, select the **I am this party** check box. Or to indicate whether the party is a business or agency, select the **Party is a Business/Agency** check box.

The screenshot shows a 'Party Information' form with the following sections:

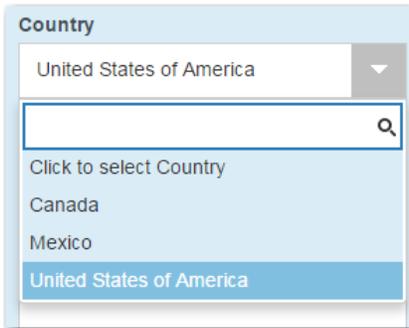
- Party Type:** Plaintiff (Selected), Defendant. A dropdown menu for 'Required Party' is visible next to each type.
- Lead Attorney:** A dropdown menu with the text 'Click to select Lead Attorney'.
- Checkboxes:**
  - I am this party
  - Party is a Business/Agency
- Name Fields:**
  - First Name: [Text Input]
  - Middle Name: [Text Input]
  - Last Name: [Text Input]
  - Suffix: [Dropdown Menu]
- Contact and Identification:**
  - Email Address: [Text Input] (placeholder: ghost text for this)
  - Date of Birth: [Text Input] (placeholder: MM/DD/YYYY) with a calendar icon.
  - Country: [Dropdown Menu] (Selected: United States of America)
  - Phone Number: [Text Input]
  - Filer ID: [Text Input]
- Address:**
  - Address Line 1: [Text Input]
  - Address Line 2: [Text Input]
  - City: [Text Input]
  - State: [Dropdown Menu] (Text: Click to select State)
  - Zip Code: [Text Input]
- Additional Information:**
  - Drivers License Type: [Dropdown Menu] (Text: Click to select Drivers License Type)
  - Drivers License State: [Dropdown Menu] (Text: Click to select Drivers License State)
  - Drivers License Number: [Text Input]
  - Social Security Number: [Text Input]
  - Gender: [Dropdown Menu] (Text: Click to select Gender)
  - Interpreter: [Dropdown Menu] (Text: Click to select Interpreter)
- Buttons:** Undo, Save Changes

Figure 9.7 – Party Information Section

2. Complete the **First Name**, **Middle Name** (if applicable), and **Last Name** fields.
3. Type the email address in the **Email Address** field.
4. Type the party's date of birth in the **Date of Birth** field, or select a date from the calendar.

**Note:** The Date of Birth field is configured by Tyler and may not be available on your system.

5. Select the country from the **Country** drop-down list.



**Figure 9.8 – Country Drop-Down List**

6. Perform one of the following:

- For a party in the United States, complete the **Address, City, State, Zip Code, Phone Number, and Filer ID** fields.
- For a party in Mexico, complete the **Address, City, State, Postal Code, Phone Number, and Filer ID** fields.
- For a party in Canada, complete the **Address, City, Postal Code, Phone Number, and Filer ID** fields. Select the province from the **Province** drop-down list.

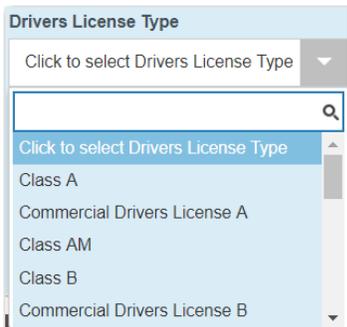
**Note:** The Filer ID field is configured by Tyler and may not be available on your system.

7. Select a lead attorney from the **Lead Attorney** drop-down list.

**Note:** If you select Pro Se from the Lead Attorney drop-down list, the system displays “Pro Se” as the lead attorney instead of the party’s actual name when you are viewing filing details.

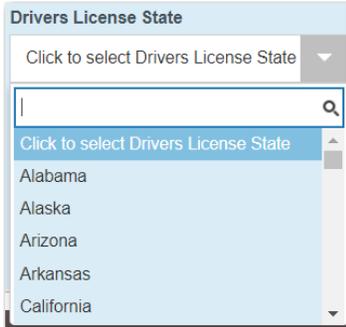
8. Complete the following fields for the party demographics:

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



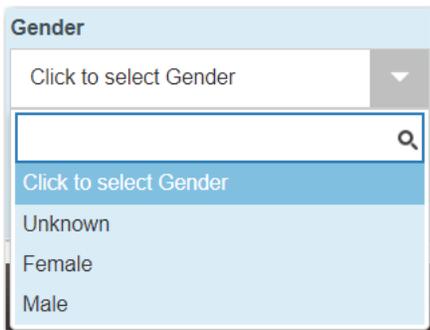
**Figure 9.9 – Drivers License Type Drop-Down List**

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



**Figure 9.10 – Drivers License State Drop-Down List**

- c. Type the party’s driver’s license number in the **Drivers License Number** field.
- d. Type the party’s Social Security number in the **Social Security Number** field.
- e. Select the party’s gender from the **Gender** drop-down list.

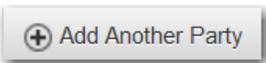


**Figure 9.11 – Gender Drop-Down List**

- f. If an interpreter is needed, select the language from the **Interpreter** drop-down list.



**Figure 9.12 – Interpreter Drop-Down List**

- 9. If you want to add another party to the filing, click  , and then enter the party information for the second party.

**Note:** After you have selected all attorneys for both parties, the lead attorney’s name is displayed next to the specified party.

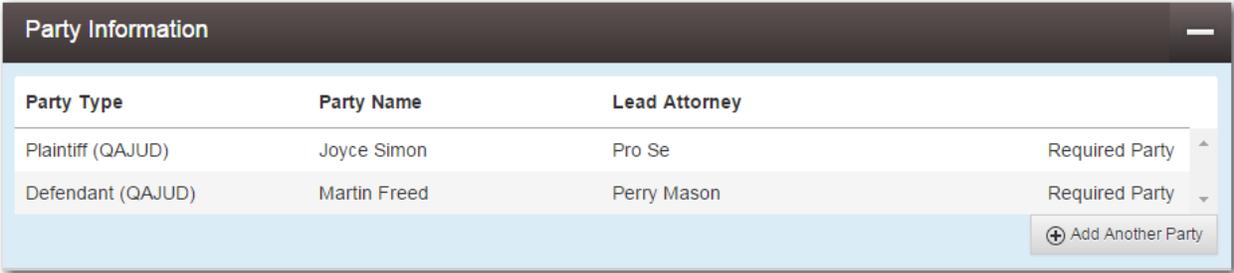


Figure 9.13 – Party Information Section with Lead Attorneys Displayed

10. After completing the fields for all parties, click **Save Changes**.

**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 *Filing History* page. From the Actions drop-down list for the specified draft, select Resume Draft Envelope to continue with your filing.

## DISPLAY "PRO SE" FOR PARTY NAME

You can select **Pro Se** in the **Lead Attorney** field when filing a case, filing into an existing case, or filing a case using a template.

**Pro Se** is displayed for the specified party in place of the party's actual name in the following places in the system:

- On case filing screens, including when using templates

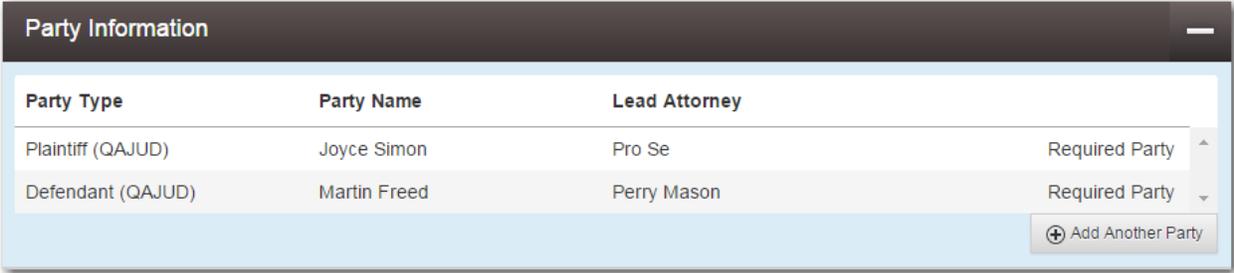


Figure 9.14 – Party Information Section on Case Filing Screen

- When viewing envelope details

The screenshot shows a web interface for an envelope with ID # 166195. The interface is organized into several sections, each with a header bar and a plus sign to expand it. The 'Party Information' section is currently expanded, showing a table with three columns: Party Type, Party Name, and Lead Attorney. Below the table are buttons for 'New Filing History' and 'View Receipt'.

Party Type	Party Name	Lead Attorney
Plaintiff	Joyce Simon	Pro Se
Defendant	Martin Freed	

Figure 9.15 – Envelope Page Displaying Filing Details

## ENTERING FILING DETAILS

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

**Filings**

Enter the details for this filing

Filing Type: EFile  
Filing Code: Acknowledgement

Filing Description: [Text Field]

Client Reference Number: [Text Field] ⓘ  
Comments to Court: [Text Field]

Courtesy Copies: [Text Field] ⓘ  
Preliminary Copies: [Text Field] ⓘ

Due Date: [Date Picker]

Filing on Behalf of: \*Select the parties you are filing on behalf of

Lead Document (Required)

Computer: [Upload Button] ⓘ  
Cloud: [Google Drive] [OneDrive] [Dropbox] ⓘ

Attachments

Computer: [Upload Button] ⓘ  
Cloud: [Google Drive] [OneDrive] [Dropbox] ⓘ

Optional Services and Fees

Optional Services and Fees	Fee Amount	Quantity	Fee Total
+ Add Optional Services and Fees			

Undo Save Changes

**Figure 9.16 – Filings Section**

To enter the filing details, perform the following steps:

1. Enter the filing details for the case in the **Filings** section:
  - a. Select a filing type from the **Filing Type** drop-down list.
  - b. Select a filing code from the **Filing Code** drop-down list.

The screenshot shows the 'Filings' form with the 'Filing Code' dropdown menu open. The 'Filing Type' is set to 'EFile'. The dropdown list contains the following options: 'Click to select Filing Code', 'A Non-Docketed Event', 'Abstract Of Judgment - \$4.00', 'Acknowledgement', 'Acknowledgement - No Docs Required', and 'Acknowledgement Of Paternity - \$10.50'. The 'Filing Description', 'Client Reference Number', and 'Courtesy Copies' fields are empty. There are information icons (i) next to the 'Client Reference Number' and 'Courtesy Copies' fields.

Figure 9.17 – Filing Code Drop-Down List

**Note:** Depending on your system configuration, some filing codes cause the Due Date field to be enabled.

After you select the filing code, the fee associated with the filing code is displayed.

The screenshot shows the 'Filings' form with the 'Filing Code' dropdown menu closed. The 'Filing Type' is set to 'EFile'. The 'Filing Code' field now displays 'Abstract Of Judgment - \$4.00'. The 'Filing Description', 'Client Reference Number', and 'Courtesy Copies' fields are empty. There are information icons (i) next to the 'Client Reference Number' and 'Courtesy Copies' fields.

Figure 9.18 – Filing Code Drop-Down List with the Fee Displayed

- c. Type a description of the filing in the **Filing Description** field.
  - d. Type a client reference number in the **Client Reference Number** field.
- Note:** A client reference number is a client-created number for internal purposes only. Most courts do not see or refer to the Client Reference Number field for the filing. This is an optional field.
- e. Type any relevant comments in the **Comments to Court** field.
  - f. If you want to send courtesy copies of the filing to another party, type the recipient's email address in the **Courtesy Copies** field.
  - g. If you want to send preliminary copies of the filing to another party, type the recipient's email address in the **Preliminary Copies** field.
  - h. Enter the date the filing is due in the **Due Date** field by clicking the calendar icon.

**Note:** The Due Date field is configured by Tyler and may not be available on your system.

A calendar is displayed from which you can select the specified date.

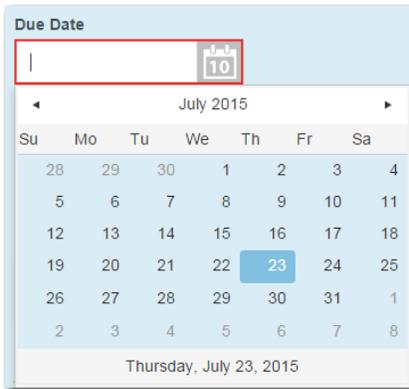


Figure 9.19 – Due Date Calendar

- i. Click the **Filing on Behalf of** field to select the parties from the drop-down list.

**Note:** The Filing on Behalf of feature is configured by Tyler and may not be available on your system.

Figure 9.20 – Filing on Behalf of Field in the Filings Section

- j. Click the **Lead Document** field to select a lead document to upload. If your document is stored in the cloud, click the icon for the cloud service provider where the document is stored.

**Note:** Cloud services are configured by Tyler and may not be available on your system. If your system is configured for cloud services, you can upload documents from the following cloud storage providers: Google Drive™ online storage service, Dropbox®, and Microsoft® OneDrive®.

**Note:** The Lead Document field is required. You can upload only one document as a lead document.

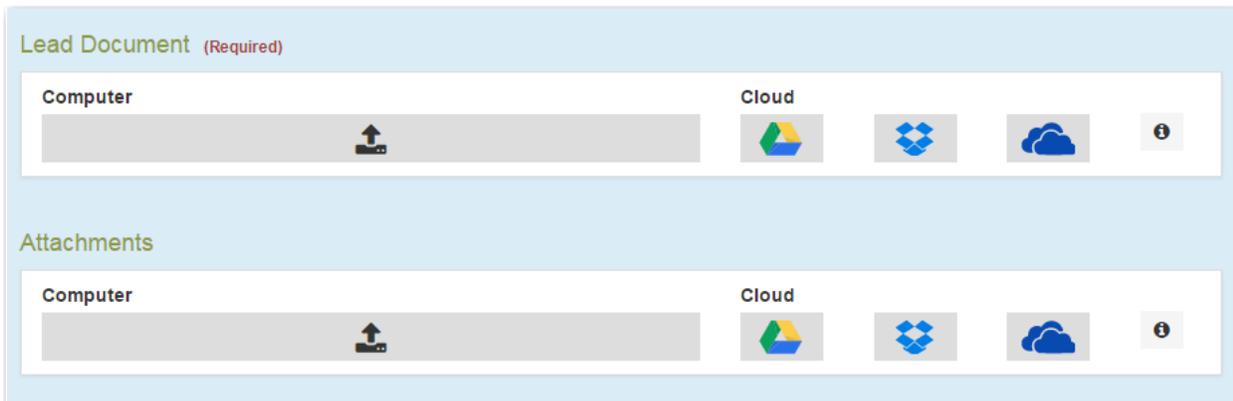


Figure 9.21 – Lead Document and Attachments Fields in the Filings Section

- k. Type a name for the lead document in the **Description** field.

**Note:** Tyler can configure a maximum length for the document name at the client’s request. When configured, if you assign a name to a document that exceeds the maximum character length, a warning message is displayed. If you see this type of warning message, you must assign a new name to the document before you can continue with the upload.

- l. Select the level of security to attach to the document from the **Security** drop-down list.

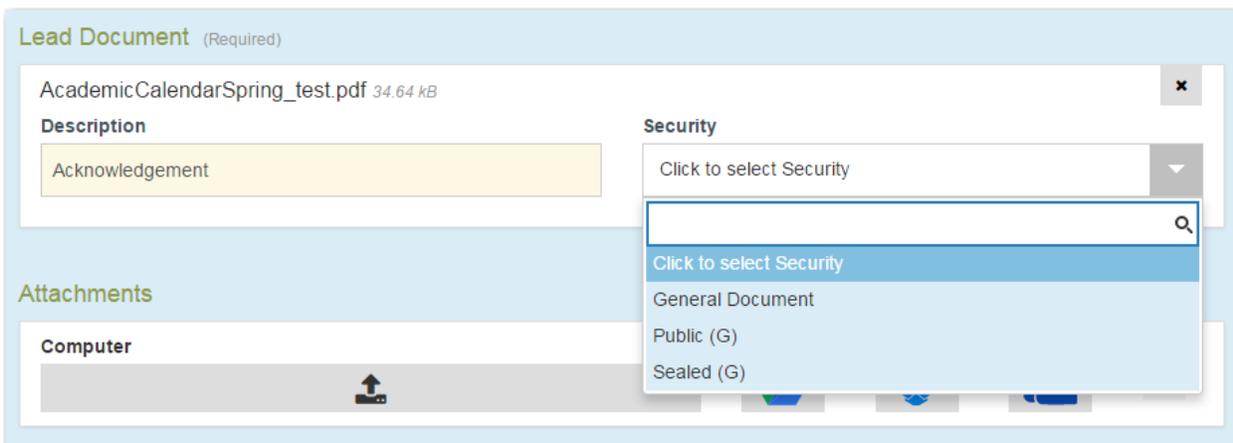


Figure 9.22 – Security Drop-Down List in the Lead Document Section

- m. If you have attachments to upload, click the **Attachments** field to select the documents to upload. If the attachments are stored in the cloud, click the icon for the cloud service provider where the attachments are stored.

**Note:** Not all court locations accept attachments. If your court does not accept attachments, create the lead document and attachment as one document, and upload the document in the Lead Document field.

The **Optional Services and Fees** section is displayed.

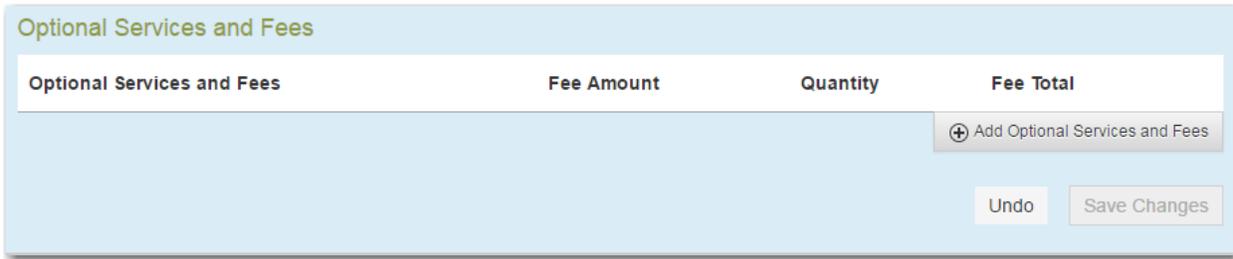
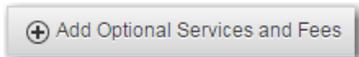


Figure 9.23 – Optional Services and Fees Section

n. If you want to add an optional service to the filing, click



The **Optional Services and Fees** field is displayed.

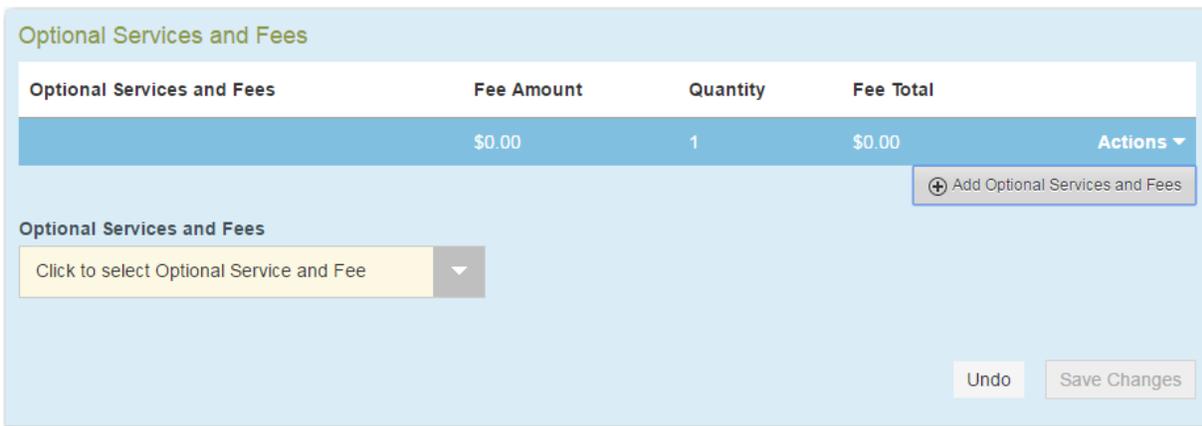


Figure 9.24 – Optional Services and Fees Field in the Optional Services and Fees Section

o. Select an option from the **Optional Services and Fees** drop-down list.



Figure 9.25 – Optional Services and Fees Drop-Down List

The fee associated with the optional service is displayed.

p. When you select the service for certified copies, type the number of copies that you want in the **Enter number of certified copies desired** field.

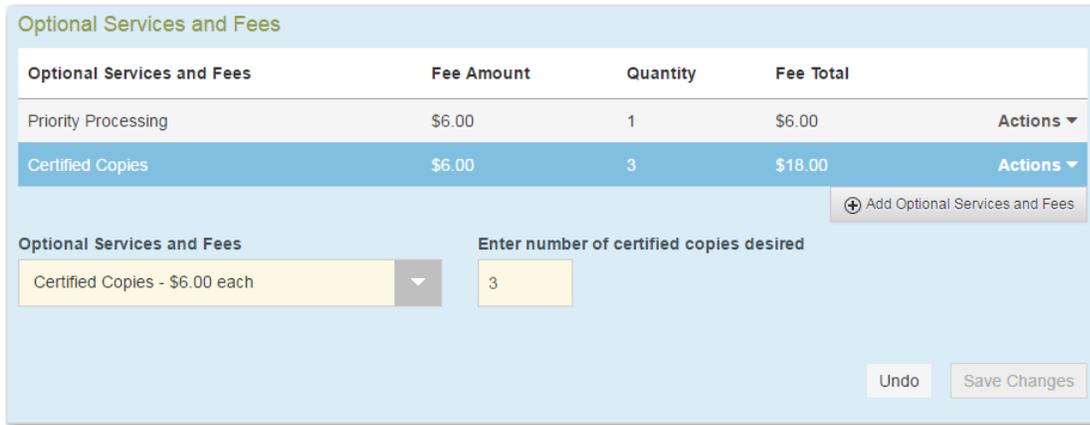


Figure 9.26 – Optional Services and Fees Section with Services Selected

q. Add more optional services if you want.

**Note:** If you try to add the same service twice, a warning message is displayed.

**Note:** If you want to remove an optional service before you save your changes, select Remove optional service from the Optional Service Actions drop-down list.

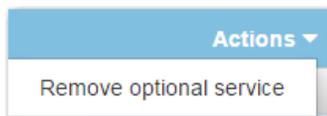


Figure 9.27 – Optional Service Actions Drop-Down List

r. When you are done adding optional services, click



Figure 9.28 – Optional Services and Fees Section with Optional Services Saved

**Note:** After you have added an optional service and saved the changes, you cannot edit that service. You must remove the service and then re-add it.

s. If you want to add another filing to the case, click



The top of the **Filings** section is displayed, where you can begin another filing.

- t. Click **Save Changes** to save your changes, or click **Undo** to cancel the action.
2. After you have added all of the filings to the case and saved the changes, verify that the service contacts are correct. If you want to add another service contact, select an option from the **Actions** drop-down list in the **Service Contacts** section.

**Note:** If you forget to add your name to the service contact list, the system will automatically add it for you, if the system is configured to do so.

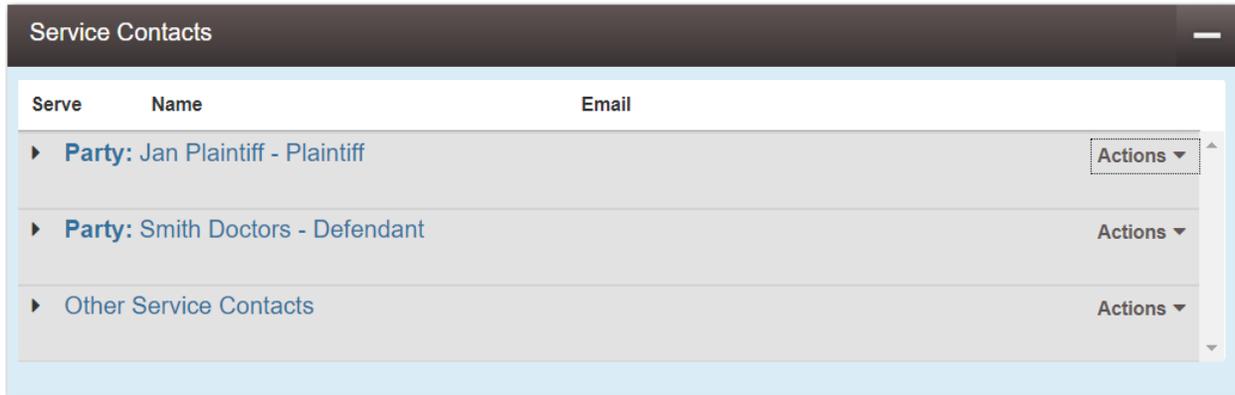


Figure 9.29 – Service Contacts Section

3. Complete the fields in the **Fees** section.

**Note:** Your credit card is authorized when submitted. However, the transaction fees are not posted to the credit card account until the court accepts the filing. Once the filing is accepted, the total filing fee to be submitted for the filing is displayed.

**Fees**

▼ **Additional Conditions Of Probation**

Description	Amount
Filing Fee	\$10.50
<b>Filing Total: \$10.50</b>	
Total Filing Fee	\$10.50
E-File Fee	\$1.00
Court E-File Fee	\$1.00
<b>Envelope Total: \$12.50</b>	

**Payment Account**

Click to select Payment Account

[View Unavailable Payment Accounts](#)

**Party Responsible for Fees**

Click to select Party Responsible for Fees

**Filer Type**

Click to select Filer Type

Undo Save Changes

Figure 9.30 – Fees Section

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

**Note:** If you enter incorrect payment information in the **Payment Account** field, you will receive an error message stating that the account information you entered is invalid. You must correct the payment information before you can continue with your filing.

- Select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.
- Select the filer type from the **Filer Type** drop-down list.

**Filer Type**

Click to select Filer Type

Click to select Filer Type

AutoReview

Default

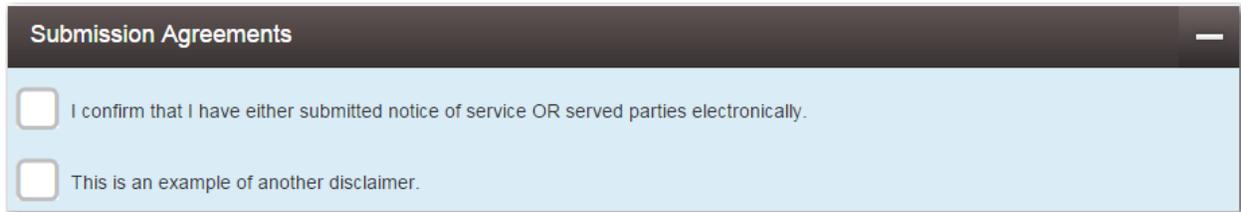
ProSe

Figure 9.31 – Filer Type Drop-Down List

- Click **Save Changes** to save your changes, or click **Undo** to cancel the action.

4. In the **Submission Agreements** section, select the check box for the appropriate submission agreement.

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



The screenshot shows a window titled "Submission Agreements" with a light blue background. It contains two checkboxes, both of which are unchecked. The first checkbox is followed by the text "I confirm that I have either submitted notice of service OR served parties electronically." The second checkbox is followed by the text "This is an example of another disclaimer."

**Figure 9.32 – Submission Agreements Section**

5. After completing the fields in all of the sections on the page, perform one of the following actions:

- Click **Save as Draft** to stop working on your filing and resume work at a later time.
- Click **Summary** to review a summary of your filing.

**Draft # 149690**

Case Information +

Party Information -

Party Type	Party Name	Lead Attorney	
Plaintiff	Felicity Jones		Required Party <span style="float: right;">▲</span>
Defendant	Joseph Smith MD		Required Party <span style="float: right;">▼</span>

+ Add Another Party

Filings +

Service Contacts +

Fees -

**▼ Acknowledgement**

Description	Amount										
Filing Fee	\$0.00										
<b>Filing Total: \$0.00</b>											
<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>Total Filing Fee</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Payment Service Fee</td> <td style="text-align: right;">\$0.05</td> </tr> <tr> <td>E-File Fee</td> <td style="text-align: right;">\$1.00</td> </tr> <tr> <td>Court E-File Fee</td> <td style="text-align: right;">\$1.00</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Envelope Total: \$2.05</b></td> </tr> </tbody> </table>		Total Filing Fee	\$0.00	Payment Service Fee	\$0.05	E-File Fee	\$1.00	Court E-File Fee	\$1.00	<b>Envelope Total: \$2.05</b>	
Total Filing Fee	\$0.00										
Payment Service Fee	\$0.05										
E-File Fee	\$1.00										
Court E-File Fee	\$1.00										
<b>Envelope Total: \$2.05</b>											
<b>Payment Account</b> <div style="border: 1px solid #ccc; padding: 2px; width: 100%;"> <span style="float: left;">Visa</span> <span style="float: right;">▼</span> </div>											
<b>Party Responsible for Fees</b> <div style="border: 1px solid #ccc; padding: 2px; width: 100%;"> <span style="float: left;">Joseph Smith MD</span> <span style="float: right;">▼</span> </div>											
<b>Filer Type</b> <div style="border: 1px solid #ccc; padding: 2px; width: 100%;"> <span style="float: left;">Default</span> <span style="float: right;">▼</span> </div>											

Undo
Save Changes

Save as Draft
Summary

Figure 9.33 – Draft of Filing Page

**Note:** To resume filing a saved draft, navigate to the *Filing History* page. From the Actions drop-down list for the specified draft, select Resume Draft Envelope to continue with your filing.

6. If you clicked Summary, review the filing for accuracy. If you need to make any changes, click Back to return to the previous page. Make any necessary corrections, and then click Summary again.

7. When you are satisfied with the information in your filing, click **Submit**.

A new envelope of your filing is included on the *Filing History* page.

## CAPABILITY FOR FILING RETURN DATE

Filers can select a date by which the respondent must respond to the filing. Filers select the return date when they enter filing details for a case.

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

Figure 9.34 – Return Date Section

After selecting a return date, you must click **Verify** to check whether the selected date is available. If the selected date is verified, you will receive confirmation.

Figure 9.35 – Return Date Section – Return Date Verified

If the selected date is not verified, the system may change the date. If the date is changed, you will receive a notification that the date has changed.

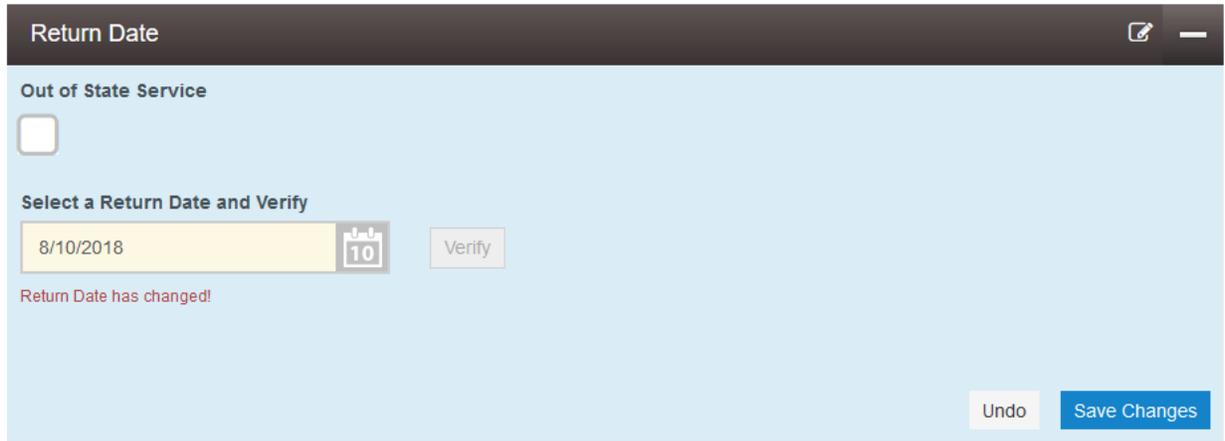


Figure 9.36 – Return Date Section – Return Date Changed

If you attempt to skip the **Return Date** section, you will receive a message indicating that the return date has not been verified. After the date has been verified, you must save the date.

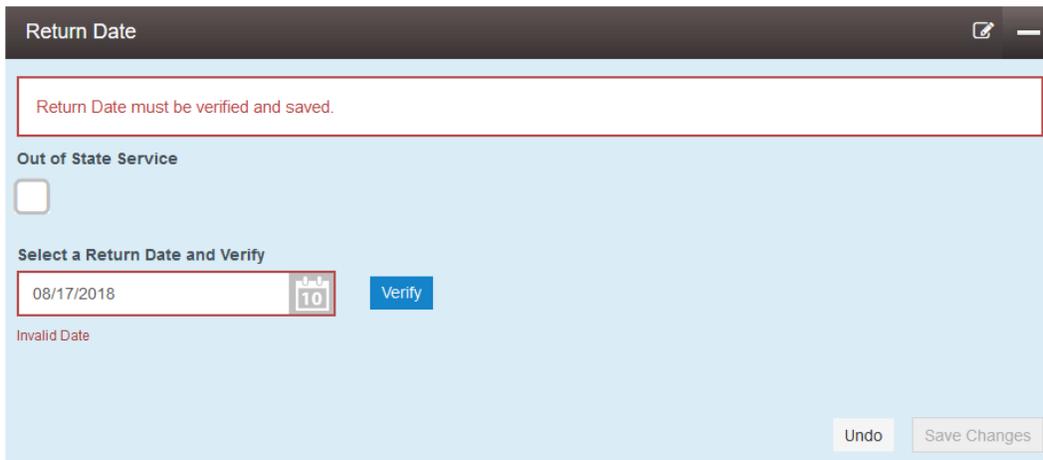


Figure 9.37 – Return Date Section – Return Date Not Entered, Verified, and Saved

If the system determines during verification that the return date is not applicable, a message will prompt you to save the filing.

Figure 9.38 – Return Date Section – Date Not Applicable

## 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 **Actions** drop-down list on the *Filer Dashboard* page, select **Start a New Case**.

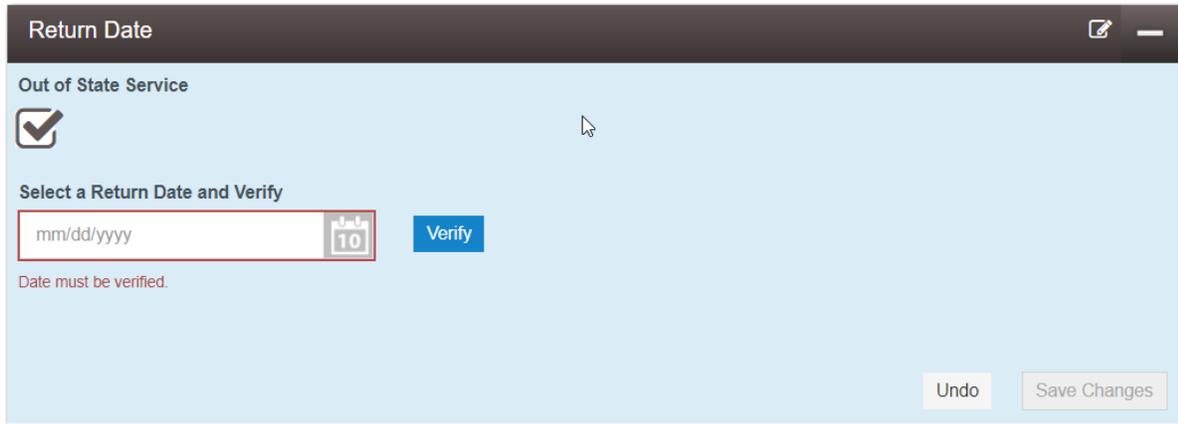
**Note:** You can also click **Start a New Case** on the Filer Dashboard in the New Filing section.

Figure 9.39 – Filer Dashboard Page

The *Start a New Case* page is displayed.

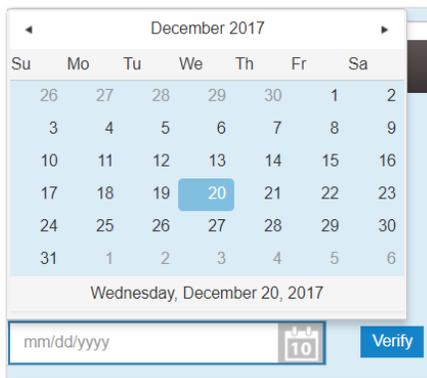
2. Complete the details for the new case by using the drop-down lists in the required fields in the **Case Information** section.
3. Complete the required fields in the **Party Information** section.

4. Verify that the service contacts are correct in the **Service Contacts** section. Make any additions as needed.
5. Complete the required fields in the **Fees** section.
6. In the **Return Date** section, perform the following steps:
  - a. If the respondent is located out of state, select the **Out of State Service** check box.



**Figure 9.40 – Return Date Section with the Out of State Service Check Box Selected**

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



**Figure 9.41 – Return Date Calendar**

- c. Click  .

If the selected date is verified, you will receive confirmation.

The screenshot shows a window titled "Return Date" with a dark header bar. Below the header, there is a section for "Out of State Service" with an unchecked checkbox. Underneath, the text "Select a Return Date and Verify" is displayed. A date input field contains "8/7/2018" and is accompanied by a calendar icon showing the 10th of the month. To the right of the date field is a "Verify" button. Below the date field, a message states "Return Date has been verified." At the bottom right of the window, there are two buttons: "Undo" and "Save Changes".

**Figure 9.42 – Return Date Section – Return Date Verified**

If the selected date is not verified, the system may change the date. If the date is changed, you will receive a notification that the date has changed.

The screenshot shows the same "Return Date" window. The "Out of State Service" checkbox remains unchecked. The "Select a Return Date and Verify" section now shows the date input field containing "8/10/2018", which is highlighted in yellow. The calendar icon still shows the 10th. The "Verify" button is present. Below the date field, a message in red text states "Return Date has changed!". At the bottom right, the "Undo" and "Save Changes" buttons are visible.

**Figure 9.43 – Return Date Section – Return Date Changed**

- d. If the selected return date is not applicable, a system message will prompt you to save the filing.

Figure 9.44 – Return Date Section – Date Not Applicable

- e. Click  .
7. Click  to review a summary of your filing.

Figure 9.45 – Return Date Section with the Return Date Displayed

8. Review the filing for accuracy. If you need to make any changes, click  to display the previous page. Make any necessary corrections, and then click  again.
9. When you are satisfied with the information in your filing, click  .

## REVERIFY RETURN DATE

The system forces users to verify the return date if certain data in the filing changes before the filing was completed.

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

The system forces the filer to verify the return date when any of the following fields change:

- Location
- Case Category
- Case Type
- Party Connection Type

- Attorney
- Lead Attorney
- Filing Code
- Filing Attorney
- Case Cross References

Filers who resume a draft of a filing and subsequently change any of the specified fields are also forced to verify the return date before they can complete the filing.

## 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. From the **Actions** drop-down list on the *Filer Dashboard* page, select either **Start a New Case** (to enter a new case filing) or **Filing History** (to resume a draft).
2. Enter the details for the case filing, or continue with your draft filing.
3. In the **Return Date** section, select the return date and verify it, but do not save your changes.
4. Next, make changes to one or more of the specified fields of the filing.

The **Return Date** section is displayed again with a message indicating that the return date must be verified.

**Note:** The system forces you to reverify the return date to ensure that the date is still valid because you changed one or more of the specified fields.

Figure 9.46 – Return Date Section

5. Select a return date, and then click **Verify**.

The system will either verify your selected return date, or assign a new date.

6. Click **Save Changes**.

7. Click **Summary** to review a summary of your filing.

8. Review the filing for accuracy. If you need to make any changes, click  to display the previous page.

9. Make any necessary corrections, and then click  again.

10. When you are satisfied with the information in your filing, click .

## CAPABILITY FOR FILING HEARING DATE

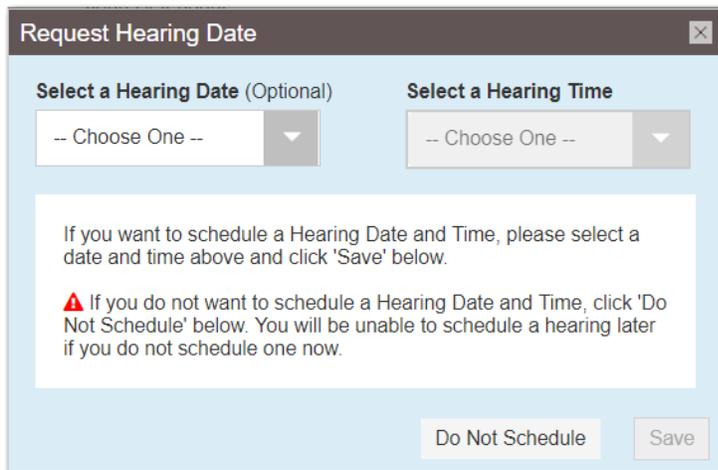
**Note:** This feature is configured by Tyler and may not be available on your system.

Filers can search for available hearing dates and then select a specified date. The hearing date is reserved in the 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 *Request Hearing Date* dialog box.



The dialog box titled "Request Hearing Date" contains two sections: "Select a Hearing Date (Optional)" and "Select a Hearing Time". Each section has a dropdown menu with "-- Choose One --" selected. Below these sections is a text box with instructions: "If you want to schedule a Hearing Date and Time, please select a date and time above and click 'Save' below." Below the text box is a warning icon and text: "⚠ If you do not want to schedule a Hearing Date and Time, click 'Do Not Schedule' below. You will be unable to schedule a hearing later if you do not schedule one now." At the bottom right are two buttons: "Do Not Schedule" and "Save".

**Figure 9.47 – Request Hearing Date Dialog Box**

If the filer requests a hearing date that is not available, an error message is displayed.

The screenshot shows a dialog box titled "Request Hearing Date". It has two sections: "Select a Hearing Date (Optional)" with a dropdown menu showing "-- Choose One --", and "Select a Hearing Time" with a dropdown menu. Below these is a text box with instructions: "If you want to schedule a Hearing Date and Time, please select a date and time above and click 'Save' below." and a warning: "⚠ If you do not want to schedule a Hearing Date and Time, click 'Do Not Schedule' below. You will be unable to schedule a hearing later if you do not schedule one now." A red-bordered error message box contains the text: "Your selected hearing date of '12/22/2017 at 4:00 PM - 5:00 PM' is no longer available. Please select a different date or time." At the bottom are buttons for "Do Not Schedule" and "Save".

**Figure 9.48 – Request Hearing Date Dialog Box Showing Unavailable Hearing Date**

If the system is unable to display available hearing dates, an error message directing the filer to try again is displayed.

The screenshot shows the same "Request Hearing Date" dialog box. The dropdown menus for "Select a Hearing Date (Optional)" and "Select a Hearing Time" both show "-- Choose One --". The text box contains the same instructions and warning as in Figure 9.48. A red-bordered error message box contains the text: "Hearing Dates are unavailable at this time. Please try again. Contact support if the error continues." At the bottom are buttons for "Do Not Schedule", "Retry", and "Save".

**Figure 9.49 – Request Hearing Date Dialog Box Showing That the System is Unavailable**

If the filer is unable to schedule a hearing, an error message indicating that the reservation failed is displayed.

Figure 9.50 – Request Hearing Date Dialog Box Showing a Failed Reservation

After a hearing has been scheduled, the date and time of the hearing are displayed on the *Envelope* page.

Figure 9.51 – Hearing Date Section on the Envelope Page

## 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.

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

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Start a New Case**.

**Note:** You can also click **Start a New Case** on the *Filer Dashboard* in the **New Filing** section.

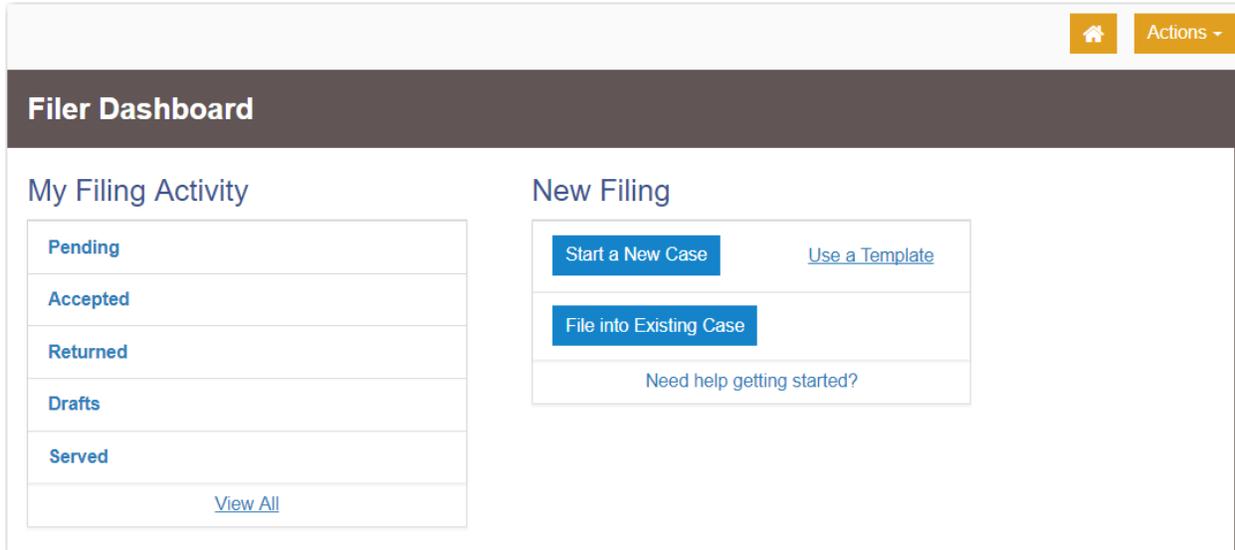


Figure 9.52 – Filer Dashboard Page

The *Start a New Case* page is displayed.

2. Complete the details for the new case by using the drop-down lists in the required fields in the **Case Information** section.
3. Complete the required fields in the **Party Information** section.
4. Verify that the service contacts are correct in the **Service Contacts** section. Make any additions as needed.
5. Complete the required fields in the **Fees** section.
6. After completing the fields in all of the sections on the page, click  to review a summary of your filing.
7. Review the filing for accuracy. If you need to make any changes, click  to display the previous page. Make any necessary corrections, and then click  again.
8. When you are satisfied with the information in your filing, click  .  
The *Request Hearing Date* dialog box is displayed.

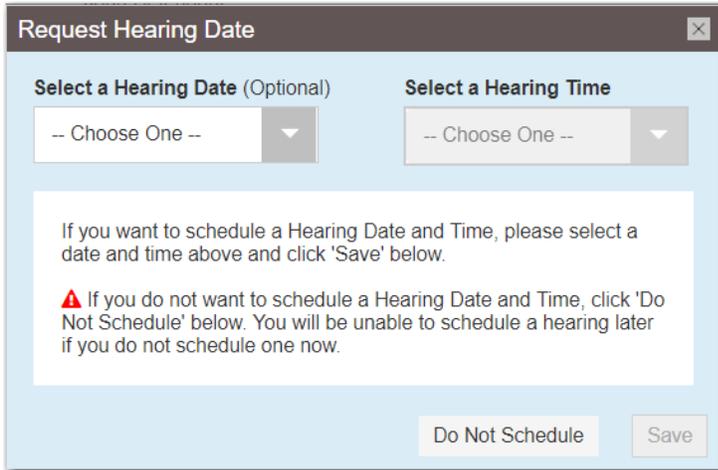


Figure 9.53 – Request Hearing Date Dialog Box

9. Select a hearing date from the **Select a Hearing Date** drop-down list.



Figure 9.54 – Select a Hearing Date Drop-Down List

10. Select a hearing time from the **Select a Hearing Time** drop-down list.

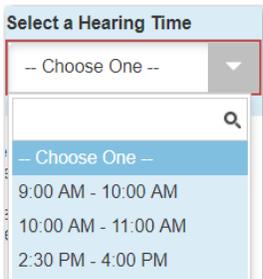


Figure 9.55 – Select a Hearing Time Drop-Down List

11. Click .

If the date and time that you selected are available, the system saves your selections. If the date and time that you selected are not available, an error message is displayed. If an error message is displayed, follow the directions provided in the message.

**Note:** If you do not want to schedule a hearing at this time, click  on the *Request Hearing Date* dialog box. A hearing will not be scheduled now, but you can schedule a hearing at a later time on the *Envelope* page.

# SCHEDULING A HEARING DATE FOR AN EXISTING CASE FILING

You can schedule a hearing for a case filing for which no hearing was previously scheduled.

**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. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Filing History**.

The *Filing History* page is displayed.

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

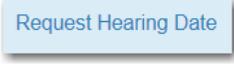
3. From the **Actions** drop-down list for the specified case, select **View Filing Details**.

The *Envelope* page for the specified case is displayed.

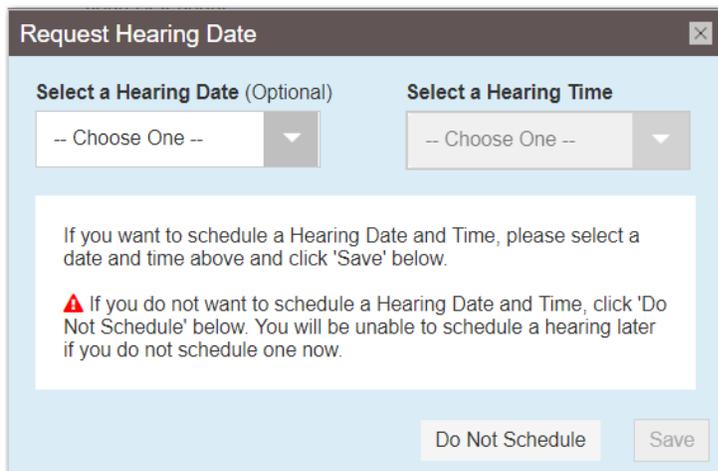
4. Locate the **Hearing Date** section.



**Figure 9.56 – Hearing Date Section on the Envelope Page – No Hearing Previously Scheduled**

5. Click .

The *Request Hearing Date* dialog box is displayed.



**Figure 9.57 – Request Hearing Date Dialog Box**

6. Select a hearing date from the **Select a Hearing Date** drop-down list.

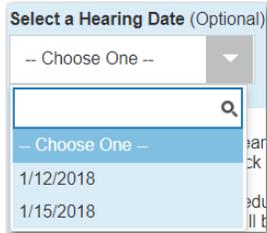


Figure 9.58 – Select a Hearing Date Drop-Down List

7. Select a hearing time from the **Select a Hearing Time** drop-down list.

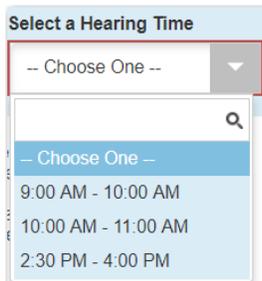


Figure 9.59 – Select a Hearing Time Drop-Down List

8. Click .

If the date and time that you selected are available, the system saves your selections. If the date and time that you selected are not available, an error message is displayed. If an error message is displayed, follow the directions provided in the message.

## ENTERING A FILING WITH AN AD DAMNUM AMOUNT

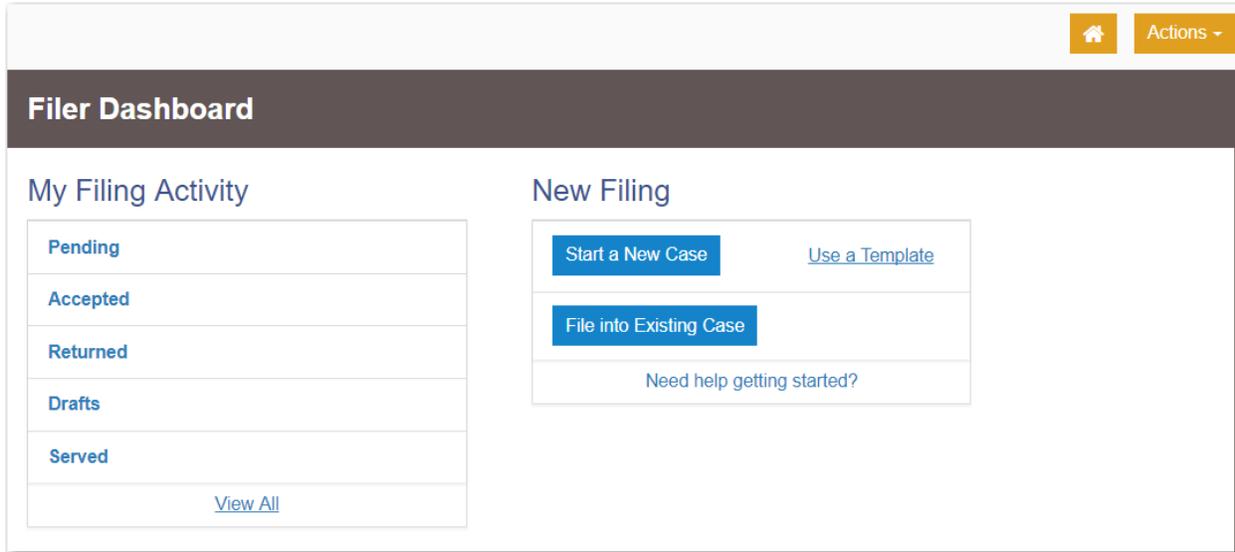
Filers can enter the Ad Damnum (damage) amount when specified by the court. The **Ad Damnum** field is displayed in the **Fees** section. Filers can enter the amount of damages in the **Ad Damnum** field. When the Ad Damnum amount is set, an appropriate fee will be applied.

**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. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Start a New Case**.

**Note:** You can also click **Start a New Case** on the *Filer Dashboard* in the **New Filing** section.



**Figure 9.60 – Filer Dashboard Page**

The *Start a New Case* page is displayed.

2. Complete the details for the new case by using the drop-down lists in the required fields in the **Case Information** section.
3. Complete the required fields in the **Party Information** section.
4. Enter the filing details for the case in the **Filings** section:

Figure 9.61 – Filings Section

- a. Select a filing type from the **Filing Type** drop-down list.
- b. Select the **Agreement (w/ Ad Damnum)** filing code from the **Filing Code** drop-down list.

Figure 9.62 – The Filing Code Agreement (w/ Ad Damnum) Option in the Filing Code Drop-Down List

- c. Type a description of the filing in the **Filing Description** field.
- d. Type a client reference number in the **Client Reference Number** field.

**Note:** A client reference number is a client-created number for internal purposes only. Most courts do not see or refer to the Client Reference Number field for the filing. This is an optional field.

- e. Type any relevant comments in the **Comments to Court** field.
- f. If you want to send courtesy copies of the filing to another party, type the recipient's email address in the **Courtesy Copies** field.
- g. If you want to send preliminary copies of the filing to another party, type the recipient's email address in the **Preliminary Copies** field.
- h. Click the **Filing on Behalf of** field to select the parties from the drop-down list.

**Note:** The Filing on Behalf of feature is configured by Tyler and may not be available on your system.

- i. Click the **Lead Document** field to select a lead document to upload. If your document is stored in the cloud, click the icon for the cloud service provider where the document is stored.

**Note:** Cloud services are configured by Tyler and may not be available on your system. If your system is configured for cloud services, you can upload documents from the following cloud storage providers: Google Drive™ online storage service, Dropbox®, and Microsoft® OneDrive®.

**Note:** The Lead Document field is required. You can upload only one document as a lead document.

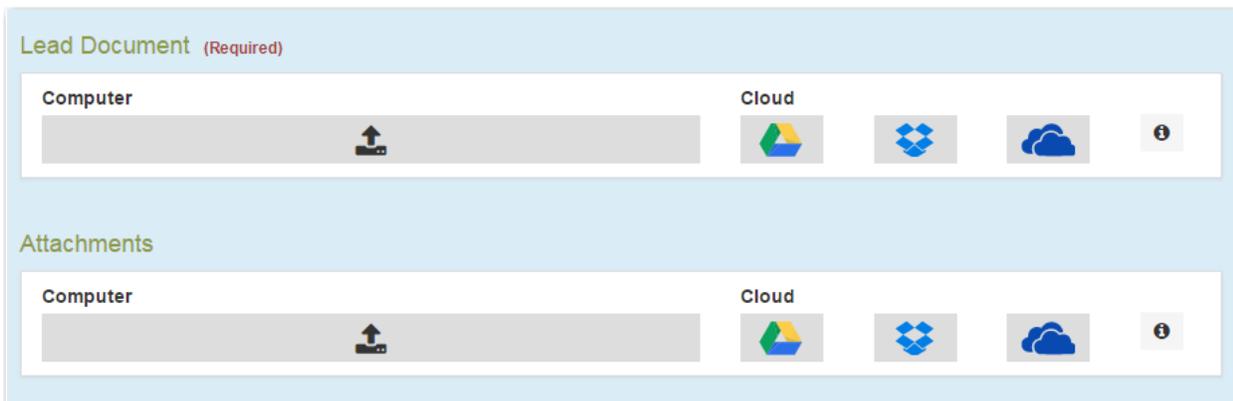


Figure 9.63 – Lead Document and Attachments Fields in the Filings Section

- j. Type a name for the lead document in the **Description** field.

**Note:** A maximum length for the document name can be configured by Tyler at the client's request. When configured, if a user assigns a name to a document that exceeds the maximum character length, a warning message is displayed. If you see this type of warning message, you must assign a new name to the document before you can continue with the upload.

- k. Select the level of security to attach to the document from the **Security** drop-down list.
- l. If you have attachments to upload, click the **Attachments** field to select the documents to upload. If the attachments are stored in the cloud, click the icon for the cloud service provider where the attachments are stored.

**Note:** Not all court locations accept attachments. If your court does not accept attachments, create the lead document and attachment as one document, and then upload the document in the Lead Document field.

The **Optional Services and Fees** section is displayed.

Optional Services and Fees	Fee Amount	Quantity	Fee Total
+ Add Optional Services and Fees			

Undo Save Changes

**Figure 9.64 – Optional Services and Fees Section**

- m. If you want to add an optional service to the filing, click

The **Optional Services and Fees** field is displayed.

- n. Select the optional service that you want from the **Optional Services and Fees** drop-down list.  
 o. Add more optional services if you want.

**Note:** If you try to add the same service twice, a warning message is displayed.

**Note:** If you want to remove the specified optional service before you save your changes, select **Remove optional service** from the **Optional Service Actions** drop-down list.

- p. When you are done adding optional services, click

**Note:** After you have added an optional service and saved the changes, you cannot edit that service. You must remove the service and then re-add it.

- q. If you want to add another filing to the case, click

The top of the **Filings** section is displayed, where you can begin another filing.

- r. When you are done entering the filing details, click

5. After you have added all of the filings to the case and saved the changes, verify that the service contacts are correct. If you want to add another service contact, select an option from the **Actions** drop-down list in the **Service Contacts** section.
6. Complete the fields in the **Fees** section:

Figure 9.65 – Fees Section Example

- a. Type the amount of damages for the case in the **Ad Damnum** field.
- b. Select the payment account from the **Payment Account** drop-down list.
  - Note:** If you enter incorrect payment information in the **Payment Account** field, you will receive an error message stating that the account information you entered is invalid. You must correct the payment information before you can continue with your filing.
- c. Select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.
- d. Select the filing attorney from the **Filing Attorney** drop-down list.
  - Note:** All users may not see the **Filing Attorney** field.
- e. Select the filer type from the **Filer Type** drop-down list.

7. After completing the required fields, click  .
8. After completing the fields in all of the sections on the page, click  to review a summary of your filing.



9. When you are satisfied with the information in your filing, click

A new envelope of your filing is included on the *Filing History* page. In addition, the amount you entered in the **Ad Damnum** field is displayed in the envelope details in the **Fees** section.

## SETTING THE MAXIMUM FEE AMOUNT FOR A FILING

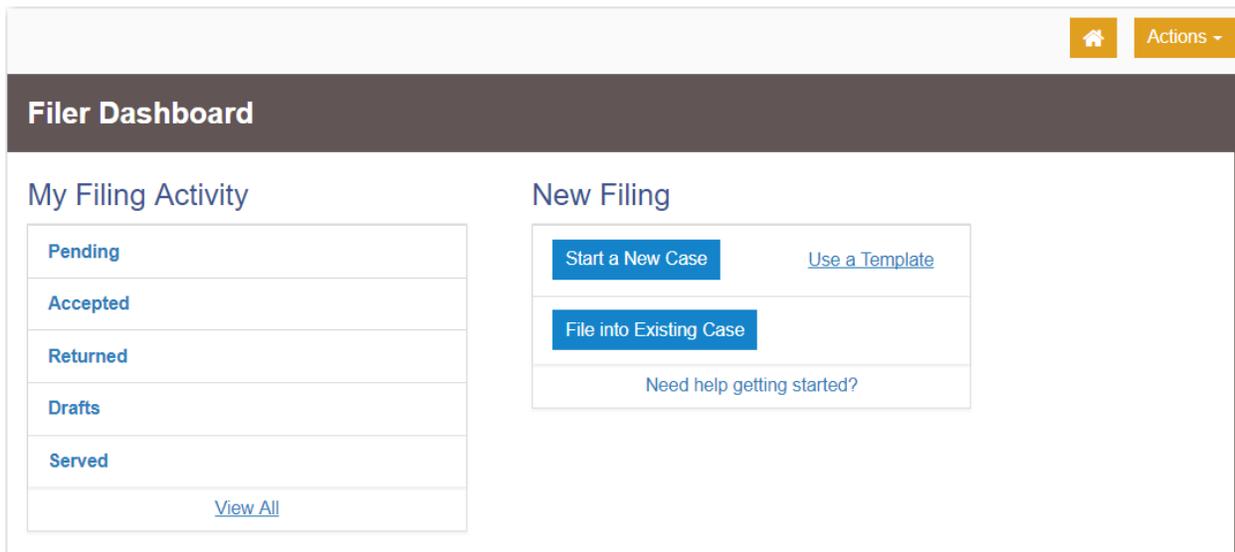
Filers can specify the maximum amount that fees associated with a filing should not exceed. Filers enter the amount in the **Fees Not To Exceed** field in the **Fees** section of a filing. If, during the court review process, the Reviewer changes the filing so that the fees exceed the filer-specified maximum amount, the Reviewer will be notified, and the change will not be accepted.

**i Note:** The **Fees Not To Exceed** field is configured by Tyler and may not be available on your system.

To set the maximum fee amount for a filing, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Start a New Case**.

**i Note:** You can also click **Start a New Case** on the *Filer Dashboard* in the **New Filing** section.



**Figure 9.66 – Filer Dashboard Page**

The *Start a New Case* page is displayed.

2. Complete the details for the new case by using the drop-down lists in the required fields in the **Case Information** section.



3. After completing the required fields, click
4. Complete the required fields in the **Party Information** section.



5. After completing the fields for all parties, click
6. Enter the filing details for the case in the **Filings** section.

7. After you have added all of the filings to the case and saved the changes, verify that the service contacts are correct. If you want to add another service contact, select an option from the **Actions** drop-down list in the **Service Contacts** section.

**Save Changes**

**Undo**

8. Click **Save Changes** to save your changes, or click **Undo** to cancel the action.
9. Complete the required fields in the **Fees** section:

Description	Amount
Filing Fee	\$0.00
<b>Filing Total: \$0.00</b>	
Total Filing Fee	\$0.00
Payment Service Fee	\$0.05
E-File Fee	\$1.00
Court E-File Fee	\$1.00
<b>Envelope Total: \$2.05</b>	

**Payment Account**  
New Discover

**Fees Not To Exceed**  
2.00

**Party Responsible for Fees**  
Mary Plaintiff

**Filer Type**  
Default

Undo Save Changes

Figure 9.67 – Sample Fees Section

- From the **Payment Account** drop-down list, select a payment account to pay the filing fee.
- Type an amount in the **Fees Not To Exceed** field.

**Note:** The amount that you enter in this field is a filer-specified amount. If the filing fees exceed this amount, the user will receive an error message and will not be allowed to continue with the filing until the error is corrected.

- Select the party responsible for the filing fees from the **Party Responsible for Fees** drop-down list.
- Select a filer type for the payment account used to pay the filing fees from the **Filer Type** drop-down list.

**Save Changes**

10. After completing the required fields for the filing, click **Save Changes** to save your changes, or click **Undo** to cancel the action.

**Undo**

## COURT FEES FOR ADDITIONAL CASE PARTIES

The system supports the ability to configure court fees that are to be applied to a party type.

**i Note:** The ability to collect court fees is configured by Tyler and may not be available on your system.

When a specific combination of node, case type, and party type matches the configured rule, a court fee is assessed for additional parties that are added to a case. The configuration is client-specific. For example, a fee may not be assessed for the first defendant, but a fee may be charged for each additional defendant.

Description	Amount
Filing Fee	\$0.00
<b>Filing Total: \$0.00</b>	
Total Filing Fee	\$0.00
Payment Service Fee	\$0.20
E-File Fee	\$1.00
Court E-File Fee	\$1.00
Party Fee: 3rd Party Defendant (1 x \$6.00)	\$6.00
<b>Envelope Total: \$8.20</b>	

Payment Account: Visa

Party Responsible for Fees: Peter Smith

Filer Type: Default

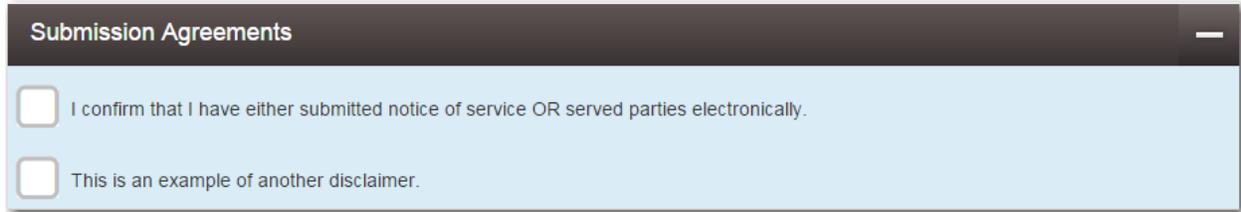
Undo Save Changes

Figure 9.68 – Fees Section with Party Fees Displayed

## 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, a dialog box is displayed in which you must select a check box before continuing with your filing.

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



**Submission Agreements**

I confirm that I have either submitted notice of service OR served parties electronically.

This is an example of another disclaimer.

**Figure 9.69 – Submission Agreements Dialog Box**

## 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 date and time that the filing was submitted are also displayed. The time stamp corresponds to the time zone in which the filing occurred.

The party, filings, and fees information must be complete before you can view the envelope summary. A payment account must be assigned to the case to complete the filing process.

To view the envelope summary, perform the following steps:

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

2. After you have completed the fields in each section, click  .

The *Envelope Summary* page is displayed.

**Summary - Draft # 149690**

Review and submit your envelope

Case Information +

**Party Information** -

Party Type	Party Name	Lead Attorney
Plaintiff	Felicity Jones	
Defendant	Joseph Smith MD	

Filings +

Service Contacts +

**Fees** -

**▼ Acknowledgement**

Description	Amount
Filing Fee	\$0.00
<b>Filing Total: \$0.00</b>	
Total Filing Fee	\$0.00
Payment Service Fee	\$0.05
E-File Fee	\$1.00
Court E-File Fee	\$1.00
<b>Envelope Total: \$2.05</b>	

Party Responsible for Fees	Joseph Smith
Payment Account	Visa
Filer Type	Default

Back
Submit

Figure 9.70 – Envelope Summary Page

- Review the page. After you are satisfied with the information in your filing, click



# CHAPTER 10 REDACTION FEATURE

## TOPICS COVERED IN THIS CHAPTER

- ◆ ENTERING A FILING WITH REDACTED DOCUMENTS
- ◆ DELETING A REDACTION
- ◆ WORKING WITH AN EXISTING REDACTION
- ◆ REDACTION EDITOR TOOLBAR
- ◆ REDACTION ERRORS

In Release 2018.0 and later, the Odyssey File & Serve system supports the Redaction feature. 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.

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

**i 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 (EIN)
- 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 redacted lead document and redacted attachments if applicable.

You must be logged on to the Odyssey File & Serve system to perform this procedure.

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

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Start a New Case**.

**i Note:** You can also click **Start a New Case on the Filer Dashboard in the New Filing** section.

The *Start a New Case* page is displayed.

2. Complete the details for the new case by using the drop-down lists in the required fields in the **Case Information** section.

3. Complete all required fields in the **Party Information** section.
4. Enter the filing details for the case in the **Filings** section:

**Filings**

Enter the details for this filing

Filing Type: EFile | Filing Code: Acknowledgement

Filing Description: [Text Area]

Client Reference Number: [Text Area] | Comments to Court: [Text Area]

Courtesy Copies: [Text Area] | Preliminary Copies: [Text Area]

Due Date: [Calendar Picker]

Filing on Behalf of: [Text Area]

Lead Document (Required)

Computer [Upload Icon] | Cloud [Drive Icons]

Attachments

Computer [Upload Icon] | Cloud [Drive Icons]

Optional Services and Fees

Optional Services and Fees	Fee Amount	Quantity	Fee Total
+ Add Optional Services and Fees			

Undo | Save Changes

**Figure 10.1 – Filings Section**

- a. Select a filing type from the **Filing Type** drop-down list.
- b. Select a filing code from the **Filing Code** drop-down list.

**Note:** Depending on your system configuration, some filing codes cause the Due Date field to be enabled.

After you select the filing code, the fee associated with the filing code is displayed.

- c. Type a description of the filing in the **Filing Description** field.
- d. Type a client reference number in the **Client Reference Number** field.

**Note:** A client reference number is a client-created number for internal purposes only. Most courts do not see or refer to the Client Reference Number field for the filing. This is an optional field.

- e. Type any relevant comments in the **Comments to Court** field.
- f. If you want to send courtesy copies of the filing to another party, type the recipient's email address in the **Courtesy Copies** field.
- g. If you want to send preliminary copies of the filing to another party, type the recipient's email address in the **Preliminary Copies** field.
- h. Enter the date the filing is due in the **Due Date** field by clicking the calendar icon.

**Note:** The **Due Date** field is configured by Tyler and may not be available on your system.

A calendar is displayed from which you can select the specified date.

- i. Click the **Filing on Behalf of** field to select the parties from the drop-down list.

**Note:** The **Filing on Behalf of** feature is configured by Tyler and may not be available on your system.

- j. Click the **Lead Document** field to select a lead document to upload. If your document is stored in the cloud, click the icon for the cloud service provider where the document is stored.

**Note:** Cloud services are configured by Tyler and may not be available on your system. If your system is configured for cloud services, you can upload documents from the following cloud storage providers: Google Drive™ online storage service, Dropbox®, and Microsoft® OneDrive®.

**Note:** The **Lead Document** field is required. You can upload only one document as a lead document. Only the following file types are supported: PDF and TIFF.



Figure 10.2 – Lead Document Field in the Filings Section

- k. Type a name for the lead document in the **Description** field.

**Note:** Tyler can configure a maximum length for the document name at the client's request. When the maximum length is configured, if you assign a name to a document that exceeds the maximum character length, a warning message is displayed. If you see this type of warning message, you must assign a new name to the document before you can continue with the upload.

- l. Select the level of security to attach to the document from the **Security** drop-down list.

- m. If you want to have the document automatically redacted, click



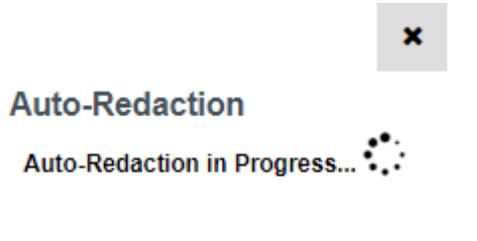
**Note:** The **Redaction** feature is configured by Tyler and may not be available on your system.

**i Note:** You can upload multiple documents to be redacted. Click



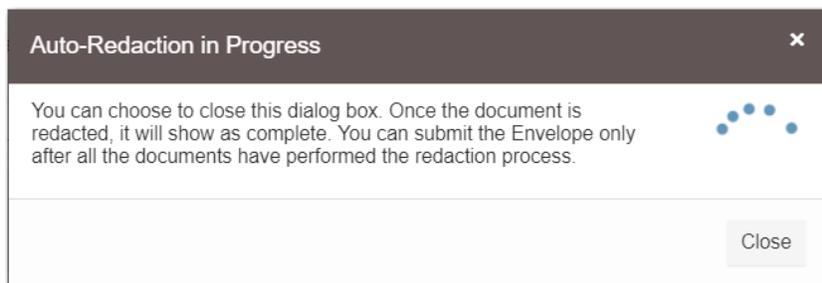
after each document.

- n. Wait while the system performs the redactions.



**Figure 10.3 – Auto-Redaction in Progress Verification**

The following dialog box is displayed.



**Figure 10.4 – Auto-Redaction in Progress Dialog Box**

You can close the dialog box while you wait. When the auto-redaction is complete, the system displays the number of redactions that were found in the document.

- o. If you want to view the redacted areas, click . A blue rectangular button with the text "View/Edit Redaction(s)" in white.

The redacted document is displayed in the Redaction Editor (*Tyler Content Manager* window) in a new tab in your browser.

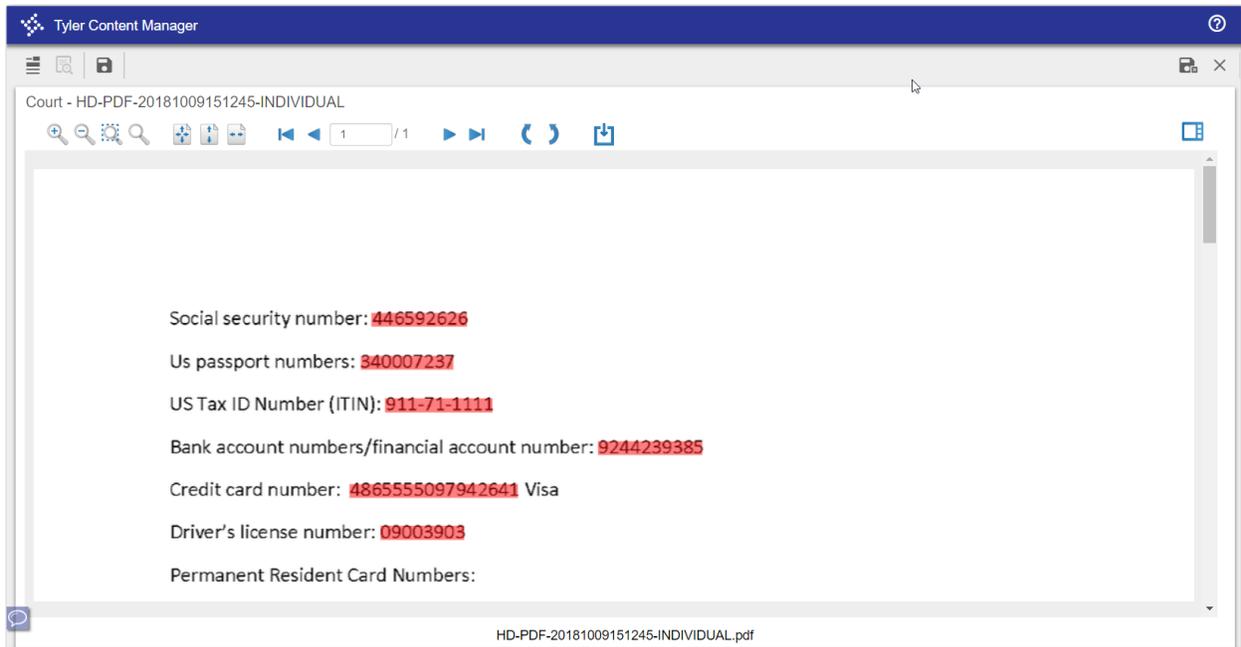


Figure 10.5 – Redaction Editor (Tyler Content Manager Window)

- p. In the Redaction Editor (*Tyler Content Manager* window), perform manual redactions as necessary.



Click , and then highlight the area of the document that you want to redact. Continue to redact the desired sections of the document.

**Note:** Another way that you can apply a redaction on a text-based, non-scanned PDF document is to highlight the word directly on the image (click and drag), and then right-click to select Redact from the drop-down list.

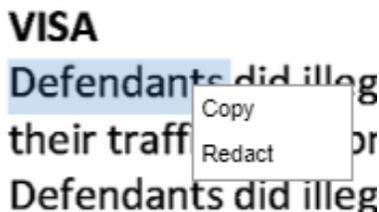


Figure 10.6 – Redaction Options Drop-Down List

**Note:** If you want to delete a redaction, right-click the specified redaction.



- q. When you are done performing the redactions, click .
- r. Close the Redaction Editor (*Tyler Content Manager* window).



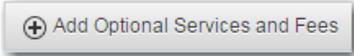
**Note:** Tyler recommends that you click  (Close viewer) or  (Save and close viewer) to close the view rather than the browser's "Close" button.

- s. If you have attachments to upload, click the **Attachments** field to select the documents to upload. If the attachments are stored in the cloud, click the icon for the cloud service provider where the attachments are stored.

**Note:** Not all court locations accept attachments. If your court does not accept attachments, create the lead document and attachment as one document, and upload the document in the Lead Document field.



- t. If you want to redact the attachment, click **Auto-Redaction**. Perform the same redaction steps for the attachment as you did for the lead document.



- u. If you want to add an optional service to the filing, click **Add Optional Services and Fees**.

The **Optional Services and Fees** field is displayed.

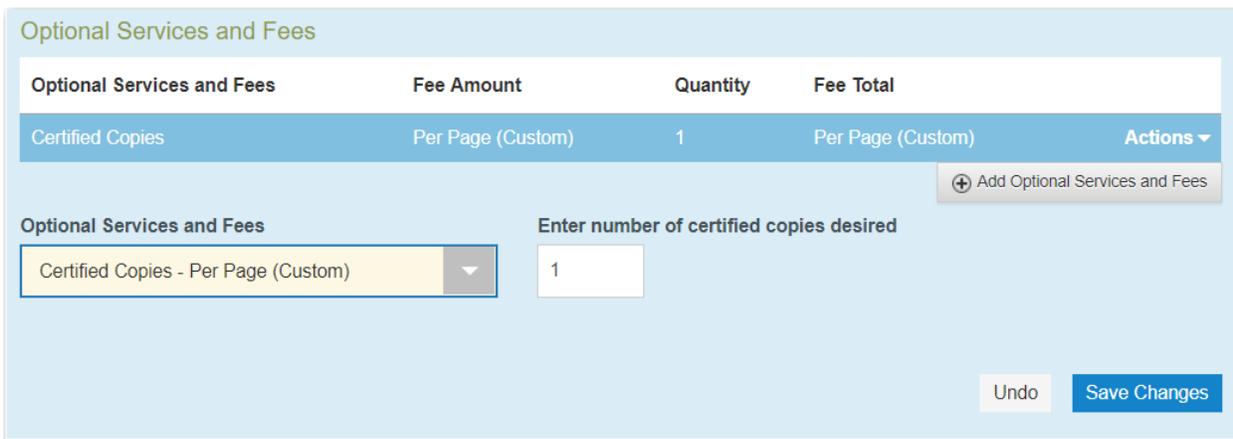


Figure 10.7 – Optional Services and Fees Field in the Optional Services and Fees Section

- v. Select the optional service from the **Optional Services and Fees** drop-down list.



Figure 10.8 – Optional Services and Fees Drop-Down List

- w. Add more optional services if you want.

**Note:** If you try to add the same service twice, a warning message is displayed.

**Note:** If you want to remove the specified optional service before you save your changes, select **Remove optional service** from the **Optional Service Actions** drop-down list.

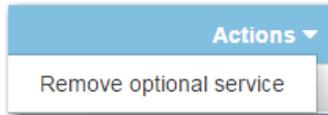


Figure 10.9 – Optional Service Actions Drop-Down List

- x. When you are done adding optional services, click

**Save Changes**

**Note:** After you have added an optional service and saved the changes, you cannot edit that service. You must remove the service and then re-add it.

- y. If you want to add another filing to the case, click

**+ Add Another Filing**

The top of the **Filings** section is displayed, where you can begin another filing.

- z. Click

**Save Changes**

**Undo**

5. After you have added all of the filings to the case and saved the changes, verify that the service contacts are correct. If you want to add another service contact, select an option from the **Actions** drop-down list in the **Service Contacts** section.
6. Complete the required fields in the **Fees** section.

7. Click

**Save Changes**

8. Click

**Summary**

9. When you are satisfied with the information in your filing, click

**Submit**

## 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.

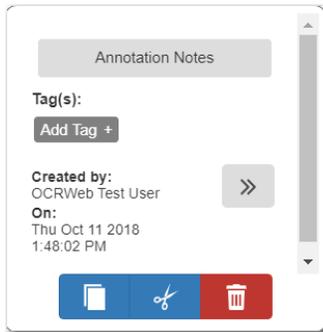


Figure 10.10 – Annotation Notes Dialog Box

**Note:** From the *Annotation Notes* dialog box, you can also annotate the redaction, copy the redaction, or cut the redaction and paste it in another part of the document. And you can view a detailed history of the redactions that were performed in the document. Click  to view the detailed history.

- Click  to delete the redaction.

The *Delete Annotation* dialog box is displayed.



Figure 10.11 – Delete Annotation Dialog Box

- 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:

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

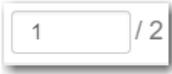
## REDACTION EDITOR TOOLBAR

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 to perform 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 TCM viewer.
	Click this icon to zoom in to a particular place in the document.
	Click this icon to zoom out.
	Click this icon to rubberband (that is, draw a border around) an area of the document in which you want to zoom.
	Click this icon to magnify an area of the document.
	Click this icon to fit the document to the window.
	Click this icon to fit the document to the height of the window.
	Click this icon to fit the document to the width of the window.

Icon	Description
	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. <b>Note:</b> You will be prompted to save the document before you download it.
	Click this icon to toggle thumbnails of the document pages.

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



Figure 10.12 – Example of a 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 move to the previous annotation page.
	Click this icon in the thumbnail pane to move to the next annotation page.
	Click this icon in the thumbnail pane to view only the pages that have a redaction on them.

## REDACTION ERRORS

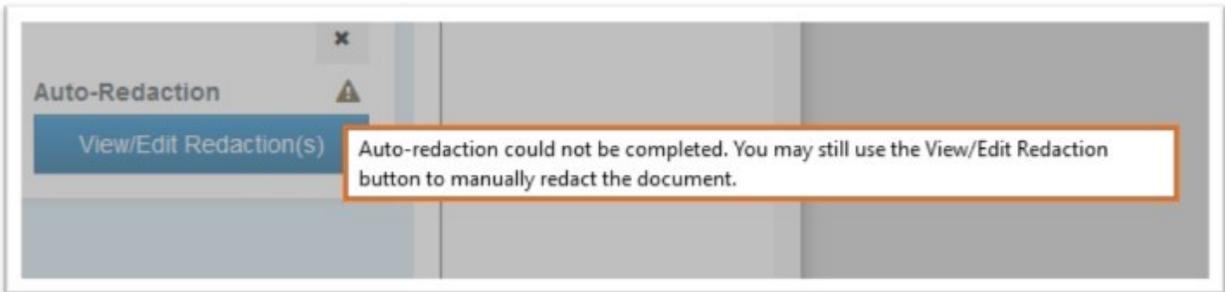
Occasionally, a document may fail to redact automatically. If this situation occurs, you can still redact the specified document manually.

If a document fails to redact during the automatic redaction process, an error icon is displayed above the **View/Edit Redaction(s)** button.



**Figure 10.13 – Error Icon Displayed in the Auto-Redaction Section**

Pause on the icon to view a tooltip.



**Figure 10.14 – Tooltip Displayed in the Auto-Redaction Section**

# CHAPTER 11 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 BOOKMARKS PAGE
- ◆ FILING INTO AN EXISTING CASE FROM THE FILER DASHBOARD PAGE
- ◆ CREATING A SERVICE ONLY FILING
- ◆ FILING AN APPEAL TO AN EXISTING CASE

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

**i Note:** Some cases are restricted by source type. If you attempt to file into a restricted case, an error message will be displayed, and you will not be able to access that 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. From the **Actions** drop-down list for the specified case, select **File Into Case**.
- On the *Bookmarks* page, locate the case that you want to file into. From the **Actions** drop-down list for the specified case, select **File Into Case**.
- On the *Filer Dashboard* page, click **File into Existing Case**.
- On the *Filer Dashboard* page, from the **Actions** drop-down list, select **File Into Existing Case**.

## FILING INTO AN EXISTING CASE FROM THE FILING HISTORY PAGE

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

1. On the *Filer Dashboard* page, from the **Actions** drop-down list, click **Filing History**.

The *Filing History* page is displayed.

Filing History				
Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
▶	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America) Draft # 383668 started Thursday, July 27, 2017 at 11:27 AM CST by [Redacted]			Actions ▼
▼	Envelope # 383666 Envelope # 383666 filed Thursday, July 27, 2017 at 11:08 AM CST by [Redacted] on behalf of Dewey Dalton			Actions ▼
Under Review	Acknowledgement	EFile		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America) Draft # 383663 started Thursday, July 27, 2017 at 10:49 AM CST by [Redacted] on behalf of Thomas Crump			Actions ▼
Draft	Service Only	Serve	✕	
Draft	Acknowledgement	EFile	✕	
▶	Draft # 383662 Draft # 383662 started Thursday, July 27, 2017 at 10:47 AM CST by [Redacted] on behalf of Tim Cook			Actions ▼
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America) Envelope # 382597 filed Wednesday, July 26, 2017 at 4:37 PM CST by [Redacted] on behalf of Dewey Dalton			Actions ▼
Accepted	Acknowledgement	EFile		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼
1 2 3 4 5 ... 20 items per page 1 - 20 of 2925 items				
Back				

Figure 11.1 – Filing History Page

2. Locate the case that you want to file into.
3. From the **Actions** drop-down list for the specified case, select **File Into Case**.



Figure 11.2 – Actions Drop-Down List

The **Case Information** fields are already populated since this is an existing case.

The **Case Cross Reference Number** section is displayed after the **Case Information** section.

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

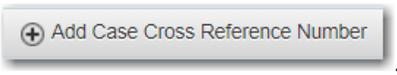
Figure 11.3 – Case Cross Reference Number Section

4. Type the case cross reference number in the **Case Cross Reference Number** field.

**Note:** The case cross reference number must be six numbers long.

5. Select the case cross reference type from the **Case Cross Reference Type** drop-down list.

Figure 11.4 – Case Cross Reference Type Drop-Down List

6. Click .

The case cross reference number and case cross reference type that you added are displayed.

Case Cross Reference Number	Case Cross Reference Type	Actions
234567	Case Cross Reference Number	Actions ▾
456324	Uniform Case Number	Actions ▾
789065	Warrant Number (CM)	Actions ▾

**Figure 11.5 – Sample Case Cross Reference Number Section**

7. If you want to add another case cross reference to the filing, repeat steps 4 through 6. Continue adding case cross references until you are done.
8. If you want to remove a case cross reference that you previously entered, select **Remove** from the **Actions** drop-down list.



**Figure 11.6 – Case Cross Reference Number Actions Drop-Down List**

9. When you are done adding all of the case cross reference numbers to the filing, click

**Save Changes**

The **Party Information** fields are already populated since this is an existing case. You can immediately view the parties associated with the case.

10. Complete the filing details in the **Filings** section.

Figure 11.7 – Filings Section

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

A default filing type can be configured for existing case filings. The default filing type can be set to **EFileAndServe** or just **EFile**.

**Note:** Serve is not a default option.

**Filing Type**

EFile

EFile

Serve

EFileAndServe

**Figure 11.8 – Filing Type Drop-Down List**

- b. Select a filing code from the **Filing Code** drop-down list.

**Filings**

Enter the details for this filing

**Filing Type**  
EFile

**Filing Code**  
Click to select Filing Code

Click to select Filing Code

A Non-Docketed Event

Abstract Of Judgment - \$4.00

Acknowledgement

Acknowledgement - No Docs Required

Acknowledgment Of Paternity - \$10.50

**Filing Description**

**Client Reference Number**

**Courtesy Copies**

**Figure 11.9 – Filing Code Drop-Down List**

After you select the filing code, the fee associated with the filing code is displayed.

**Filings**

Enter the details for this filing

**Filing Type**  
EFile

**Filing Code**  
Abstract Of Judgment - \$4.00

**Figure 11.10 – Filing Code Field with the Fee Displayed**

- c. Type a description of the filing in the **Filing Description** field.
- d. Type a client reference number in the **Client Reference Number** field.

**Note:** A client reference number is a client-created number for internal purposes only. Most courts do not see or refer to the Client Reference Number field for the filing. This is an optional field.

- e. Type any relevant comments in the **Comments to Court** field.
- f. If you want to send courtesy copies of the filing to another party, type the recipient's email address in the **Courtesy Copies** field.
- g. If you want to send preliminary copies of the filing to another party, type the recipient's email address in the **Preliminary Copies** field.
- h. Enter the date the filing is due in the **Due Date** field by clicking the calendar icon.

**Note:** The Due Date field is configured by Tyler and may not be available on your system.

A calendar is displayed from which you can select the specified date.

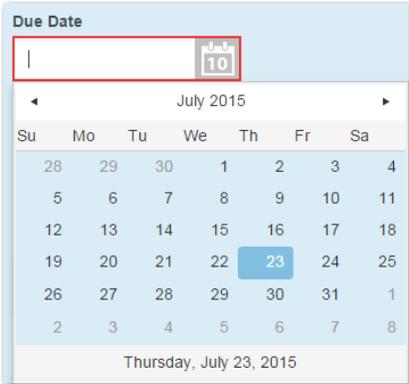
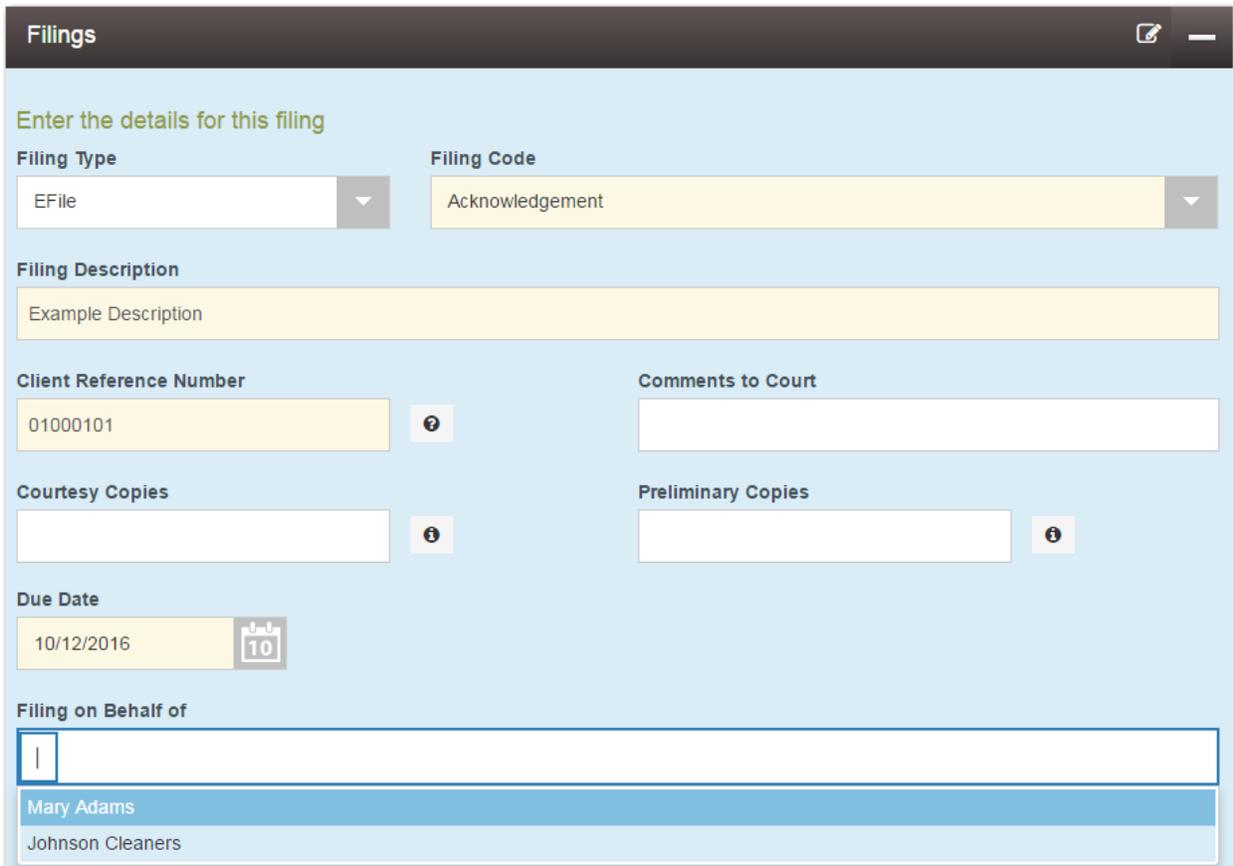


Figure 11.11 – Due Date Calendar

- i. Click the **Filing on Behalf of** field to select the parties from the drop-down list.

**Note:** The Filing on Behalf of feature is configured by Tyler and may not be available on your system.



**Filings**

Enter the details for this filing

**Filing Type**: EFile

**Filing Code**: Acknowledgement

**Filing Description**: Example Description

**Client Reference Number**: 01000101

**Comments to Court**

**Courtesy Copies**

**Preliminary Copies**

**Due Date**: 10/12/2016

**Filing on Behalf of**: Mary Adams  
Johnson Cleaners

**Figure 11.12 – Filing on Behalf of Field in the Filings Section**

- j. Click the **Lead Document** field to select a lead document to upload. If your document is stored in the cloud, click the icon for the cloud service provider where the document is stored.

**Note:** Cloud services are configured by Tyler and may not be available on your system. If your system is configured for cloud services, you can upload documents from the following cloud storage providers: Google Drive™ online storage service, Dropbox®, and Microsoft® OneDrive®.

**Note:** The Lead Document field is required. Only one document can be uploaded as a lead document.

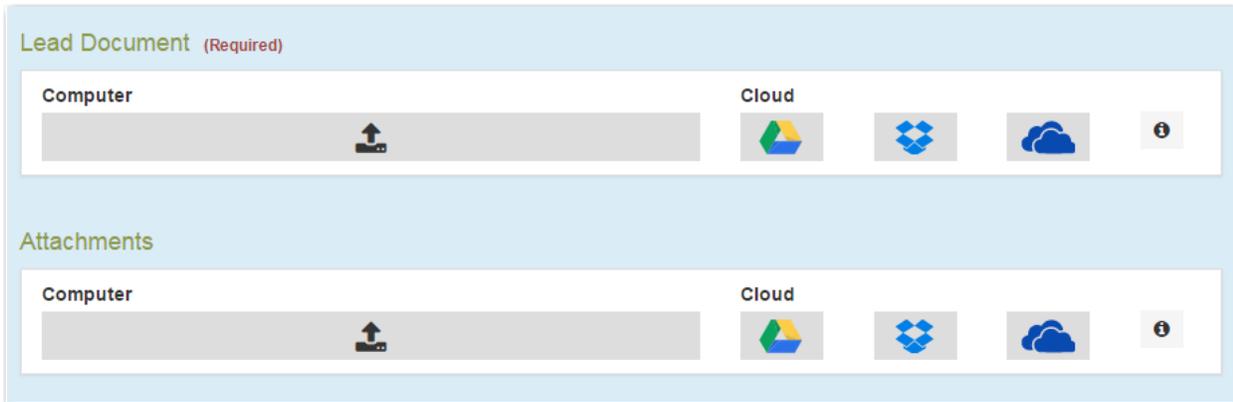


Figure 11.13 – Lead Document and Attachments Fields in the Filings Section

- k. Type a name for the lead document in the **Description** field.

**Note:** Tyler can configure a maximum length for the document name at the client’s request. When configured, if a user assigns a name to a document that exceeds the maximum character length, a warning message is displayed. If you see this type of warning message, you must assign a new name to the document before you can continue with the upload.

- l. Click the **Security** drop-down list to select the level of security to attach to the document.

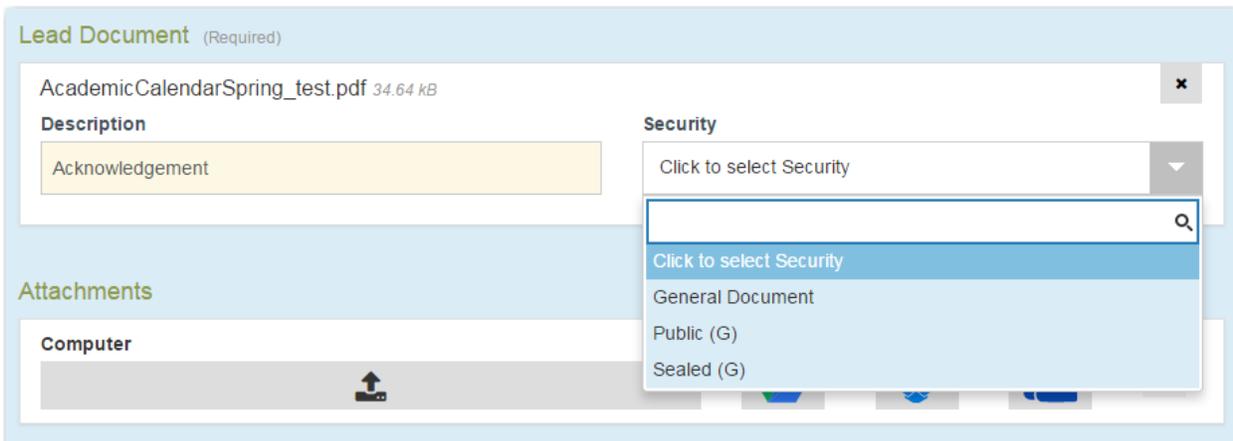


Figure 11.14 – Security Drop-Down List in the Lead Document Section

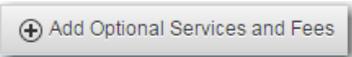
- m. If you have attachments to upload, click the **Attachments** field to select the documents to upload. If the attachments are stored in the cloud, click the icon for the cloud service provider where the attachments are stored.

**Note:** Not all court locations accept attachments. If your court does not accept attachments, create the lead document and attachment as one document, and upload the document in the Lead Document field.

The **Optional Services and Fees** section is displayed.



Figure 11.15 – Optional Services and Fees Section

- n. If you want to add an optional service to the filing, click . The **Optional Services and Fees** field is displayed.

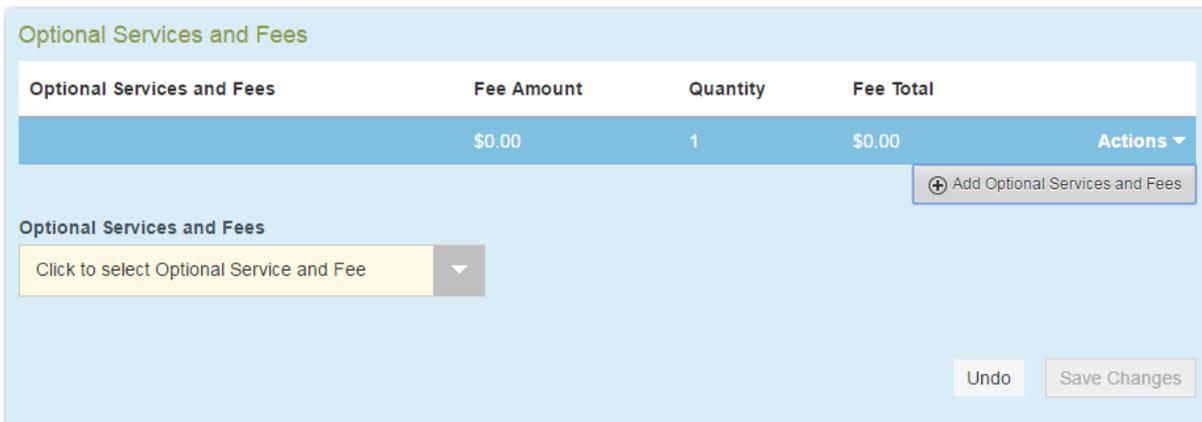


Figure 11.16 – Optional Services and Fees Field in the Optional Services and Fees Section

- o. Select a service from the **Optional Services and Fees** drop-down list.

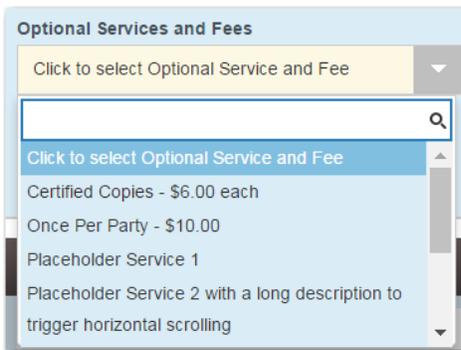


Figure 11.17 – Optional Services and Fees Drop-Down List

The fee associated with the optional service is displayed.

- p. When you select the service for certified copies, type the number of copies that you want in the **Enter number of certified copies desired** field.

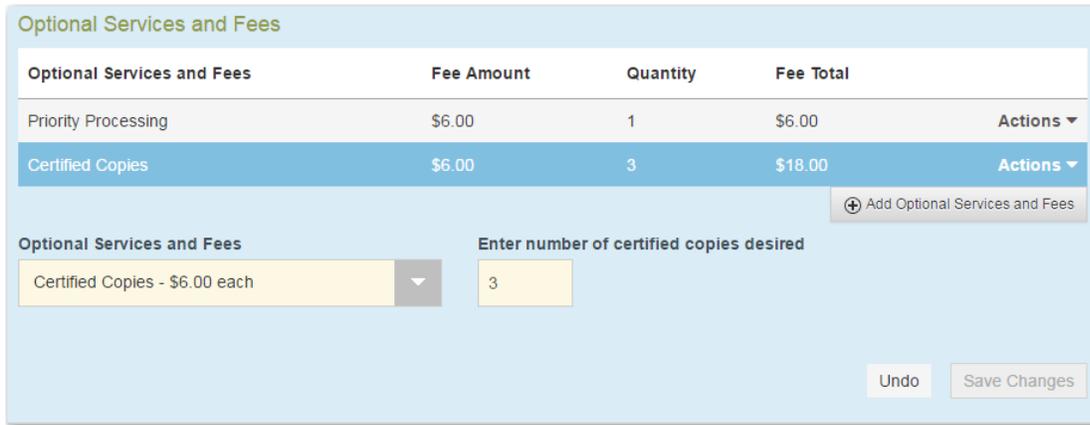


Figure 11.18 – Optional Services and Fees Section with Services Selected

q. Add more optional services if you want.

**Note:** If you try to add the same service twice, a warning message is displayed.

**Note:** If you want to remove an optional service before you save your changes, select Remove optional service from the Optional Service Actions drop-down list.

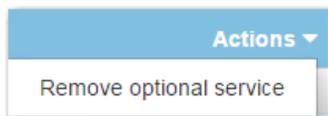


Figure 11.19 – Optional Service Actions Drop-Down List

r. When you are done adding optional services, click



Figure 11.20 – Optional Services and Fees Section with Optional Services Saved

**Note:** After you have added an optional service and saved the changes, you cannot edit that service. You must remove the service and then re-add it.

s. If you want to add another filing to the case, click



The top of the **Filings** section is displayed, where you can begin another filing.

- t. After you have added all of the filings to the case and saved the changes, verify that the service contacts are correct. If you want to add another service contact, select an option from the **Actions** drop-down list in the **Service Contacts** section.

**i Note:** If you forget to add your name to the service contact list, the system will automatically add it for you, if the system is configured to do so.

- u. Click **Save Changes** to save your changes, or click **Undo** to cancel the action.

11. Complete the fields in the **Fees** section.

**i Note:** Your credit card is authorized when submitted. However, the transaction fees are not posted to the credit card account until the court accepts the filing. Once the filing is accepted, the total filing fee to be submitted for the filing is displayed.

**Fees**

▼ **Additional Conditions Of Probation**

Description	Amount
Filing Fee	\$10.50
<b>Filing Total: \$10.50</b>	
Total Filing Fee	\$10.50
E-File Fee	\$1.00
Court E-File Fee	\$1.00
<b>Envelope Total: \$12.50</b>	

**Payment Account**

Click to select Payment Account

[View Unavailable Payment Accounts](#)

**Party Responsible for Fees**

Click to select Party Responsible for Fees

**Filer Type**

Click to select Filer Type

Undo Save Changes

Figure 11.21 – Fees Section

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

**i Note:** If you enter incorrect payment information in the **Payment Account** field, you will receive an error message stating that the account information you entered is invalid. You must correct the payment information before you can continue with your filing.

- b. Select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.
- c. Select the filer type from the **Filer Type** drop-down list.

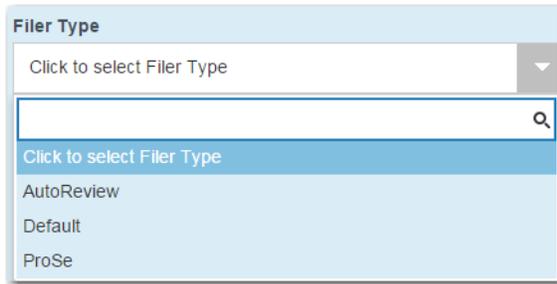


Figure 11.22 – Filer Type Drop-Down List

- d. Click **Save Changes** to save your changes, or click **Undo** to cancel the action.
12. After completing the fields in all of the sections on the page, perform one of the following actions:
- Click **Save as Draft** to stop working on your filing and resume work at a later time.
  - Click **Summary** to review a summary of your filing.
13. If you clicked **Summary**, review the filing for accuracy. If you need to make any changes, click **Back** to return to the previous page. Make any necessary corrections, and then click **Summary** again.
14. When you are satisfied with the information in your filing, click **Submit**.
- A new envelope of your filing is included on the *Filing History* page.

## FILING INTO AN EXISTING CASE FROM THE BOOKMARKS PAGE

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

1. On the *Filer Dashboard* page, from the **Actions** drop-down list, click **Bookmarks**.  
The *Bookmarks* page is displayed.

Bookmarks			
Search			
Case Number	Location	Description	
CC-15-1375	OFS QA 2014		Actions ▾
8675309	OFS Non-Integrated		Actions ▾
CV-2016-008764	OFS MockCMS	Jane Doe vs Smith Apartments	Actions ▾
CV-2016-008669	OFS MockCMS	Peter Plaintiff vs Daniel Defendant	Actions ▾
CC-16-430	OFS QA 2014		Actions ▾
CC-16-381	OFS QA 2012	Jessy James v. Mark Twain	Actions ▾
CC-16-379	OFS QA 2012	maricio chantre v. brian woodson	Actions ▾
CC-16-353	OFS QA 2012		Actions ▾
CC-16-311	OFS QA 2012	lee nabol v. tom james	Actions ▾
2015-CV-0097	QAJUD (Odyssey Mainline QA)	Test Plaintiff VSTest Defendant	Actions ▾
			10 total items

Figure 11.23 – Bookmarks Page

- Locate the case that you want to file into.
- From the **Actions** drop-down list for the specified case, select **File Into Case**.

File Into Case
View Service Contacts
Remove Bookmark

Figure 11.24 – Actions Drop-Down List

The **Case Information** fields are already populated since this is an existing case.

The **Case Cross Reference Number** section is displayed after the **Case Information** section.

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

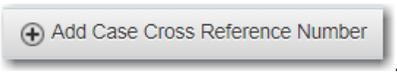
**Figure 11.25 – Case Cross Reference Number Section**

4. Type the case cross reference number in the **Case Cross Reference Number** field.

**Note:** The case cross reference number must be six numbers long.

5. Select the case cross reference type from the **Case Cross Reference Type** drop-down list.

**Figure 11.26 – Case Cross Reference Type Drop-Down List**

6. Click  .

The case cross reference number and case cross reference type that you added are displayed.

Case Cross Reference Number	Case Cross Reference Type	Actions
234567	Case Cross Reference Number	Actions ▾
456324	Uniform Case Number	Actions ▾
789065	Warrant Number (CM)	Actions ▾

Figure 11.27 – Sample Case Cross Reference Number Section

- If you want to add another case cross reference to the filing, repeat steps 4 through 6. Continue adding case cross references until you are done.
- If you want to remove a case cross reference that you previously entered, select **Remove** from the **Actions** drop-down list.



Figure 11.28 – Case Cross Reference Number Actions Drop-Down List

- When you are done adding all of the case cross reference numbers to the filing, click

**Save Changes**

The **Party Information** fields are already populated since this is an existing case. You can immediately view the parties associated with the case.

- Complete the filing details in the **Filings** section.

Figure 11.29 – Filings Section

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

A default filing type can be configured for existing case filings. The default filing type can be set to **EFileAndServe** or just **EFile**.

**Note:** Serve is not a default option.

**Filing Type**

EFile

EFile

Serve

EFileAndServe

Figure 11.30 – Filing Type Drop-Down List

- b. Select a filing code from the **Filing Code** drop-down list.

**Filings**

Enter the details for this filing

**Filing Type**

EFile

**Filing Code**

Click to select Filing Code

Click to select Filing Code

A Non-Docketed Event

Abstract Of Judgment - \$4.00

Acknowledgement

Acknowledgement - No Docs Required

Acknowledgment Of Paternity - \$10.50

**Filing Description**

**Client Reference Number**

**Courtesy Copies**

Figure 11.31 – Filing Code Drop-Down List

After you select the filing code, the fee associated with the filing code is displayed.

**Filings**

Enter the details for this filing

**Filing Type**

EFile

**Filing Code**

Abstract Of Judgment - \$4.00

Figure 11.32 – Filing Code Field with the Fee Displayed

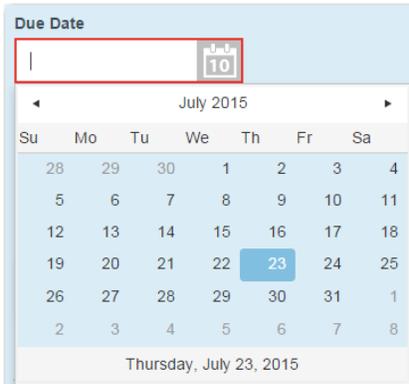
- c. Type a description of the filing in the **Filing Description** field.
- d. Type a client reference number in the **Client Reference Number** field.

**Note:** A client reference number is a client-created number for internal purposes only. Most courts do not see or refer to the Client Reference Number field for the filing. This is an optional field.

- e. Type any relevant comments in the **Comments to Court** field.
- f. If you want to send courtesy copies of the filing to another party, type the recipient's email address in the **Courtesy Copies** field.
- g. If you want to send preliminary copies of the filing to another party, type the recipient's email address in the **Preliminary Copies** field.
- h. Enter the date the filing is due in the **Due Date** field by clicking the calendar icon.

**Note:** The Due Date field is configured by Tyler and may not be available on your system.

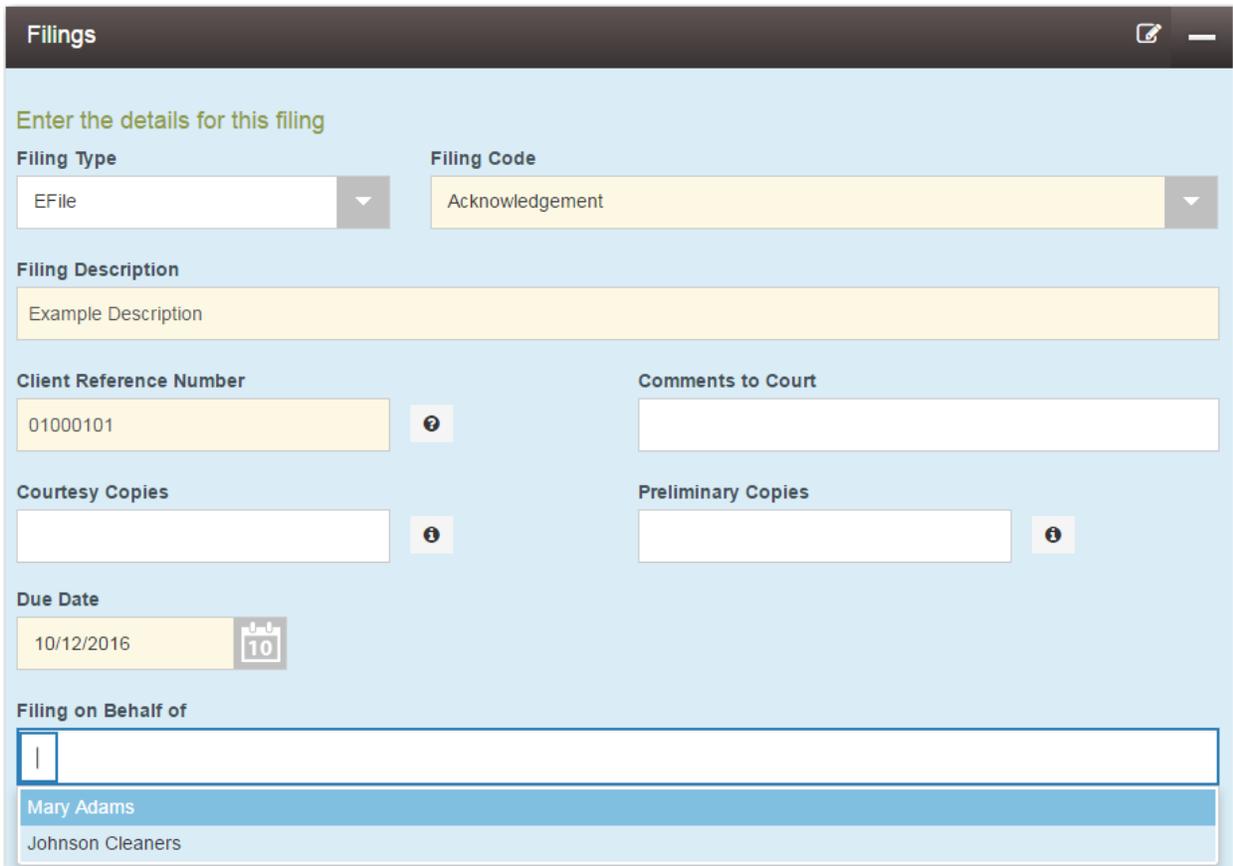
A calendar is displayed from which you can select the specified date.



**Figure 11.33 – Due Date Calendar**

- i. Click the **Filing on Behalf of** field to select the parties from the drop-down list.

**Note:** The Filing on Behalf of feature is configured by Tyler and may not be available on your system.



The screenshot shows a web application window titled "Filings". The main heading is "Enter the details for this filing". The form contains several fields:

- Filing Type:** A dropdown menu with "EFile" selected.
- Filing Code:** A dropdown menu with "Acknowledgement" selected.
- Filing Description:** A text input field containing "Example Description".
- Client Reference Number:** A text input field containing "01000101" with a question mark icon to its right.
- Comments to Court:** A text input field.
- Courtesy Copies:** A text input field with an information icon to its right.
- Preliminary Copies:** A text input field with an information icon to its right.
- Due Date:** A date input field showing "10/12/2016" with a calendar icon.
- Filing on Behalf of:** A text input field with a dropdown arrow on the left. Below it, a list of suggestions is shown: "Mary Adams" and "Johnson Cleaners".

Figure 11.34 – Filing on Behalf of Field in the Filings Section

- j. Click the **Lead Document** field to select a lead document to upload. If your document is stored in the cloud, click the icon for the cloud service provider where the document is stored.

**i Note:** Cloud services are configured by Tyler and may not be available on your system. If your system is configured for cloud services, you can upload documents from the following cloud storage providers: Google Drive™ online storage service, Dropbox®, and Microsoft® OneDrive®.

**i Note:** The Lead Document field is required. Only one document can be uploaded as a lead document.

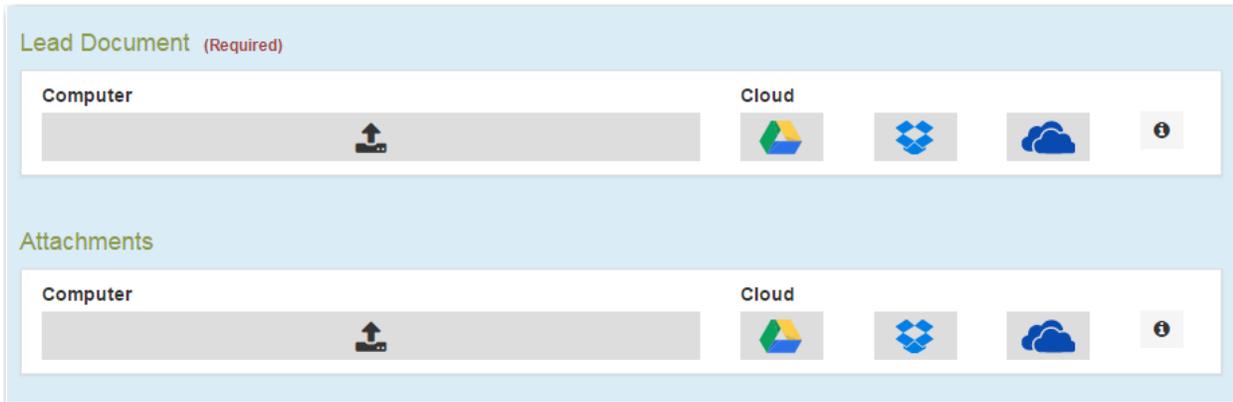


Figure 11.35 – Lead Document and Attachments Fields in the Filings Section

- k. Type a name for the lead document in the **Description** field.

**Note:** Tyler can configure a maximum length for the document name at the client’s request. When configured, if a user assigns a name to a document that exceeds the maximum character length, a warning message is displayed. If you see this type of warning message, you must assign a new name to the document before you can continue with the upload.

- l. Click the **Security** drop-down list to select the level of security to attach to the document.

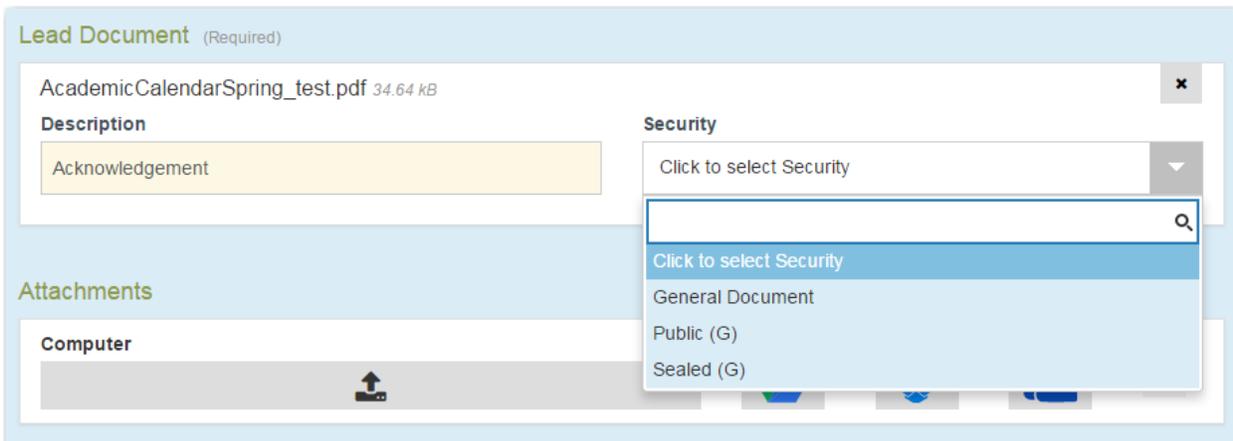


Figure 11.36 – Security Drop-Down List in the Lead Document Section

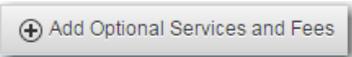
- m. If you have attachments to upload, click the **Attachments** field to select the documents to upload. If the attachments are stored in the cloud, click the icon for the cloud service provider where the attachments are stored.

**Note:** Not all court locations accept attachments. If your court does not accept attachments, create the lead document and attachment as one document, and upload the document in the Lead Document field.

The **Optional Services and Fees** section is displayed.



Figure 11.37 – Optional Services and Fees Section

- n. If you want to add an optional service to the filing, click . The **Optional Services and Fees** field is displayed.

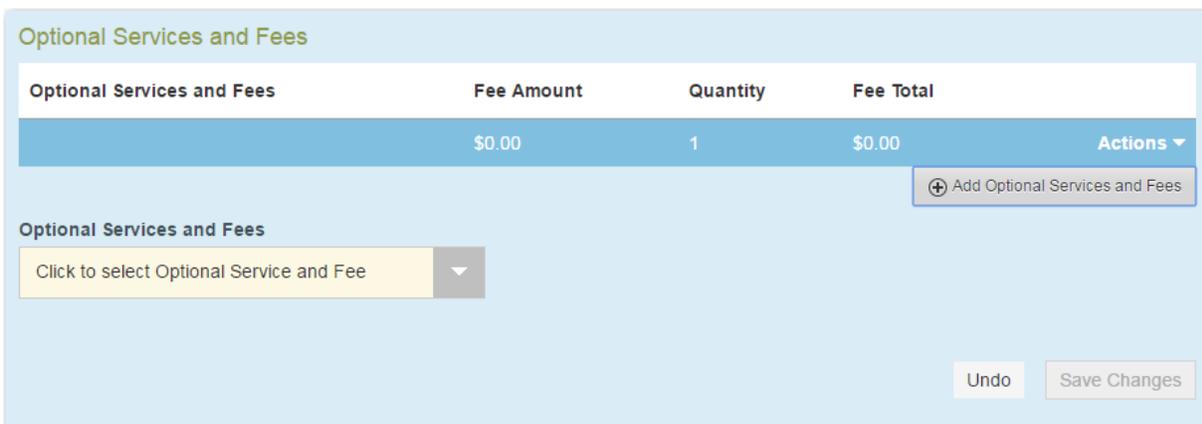


Figure 11.38 – Optional Services and Fees Field in the Optional Services and Fees Section

- o. Select a service from the **Optional Services and Fees** drop-down list.



Figure 11.39 – Optional Services and Fees Drop-Down List

- The fee associated with the optional service is displayed.
- p. When you select the service for certified copies, type the number of copies that you want in the **Enter number of certified copies desired** field.

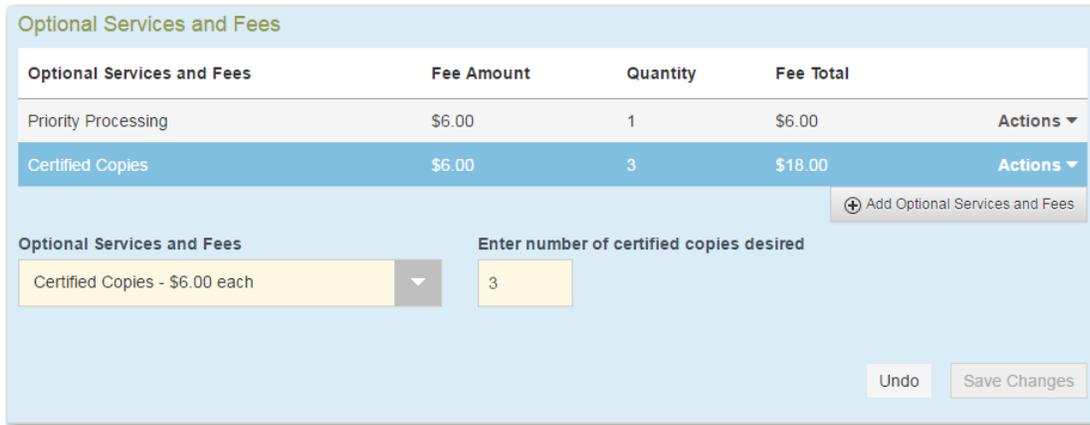


Figure 11.40 – Optional Services and Fees Section with Services Selected

q. Add more optional services if you want.

**Note:** If you try to add the same service twice, a warning message is displayed.

**Note:** If you want to remove an optional service before you save your changes, select Remove optional service from the Optional Service Actions drop-down list.

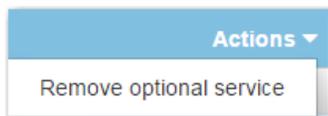


Figure 11.41 – Optional Service Actions Drop-Down List

r. When you are done adding optional services, click



Figure 11.42 – Optional Services and Fees Section with Optional Services Saved

**Note:** After you have added an optional service and saved the changes, you cannot edit that service. You must remove the service and then re-add it.

s. If you want to add another filing to the case, click



The top of the **Filings** section is displayed, where you can begin another filing.

- t. After you have added all of the filings to the case and saved the changes, verify that the service contacts are correct. If you want to add another service contact, select an option from the **Actions** drop-down list in the **Service Contacts** section.

**i Note:** If you forget to add your name to the service contact list, the system will automatically add it for you, if the system is configured to do so.

- u. Click **Save Changes** to save your changes, or click **Undo** to cancel the action.

11. Complete the fields in the **Fees** section.

**i Note:** Your credit card is authorized when submitted. However, the transaction fees are not posted to the credit card account until the court accepts the filing. Once the filing is accepted, the total filing fee to be submitted for the filing is displayed.

**Fees**

▼ **Additional Conditions Of Probation**

Description	Amount
Filing Fee	\$10.50
<b>Filing Total: \$10.50</b>	
Total Filing Fee	\$10.50
E-File Fee	\$1.00
Court E-File Fee	\$1.00
<b>Envelope Total: \$12.50</b>	

**Payment Account**

Click to select Payment Account ▼

[View Unavailable Payment Accounts](#)

**Party Responsible for Fees**

Click to select Party Responsible for Fees ▼

**Filer Type**

Click to select Filer Type ▼

**Undo** **Save Changes**

Figure 11.43 – Fees Section

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

**i Note:** If you enter incorrect payment information in the **Payment Account** field, you will receive an error message stating that the account information you entered is invalid. You must correct the payment information before you can continue with your filing.

- b. Select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.
- c. Select the filer type from the **Filer Type** drop-down list.

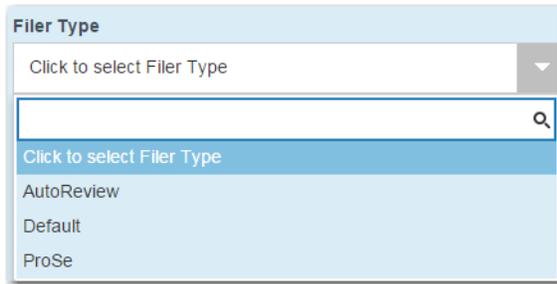


Figure 11.44 – Filer Type Drop-Down List

- d. Click **Save Changes** to save your changes, or click **Undo** to cancel the action.
12. After completing the fields in all of the sections on the page, perform one of the following actions:
- Click **Save as Draft** to stop working on your filing and resume work at a later time.
  - Click **Summary** to review a summary of your filing.
13. If you clicked **Summary**, review the filing for accuracy. If you need to make any changes, click **Back** to return to the previous page. Make any necessary corrections, and then click **Summary** again.
14. When you are satisfied with the information in your filing, click **Submit**.
- A new envelope of your filing is included on the *Filing History* page.

## FILING INTO AN EXISTING CASE FROM THE FILER DASHBOARD PAGE

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

1. On the *Filer Dashboard* page, click **File into Existing Case**.

**Note:** You could also click **File Into Existing Case** from the **Actions** drop-down list on the *Filer Dashboard* page.

The *File Into Existing Case* page is displayed.

Figure 11.45 – File Into Existing Case Page

2. Select the county or district location from the **Location** drop-down list.
3. Select the specific court from the **Refine Location** drop-down list.

**Note:** The items in this list are based on the court that you previously selected.

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

4. Click the search option that you plan to use: **Case Number** or **Party Name**.
5. Enter the search criteria, and then click **Search**.
6. When the correct case is displayed, select **File Into Case** from the **Actions** drop-down list for the specified case.



Figure 11.46 – Actions Drop-Down List

The **Case Information** fields are already populated since this is an existing case.

The **Case Cross Reference Number** section is displayed after the **Case Information** section.

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

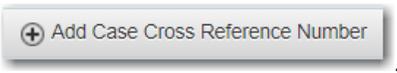
**Figure 11.47 – Case Cross Reference Number Section**

7. Type the case cross reference number in the **Case Cross Reference Number** field.

**Note:** The case cross reference number must be six numbers long.

8. Select the case cross reference type from the **Case Cross Reference Type** drop-down list.

**Figure 11.48 – Case Cross Reference Type Drop-Down List**

9. Click .

The case cross reference number and case cross reference type that you added are displayed.

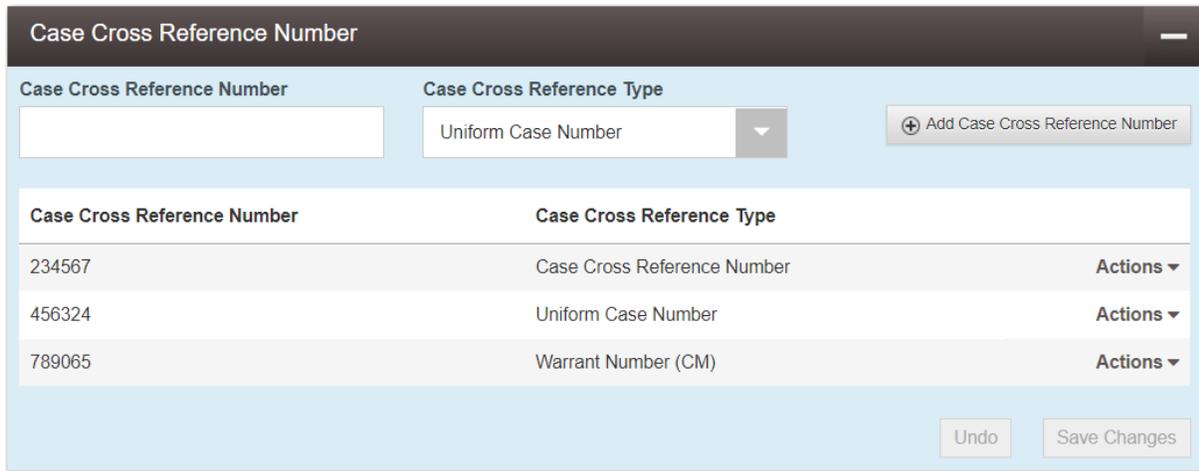


Figure 11.49 – Sample Case Cross Reference Number Section

10. If you want to add another case cross reference to the filing, repeat steps 7 through 9. Continue adding case cross references until you are done.
11. If you want to remove a case cross reference that you previously entered, select **Remove** from the **Actions** drop-down list.



Figure 11.50 – Case Cross Reference Number Actions Drop-Down List

12. When you are done adding all of the case cross reference numbers to the filing, click



The **Party Information** fields are already populated since this is an existing case. You can immediately view the parties associated with the case.

13. Complete the filing details in the **Filings** section.

Figure 11.51 – Filings Section

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

A default filing type can be configured for existing case filings. The default filing type can be set to **EFileAndServe** or just **EFile**.

**Note:** Serve is not a default option.

**Filing Type**

EFile

EFile

Serve

EFileAndServe

Figure 11.52 – Filing Type Drop-Down List

- b. Select a filing code from the **Filing Code** drop-down list.

**Filings**

Enter the details for this filing

**Filing Type**

EFile

**Filing Code**

Click to select Filing Code

Click to select Filing Code

A Non-Docketed Event

Abstract Of Judgment - \$4.00

Acknowledgement

Acknowledgement - No Docs Required

Acknowledgment Of Paternity - \$10.50

**Filing Description**

**Client Reference Number**

**Courtesy Copies**

Figure 11.53 – Filing Code Drop-Down List

After you select the filing code, the fee associated with the filing code is displayed.

**Filings**

Enter the details for this filing

**Filing Type**

EFile

**Filing Code**

Abstract Of Judgment - \$4.00

Figure 11.54 – Filing Code Field with the Fee Displayed

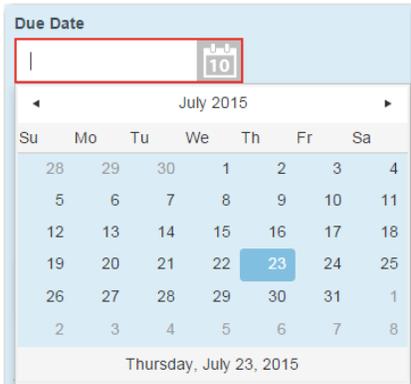
- c. Type a description of the filing in the **Filing Description** field.
- d. Type a client reference number in the **Client Reference Number** field.

**Note:** A client reference number is a client-created number for internal purposes only. Most courts do not see or refer to the Client Reference Number field for the filing. This is an optional field.

- e. Type any relevant comments in the **Comments to Court** field.
- f. If you want to send courtesy copies of the filing to another party, type the recipient's email address in the **Courtesy Copies** field.
- g. If you want to send preliminary copies of the filing to another party, type the recipient's email address in the **Preliminary Copies** field.
- h. Enter the date the filing is due in the **Due Date** field by clicking the calendar icon.

**Note:** The Due Date field is configured by Tyler and may not be available on your system.

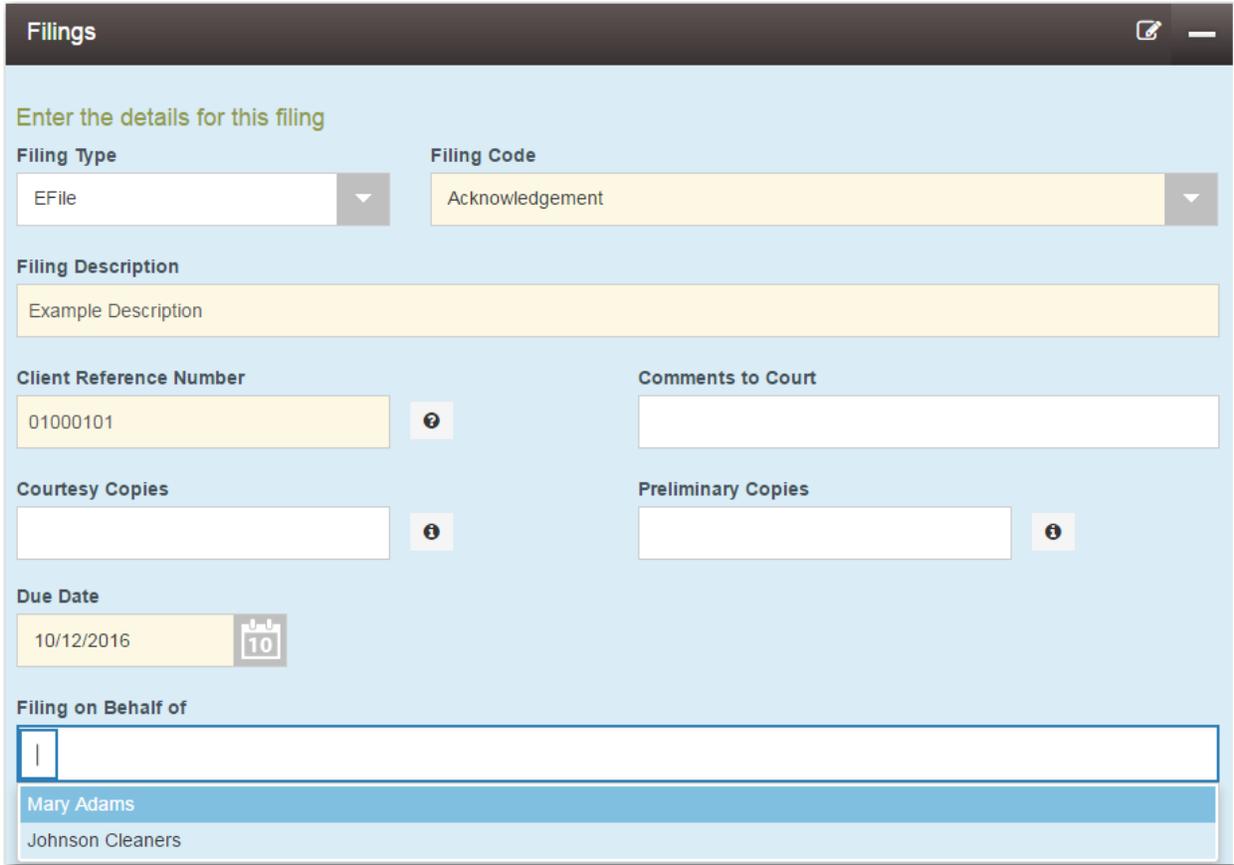
A calendar is displayed from which you can select the specified date.



**Figure 11.55 – Due Date Calendar**

- i. Click the **Filing on Behalf of** field to select the parties from the drop-down list.

**Note:** The Filing on Behalf of feature is configured by Tyler and may not be available on your system.



**Filings**

Enter the details for this filing

**Filing Type**  
EFile

**Filing Code**  
Acknowledgement

**Filing Description**  
Example Description

**Client Reference Number**  
01000101

**Comments to Court**

**Courtesy Copies**

**Preliminary Copies**

**Due Date**  
10/12/2016

**Filing on Behalf of**  
Mary Adams  
Johnson Cleaners

**Figure 11.56 – Filing on Behalf of Field in the Filings Section**

- j. Click the **Lead Document** field to select a lead document to upload. If your document is stored in the cloud, click the icon for the cloud service provider where the document is stored.

**Note:** Cloud services are configured by Tyler and may not be available on your system. If your system is configured for cloud services, you can upload documents from the following cloud storage providers: Google Drive™ online storage service, Dropbox®, and Microsoft® OneDrive®.

**Note:** The Lead Document field is required. Only one document can be uploaded as a lead document.

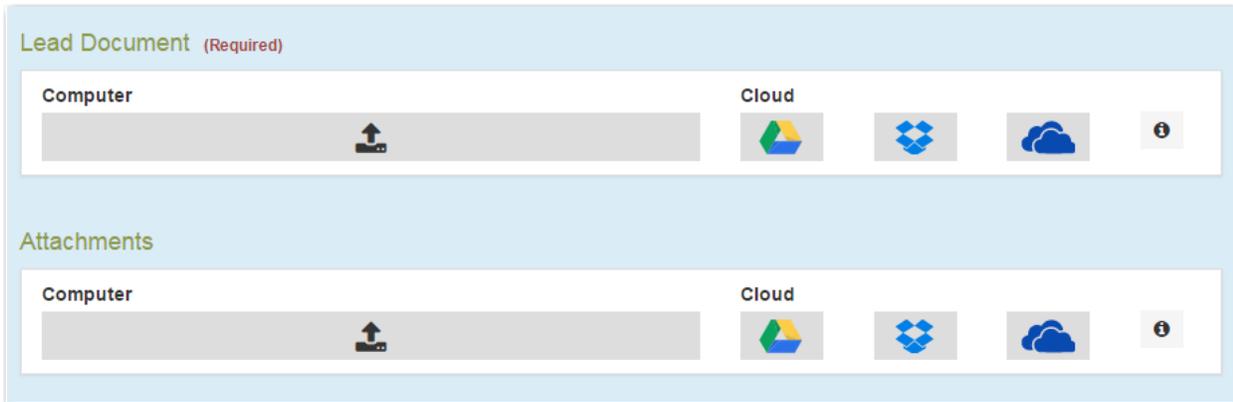


Figure 11.57 – Lead Document and Attachments Fields in the Filings Section

- k. Type a name for the lead document in the **Description** field.

**Note:** Tyler can configure a maximum length for the document name at the client’s request. When configured, if a user assigns a name to a document that exceeds the maximum character length, a warning message is displayed. If you see this type of warning message, you must assign a new name to the document before you can continue with the upload.

- l. Click the **Security** drop-down list to select the level of security to attach to the document.

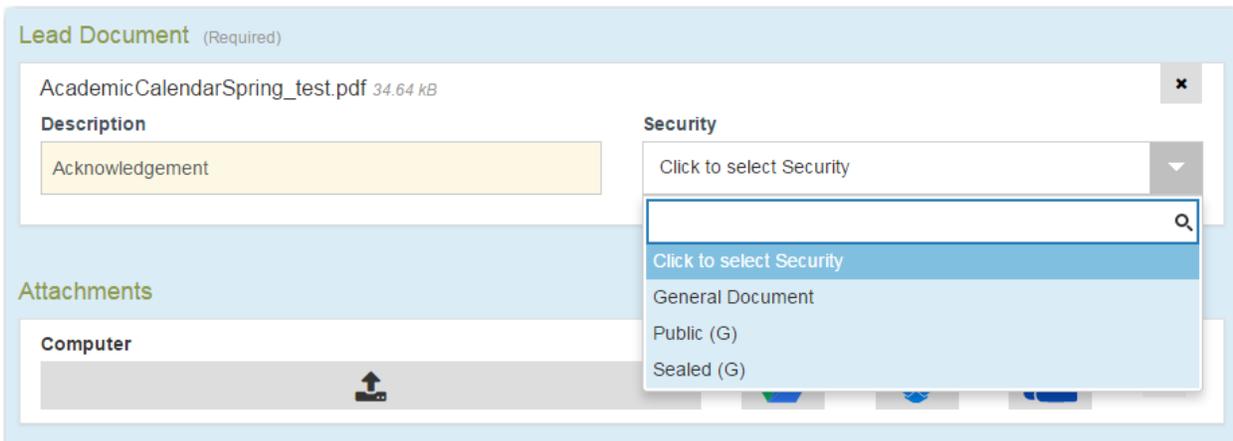


Figure 11.58 – Security Drop-Down List in the Lead Document Section

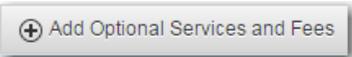
- m. If you have attachments to upload, click the **Attachments** field to select the documents to upload. If the attachments are stored in the cloud, click the icon for the cloud service provider where the attachments are stored.

**Note:** Not all court locations accept attachments. If your court does not accept attachments, create the lead document and attachment as one document, and upload the document in the Lead Document field.

The **Optional Services and Fees** section is displayed.



Figure 11.59 – Optional Services and Fees Section

- n. If you want to add an optional service to the filing, click . The **Optional Services and Fees** field is displayed.

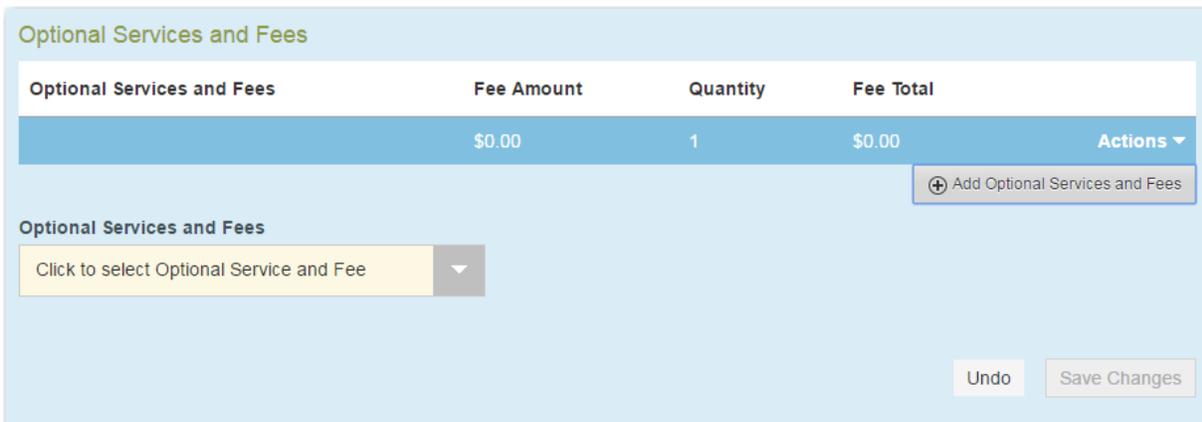


Figure 11.60 – Optional Services and Fees Field in the Optional Services and Fees Section

- o. Select a service from the **Optional Services and Fees** drop-down list.

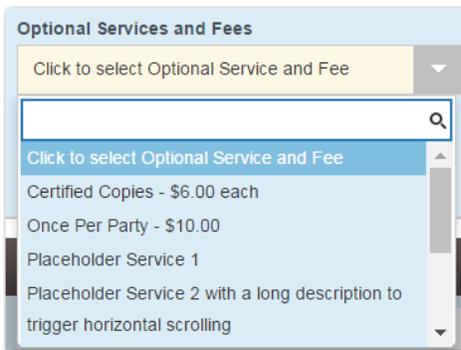


Figure 11.61 – Optional Services and Fees Drop-Down List

The fee associated with the optional service is displayed.

- p. When you select the service for certified copies, type the number of copies that you want in the **Enter number of certified copies desired** field.

**Optional Services and Fees**

Optional Services and Fees	Fee Amount	Quantity	Fee Total	
Priority Processing	\$6.00	1	\$6.00	Actions ▾
Certified Copies	\$6.00	3	\$18.00	Actions ▾

**Optional Services and Fees**      Enter number of certified copies desired

Certified Copies - \$6.00 each ▾     

Figure 11.62 – Optional Services and Fees Section with Services Selected

q. Add more optional services if you want.

**Note:** If you try to add the same service twice, a warning message is displayed.

**Note:** If you want to remove an optional service before you save your changes, select Remove optional service from the Optional Service Actions drop-down list.

Actions ▾

Remove optional service

Figure 11.63 – Optional Service Actions Drop-Down List

r. When you are done adding optional services, click

**Optional Services and Fees**

Optional Services and Fees	Fee Amount	Quantity	Fee Total	
Certified Copies	\$6.00	3	\$18.00	Actions ▾
Priority Processing	\$4.00	1	\$4.00	Actions ▾

Figure 11.64 – Optional Services and Fees Section with Optional Services Saved

**Note:** After you have added an optional service and saved the changes, you cannot edit that service. You must remove the service and then re-add it.

s. If you want to add another filing to the case, click

The top of the **Filings** section is displayed, where you can begin another filing.

- t. After you have added all of the filings to the case and saved the changes, verify that the service contacts are correct. If you want to add another service contact, select an option from the **Actions** drop-down list in the **Service Contacts** section.

**i Note:** If you forget to add your name to the service contact list, the system will automatically add it for you, if the system is configured to do so.

- u. Click **Save Changes** to save your changes, or click **Undo** to cancel the action.

14. Complete the fields in the **Fees** section.

**i Note:** Your credit card is authorized when submitted. However, the transaction fees are not posted to the credit card account until the court accepts the filing. Once the filing is accepted, the total filing fee to be submitted for the filing is displayed.

**Fees**

▼ **Additional Conditions Of Probation**

Description	Amount
Filing Fee	\$10.50
<b>Filing Total: \$10.50</b>	
Total Filing Fee	\$10.50
E-File Fee	\$1.00
Court E-File Fee	\$1.00
<b>Envelope Total: \$12.50</b>	

**Payment Account**

Click to select Payment Account

[View Unavailable Payment Accounts](#)

**Party Responsible for Fees**

Click to select Party Responsible for Fees

**Filer Type**

Click to select Filer Type

**Undo** **Save Changes**

**Figure 11.65 – Fees Section**

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

**i Note:** If you enter incorrect payment information in the **Payment Account** field, you will receive an error message stating that the account information you entered is invalid. You must correct the payment information before you can continue with your filing.

- b. Select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.
- c. Select the filer type from the **Filer Type** drop-down list.

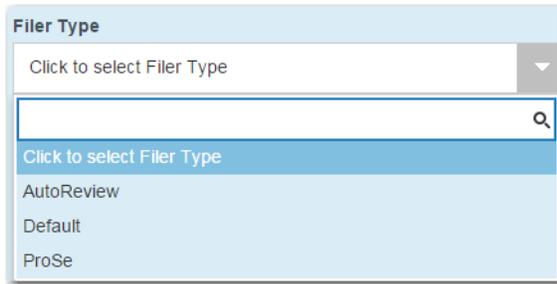


Figure 11.66 – Filer Type Drop-Down List

- d. Click **Save Changes** to save your changes, or click **Undo** to cancel the action.
15. After completing the fields in all of the sections on the page, perform one of the following actions:
- Click **Save as Draft** to stop working on your filing and resume work at a later time.
  - Click **Summary** to review a summary of your filing.
16. If you clicked **Summary**, review the filing for accuracy. If you need to make any changes, click **Back** to return to the previous page. Make any necessary corrections, and then click **Summary** again.
17. When you are satisfied with the information in your filing, click **Submit**.
- A new envelope of your filing is included on the *Filing History* page.

## 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 *Bookmarks* page, by clicking **File into Existing Case** in the **New Filing** section on the *Filer Dashboard* page, or from the **Actions** drop-down list on the *Filer Dashboard* page).
 

**Note:** The **Case Information** and **Party Information** fields are already populated since this is an existing case.
3. Navigate to the **Filings** section. Select **Serve** in the **Filing Type** field.

Figure 11.67 – Case Page

4. Click the **Service Document** field to select a service document to upload. If your document is stored in the cloud, click the icon for the cloud service provider where the document is stored.

**Note:** Cloud services are configured by Tyler and may not be available on your system. If your system is configured for cloud services, you can upload documents from the following cloud storage providers: Google Drive™ online storage service, Dropbox®, and Microsoft® OneDrive®.

**Note:** The Service Document field is required.

5. Click .
6. Add the service contacts that you want to receive a Service Only filing in the **Service Contacts** section.
7. If applicable, select the payment account from the **Payment Account** drop-down list.
8. If applicable, select the party that is responsible for paying the fees from the **Party Responsible for Fees** drop-down list.
9. Select the filer type from the **Filer Type** drop-down list.
10. Click  to stop working on your filing and resume work at a later time, or click  to review a summary of your filing.

## FILING AN APPEAL TO AN EXISTING CASE

**Note:** The Appellate option is configured by Tyler and may not be available on your system.

Perform the following steps to file an appeal to an existing case using the Appellate option:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Start a New Case**.
  - Note:** You can also click **Start a New Case on the Filer Dashboard in the New Filing section**.The *Start a New Case* page is displayed.
2. Complete the details for the appeal by using the drop-down lists in the required fields in the **Case Information** section:
  - Note:** A red box around a field indicates that it is required.

The screenshot shows a 'Case Information' form with the following fields and values:

- Location:** OFS QA 2017
- Refine Location:** OFS QA 2017
- Category:** Appellate
- Case Type:** Appellate Case
- Case Sub Type:** Click to select Case Sub Type (dropdown menu is open showing 'Appellate Sub Type 1' and 'Appellate Sub Type 2')
- Short Title:** (empty field with an information icon)
- Lower Court Case Number:** (empty field)
- Lower Court Name:** (empty field)
- Lower Court Case Description:** (empty text area)

Buttons at the bottom right: Undo, Save Changes

**Figure 11.68 – Appellate Selections in the Case Information Section**

- a. Select your court location from the **Location** drop-down list.

**Note:** The court location is generally the county or district court where you will be doing the filing.

- b. Select the specific court from the **Refine Location** drop-down list.

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

**Note:** The items in this list are limited to only the courts in the county or district that you previously selected.

- c. Select **Appellate** from the **Category** drop-down list.
- d. Select **Appellate Case** from the **Case Type** drop-down list.
- e. Select the case sub type from the **Case Sub Type** drop-down list.
- f. Type the original case number in the **Lower Court Case Number** field.
- g. Type the name of the lower court in the **Lower Court Name** field.
- h. Type the name of the lower court case judge in the **Lower Court Case Judge** field.
- i. Type a description of the original case in the **Lower Court Case Description** field.

**Save Changes**

3. After completing the required fields, click **Save Changes**.

**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 *Filing History* page. From the Actions drop-down list for the specified draft, select **Resume Draft Envelope** to continue with your filing.

# CHAPTER 12 SERVICE CONTACTS

## TOPICS COVERED IN THIS CHAPTER

- ◆ ADDING SERVICE CONTACTS TO ACCOUNTS
- ◆ ADDING SERVICE CONTACTS TO A CASE
- ◆ REPLACING A SERVICE CONTACT
- ◆ DEFAULT STATE OF SERVICE CONTACTS
- ◆ PUBLIC SERVICE CONTACTS
- ◆ ADDING SERVICE CONTACTS FROM A PUBLIC LIST
- ◆ CREATE NEW SERVICE CONTACTS DURING A FILING
- ◆ SELECTING THE SERVICE METHOD FOR SERVICE CONTACTS
- ◆ VIEWING ATTACHED CASE LIST OF SERVICE CONTACTS
- ◆ VIEWING SERVICE CONTACT DETAILS
- ◆ LINKING A SERVICE CONTACT TO ANOTHER PARTY
- ◆ SEARCH AND PAGING CAPABILITY FOR SERVICE CONTACTS
- ◆ REMOVING A SERVICE CONTACT FROM A CASE
- ◆ DELETING A SERVICE CONTACT

You can view the current service contacts and add service contacts to your account.

## ADDING SERVICE CONTACTS TO ACCOUNTS

You can add service contacts to the list of contacts associated to your account.

To add a service contact to your account, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, click **Service Contacts**.

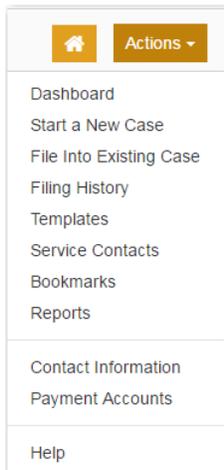


Figure 12.1 – Actions Drop-Down List

The *Service Contacts* page is displayed.

**Service Contacts**

Search by first or last name + Add Service Contact

Name	Email	Actions
George Adams	gadams@yahoo.com	Actions ▾
John Doe	john.doe@tylertech.com	Actions ▾
Raymond Hampton	ray.hampton@tylertech.com	Actions ▾
Joyce Jones	joyce.jones@tylertech.com	Actions ▾
Henry Smith	henry.smith@tylertech.com	Actions ▾

Items per page: 10 ▾ 5 total items

**Figure 12.2 – Service Contacts Page**

2. Click  .

The *Service Contacts* page for adding a new contact is displayed.

Figure 12.3 – Service Contacts Page for Adding a New Contact

3. Complete the required fields to add the new service contact: **First Name**, **Last Name**, and **Email**.
4. If you want to make the contact available to any filer, select the **Make This Contact Public** check box.

5. Click  to save the contact, or click  to cancel the action.

If you click , the new contact information is displayed in the **Service Contacts** list.

## ADDING SERVICE CONTACTS TO A CASE

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

1. From the *Filing History* page, locate the case to which you want to add a service contact. From the **Actions** drop-down list for the specified case, select **View Service Contacts**.

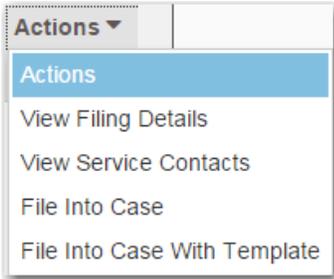


Figure 12.4 – Actions Drop-Down List

The *Service Contacts* page is displayed.

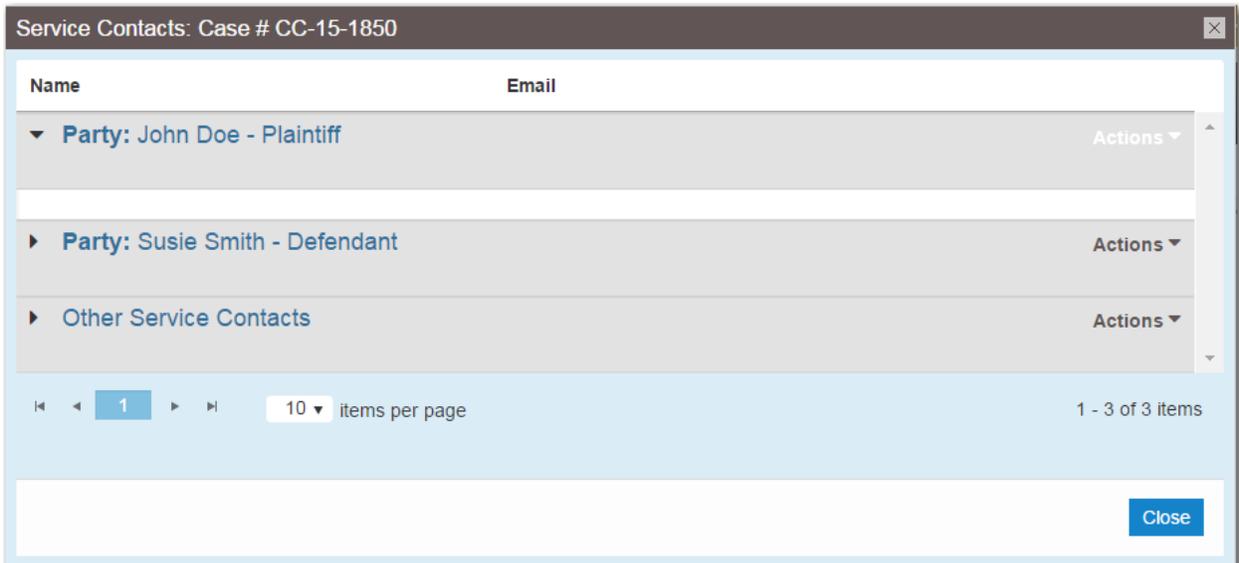


Figure 12.5 – Service Contacts Page

2. Locate the party to which you want to add a service contact. From the **Actions** drop-down list for the specified party, select **Add From Service Contacts**.

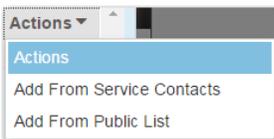


Figure 12.6 – Service Contacts Actions Drop-Down List

The *Add From Service Contacts* dialog box is displayed.

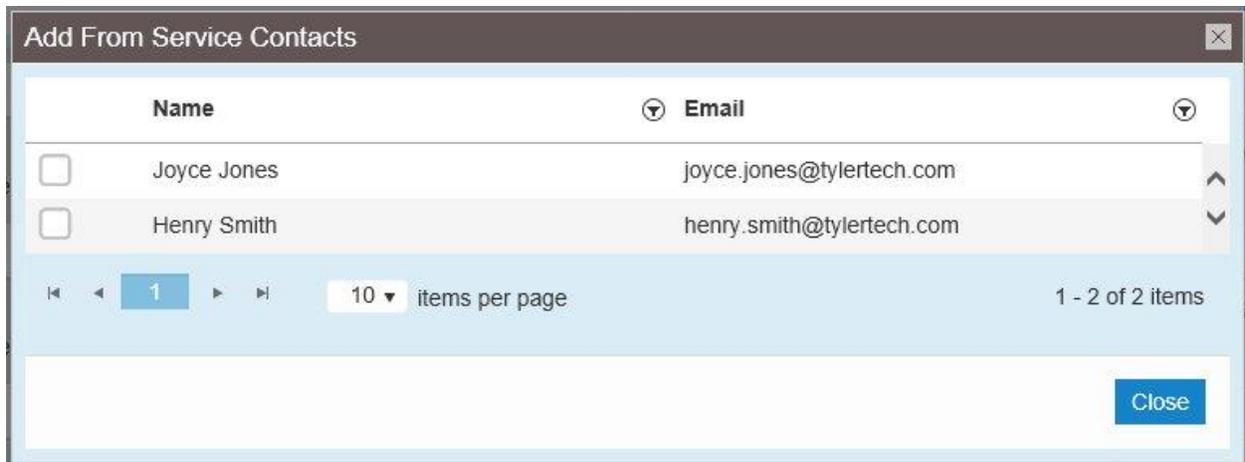


Figure 12.7 – Add From Service Contacts Dialog Box

3. Select the check box next to the service contacts that you want to add to the case.

4. After selecting the new service contacts, click .

The new service contacts are now displayed on the *Service Contacts* page under the party to which the service contact has been added.

5. Click  to return to the *Filing History* page.

## REPLACING A SERVICE CONTACT

To replace a service contact, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Service Contacts**.

The *Service Contacts* page is displayed.

Service Contacts		
Search by first or last name		+ Add Service Contact
Name	Email	
George Adams	gadams@yahoo.com	Actions ▾
John Doe	john.doe@tylertech.com	Actions ▾
Mary Doe	mary.doe@tylertech.com	Actions ▾
Suzie Jones	suzie.jones@tylertech.com	Actions ▾
Moses Jones	moses.jones@gmail.com	Actions ▾
Greg Jones	g.jones@gmail.com	Actions ▾

Items per page: 10 ▾ 6 total items

**Figure 12.8 – Service Contacts Page**

2. Locate the service contact that you want to replace.
3. From the **Actions** drop-down list for the specified service contact, select **Replace Contact**.

View Contact Details
Replace Contact
Delete Contact
View Attached Case List

**Figure 12.9 – Service Contacts Actions Drop-Down List**

The *Replace Service Contact* dialog box is displayed.

**Note:** A warning message is displayed, which indicates the number of cases to which the service contact is attached. The warning message also reminds you that replacing a service contact cannot be undone.

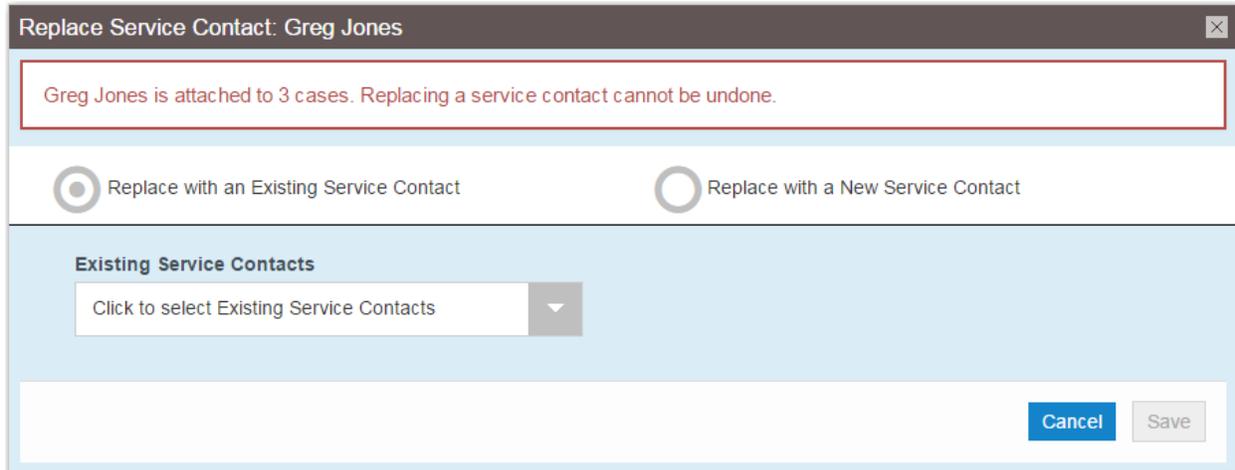


Figure 12.10 – Replace Service Contact Dialog Box

4. If you want to continue to replace the specified service contact, select one of the following methods to replace the service contact.
  - To replace the service contact with an existing contact, select the **Replace with an Existing Service Contact** option. Then select a replacement service contact from the **Existing Service Contacts** drop-down list. Click  .

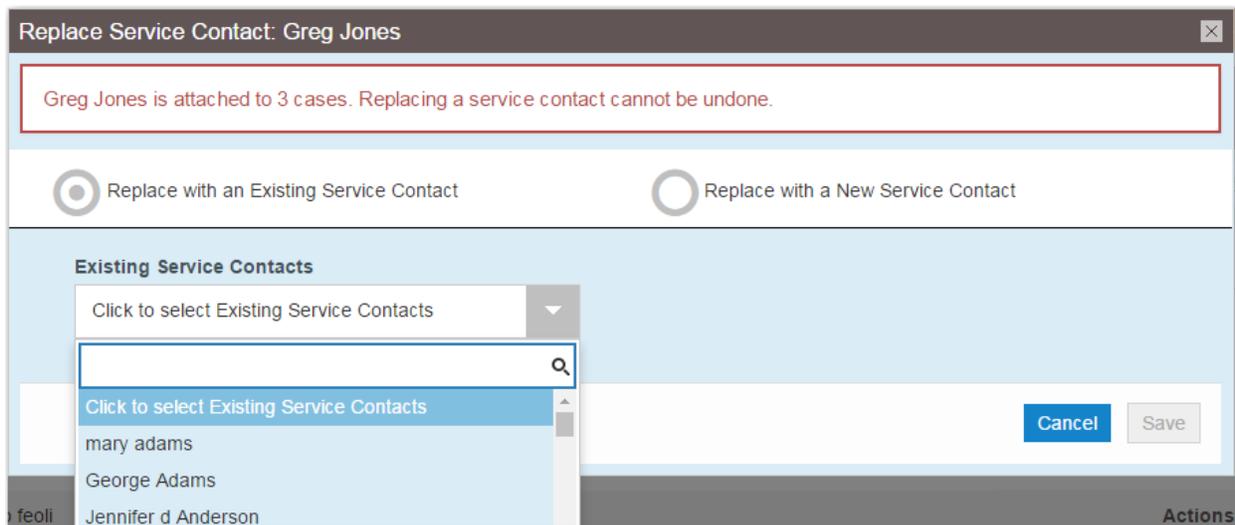


Figure 12.11 – Replace Service Contact Dialog Box with Existing Service Contacts Drop-Down List

- To replace the service contact with a new contact, select the **Replace with a New Service Contact** option. The dialog box expands with fields to complete for the new contact. Complete the fields, and click  .

Replace Service Contact: Greg Jones

Greg Jones is attached to 3 cases. Replacing a service contact cannot be undone.

Replace with an Existing Service Contact       Replace with a New Service Contact

**First Name**

**Middle Name**

**Last Name**

**Firm Name**

**Email**

**Administrative Copy**

**Country**

**Address Line 1**

**Address Line 2**

**City**

**State**

**Zip Code**

**Phone Number**

**Make This Contact Public**

Undo    Save Changes

Cancel

Figure 12.12 – Replace Service Contact Dialog Box for Adding New Service Contact

**i** Note: You can make the service contact a public contact by selecting the Make This Contact Public check box.

## DEFAULT STATE OF SERVICE CONTACTS

During filing creation, the system default is for all service contacts to be selected for Service Only and EFileAndServe filings. You can deselect the service contacts that are not needed for that filing. This feature shortens your filing time, especially if you have dozens of service contacts associated with a case.

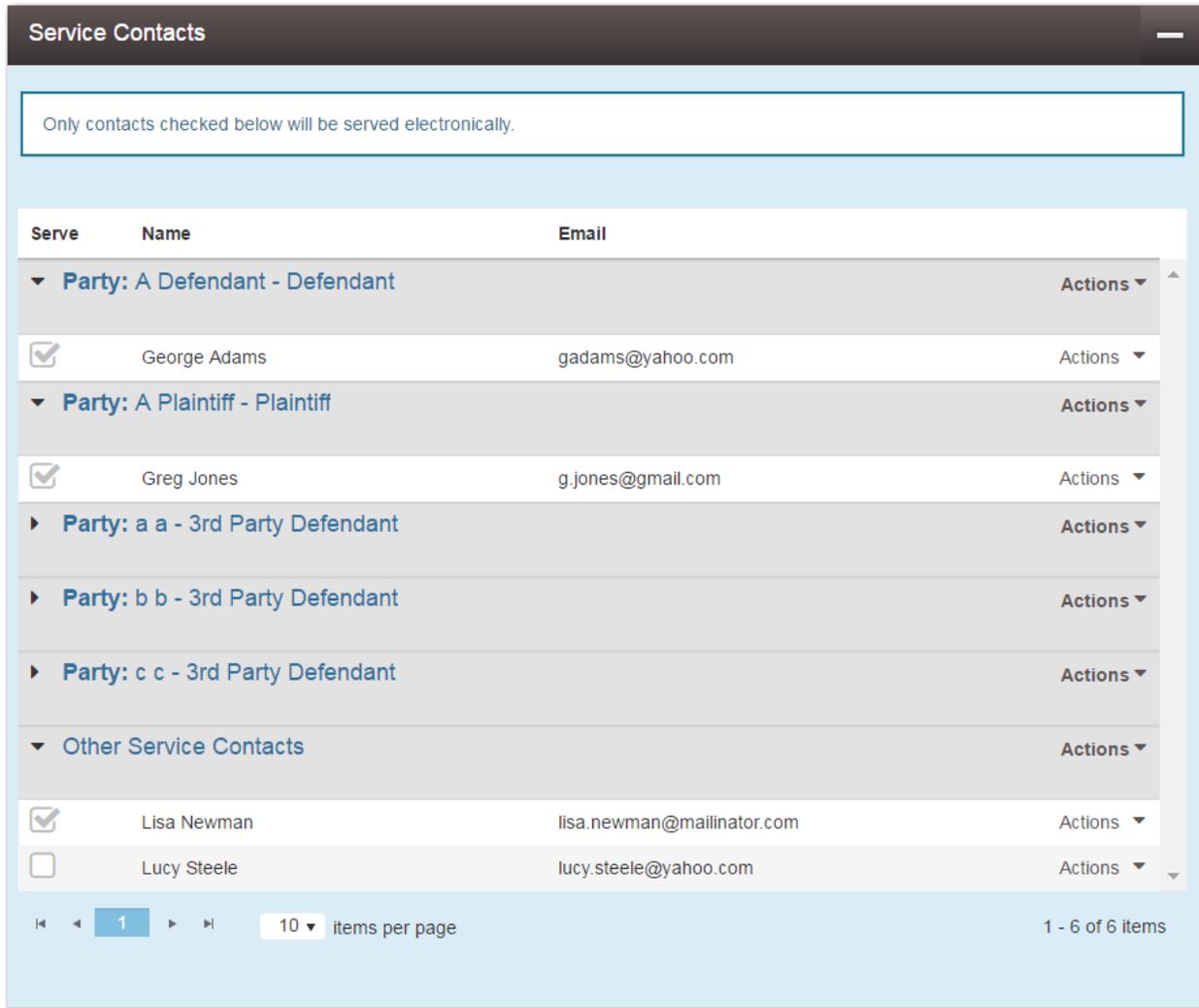


Figure 12.13 – Service Contacts Selected by Default (With One Contact Deselected)

## PUBLIC SERVICE CONTACTS

When a service contact is created and associated with a case, it can be designated as a public service contact. When specified as public, the service contact can then be used by anyone else.

**Note:** The public service contacts feature is configured by Tyler and may not be available on your system.

In addition, you can add service contacts from a public list to a case that you are starting or filing into.

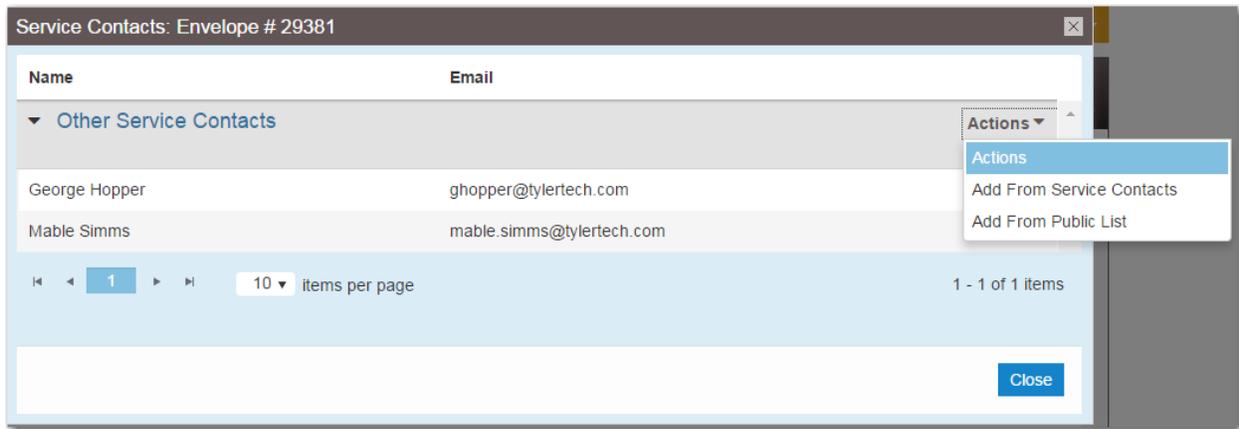


Figure 12.14 – Service Contacts Page

## ADDING SERVICE CONTACTS FROM A PUBLIC LIST

**Note:** The public service contacts feature is configured by Tyler and may not be available on your system.

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

1. From the *Filing History* page, locate the case to which you want to add a public service contact. From the **Actions** drop-down list for the specified case, select **View Service Contacts**.

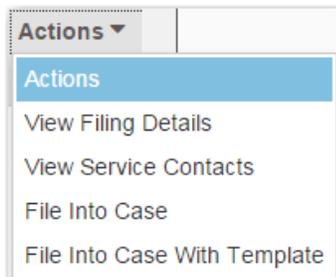


Figure 12.15 – Actions Drop-Down List

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

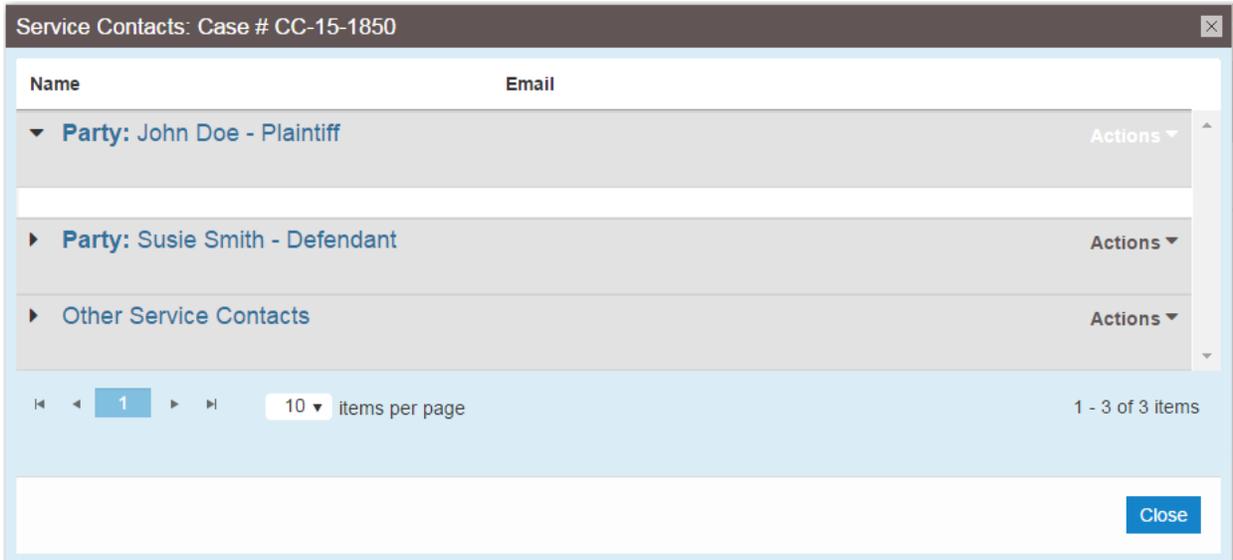


Figure 12.16 – Service Contacts Page

2. Locate the party to which you want to add a public service contact. From the **Actions** drop-down list for the specified party, select **Add From Public List**.

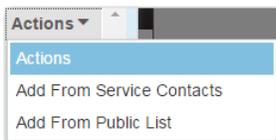


Figure 12.17 – Service Contacts Actions Drop-Down List

The *Add Service Contact from Public List* dialog box is displayed.

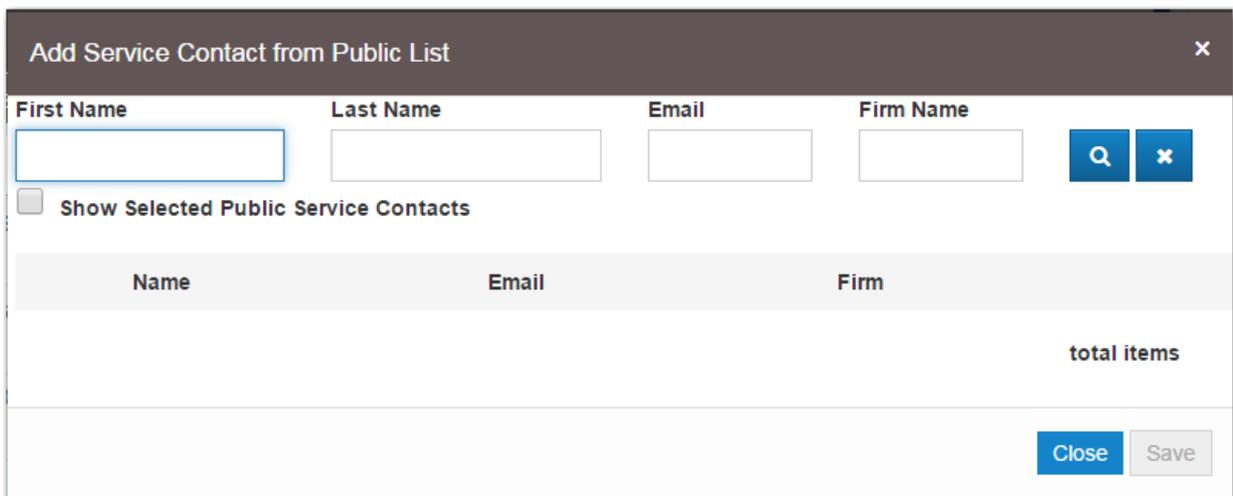


Figure 12.18 – Add Service Contact from Public List Dialog Box

3. Type the name of the service contact, or select the **Show Selected Public Service Contacts** check box to view the possible choices.

The *Add Service Contact from Public List* page is displayed.

Name	Email	Firm
<input type="checkbox"/> 1 1	1@tylertech.com	Matt's QA1 Firm
<input type="checkbox"/> 26499 26499	26499@tylertech.com	Matt's QA1 Firm
<input checked="" type="checkbox"/> 29210 29210	29210@tylertech.com	Individual
<input type="checkbox"/> 3 3	3@tylertech.com	Matt's QA1 Firm
<input checked="" type="checkbox"/> 4 4	4@tylertech.com	Matt's QA1 Firm
<input type="checkbox"/> No Address but has email	noaddressbuthasemail@tylertech.com	mr mister's firm
<input type="checkbox"/> jfgtojwp.update aderzwro.update	jfgtojwp.aderzwro@tylertech.com	Test-Law Office of Psoni
<input type="checkbox"/> lqkovzlf.update adjlphx.update	lqkovzlf.adjlphx@tylertech.com	Test-Law Office of Psoni
<input type="checkbox"/> uravaih d ajtkxhwn	uravaih d ajtkxhwn@tylertech.com	Test-Law Office of Psoni
<input type="checkbox"/> ydzqosvz akstwgtn	ydqosvz.akstwgtn@tylertech.com	Test-Law Office of Psoni

Figure 12.19 – Add Service Contact from Public List Page

4. Click the names of the public service contacts that you want to add to the case.

5. After selecting the public service contacts, click .

The public service contacts are now displayed on the *Service Contacts* page under the party to which the public service contact has been added.

6. Click  to return to the *Filing History* page.

# CREATE NEW SERVICE CONTACTS DURING A FILING

You can add service contacts while filing a case without first adding the service contacts to the Service Contacts list.

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

Service contacts can be created from the following locations:

- The *Filing History* page
- When selecting **File Into Existing Case** from the *Filer Dashboard* page or the **Actions** drop-down list (i.e., performing a case search)
- When creating a new filing (in the **Service Contacts** section)

Other Service Contacts

Party: None

First Name: George

Middle Name:

Last Name: Adams

Firm Name:

Email: gadams@yahoo.com

Administrative Copy:

Country: United States of America

Make This Contact Public:

Save Contact to Firm Service Contacts:

Address Line 1:

Address Line 2:

City:

State: Click to select State

Zip Code:

Phone Number:

Undo Save Changes

Figure 12.20 – Other Service Contacts Section (with New Contact Added)

After you add the new service contact, it is added to the *Service Contacts* page.

Service Contacts		
Search by first or last name		+ Add Service Contact
Name	Email	
George Adams	gadams@yahoo.com	Actions ▾
John Doe	john.doe@tylertech.com	Actions ▾
Raymond Hampton	ray.hampton@tylertech.com	Actions ▾
Joyce Jones	joyce.jones@tylertech.com	Actions ▾
Henry Smith	henry.smith@tylertech.com	Actions ▾
Items per page: 10 ▾		5 total items

Figure 12.21 – Service Contacts Page

## CREATING SERVICE CONTACTS FROM THE FILING HISTORY PAGE

You can add service contacts to the Service Contacts list for an existing case from the *Filing History* page. To create a service contact from the *Filing History* page, perform the following steps:

1. From the **Actions** drop-down list, select **Filing History**.

The *Filing History* page is displayed.

Filing History					Q
Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #	
▶	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)				Actions ▼
	Draft # 383668 started Thursday, July 27, 2017 at 11:27 AM CST by [Redacted]				
▼	Envelope # 383666				Actions ▼
	Envelope # 383666 filed Thursday, July 27, 2017 at 11:08 AM CST by [Redacted] on behalf of Dewey Dalton				
	Under Review	Acknowledgement	EFile		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)				Actions ▼
	Draft # 383663 started Thursday, July 27, 2017 at 10:49 AM CST by [Redacted] on behalf of Thomas Crump				
	Draft	Service Only	Serve		✕
	Draft	Acknowledgement	EFile		✕
▶	Draft # 383662				Actions ▼
	Draft # 383662 started Thursday, July 27, 2017 at 10:47 AM CST by [Redacted] on behalf of Tim Cook				
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)				Actions ▼
	Envelope # 382597 filed Wednesday, July 26, 2017 at 4:37 PM CST by [Redacted] on behalf of Dewey Dalton				
	Accepted	Acknowledgement	EFile		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)				Actions ▼
◀ ◻ 1 ◻ 2 ◻ 3 ◻ 4 ◻ 5 ... ▶ ▶▶ 20 items per page 1 - 20 of 2925 items					
Back					

Figure 12.22 – Filing History Page

2. Locate a case for which you want to add a service contact. From the **Actions** drop-down list for the specified case, select **View Service Contacts**.

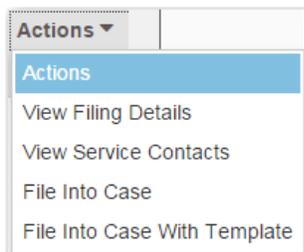


Figure 12.23 – Actions Drop-Down List

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

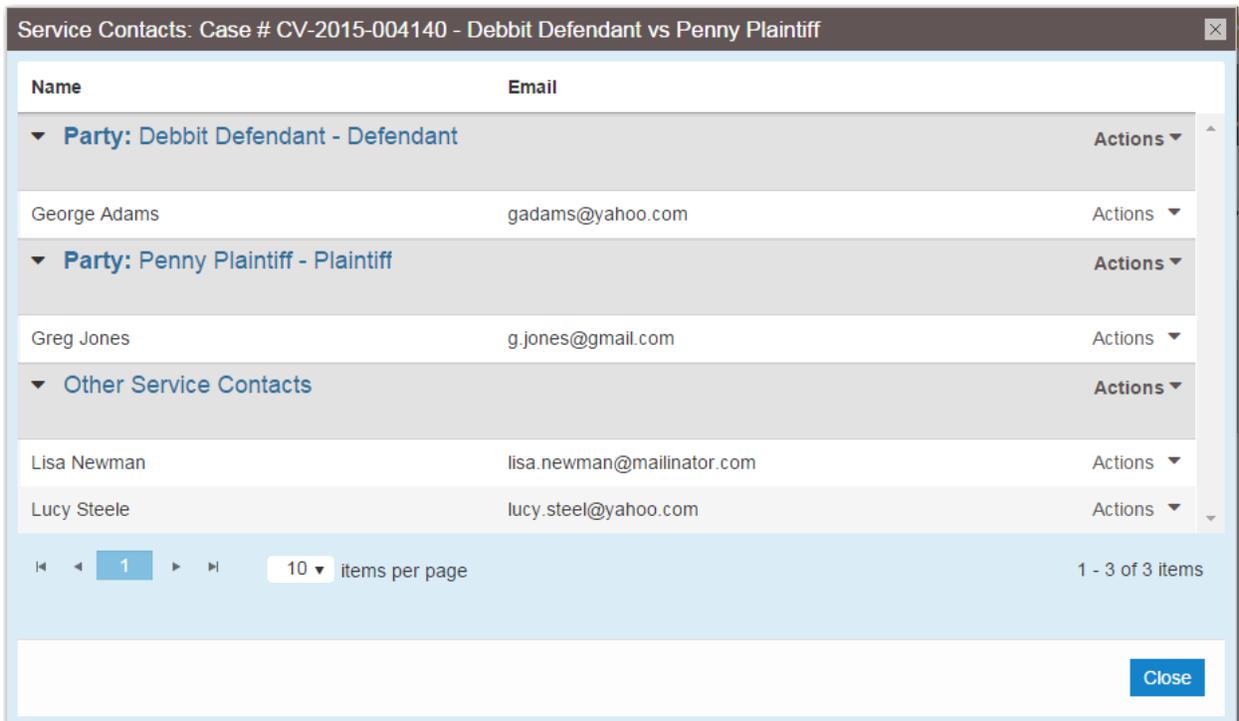


Figure 12.24 – Service Contacts Page

- From the **Actions** drop-down list for the specified party, select **Add New Service Contact**.

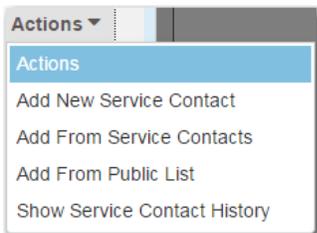


Figure 12.25 – Service Contacts Actions Drop-Down List

**Note:** You can also add new service contacts to the case in the **Other Service Contacts** section.

The page expands with new fields to complete for the new service contact.

- Complete the required information for the new contact, and select the **Save Contact to Firm Service Contacts** check box to add the contact to the Service Contacts list.



Figure 12.26 – Save Contact to Firm Service Contacts Check Box

## CREATING SERVICE CONTACTS DURING A CASE SEARCH (FILE INTO EXISTING CASE)

To create a service contact during a case search, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **File Into Existing Case**.

**Note:** You can also click **File into Existing Case** on the **Filer Dashboard** in the **New Filing** section.

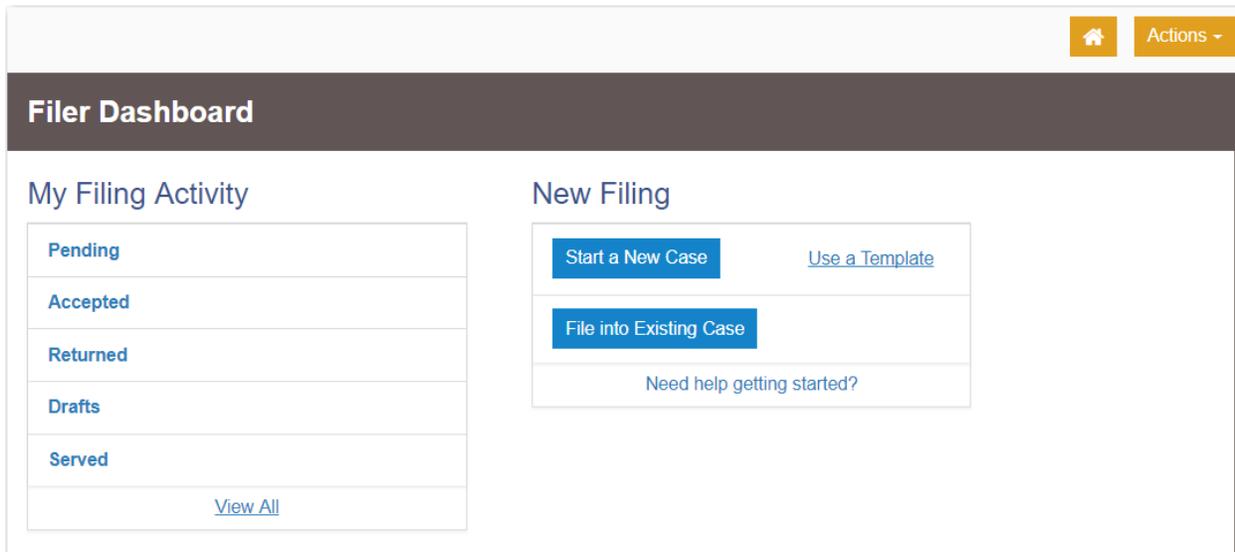


Figure 12.27 – Filer Dashboard Page

The *File Into Existing Case* page is displayed.

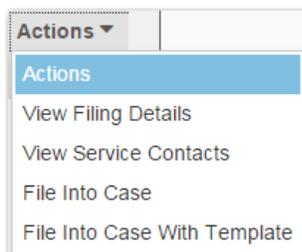
**Figure 12.28 – File Into Existing Case Page**

2. Select the county or district location from the **Location** drop-down list, and then select the specific court from the **Refine Location** drop-down list.

**Note:** The items in the **Refine Location** list are determined by the location you selected.

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

3. Click the search option that you plan to use: **Case Number** or **Party Name**. Enter the search criteria, and then click  .
4. From the **Actions** drop-down list associated with the case, select **View Service Contacts**.



**Figure 12.29 – Actions Drop-Down List**

The *Service Contacts* page for that case is displayed.

5. Locate the party for which you want to add service contacts. From the **Actions** drop-down list for the specified party, select **Add New Service Contact**.

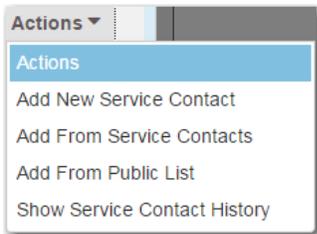


Figure 12.30 – Service Contacts Actions Drop-Down List

The page expands with new fields to complete for the new service contact.

6. Complete the required information for the new contact, and select the **Save Contact to Firm Service Contacts** check box to add the contact to the Service Contacts list.



Figure 12.31 – Save Contact to Firm Service Contacts Check Box

7. Click .

## CREATING SERVICE CONTACTS DURING ENVELOPE CREATION

To create service contacts during envelope creation, perform the following steps:

1. From the *Filer Dashboard* page or the **Actions** drop-down list, select **Start a New Case**.

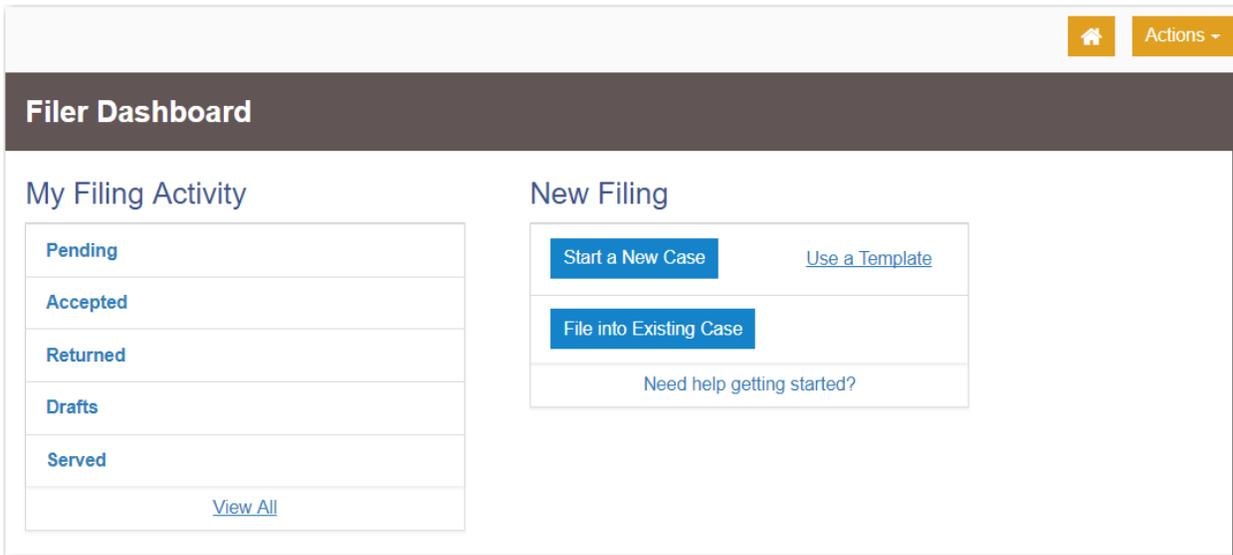


Figure 12.32 – Filer Dashboard Page

2. Complete the required fields in the **Case Information**, **Party Information**, and **Filings** sections.
3. Navigate to the **Service Contacts** section. Locate the party to which you want to add a service contact.
4. Select **Add New Service Contact** from the **Actions** drop-down list for the specified party.

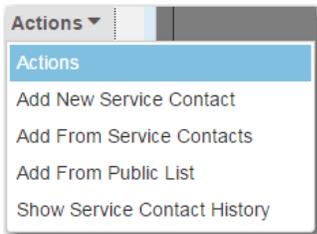


Figure 12.33 – Service Contacts Actions Drop-Down List

- Complete the required fields for the new contact.

**Note:** The **Save Contact to Firm Service Contacts** check box is selected by default. You can clear the check box if you do not want to add the service contact to the **Service Contacts** list.



Figure 12.34 – Save Contact to Firm Service Contacts Check Box

- Click , and then continue with the rest of the filing creation.

## SELECTING THE SERVICE METHOD FOR SERVICE CONTACTS

You can select the service method for a service contact when you start a new case or when you add a service contact to an existing case.

To select the service method for a service contact when starting a new case, perform the following steps:

- From the **Actions** drop-down list on the *Filer Dashboard* page, select **Start a New Case**.
 

**Note:** You can also click **Start a New Case on the Filer Dashboard in the New Filing section**.

The *Start a New Case* page is displayed.
- Complete the details for the new case by using the drop-down lists in the required fields in the **Case Information** section:
 

**Note:** A red box around the field indicates that it is required.
- Complete the fields in the **Party Information** section.
- Enter the filing details for the case in the **Filings** section.
- In the **Service Contacts** section, locate the party to which you want to add a service contact. From the **Actions** drop-down list for the specified party, select **Add From Service Contacts**.

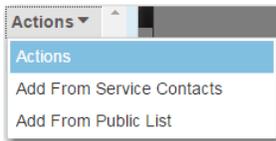


Figure 12.35 – Service Contacts Actions Drop-Down List

The *Add From Service Contacts* dialog box is displayed.

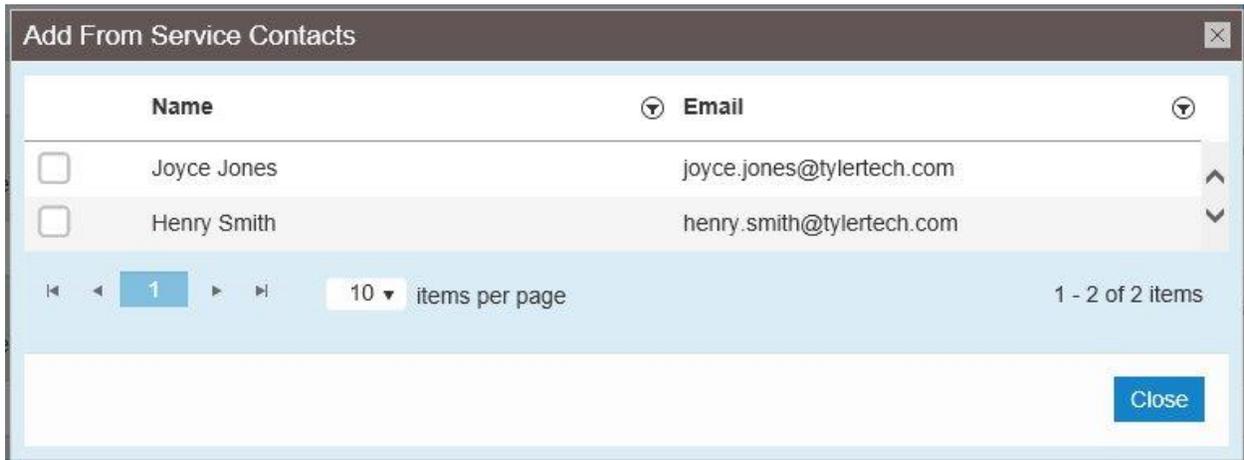


Figure 12.36 – Add From Service Contacts Dialog Box

6. Select the check box next to the service contacts that you want to add to the case.

7. After selecting the new service contacts, click .

The new service contacts are now displayed in the **Service Contacts** section under the party to which the service contact has been added.

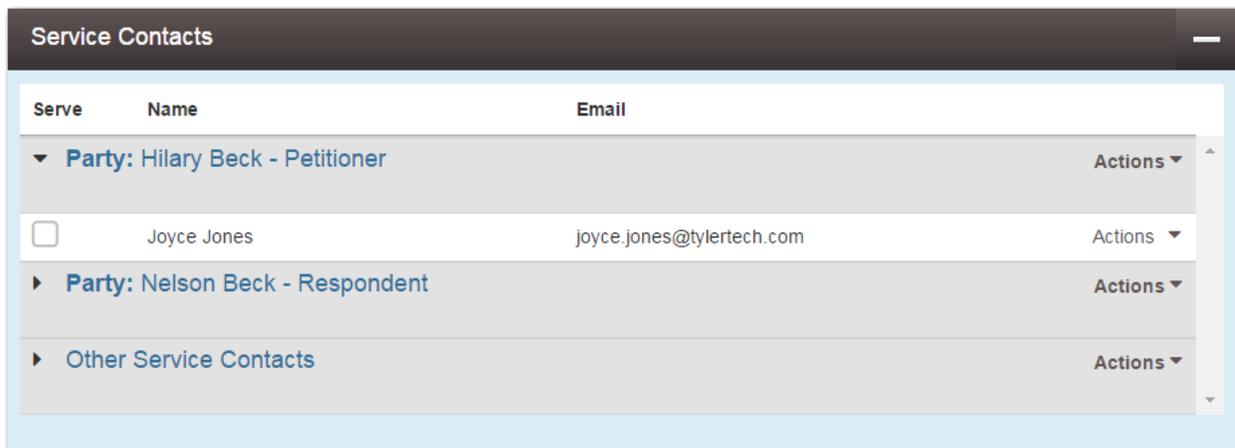


Figure 12.37 – Service Contacts Section

8. In the **Service Contacts** section, click the name of the new service contact that you added to select a service method.

The **Service Method** field is displayed, along with the rest of the service contact’s information.

Party: Hilary Beck - Petitioner

**Service Method**  
 EServe

**First Name** Joyce **Middle Name** **Last Name** Jones

**Firm Name** **Email** joyce.jones@tylertech.com **Administrative Copy**

**Country**  
 United States of America

**Address Line 1** 5101 Tennyson Parkway **Address Line 2** **City** Plano

**State**  
 Texas

**Zip Code** 75024 **Phone Number**

Undo Save Changes

Figure 12.38 – Service Method Field in Service Contacts Section

9. Select the service method that you want from the **Service Method** drop-down list.

**Note:** When the service method is set to EServe, an email address is required. When the service method is set to Mail, a street address is required.

**Service Method**

EServe

Mail

EServe

Figure 12.39 – Service Method Drop-Down List



10. Click **Save Changes**.

11. Continue with the rest of your filing (i.e., selecting the fees).

12. When done, click either

Save as Draft

or

Summary

## VIEWING ATTACHED CASE LIST OF SERVICE CONTACTS

To view the case list that is attached to a service contact, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Service Contacts**.

The *Service Contacts* page is displayed.

Name	Email	Actions
George Adams	gadams@yahoo.com	Actions ▾
John Doe	john.doe@tylertech.com	Actions ▾
Mary Doe	mary.doe@tylertech.com	Actions ▾
Suzie Jones	suzie.jones@tylertech.com	Actions ▾
Moses Jones	moses.jones@gmail.com	Actions ▾
Greg Jones	g.jones@gmail.com	Actions ▾

Items per page: 10 ▾ 6 total items

Figure 12.40 – Service Contacts Page

2. Locate the name of the service contact for whom you want to view the attached cases. From the **Actions** drop-down list for the specified contact, select **View Attached Case List**.

View Contact Details
Replace Contact
Delete Contact
View Attached Case List

Figure 12.41 – Service Contacts Actions Drop-Down List

The attached case list is displayed.

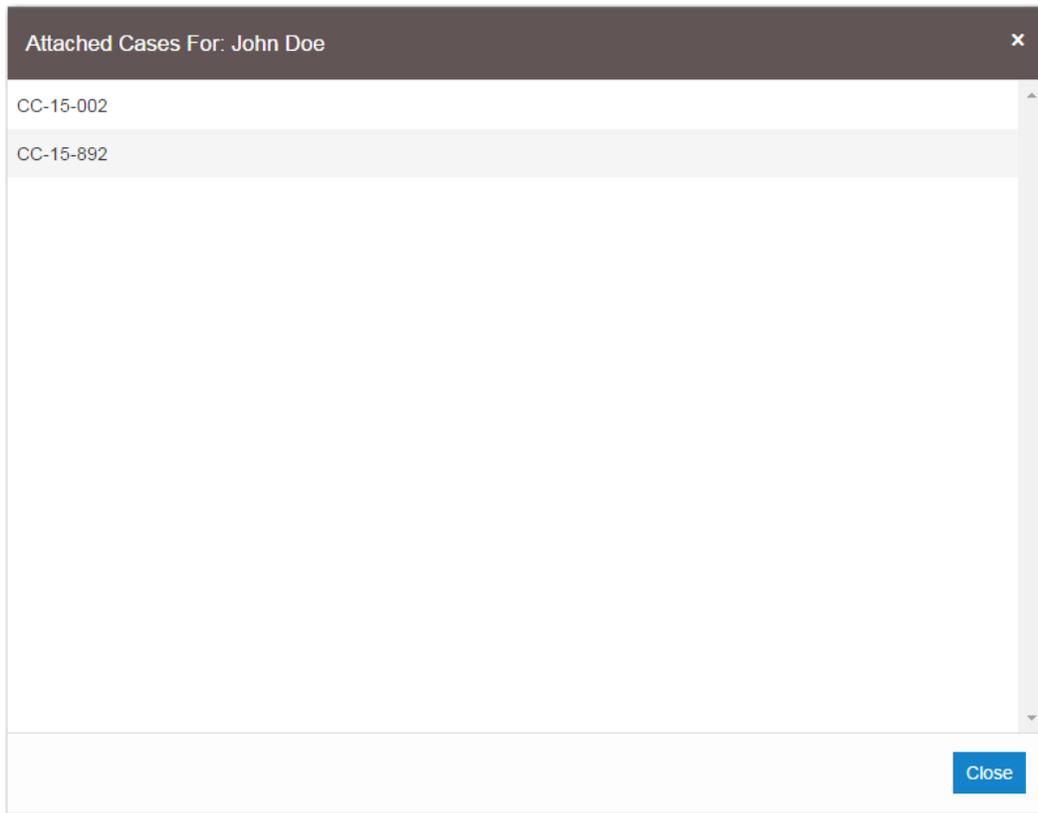


Figure 12.42 – Attached Cases Page

## VIEWING SERVICE CONTACT DETAILS

You can view the details of a service contact. Details that are available include the name of the person or firm who created the service contact, as well as the contact information for the service contact.

To view the service contact details, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Start a New Case**.

**Note:** You can also click **Start a New Case** on the **Filer Dashboard** in the **New Filing** section.

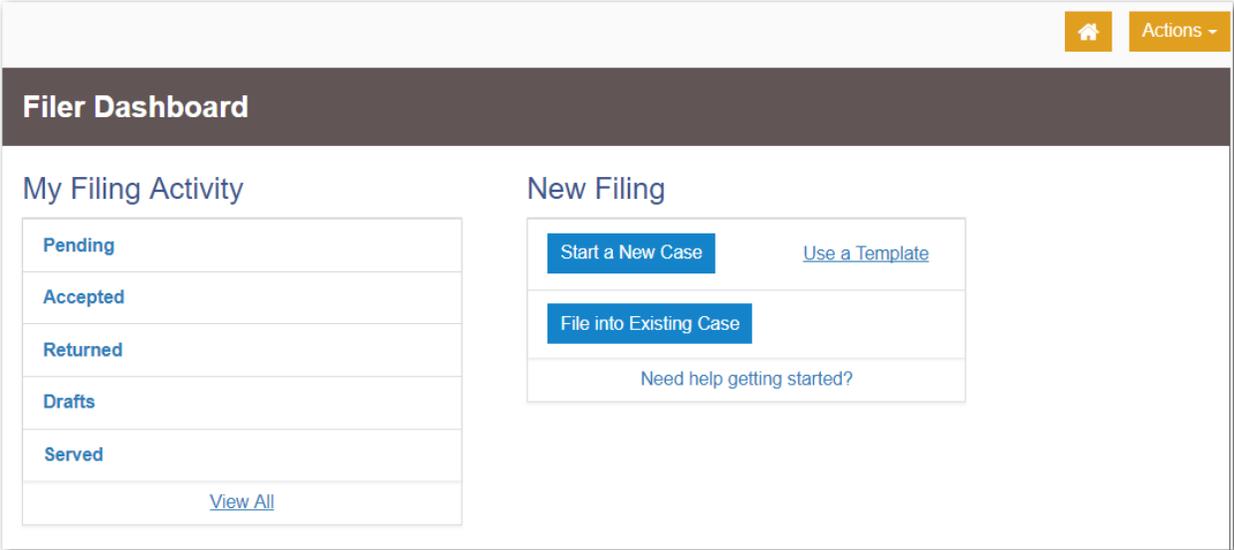


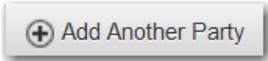
Figure 12.43 – Filer Dashboard Page

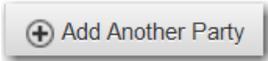
The *Start a New Case* page is displayed.

- 2. Complete the details for the new case by using the drop-down lists in the required fields in the **Case Information** section.



- 3. After completing the required fields, click .
- 4. In the **Party Information** section, enter the information for the first party on the case. If you are the party, select the **I am this party** check box. Or to indicate whether the party is a business or agency, select the **Party is a Business/Agency** check box.



- 5. If you want to add another party to the filing, click , and then enter the party information for the second party.



- 6. After completing the fields for all parties, click .
- 7. Enter the filing details for the case in the **Filings** section.
- 8. After you have completed the required fields, proceed to the **Service Contacts** section.
- 9. Add the service contacts for each party as applicable.
- 10. To view the details for a particular service contact, highlight the specified contact.

The details for that contact are displayed below the other service contacts.

Serve	Name	Email	
▼	Party: Sherry Plaintiff - Plaintiff		Actions ▼
<input type="checkbox"/>	First Contact	firstcontact@tylertech.com	Actions ▼
▶	Party: Joyce Defendant - Defendant		Actions ▼
▶	Other Service Contacts		Actions ▼

**Service Contact Details for the Party: Sherry Plaintiff - Plaintiff**

<b>First Name</b> First	<b>Middle Name</b>	<b>Last Name</b> Contact
<b>Email</b> firstcontact@tylertech.com	<b>Administrative Copy</b>	
<b>Firm Name</b> Individual		
<b>Address</b> 5101 tennyson Plano, 12345		
<b>Country</b> United States of America		
<b>Phone Number</b>		
<b>Created By</b>		
<b>Firm Name:</b>	Firm 7107	
<b>Phone:</b>	11111	
<b>Address:</b>	5101 tennyson Plano, Arkansas 12345	

Undo Save Changes

Figure 12.44 – Service Contacts Section with the Details Displayed

11. Click  to save your changes, or click  to cancel the action.

## LINKING A SERVICE CONTACT TO ANOTHER PARTY

You can link a service contact associated to a party on a case to another party on the same case.

To link a service contact to another party, perform the following steps:

1. From the *Filing History* page, locate the case for which you want to modify the service contacts. From the **Actions** drop-down list for the specified case, select **View Service Contacts**.

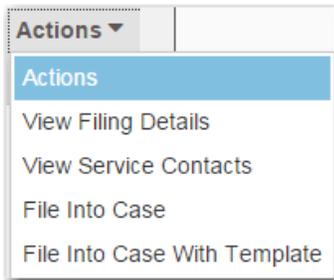


Figure 12.45 – Actions Drop-Down List

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

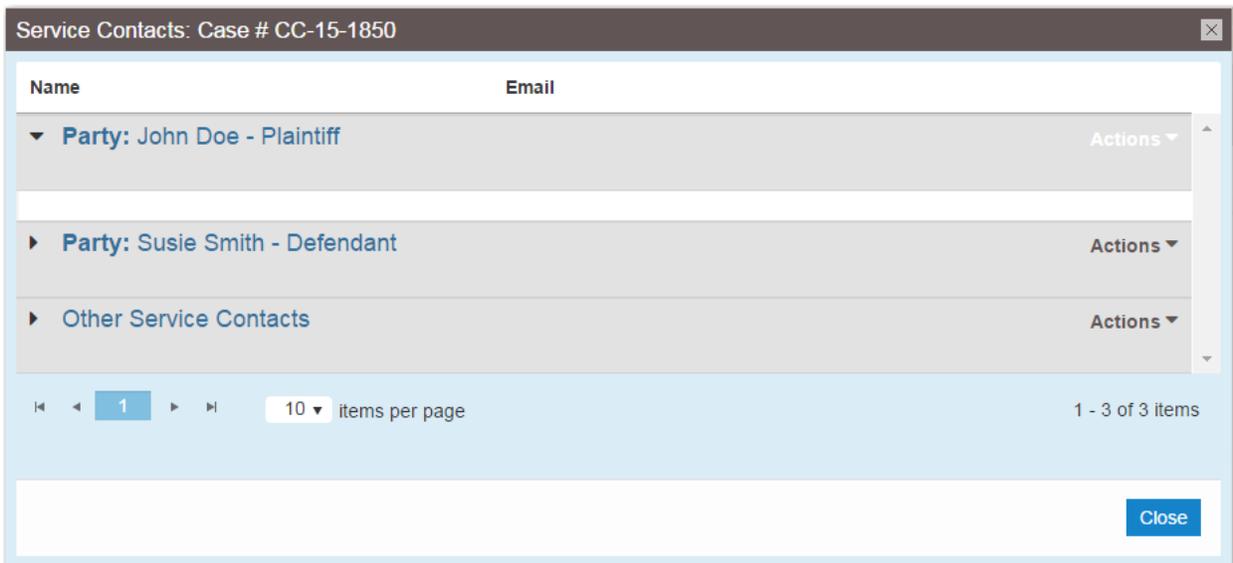


Figure 12.46 – Service Contacts Page

- From the **Actions** drop-down list for the specified party, select **Link Parties with Contact**.

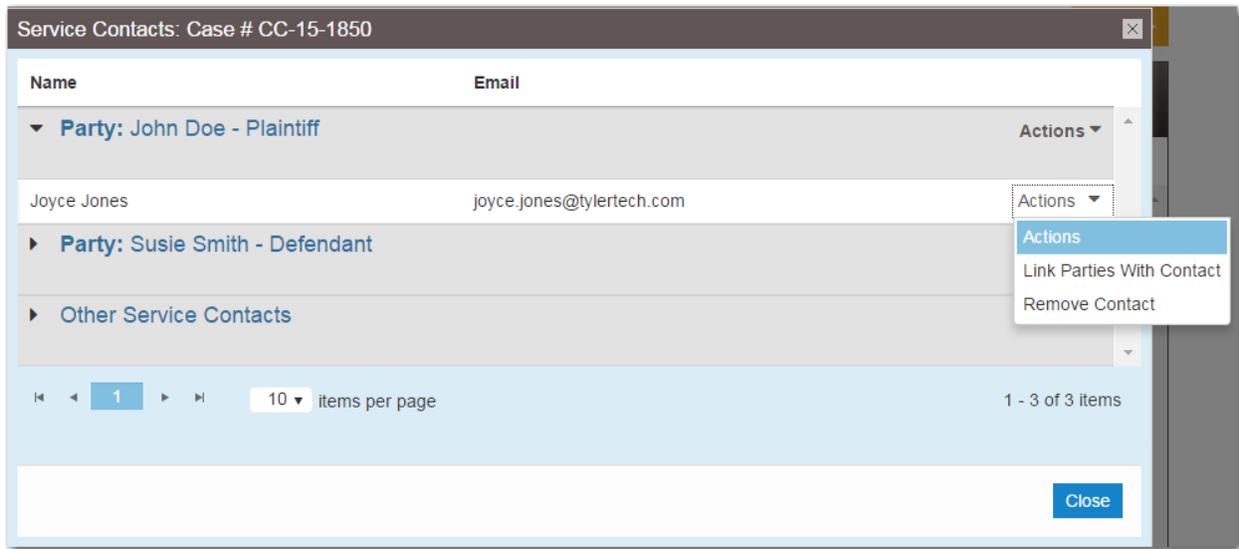


Figure 12.47 – Link Parties with Contact Drop-Down List on the Service Contacts Page

The *Link Parties* dialog box is displayed. You can link or unlink service contacts to parties on the case by selecting or clearing the check box associated with the party.

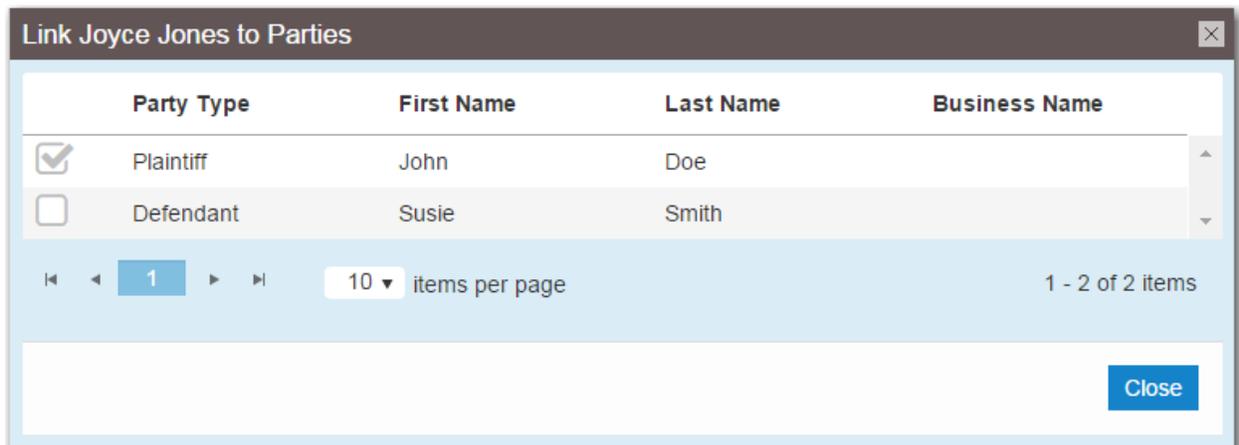


Figure 12.48 – Link Parties Dialog Box

- Click  to return to the *Service Contacts* page for the specified case.

## SEARCH AND PAGING CAPABILITY FOR SERVICE CONTACTS

Service contacts can be displayed on multiple pages to allow for searching among the contacts.

The paging is activated when more than 10 service contacts exist in the system. You can select the number of items per page to be displayed: 10, 25, or 50.

Robert Doe	robert.doe@abc.com	Actions ▾
William Doe	william.doe@tylertech.com	Actions ▾
Polly Doe	polly.doe@abc.com	Actions ▾

12 total items

Items per page:  ▾

Figure 12.49 – Service Contacts Page with Paging Feature

Also, you can search for a specific service contact by typing part of or the entire contact's name in the text box on the *Service Contacts* search page.

**Service Contacts**

+ Add Service Contact

Name	Email	Actions ▾
Robert Doe	robert.doe@abc.com	Actions ▾

1 total items

Items per page:  ▾

Figure 12.50 – Service Contacts Search Page

## REMOVING A SERVICE CONTACT FROM A CASE

You can remove a service contact that was previously added to a case.

**Note:** You can remove a service contact from a case only if you created that service contact or added that service contact to the case.

To remove a service contact from a case, perform the following steps:

1. From the *Filing History* page, locate the case from which you want to remove a service contact. From the **Actions** drop-down list for the specified case, select **View Service Contacts**.

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

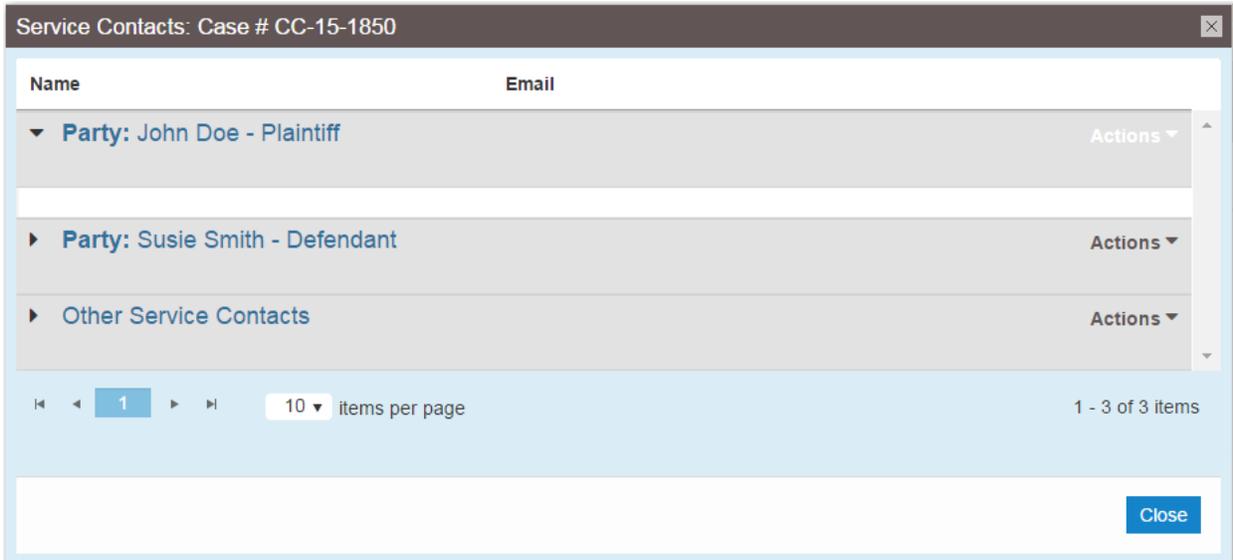


Figure 12.51 – Service Contacts Page

2. Locate the service contact that you want to remove. From the **Actions** drop-down list for the specified contact, select **Remove Contact**.



Figure 12.52 – Service Contacts Actions Drop-Down List

The contact is removed from the case.

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

**Note:** If the contact is a public service contact, it remains on the public service contacts list and can only be removed from the public list by a member of the firm that originally added the service contact.

## DELETING A SERVICE CONTACT

To delete a service contact from the *Service Contacts* page, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Service Contacts**.

The *Service Contacts* page is displayed.

Service Contacts		
Search by first or last name		+ Add Service Contact
Name	Email	
George Adams	gadams@yahoo.com	Actions ▾
John Doe	john.doe@tylertech.com	Actions ▾
Mary Doe	mary.doe@tylertech.com	Actions ▾
Suzie Jones	suzie.jones@tylertech.com	Actions ▾
Moses Jones	moses.jones@gmail.com	Actions ▾
Greg Jones	g.jones@gmail.com	Actions ▾
Items per page: 10 ▾		6 total items

Figure 12.53 – Service Contacts Page

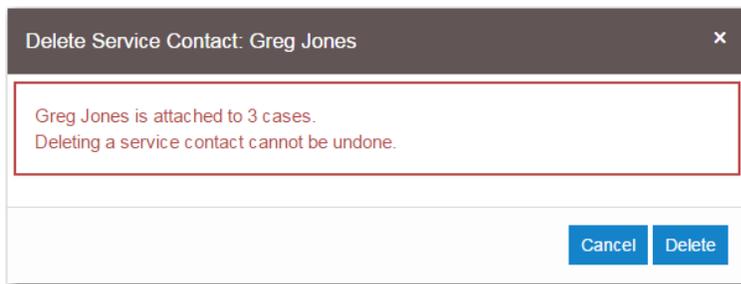
2. Locate the name of the service contact that you want to delete.
3. From the **Actions** drop-down list for the specified contact, select **Delete Contact**.

View Contact Details
Replace Contact
Delete Contact
View Attached Case List

Figure 12.54 – Service Contacts Actions Drop-Down List

The *Delete Service Contact* dialog box is displayed.

**Note:** A warning message is displayed, which indicates the number of cases to which the service contact is attached. The warning message also reminds you that deleting a service contact cannot be undone.



**Figure 12.55 – Delete Service Contact Dialog Box**

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

If you deleted the service contact, it is removed from the Service Contacts list and from any filings to which it was attached.

# CHAPTER 13 FILINGS

## TOPICS COVERED IN THIS CHAPTER

- ◆ FILTERING THE FILINGS QUEUE
- ◆ COPYING THE ENVELOPE
- ◆ VIEWING THE ENVELOPE DETAILS
- ◆ RESUMING THE FILING PROCESS
- ◆ CANCELING A FILING

After you have uploaded and submitted your filing, the filing is displayed on the *Filing History* page. From this page, you can view the status of your filing, check the filing type, get a document description, see the number assigned to your case, review the details of the case, 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.

## View Filings

You can view the details of a case after starting a new case or filing into an existing case by using the *Filing History* page.

Use the *Filing History* page to perform many of the tasks associated with e-filing. From the *Filing History* page, you can manage your service contacts on a case, view the details of the case, add existing case filings to a case, resume (continue) the filing process of a case saved as a draft, and cancel a filing.

Filing History				
Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
▶	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼
	Draft # 383668 started Thursday, July 27, 2017 at 11:27 AM CST by [redacted]			
▼	Envelope # 383666			Actions ▼
	Envelope # 383666 filed Thursday, July 27, 2017 at 11:08 AM CST by [redacted] on behalf of Dewey Dalton			
Under Review	Acknowledgement	EFile		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼
	Draft # 383663 started Thursday, July 27, 2017 at 10:49 AM CST by [redacted] on behalf of Thomas Crump			
Draft	Service Only	Serve		✕
Draft	Acknowledgement	EFile		✕
▶	Draft # 383662			Actions ▼
	Draft # 383662 started Thursday, July 27, 2017 at 10:47 AM CST by [redacted] on behalf of Tim Cook			
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼
	Envelope # 382597 filed Wednesday, July 26, 2017 at 4:37 PM CST by [redacted] on behalf of Dewey Dalton			
Accepted	Acknowledgement	EFile		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼
1 2 3 4 5 ... 20 items per page 1 - 20 of 2925 items				
Back				

Figure 13.1 – Filing History Page

## FILTERING THE FILINGS QUEUE

The *Filing History* page displays the status of each filing. The status information is located in the **Filing Status** column.

**Note:** You can see the status for only the filings that you have submitted, not for all filings related to a case.

To filter information in the filings queue, perform the following steps:

1. Select **Filing History** from the **Actions** drop-down list on the *Filer Dashboard* page.

All relevant information concerning your filings is displayed on the *Filing History* page.

Filing History					Q
Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #	
▶	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼	
	Draft # 383668 started Thursday, July 27, 2017 at 11:27 AM CST by [redacted]				
▼	Envelope # 383666			Actions ▼	
	Envelope # 383666 filed Thursday, July 27, 2017 at 11:08 AM CST by [redacted] on behalf of Dewey Dalton				
Under Review	Acknowledgement	EFile			
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼	
	Draft # 383663 started Thursday, July 27, 2017 at 10:49 AM CST by [redacted] on behalf of Thomas Crump				
Draft	Service Only	Serve			✕
Draft	Acknowledgement	EFile			✕
▶	Draft # 383662			Actions ▼	
	Draft # 383662 started Thursday, July 27, 2017 at 10:47 AM CST by [redacted] on behalf of Tim Cook				
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼	
	Envelope # 382597 filed Wednesday, July 26, 2017 at 4:37 PM CST by [redacted] on behalf of Dewey Dalton				
Accepted	Acknowledgement	EFile			
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼	
◀ 1 2 3 4 5 ... ▶ 20 items per page					1 - 20 of 2925 items
Back					

Figure 13.2 – Filing History Page

2. Click **Search** (  ) to filter the search.

The *Filing History* page for filtering a search is displayed.

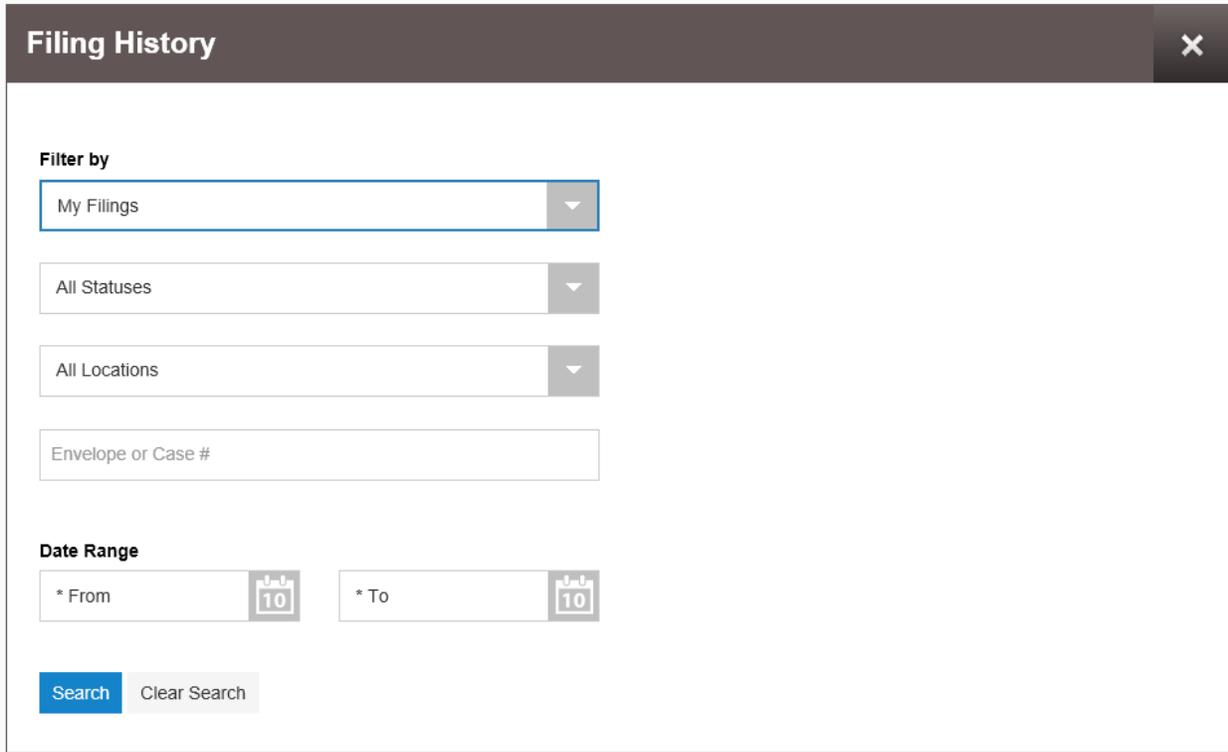


Figure 13.3 – Filing History Page for Filtering a Search

**Note:** To clear the filter, click .

3. Enter more criteria to refine your search.
  - a. In the **Filter by** field, select an option from the drop-down list.

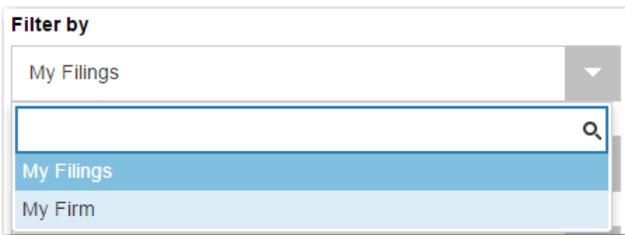


Figure 13.4 – Filter by Drop-Down List

- b. Select the status from the **All Statuses** drop-down list.

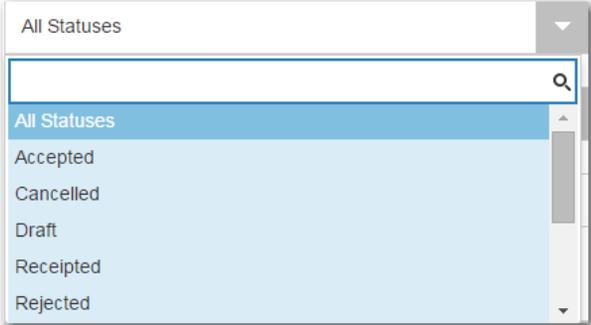


Figure 13.5 – All Statuses Drop-Down List

- c. Select the location from the **All Locations** drop-down list.
- d. If known, type the envelope or case number in the **Envelope or Case #** field.
- e. In the **Date Range** field, select the dates for your search. For the **From** or the **To** date, click  to select dates from a calendar. Or, type the dates manually (for example, 7/15/2015).

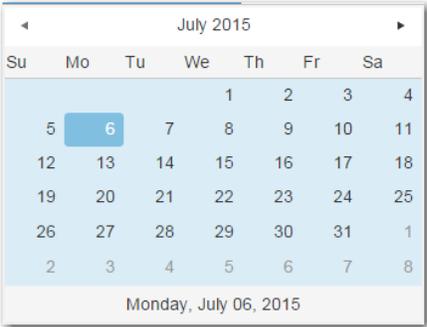


Figure 13.6 – Filter Date Calendar

4. Click 

A list of cases meeting your search criteria is displayed.

# COPYING THE ENVELOPE

You can copy an envelope to create a new envelope to resubmit to the courts if all filings on the envelope have been canceled or rejected.

**Note:** After you copy your envelope with a rejected filing, note that the first filing in the filing table is selected.

**Note:** This feature requires special configuration by Tyler. The feature can be configured two different ways. One way is to display the Copy Envelope option only one time. If the system is configured in this manner, you can copy the envelope only once. You cannot copy it again. The second configuration is to display the Copy Envelope option at all times. If the system is configured in this manner, you can copy the envelope multiple times.

To copy an envelope, perform the following steps:

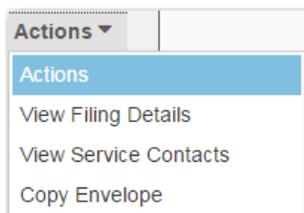
1. From the **Actions** drop-down list, select **Filing History**.

The *Filing History* page is displayed.

The screenshot shows the 'Filing History' page with a search icon in the top right. The page displays a list of filing records with columns for Filing Status, Filing Code, Filing Type, Filing Description, and Client Ref #. The records include case details, draft numbers, and filing dates. Below the list, there are sections for 'Under Review', 'Accepted', and 'Draft' with sub-sections for 'Acknowledgement' and 'EFile'. At the bottom, there is a pagination control showing '1 - 20 of 2925 items' and a 'Back' button.

**Figure 13.7 – Filing History Page**

2. Locate your envelope on the *Filing History* page.
3. From the envelope **Actions** drop-down list, select **Copy Envelope**.



**Figure 13.8 – Actions Drop-Down List**

The *Envelope* page is displayed.

4. Continue with your filing.

## VIEWING THE ENVELOPE DETAILS

From the *Filing History* page, you can see the information entered for the envelope, the filing details, and the documents submitted.

To view the envelope details, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Filing History**.

The *Filing History* page is displayed.

**Note:** The time stamp indicates the time and date that the filing was submitted. The time stamp corresponds to the time zone in which the filing occurred.

Filing History					Q
Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #	
▶	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)				Actions ▼
	Draft # 383668 started Thursday, July 27, 2017 at 11:27 AM CST by [REDACTED]				
▼	Envelope # 383666				Actions ▼
	Envelope # 383666 filed Thursday, July 27, 2017 at 11:08 AM CST by [REDACTED] on behalf of Dewey Dalton				
	Under Review	Acknowledgement	EFile		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)				Actions ▼
	Draft # 383663 started Thursday, July 27, 2017 at 10:49 AM CST by [REDACTED] on behalf of Thomas Crump				
	Draft	Service Only	Serve		✕
	Draft	Acknowledgement	EFile		✕
▶	Draft # 383662				Actions ▼
	Draft # 383662 started Thursday, July 27, 2017 at 10:47 AM CST by [REDACTED] on behalf of Tim Cook				
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)				Actions ▼
	Envelope # 382597 filed Wednesday, July 26, 2017 at 4:37 PM CST by [REDACTED] on behalf of Dewey Dalton				
	Accepted	Acknowledgement	EFile		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)				Actions ▼
◀ ◻ 1 ◻ 2 ◻ 3 ◻ 4 ◻ 5 ... ▶ ▶▶ 20 items per page 1 - 20 of 2925 items ↻					
Back					

Figure 13.9 – Filing History Page

2. Locate your case on the *Filing History* page.
3. From the envelope **Actions** drop-down list, select **View Filing Details**.

The *Envelope* page is displayed.

**Note:** Only fields that contain values are displayed in the filing details. Fields that contain no data are not displayed. Fields that contain protected data that is masked by configuration, such as the case category and case type, are displayed as asterisks.

### Case # CC-367869

#### Envelope Information

<b>Envelope Id</b> 367869	<b>Submitted Date</b> 7/19/2017 1:15 PM CST	<b>Submitted User Name</b> [redacted]@tylertech.com
------------------------------	--	--

#### Case Information

<b>Location</b> OFS Non-Integrated	<b>Category</b> Civil	<b>Case Type</b> Breach Of Contract
<b>Case Sub Type</b>		
<b>Case #</b> CC-367869		

Party Information +

Filings +

Service Contacts +

Fees +

[Return to Filing History](#) [View Receipt](#)

Figure 13.10 – Envelope Page

- To return to the *Filing History* page, either select **Filing History** from the **Actions** drop-down list, or click [Return to Filing History](#)

## RESUMING THE FILING PROCESS

You can resume drafts after logging off from the system or exiting the filing process by accessing your case on the *Filing History* page.

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
▶	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)		Draft # 383668 started Thursday, July 27, 2017 at 11:27 AM CST by [redacted]	Actions ▼
▼	Envelope # 383666		Envelope # 383666 filed Thursday, July 27, 2017 at 11:08 AM CST by [redacted] on behalf of Dewey Dalton	Actions ▼
	Under Review	Acknowledgement	EFile	
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)		Draft # 383663 started Thursday, July 27, 2017 at 10:49 AM CST by [redacted] on behalf of Thomas Crump	Actions ▼
	Draft	Service Only	Serve	✕
	Draft	Acknowledgement	EFile	✕
▶	Draft # 383662		Draft # 383662 started Thursday, July 27, 2017 at 10:47 AM CST by [redacted] on behalf of Tim Cook	Actions ▼
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)		Envelope # 382597 filed Wednesday, July 26, 2017 at 4:37 PM CST by [redacted] on behalf of Dewey Dalton	Actions ▼
	Accepted	Acknowledgement	EFile	
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼

◀ 1 2 3 4 5 ... ▶ 20 items per page 1 - 20 of 2925 items

Back

Figure 13.11 – Filing History Page

To resume the filing process on the case, perform the following steps:

1. Select the draft on the *Filing History* page for which you want to resume a filing.
2. From the **Actions** drop-down list for the specified draft, select **Resume Draft Envelope**.

The envelope is displayed at the location where you left off.

3. Continue completing the fields for this filing.

## CANCELING A FILING

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

To cancel the filing, perform the following steps:

1. On the *Filing History* page, locate the filing that you want to cancel.

**Note:** The filing must be in the Submitted state to be canceled.

2. Pause the cursor over the Cancel icon (  ), and click the icon.

**Note:** Ensure that you want to cancel the filing before you click the icon. Once you click the icon, the filing is canceled immediately, and you cannot undo the action.

**Filing History**
Q

Filing Status	Filing Code	Filing Type	Filing Description	Client Ref #
▶	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America) Draft # 383668 started Thursday, July 27, 2017 at 11:27 AM CST by [redacted]			Actions ▼
▼	Envelope # 383666 Envelope # 383666 filed Thursday, July 27, 2017 at 11:08 AM CST by [redacted] on behalf of Dewey Dalton			Actions ▼
<b>Under Review</b>	<b>Acknowledgement</b>	<b>EFile</b>		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America) Draft # 383663 started Thursday, July 27, 2017 at 10:49 AM CST by [redacted] on behalf of Thomas Crump			Actions ▼
<b>Draft</b>	<b>Service Only</b>	<b>Serve</b>	<b>X</b>	
<b>Draft</b>	<b>Acknowledgement</b>	<b>EFile</b>	<b>X</b>	
▶	Draft # 383662 Draft # 383662 started Thursday, July 27, 2017 at 10:47 AM CST by [redacted] on behalf of Tim Cook			Actions ▼
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America) Envelope # 382597 filed Wednesday, July 26, 2017 at 4:37 PM CST by [redacted] on behalf of Dewey Dalton			Actions ▼
<b>Accepted</b>	<b>Acknowledgement</b>	<b>EFile</b>		
▼	Case # CR-2016-021301 - In The Matter Of Horatio Hopkins (United States of America)			Actions ▼

◀ 1 2 3 4 5 ... ▶▶
20 items per page
1 - 20 of 2925 items

Back

**Figure 13.12 – Filing History Page – Canceling a Filing**

# CHAPTER 14 BOOKMARKS

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.

Case Number	Location	Description	Actions
CC-15-2233	OFS QA 2014		Actions ▾
CC-16-560	OFS QA 2012 - Court at Law 1		Actions ▾
CC-16-276	OFS QA 2014 - Court at Law 2		Actions ▾
CC-15-2222	OFS QA 2014		Actions ▾
CC-15-4517	OFS QA 2012		Actions ▾
CC-15-2008	OFS QA 2014		Actions ▾
CC-15-2009	OFS QA 2014		Actions ▾
CC-15-2006	OFS QA 2014		Actions ▾
CC-15-1999	OFS QA 2014		Actions ▾
CC-15-2001	OFS QA 2014		Actions ▾

14 total items

« 1 2 »

Figure 14.1 – Bookmarks Page

## View Bookmarked Cases

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

## Filing into an Existing Case

To file into an existing case, select **File Into Case** from the **Actions** drop-down list on the *Bookmarks* page.



**Figure 14.2 – Bookmarks Actions Drop-Down List**

### **Removing a Case from the Bookmark List**

You can remove a case from the bookmarked case list by selecting **Unbookmark this case** from the **Actions** drop-down list on the *Bookmarks* page.

### **Add Service Contact to the Case**

You can add service contacts to the selected case by selecting **Service Contacts** from the **Actions** drop-down list on the *Bookmarks* page. The *Service Contacts* dialog box for the specified case is displayed. From here, you can add a service contact from the firm's service contact list, add a service contact from the public list, or create a new service contact.

# CHAPTER 15 REPORTS

## TOPICS COVERED IN THIS CHAPTER

- ◆ CREATING A FINANCIAL RECONCILIATION REPORT
- ◆ CREATING A FILINGS REPORT

## CREATING A FINANCIAL RECONCILIATION REPORT

The Financial Reconciliation Report contains a report at the envelope level that is designed to help filers reconcile their filing fees to their credit card statements.

To run a financial reconciliation report, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Reports**.

The *Reports* page is displayed.

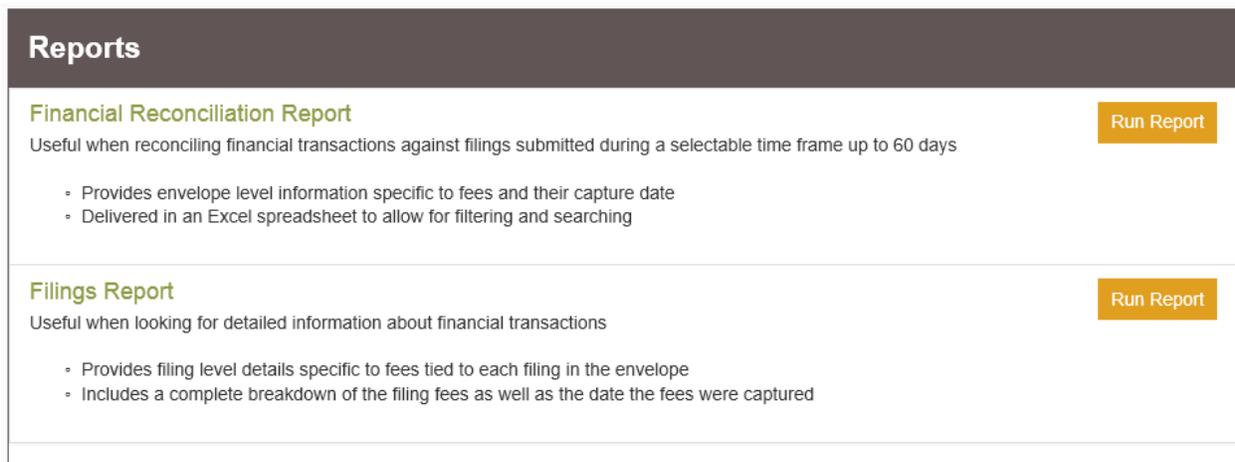


Figure 15.1 – Reports Page

2. In the **Financial Reconciliation Report** panel, click

Run Report

**Reports**

### Financial Reconciliation Report

Useful when reconciling financial transactions against filings submitted during a selectable time frame up to 60 days

- Provides envelope level information specific to fees and their capture date
- Delivered in an Excel spreadsheet to allow for filtering and searching

**Report Parameters**

<b>Filings Submitted By</b>	<input style="width: 90%;" type="text" value="Me"/>		
<b>From</b>	<input style="width: 150px;" type="text" value="07/01/2015"/>	<b>To</b>	<input style="width: 150px;" type="text" value="07/03/2015"/>
<b>Locations</b>	<input style="background-color: #0070c0; color: white; border: none; padding: 2px 5px;" type="button" value="All"/>	<input style="background-color: #ccc; border: none; padding: 2px 5px;" type="button" value="Select"/>	
<b>Status</b>	<input style="background-color: #0070c0; color: white; border: none; padding: 2px 5px;" type="button" value="All"/> <input style="width: 400px;" type="text" value="Click to select specific statuses"/>		
<input style="background-color: #ccc; border: none; padding: 2px 5px;" type="button" value="Cancel"/>		<input style="background-color: #0070c0; color: white; border: none; padding: 2px 5px;" type="button" value="Download Report"/>	

### Filings Report

Useful when looking for detailed information about financial transactions

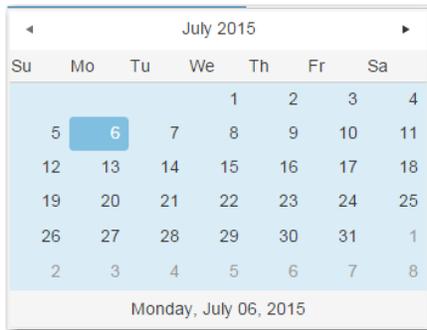
- Provides filing level details specific to fees tied to each filing in the envelope
- Includes a complete breakdown of the filing fees as well as the date the fees were captured

**Figure 15.2 – Report Parameters Panel of Reports Page for Financial Reconciliation Report**

3. In the **Report Parameters** panel, enter the report information in the fields provided:

a. From the **Filings Submitted By** drop-down list, select **Me**.

b. In the **From** and **To** date fields, click to select the report date range from a calendar. Or, type the dates manually (for example, 7/31/2015).



**Figure 15.3 – Filter Date Calendar**

- c. In the **Locations** field, select **All** (default), or select one or multiple locations from the list.
- d. In the **Status** field, select **All** (default), or select one or multiple statuses from the drop-down list.



**Figure 15.4 – Status Field Drop-Down List**

4. Click **Download Report** to run the report, or click **Cancel** to cancel the action.
5. Open the report in Microsoft Excel, or save the report to another location.

## CREATING A FILINGS REPORT

The Filings Report is a detailed look into every filing, filing status, and fee associated with the filings that you have performed.

To create the Filings Report, perform the following steps:

1. From the **Actions** drop-down list on the *Filer Dashboard* page, select **Reports**.

The *Reports* page is displayed.

Reports	
<p><b>Financial Reconciliation Report</b></p> <p>Useful when reconciling financial transactions against filings submitted during a selectable time frame up to 60 days</p> <ul style="list-style-type: none"><li>• Provides envelope level information specific to fees and their capture date</li><li>• Delivered in an Excel spreadsheet to allow for filtering and searching</li></ul>	<a href="#">Run Report</a>
<p><b>Filings Report</b></p> <p>Useful when looking for detailed information about financial transactions</p> <ul style="list-style-type: none"><li>• Provides filing level details specific to fees tied to each filing in the envelope</li><li>• Includes a complete breakdown of the filing fees as well as the date the fees were captured</li></ul>	<a href="#">Run Report</a>

**Figure 15.5 – Reports Page**

2. In the **Filings Report** panel, click [Run Report](#) .

**Reports**

### Financial Reconciliation Report

Useful when reconciling financial transactions against filings submitted during a selectable time frame up to 60 days

- Provides envelope level information specific to fees and their capture date
- Delivered in an Excel spreadsheet to allow for filtering and searching

Run Report

---

### Filings Report

Useful when looking for detailed information about financial transactions

- Provides filing level details specific to fees tied to each filing in the envelope
- Includes a complete breakdown of the filing fees as well as the date the fees were captured

---

**Report Parameters**

**Filings Submitted By**

**From**  **To**

**Locations** All Select

**Status** All Click to select specific statuses

Reset

Download Report

Cancel

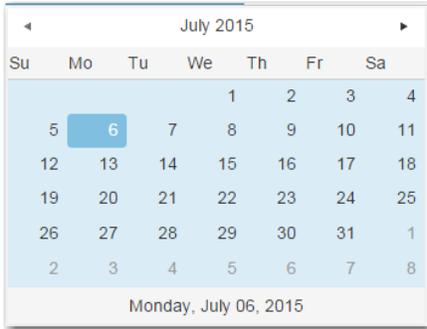
Download Report

**Figure 15.6 – Report Parameters Panel of Reports Page for Filings Report**

3. In the **Report Parameters** panel, enter the report information in the fields provided:

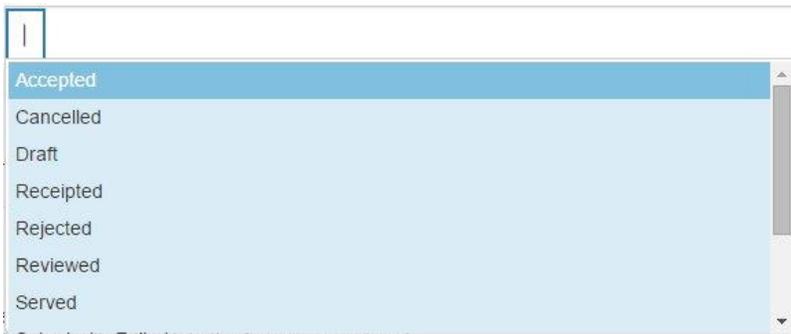
a. From the **Filings Submitted By** drop-down list, select **Me**.

b. In the **From** and **To** date fields, click to select the report date range from a calendar. Or, type the dates manually (for example, 7/31/2015).



**Figure 15.7 – Filter Date Calendar**

- c. In the **Locations** field, select **All** (default), or select one or multiple locations from the list.
- d. In the **Status** field, select **All** (default), or select one or multiple statuses from the drop-down list.



**Figure 15.8 – Status Drop-Down List**

- 4. Click  to run the report, or click  to cancel the action.
- 5. Open the report in Microsoft Excel, or save the report to another location.

# CHAPTER 16 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 <a href="#">Support Chat</a> .
Odyssey File & Serve Email	<a href="mailto:efiling.support@tylertech.com">efiling.support@tylertech.com</a>
Odyssey File & Serve Telephone	800.297.5377
GoTo Assist (Support)	Support may ask to assist you by sharing your screen using <a href="#">GoToAssist</a> .