



# Odyssey File & Serve™

**Firm Administrator User Guide – Release 3.16**

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## PUBLISHING HISTORY

Document Publication Number	Revision	Date	Changes Made
OFS-FS-220-3911 v.1	Initial	May 2017	Document Creation

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# CHAPTER 1 SYSTEM OVERVIEW

## TOPICS COVERED IN THIS CHAPTER

- ◆ RELEASE 3.16 NEW FEATURES
- ◆ BEFORE YOU BEGIN

This 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 customers the opportunity to transition from an inefficient paper-based process to a streamlined technology-based electronic filing (e-filing) system.

## RELEASE 3.16 NEW FEATURES

There are no new Firm Administrator features for this release.

## BEFORE YOU BEGIN

This guide is intended for Firm Administrators.

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

**i 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

The recommended system requirements to successfully use the system are as follows.

- **Browser Requirements** – The system supports current versions of the Microsoft® Windows® operating system using the Internet Explorer® 9 or above application program. If your browser does not meet these minimum requirements, please contact your network administrator.
- **Connection Requirements** – A high-speed Internet connection is recommended.
- **Minimum Screen Resolution** – For best results, a setting of 1024 x 768 or better is highly recommended. If necessary, users can set their monitors to 800 x 600 pixels, but doing so may compromise the graphic display.
- **Document Format** – The Adobe® PDF format is the only format allowed for attaching documents in Odyssey File & Serve.

## PAGE NAVIGATION

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

### Navigate with Breadcrumbs

Breadcrumbs are a visual representation of the page you are currently on in the filing process. As you complete a page, the title of the next page illuminates to show where you are in the process.

**Note:** Breadcrumb navigation requires information to be entered in a sequential order. You cannot move to the next breadcrumb until all of the required information on the current or previous page is completed.



Figure 1.1 – Breadcrumb Navigation

## Populate the Data Table

The Data Table is populated using information that filers enter or select when they complete the forms throughout the filing process.

Party Type	Name	Attorney
Plaintiff	Jamie Gillespie	
Defendant	Bob Jones	
Trustee	April Smith	
Petitioner	Jackson Williams	

Figure 1.2 – Data Table


## Enter User Information

The user information you enter or select populates the Data Table.

<b>First Name*</b> Amanda	<b>Middle</b> T.	<b>Last Name*</b> Watson
<b>Email*</b> awatson@ops.gov	<b>Administrative Copy</b> ⓘ info@yourfirm.com	<b>Firm Name</b> Madison-Green Law Firm
<b>Country*</b> United States of America		
<b>Address Line 1*</b> 998877 Legal Way		
<b>City*</b> Montgomery		
<b>State*</b> Vermont	<b>Zip Code*</b> 54433	
<b>Phone</b> 876-555-1212		
<input checked="" type="checkbox"/> Make this contact Public		

Figure 1.3 – Data Fields

## Resume Filing

At any point in the filing process, the system automatically saves a draft of the page on which you have completed all required fields. This feature allows you to stop work on a filing and resume the filing at a later time. To resume filing of a saved draft, click **WORKSPACE**, find your case on the *Filings* page, and click  to resume your filing.

The screenshot shows a web interface for 'FILINGS'. At the top, there are navigation tabs: 'FILINGS', 'BOOKMARKS', 'TEMPLATES', and 'SERVICE CONTACTS'. Below these are search filters: 'My Firm' (dropdown), 'All Statuses' (dropdown), 'All Locations' (dropdown), 'From Date' (calendar icon), 'To Date' (calendar icon), 'Case or Envelope' (checkbox), 'Filter' (button), and 'Export' (button). The main content area displays three case entries, each with a title, a brief description, and a table of filing details.

Status	Filing Code	Filing Type	Filing Description	Reference Number
Accepted	Judgment	EFileAndServe	Judg	EFS
Accepted	Affidavit and Order for Dismissal	EFile	Power of Atty	DJE 1/1
Rejected	Amended Petition	EFileAndServe	amended pet	1/3 EFS
Rejected	Notice of Withdrawal of Counsel	EFile	notice of withdrawal of counsel	2/3 EFO

Figure 1.4 – Filings Page

## ERROR MESSAGES

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

### Password Reset Errors Scenarios

Invalid User – To reset the password for your account, you will need to provide the user name for the account and answer the security question for the account.

**Note:** That user does not exist.

No Security question on File – No security question on file for (user name). Your Firm Administrator may still reset your password.

**Note:** Reset your password.

### Enter Data in Required Fields

Required fields contain an asterisk (\*) next to the field name. If you do not enter information into required fields and try to advance, you will receive error messages.

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

Look for a field outlined in red in your form. Place your cursor on the outline of the field. A required field message is displayed.

The screenshot shows a web form with a navigation bar at the top containing four tabs: '1 Case Information', '2 Parties', '3 Filings', and '4 Summary'. The main heading is 'Enter the Details for the New Case' with a help icon. Below the heading, a note states 'Required fields are bold and have an asterisk (\*).'. The form contains several fields: 'Select Location\*' (dropdown), 'Select Category\*' (dropdown with a red 'Required Field' error message), 'Select Case Type\*' (dropdown), 'Short Title' (text input with a help icon), 'Filing Attorney\*' (dropdown), and 'Payment Account\*' (dropdown). At the bottom left is an 'Exit' button and at the bottom right is a 'Parties' button.

Figure 1.5 – Required Field Error Message

## Receive Error Messages

When an invalid error message is displayed, you must complete the required field to continue.

If the screen does not change when you click a navigation button, look for a field outlined in red in your form. Place your cursor on the outline of the field. A required field message is displayed.

The screenshot shows a form field labeled 'Zip\*' containing the text '654656'. The field has a red border. To the right of the field is a red button with the text 'Invalid Zip Code'.

Figure 1.6 – Invalid Entry Error Message

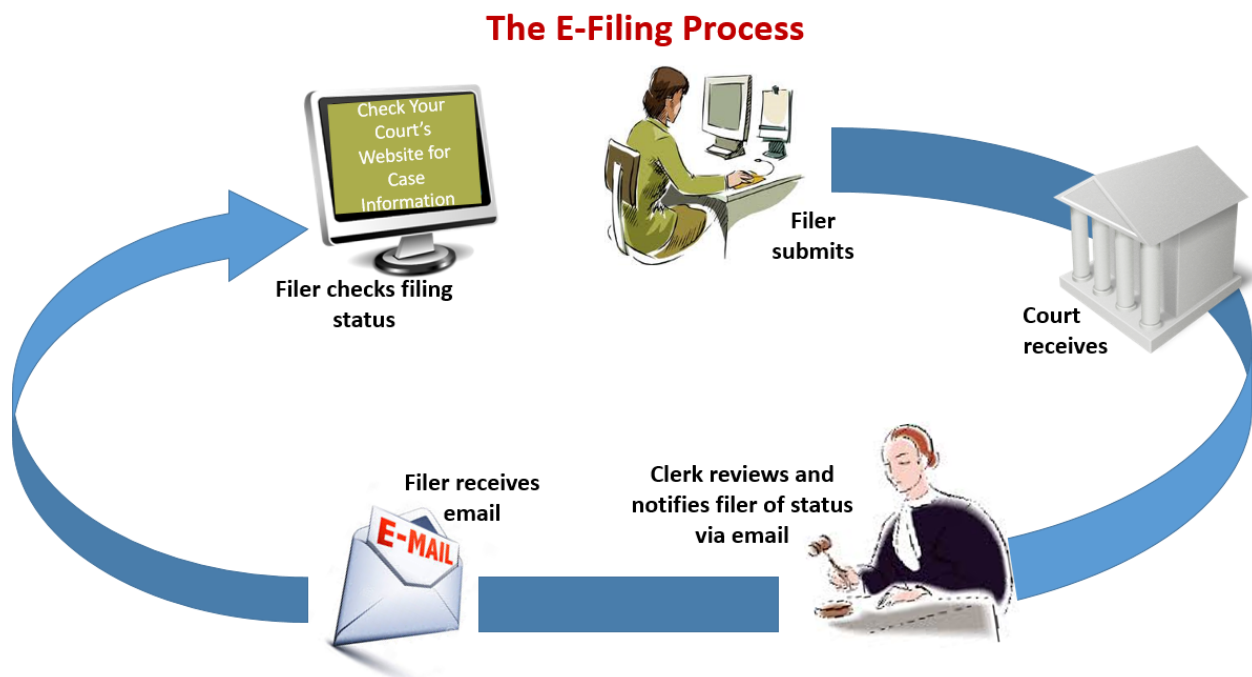


# CHAPTER 2 E-FILING OVERVIEW

## 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 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 as additional action must be taken by the filer. <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 FILE & SERVE HOME PAGE

The *Home* page serves as the gateway to the system. From this page, you can register, log in, read your court's message of the day, access the user guides, view training sessions, and get contact information for Technical Support.

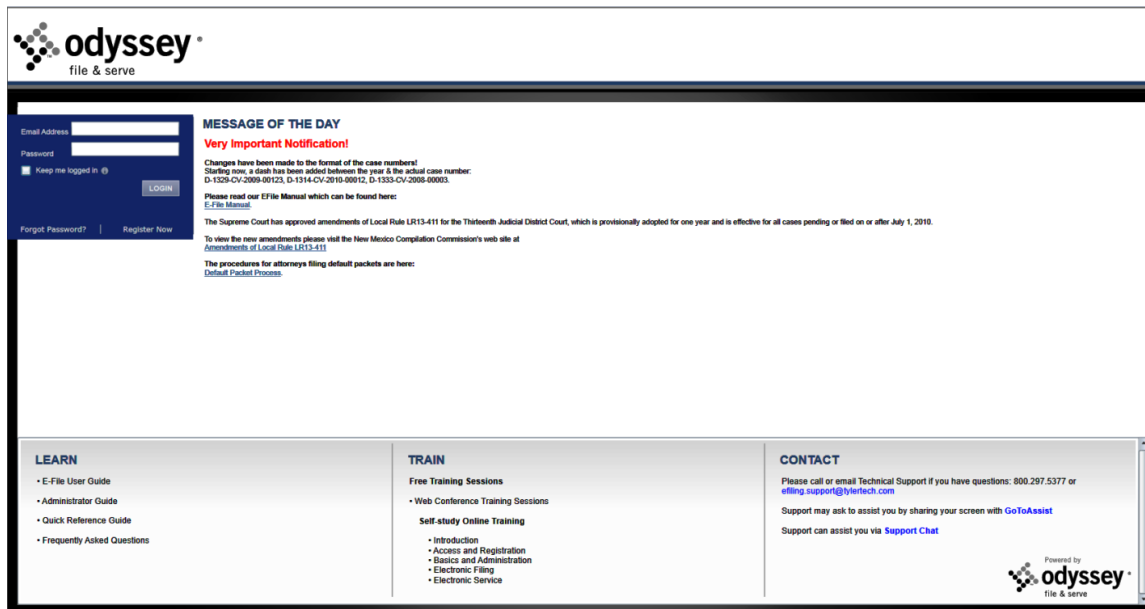


Figure 3.1 – File & Serve Home Page

## Message of the Day

The **Message of the Day** section provides important messages from the court. Check this section daily for important messages from the court.

## Login

The **Login** section allows you to log in and use the system. You can log in by entering your email address and password.

## Register Now

The **Register Now** link allows you to register using your name, contact, and payment information. The system requires all users – whether Firm Administrators, attorneys, or individuals representing themselves – to be registered in the system.

## Forgot Password

The **Forgot Password** link allows you to request that your password information be resent to you in case you have forgotten your password.

## Keep Me Logged In

The **Keep me logged in** check box allows you to remain logged in to the system for future access.

## Learn

The **Learn** section contains links to the 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 logging in to 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 User Guide* is specifically for the Firm Administrator. This guide covers administrative functions such as registering the firm; managing users, payments, and attorney accounts; and creating and editing the firm's contact lists.
- The *Quick Reference Guide* (QRG) provides only the steps needed to complete common tasks such as logging in to the system, searching for a case, initiating a new case, filing into an existing case, and reviewing the filing status.
- The *Frequently Asked Questions* (FAQ) guide lists the most frequently asked questions from the users. The FAQ covers questions pertaining to functionality.

## Train

Free regularly scheduled online training is available. You can register for training online and download user manuals.

- The **Web Conference Training Sessions** are scheduled according to the needs of the courts. Locate your specific court by scrolling through the list of training sessions for your court.
- **Self-study Online Training** is available by clicking on the link and choosing the topic of your choice.

## Contact

The File & Serve Technical Support Team is available to assist all users. Call the File & Serve Technical Support Team at 800-297-5377 Monday through Friday between the hours of 7:00 a.m. to 9:00 p.m. Central Time. You can also contact a Technical Support Representative with your questions by sending an email to [efiling.support@tylertech.com](mailto:efiling.support@tylertech.com) or by using the [File & Serve Chat](#) option.

# CHAPTER 4 FILE & SERVE REGISTRATION

## TOPICS COVERED IN THIS CHAPTER

- ◆ REGISTERING AS A NEW FIRM
- ◆ REGISTERING AS A USER WITH AN EXISTING FIRM
- ◆ REGISTERING AS AN INDEPENDENT USER
- ◆ RESETTING YOUR PASSWORD

## REGISTERING AS A NEW FIRM

File & Serve enables each firm to designate a person within the firm to administer the e-filing system. The Firm Administrator registers the firm and is responsible for setting up and maintaining all user, payment, and attorney accounts.

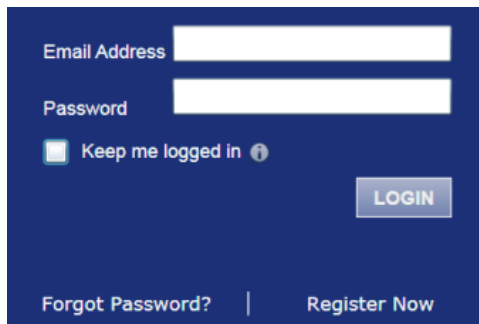


Figure 4.1 – Login Window

To register your firm as a new firm, perform the following steps:

1. Click **Register Now** in the login area.
  - ❗ **Note: There is no fee to sign up for File & Serve.**
2. Select the **Firm Administrator** option.

**File and Serve Registration Wizard****Step 1 of 5**

---

### I want to Register as a

**Firm Administrator**  
Each firm must have a designated person to administer the E-Filing system. The Administrator will register the firm and be responsible for setting up and maintaining all users, credit card accounts, and attorneys at the firm.

**User with an Existing Firm**  
Your firm has already been registered with the E-Filing system. You must know your firm ID and have been given permission to set up your account by your Firm Administrator. The Firm ID serves as the common identifier for all users within your firm.

**An Independent User**  
You are a single user, not associated with or represented by a law firm.

All required fields are indicated by an \*\*\*\*. There is no registration fee for File & Serve.

**Cancel****Next**

Figure 4.2 – File & Serve Registration Wizard (Step 1 of 5)

3. Click **Next** to continue, or click **Cancel** to cancel the registration process.
4. Read the terms and conditions for using File & Serve.



Figure 4.3 – File and Serve Registration Wizard (Step 2 of 5)

**Note:** You must agree to the terms and conditions before continuing with the registration process, or you will receive the following error message:

You must agree to the Terms & Conditions before continuing with the registration process.

I Agree

Figure 4.4 – Error Message – Agree to Terms & Conditions

5. Select the  I Agree check box to accept the terms and conditions for using File & Serve.
6. Click **Next** to continue, or click **Cancel** to cancel the registration process.
7. Complete the **Firm Information** form.

**Note:** An asterisk (\*) indicates a required field.



**File and Serve Registration Wizard** **Step 3 of 5**

**Firm Information**

Name\*

Street Address\*

Street Address Line 2

City\*

State\*  Zip\*

Phone Number\*

**New User Registration**

Allow Users to Self Register

Require Administrator Approval of New User Registration

Figure 4.5 – File and Serve Registration Wizard (Step 3 of 5)

8. Select the **Allow Users to Self Register** check box to allow the firm user to register to use File & Serve without contacting a Firm Administrator.
9. Select the **Require Administrator Approval of New User Registration** check box to have the option to approve every firm user that registers to use File & Serve.
10. Click **Next** to continue, click **Previous** to return to the previous page, or click **Cancel** to cancel the registration process.
11. Complete the **User Information** form.

**File and Serve Registration Wizard**
**Step 4 of 5**

### User Information

All required fields are indicated by an "\*". There is no registration fee for File & Serve.

First Name\*  MI

Last Name\*

Email Address\*

Verify Email Address\*

Your password is case sensitive and must be at least six characters.  
 Password\*

Verify Password\*

I am also an Attorney

Compose a simple question and answer pair which will allow you to restore your password, should you forget it. Please choose a simple, specific question that can only be answered by you. Example: High School Mascot or The Name of My First Pet.

Security Question\*

Security Answer\*

**Previous**
**Cancel**
**Register**

Figure 4.6 – File and Serve Registration Wizard (Step 4 of 5)

12. Type a question in the **Security Question** field.

File & Serve requests your security question to restore your password in case you forget your password.

Security Question\*

Figure 4.7 – Security Question Field

13. Type a response in the **Security Answer** field.

Security Answer\*

Figure 4.8 – Security Answer Field

14. Click **Register**.

File & Serve displays the **Your Registration is Complete.** message.

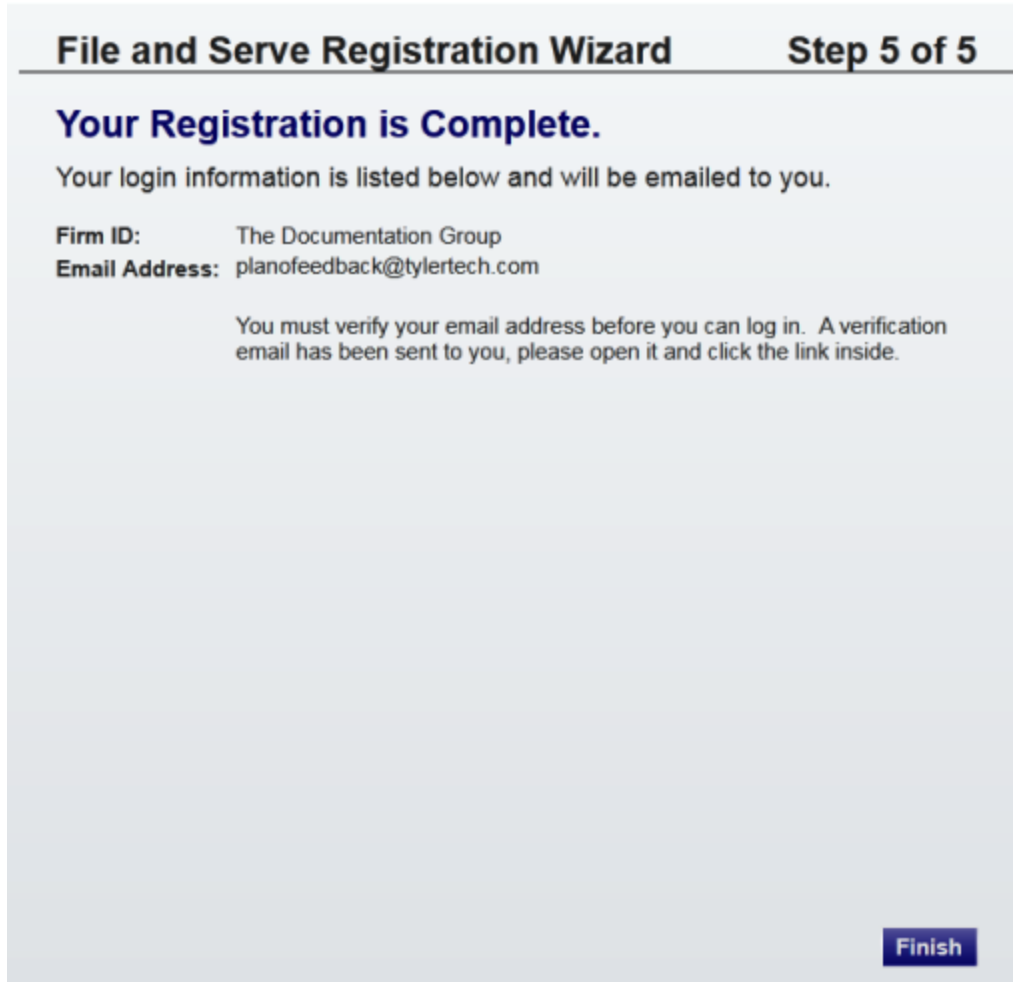


Figure 4.9 – File and Serve Registration Wizard (Step 5 of 5)

15. Click **Finish** to continue.

**i Note:** You must verify your email address to complete the registration process. A verification email will be sent to you. Open the email, and click the link to confirm your email address.

Your registration is now complete. Access your *Home* page to log in to use File & Serve.

## REGISTERING AS A USER WITH AN EXISTING FIRM

You can register as a user if your Firm Administrator has already registered with the system and approved users to self-register.

**i Note:** You must know your firm's name to set up your account. The Firm Administrator may not allow users to self-register. If this is the case, the firm's name is not available when you search for the name, and you must contact the Firm Administrator to be registered.

Figure 4.10 – Login Window

To register as a user in the firm, perform the following steps:

1. Click **Register Now** in the login section.

The File & Serve Registration Wizard is displayed.

**Note:** There is no fee to sign up for the product.

**Note:** Registration options vary by site.

2. Select the  **User with an Existing Firm** option.
3. Click **Next** to select your firm, or click **Cancel** to cancel the registration process.
4. Type your firm name in the **Firm Name** field, or click **Search** to view a list of all available firms. Select your firm name from the list.
5. Click **Next** to enter your account information, click **Previous** to return to the previous page, or click **Cancel** to cancel the registration process.

**Note:** An asterisk (\*) indicates required information.

6. Complete the **User Information** form.
7. Type a simple security question in the **Security Question** field. (Example: What was your high school mascot?)

Figure 4.11 – Security Question Field

8. Type a security answer in the **Security Answer** field.

Figure 4.12 – Security Answer Field

**Note:** Select the I am also an Attorney check box if you are an attorney, and then enter your attorney number in the field. Attorney number formats vary by site. Refer to your court's website for information on how to enter your attorney number.

Attorney Number\* 

Figure 4.13 – Attorney Number Field

**Note:** Click **Verify** if prompted. This action verifies that your attorney number is in the system.

9. Click **Register**.

The system displays the **Your Registration is Complete** message.

10. Record the login details displayed for your records.

11. Click **Finish**.

12. Navigate to your email inbox to access your registration confirmation email.

**Note:** You must verify your email address to complete the registration process. A verification email (from no-reply@tylerhost.net) 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 now complete. Once you have received your email confirmation, return to the login section to log in.

## REGISTERING AS AN INDEPENDENT USER

You can register as an “independent user” if you are a single user of the system. A single user is a user who is not associated with any firm or represented by any firm.

**Note:** Refer to your local court’s website before registering as an independent user because the registration options may vary.

To register as an independent user, perform the following steps:

1. Click **Register Now**.

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

2. Select the **An Independent User** option.

3. Click **Next** to continue, click **Previous** to go back, or click **Cancel** to cancel the registration process.

4. Read the Usage Agreement before proceeding.

5. Select the  **I Agree** check box to accept and agree to the terms listed on your page.

6. Click **Next** to continue, click **Previous** to go back, or click **Cancel** to cancel the registration process.

7. Complete the **Contact Information** form.

8. Click **Next** to continue, click **Previous** to go back, or click **Cancel** to cancel the registration process.

9. Complete the **User Information** form.

10. Type a question in the **Security Question** field.

**Note:** Your security question is required to restore your password in case you forget your password.

11. Type a response in the **Security Answer** field.

12. Click **Register**.

The message *Your Registration is Complete* is displayed.

13. Click **Finish**.

**i Note:** You must verify your email address to complete the registration process. A verification email (from [no-reply@tylerhost.net](mailto:no-reply@tylerhost.net)) 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. Access your *Home* page to log in.

## RESETTING YOUR PASSWORD

If you have forgotten your password, you can reset your password by entering the email address provided during registration and then clicking **Forgot Password?**.

**i Note:** Your password is case-sensitive. Ensure that the caps lock setting is not on.

**i Note:** You can unlock your account by using the **Forgot Password?** option and resetting your password without having to contact the Firm Administrator if a security question is associated with the account.

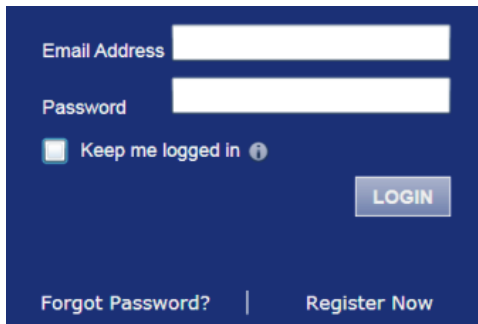


Figure 4.14 – Login Window

To reset your password, perform the following steps:

1. Click **Forgot Password?** on the *Login* window.

The *Reset Password* window is displayed.



Figure 4.15 – Reset Password – Email Address

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

**i Note:** An error message stating that no user is registered with the email address is displayed if the system is unable to find your email address.

3. Click **Next** to continue.
4. Type your answer in the **Security Answer** field.
5. Click **Ok**, or click **Cancel** to cancel the reset password process.

The system displays this 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.

6. Access your email inbox.
7. Locate the email from no-reply@tylerhost.net.
8. Click the link labeled **Click here** to reset your password.

You are prompted to choose a new password.

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

A confirmation screen displays this message: Your password has been changed successfully.

# CHAPTER 5 LOGIN AND LOGOUT

## TOPICS COVERED IN THIS CHAPTER

- ◆ LOGGING IN
- ◆ LOGGING OUT

All users are required to log in to e-file and serve a document or to check the status of an existing filing. It is also a best practice for users to log out after they have completed their transactions.

## LOGGING IN

You can log in by using your email address and password provided during the registration process. You must log in to be able to e-file or e-serve.

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

To log in, perform the following steps:

1. Access your *Home* page.
2. Type your email address and password (case-sensitive) in the fields provided.

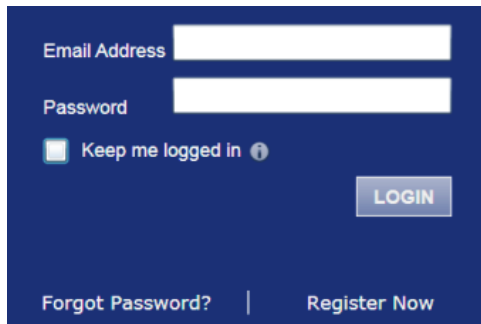
The image shows a dark blue login window. At the top, there are two white input fields: the first is labeled "Email Address" and the second is labeled "Password". Below the password field is a checkbox labeled "Keep me logged in" with a small information icon to its right. To the right of the checkbox is a light blue button with the text "LOGIN". At the bottom of the window, there are two links: "Forgot Password?" on the left and "Register Now" on the right, separated by a vertical line.

Figure 5.1 – Login Window

3. Select the  **Keep me logged in** check box to stay logged in.  
This action keeps you logged in until you click the logout link to log out.
4. Click **LOGIN**.

**i Note:** After several failed attempts to log in to the system, your account is locked. You can unlock your account by using the **Forgot Password?** option. If a security question is associated with the account, you will not have to contact the Firm Administrator to reset your password.

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



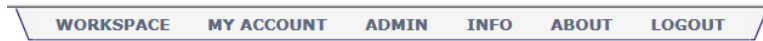
---

# LOGGING OUT

This section describes how to properly log out.

To log out, perform the following steps:

1. Click **LOGOUT** to automatically log out.



**Figure 5.2 – Logout Link**

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

# CHAPTER 6 CASE SEARCH

## TOPICS COVERED IN THIS CHAPTER

- ◆ SEARCHING FOR A CASE
- ◆ ADVANCED SEARCH
- ◆ PERFORMING AN ADVANCED SEARCH BY PERSON
- ◆ PERFORMING AN ADVANCED SEARCH BY BUSINESS

You can search for a case by selecting a location and entering a case number or a party name.

## SEARCHING FOR A CASE

You can search for a case by selecting a location and then entering the case number or the party name in the search field.



Figure 6.1 – Case Search Option

To search for a case, perform the following steps:

1. Click the drop-down arrow to select a location.
2. Type the exact case number assigned by the court, or type the party's name in the search field.

**Note:** No wild cards can be used in the search field.

3. Click **Go**.

The *Case Search* page displays the case that meets the criteria that are entered in the search field.

Searching for: 11-000131-CK  
As: Case Number

Case Number	Description	Actions
11-000131-CK	Brown, Jane v Black, Jane	  

[Close](#)

Figure 6.2 – Case Search Results

- Click an icon under the **Actions** column and perform actions as necessary, or click [Close](#) if you do not want to perform any further actions.

## ADVANCED SEARCH

The Advanced Search feature provides the ability to search by party name using a person's name or a business name. The Advanced Search feature includes the ability to filter a search by party name based on the location or the case type.

## PERFORMING AN ADVANCED SEARCH BY PERSON

Search for a case by selecting a location and entering a case number or a party name. The Advanced Search feature provides the ability to search by party name using a person's name.

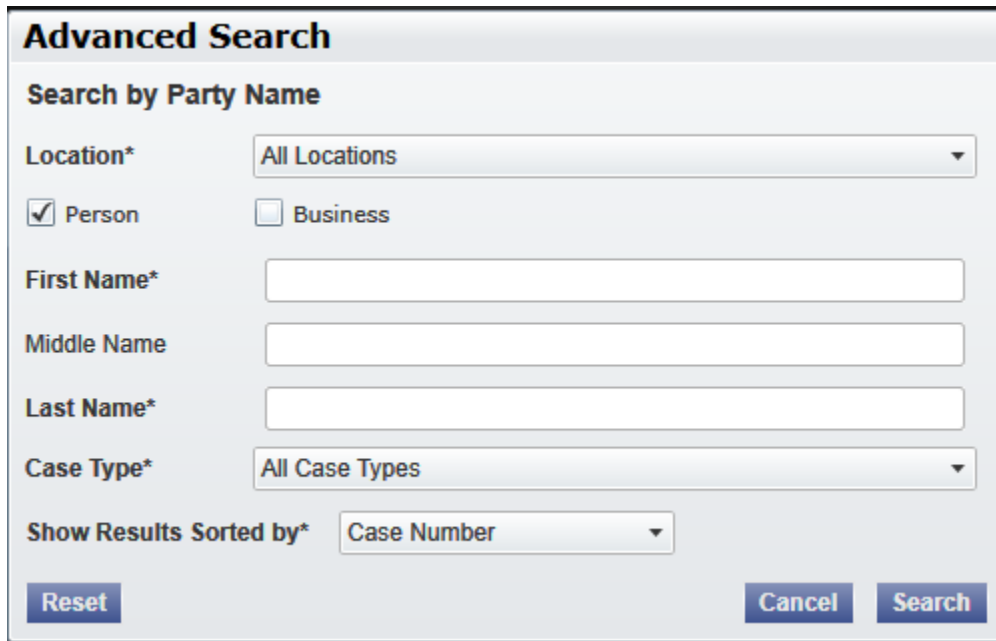
**Note:** An asterisk (\*) indicates a required field.

**Note:** Color themes can vary by site.

To run an Advanced Search using the **Person** option, perform the following steps:

- Click **Advanced Search** in the **New Case** section.

The *Advanced Search* dialog box opens.



The image shows a screenshot of the 'Advanced Search' dialog box. It has a title bar 'Advanced Search' and a subtitle 'Search by Party Name'. The form contains several fields: 'Location\*' is a dropdown menu with 'All Locations' selected; 'Person' and 'Business' are checkboxes, with 'Person' checked; 'First Name\*', 'Middle Name', and 'Last Name\*' are text input fields; 'Case Type\*' is a dropdown menu with 'All Case Types' selected; and 'Show Results Sorted by\*' is a dropdown menu with 'Case Number' selected. At the bottom, there are three buttons: 'Reset', 'Cancel', and 'Search'.

Figure 6.3 – Advanced Search Dialog Box

2. Select the **Person** check box.

**Note:** Check boxes are configurable. This option may vary by site. For example, some clients may only have businesses listed in the case management system, so a check box is not required.

3. Complete the fields in the *Advanced Search* dialog box.
4. Click **Search** to continue, or click **Cancel** to cancel. Click **Reset** to reset the form.

The search results are displayed.

## PERFORMING AN ADVANCED SEARCH BY BUSINESS

The Advanced Search feature provides the ability to search by party name using a business name.

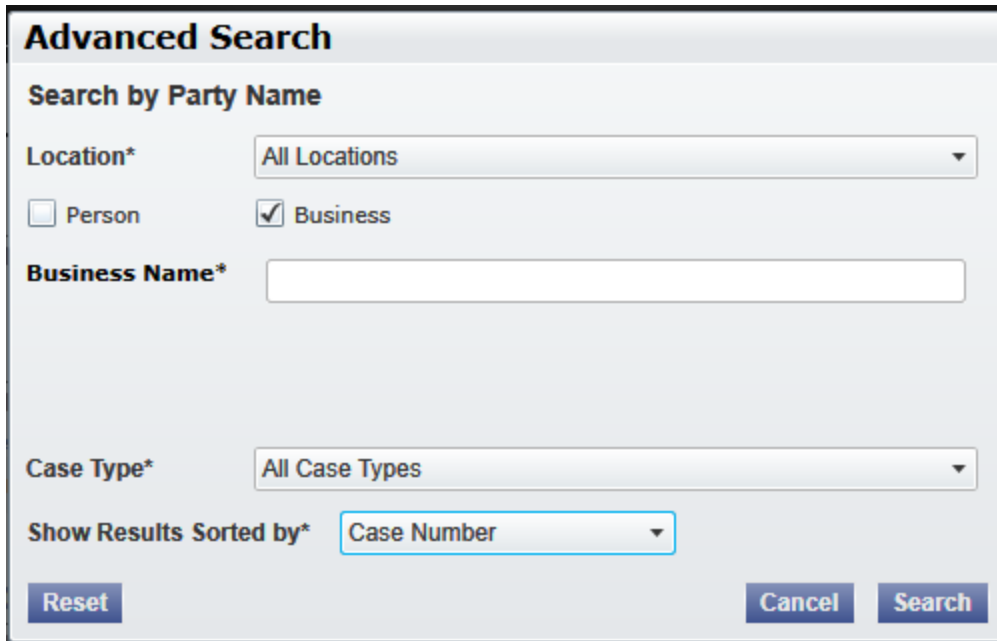
**Note:** An asterisk (\*) indicates a required field.

**Note:** Color themes can vary by site.

To run an Advanced Search using the **Business** option, perform the following steps:

1. Click **Advanced Search** in the **New Case** section.

The *Advanced Search* dialog box opens.



The image shows a software dialog box titled "Advanced Search". It has a light gray background and a dark gray header. Below the header, the text "Search by Party Name" is displayed. There are several input fields and controls: a dropdown menu for "Location\*" set to "All Locations"; two checkboxes, "Person" (unchecked) and "Business" (checked); a text input field for "Business Name\*"; a dropdown menu for "Case Type\*" set to "All Case Types"; and a dropdown menu for "Show Results Sorted by\*" set to "Case Number". At the bottom, there are three buttons: "Reset", "Cancel", and "Search".

Figure 6.4 – Advanced Search Dialog Box

2. Select the **Business** check box.

**Note:** Check boxes are configurable. This option may vary by site. For example, some clients may only have businesses listed in the case management system, so a check box is not required.

3. Complete the fields in the *Advanced Search* dialog box.
4. Click **Search** to continue, or click **Cancel** to cancel. Click **Reset** to reset the form.

The search results are displayed.

# CHAPTER 7 FIRM ADMINISTRATOR FUNCTIONS

## TOPICS COVERED IN THIS CHAPTER

- ◆ MANAGE NEW USERS
- ◆ MANAGE FIRM USER ACCOUNTS
- ◆ MANAGE ATTORNEY ACCOUNTS
- ◆ MANAGE PAYMENT ACCOUNTS
- ◆ MANAGE FIRM INFORMATION

Firm Administrators are responsible for managing users, attorneys, and payments, along with updating firm information.

## MANAGE NEW USERS

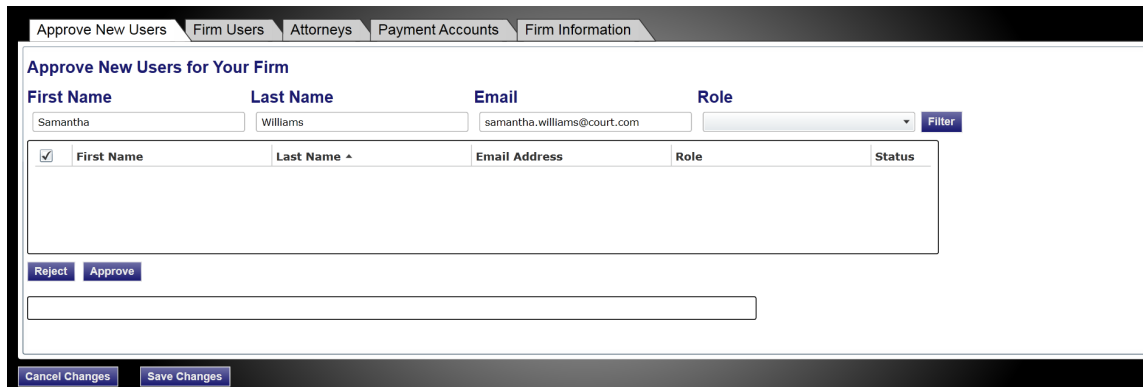
If the **Require Administrator Approval of New User Registration** option is selected on the *Firm Information* page, the Firm Administrator receives notification to either approve or reject the request for an account when a new user registers.

## FILTERING NEW USERS OPTIONS

The Firm Administrator can filter users by name, email address, and role assigned.

You must be a Firm Administrator to perform this task.

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



The screenshot shows a web interface for managing users. At the top, there are navigation tabs: 'Approve New Users', 'Firm Users', 'Attorneys', 'Payment Accounts', and 'Firm Information'. The main heading is 'Approve New Users for Your Firm'. Below this, there are four input fields: 'First Name' (containing 'Samantha'), 'Last Name' (containing 'Williams'), 'Email' (containing 'samantha.williams@court.com'), and 'Role' (a drop-down menu). A 'Filter' button is to the right of the 'Role' field. Below these fields is a table with a checked checkbox and the following columns: 'First Name', 'Last Name', 'Email Address', 'Role', and 'Status'. At the bottom of the table area, there are 'Reject' and 'Approve' buttons. At the very bottom of the page, there are 'Cancel Changes' and 'Save Changes' buttons.

Figure 7.1 – Filter New Users Options on the Approve New Users for Your Firm Page

To filter new users' options, perform the following steps:

1. From the *Home* page, click **FIRM ADMIN**.  
The *Approve New Users* page is displayed.
2. Type the user name or email address, or select a role from the drop-down list.
3. Click **Filter**.

The firm users that meet your criteria are displayed.

## APPROVING AND REJECTING NEW USERS

The Firm Administrator approves or rejects new users for the firm.

To accept or reject new users for your firm, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.
2. Click **Approve New Users**.

Figure 7.2 – Approve New Users Page

3. Select the user from either the **Approve** list or the **Reject** list.
4. Verify that the user information is correct.
  - i Note:** If the user information is incorrect, select the check box next to the user's name, and correct the information in the contact window below **Reject** and **Approve**.
5. Click **Approve** to approve the new user, or click **Reject** to reject the new user.
6. Click **Save Changes** to save the changes and continue, or click **Cancel Changes** to cancel any changes that you made.

## MANAGE FIRM USER ACCOUNTS

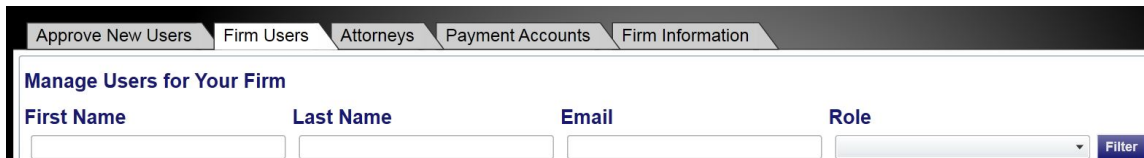
The Firm Administrator is responsible for registering and approving new users. The Firm Administrator may also add user accounts, reset passwords, and activate and deactivate user accounts for firm users.

### FILTERING FIRM USERS OPTIONS

The Firm Administrator can filter users by name, email address, and role assigned.

You must be a Firm Administrator to perform these tasks.

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



The screenshot shows a navigation bar with tabs: 'Approve New Users', 'Firm Users', 'Attorneys', 'Payment Accounts', and 'Firm Information'. Below the navigation bar is a section titled 'Manage Users for Your Firm'. Under this title, there are four input fields: 'First Name', 'Last Name', 'Email', and 'Role'. The 'Role' field is a dropdown menu. To the right of the 'Role' dropdown is a blue button labeled 'Filter'.

Figure 7.3 – Filter Firm Users Options on the Firm Users Page

To filter firm users' options, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.  
The *Approve New users* page is displayed.
2. Click **Firm Users**.  
The *Firm Users* page is displayed.
3. Type the user name or email address, or select a role from the drop-down list.
4. Click **Filter**.

The firm users that meet your criteria are displayed.

## ADDING FIRM USER ACCOUNTS

The Firm Administrator is responsible for adding firm user accounts.

**Note:** An asterisk (\*) indicates a required field.

To add users to the firm's account, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.  
The *Approve New users* page is displayed.
2. Click **Firm Users**.

The *Firm Users* page is displayed.



First Name	Last Name ^	Email Address	Role	Status	
			Filer	New	
Sam	Addison	sam.add@tt.com	Filer, Firm Admin	Unverified	
Site	Admin	test.siteadmin@tylertech.com	Filer	Active	
Test	Basic	test.basic@tylertech.com	Filer	Active	

**Add Firm User**

First Name\*  Middle  Last Name\*

Email Address\*

**Roles**

Firm Admin  Filer

Attorney

Attorney Number\*  **Verify**

**Cancel Changes** **Save Changes**

Figure 7.4 – Firm Users Page

3. Click **Add Firm User**.
4. Complete the required fields to add a new user.
5. Assign a new firm user role.

### Roles

- Firm Admin  Filer
- Attorney

Figure 7.5 – Firm User Roles

- Select  **Firm Admin** to assign the Firm Administrator role to the new firm user. **Note: Firm Administrators are responsible for managing users, attorneys, and payments; and for updating firm information.**
  - Select  **Filer** to assign the Filer role to the new firm user.
6. Select  **Attorney** to allow other users to select the option to save a firm user as an attorney when they are filing.

**Attorney Number\*** 

32123

Figure 7.6 – Attorney Number Field

- a. Type the attorney number in the **Attorney Number** field.
- b. Click .

The system verifies the attorney number and displays the results.

7. Click  to save the changes and continue, or click  to cancel any changes made.

The new user information is displayed at the top of the page.

## EDITING FIRM USER ACCOUNTS

The Firm Administrator is responsible for editing firm user accounts.

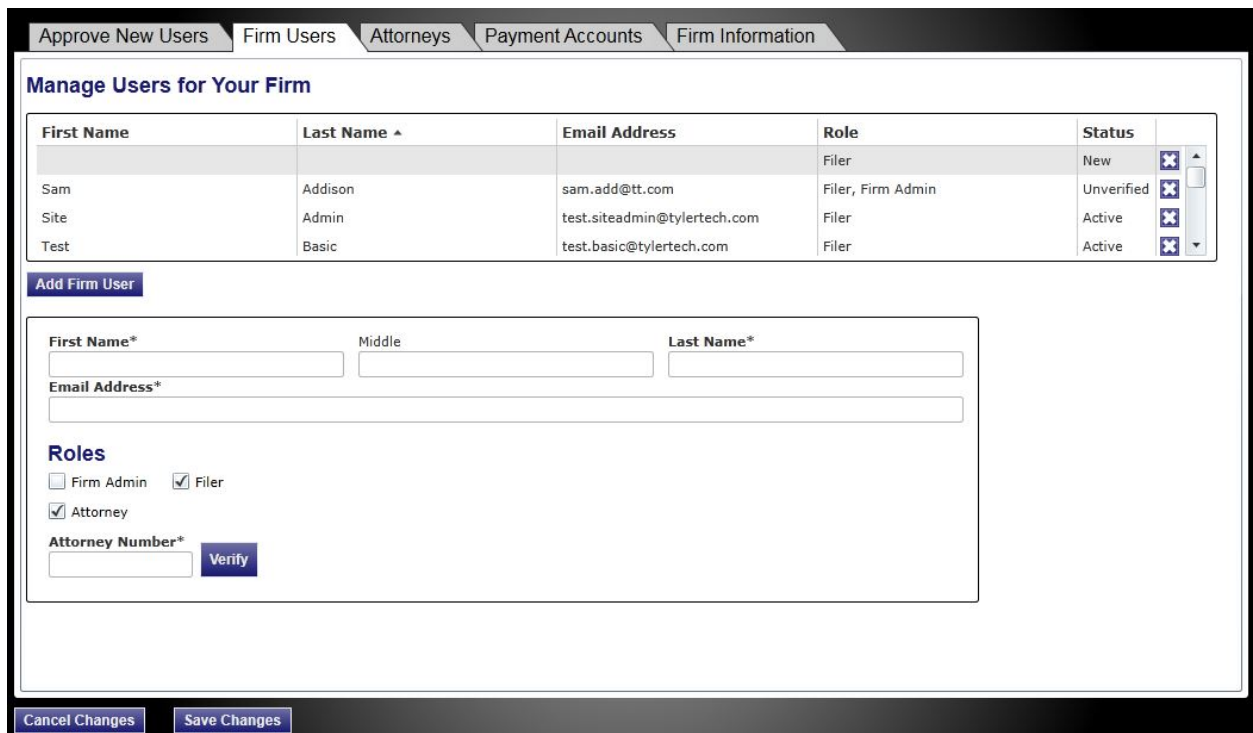
To edit firm user account information, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.

The *Approve New users* page is displayed.

2. Click **Firm Users**.

The *Firm Users* page is displayed.



Approve New Users Firm Users Attorneys Payment Accounts Firm Information

### Manage Users for Your Firm

First Name	Last Name ^	Email Address	Role	Status	
			Filer	New	<input type="button" value="X"/>
Sam	Addison	sam.add@tt.com	Filer, Firm Admin	Unverified	<input type="button" value="X"/>
Site	Admin	test.siteadmin@tylertech.com	Filer	Active	<input type="button" value="X"/>
Test	Basic	test.basic@tylertech.com	Filer	Active	<input type="button" value="X"/>

**First Name\***  **Middle**  **Last Name\***

**Email Address\***

**Roles**

Firm Admin  Filer

Attorney

**Attorney Number\***

Figure 7.7 – Firm Users Page

3. Select the firm user you want to edit.
4. Edit the information for the specified user.

- Click **Save Changes** to save the changes and continue, or click **Cancel Changes** to cancel any changes made.

## DELETING FIRM USER ACCOUNTS

The Firm Administrator is responsible for deleting firm user accounts.

To delete a firm user account, perform the following steps:

- Click **FIRM ADMIN** on the *Home* page.

The *Approve New users* page is displayed.

- Click **Firm Users**.

The *Firm Users* page is displayed.

First Name	Last Name ^	Email Address	Role	Status	
			Filer	New	
Sam	Addison	sam.add@tt.com	Filer, Firm Admin	Unverified	
Site	Admin	test.siteadmin@tylertech.com	Filer	Active	
Test	Basic	test.basic@tylertech.com	Filer	Active	

**Add Firm User**

First Name\*  Middle  Last Name\*

Email Address\*

**Roles**

Firm Admin  Filer

Attorney

Attorney Number\*  **Verify**

**Cancel Changes** **Save Changes**

Figure 7.8 – Firm Users Page

- From the list of users, select the firm user that you want to delete.
- Click to delete the user from the list.
- Click **Save Changes** to save the changes and continue, or click **Cancel Changes** to cancel any changes made.

## RESENDING ACTIVATION EMAIL

The resend activation email feature allows the Firm Administrator to resend the activation email for the selected account. Use this feature in situations where the user did not receive the initial activation email or the email address must be corrected to activate the user account. This feature is only available if the account status is “Unverified.”

To resend the activation email to the user, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.

The *Approve New users* page is displayed.

2. Click **Firm Users**.

The *Firm Users* page is displayed.

The screenshot shows the 'Firm Users' page with a navigation bar at the top containing 'Approve New Users', 'Firm Users', 'Attorneys', 'Payment Accounts', and 'Firm Information'. Below the navigation bar is a table with the following data:

First Name	Last Name	Email Address	Role	Status
Janice	Doe	jdoe@courts.com	Filer, Firm Admin	Active

Below the table is an 'Add Firm User' form with the following fields and options:

- First Name\***: Janice
- Middle**: (empty)
- Last Name\***: Doe
- Email Address\***: jdoe@courts.com
- Roles**:
  - Firm Admin
  - Filer
  - Save Firm User As Attorney
- Attorney Number\***: 321123

A [Resend Activation](#) link is located to the right of the Roles section. At the bottom of the form are 'Cancel Changes' and 'Save Changes' buttons.

Figure 7.9 – Resend Activation Link on the Firm Users Page

3. Click [Resend Activation](#).

This feature resends the initial activation email that was previously sent to the user when the Firm Administrator created the new user account.

4. Instruct the user to check the email account for an email with the account activation information.

**i Note:** This email includes a link to activate the account and the new system-generated user password.

## RESETTING USER PASSWORDS

The resetting user passwords feature allows the Firm Administrator to manually reset the user password. The Firm Administrator manually sends or gives the user the new password since the system does not automatically send an email to the user. This feature is available when the account status is “Active.”

To manually reset the user password, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.

The *Approve New users* page is displayed.

2. Click **Firm Users**.

The *Firm Users* page is displayed.

First Name	Last Name	Email Address	Role	Status
Janey	Dominican	janeydominican@test.com	Filer, Firm Admin, Court Admin, Review	Active

**Add Firm User**

First Name\* Janey Middle Last Name\* Dominican

Email Address\* janeydominican@test.com

**Roles**

Firm Admin  Filer

Attorney

[Reset Password](#)

Figure 7.10 – Reset Password Link on the Firm Users Page

- Click [Reset Password](#).

The *Enter New Password* dialog box is displayed.

**Enter New Password**

The password is case sensitive, must be 6-10 characters, and should not contain spaces or special characters.

New Password\*

Re-enter New Password\*

Figure 7.11 – Enter New Password Dialog Box

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

**Note:** Passwords are case-sensitive. A password must be six to 10 characters long and should not contain any spaces or special characters.
- Retype the new password in the **Re-enter New Password** field.
- Click  to save and continue, or click  to cancel the new password process.

## UNLOCKING USER ACCOUNTS

The unlocking user accounts feature allows the Firm Administrator to unlock a user's account. The system locks an account after the user makes five unsuccessful attempts at logging in. The Firm Administrator must manually enter a new password for the user. Once the Firm Administrator has unlocked the account, he or she must send the new password to the user. This feature is only available when the account status is "Locked."

To unlock a user's account, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.

The *Approve New users* page is displayed.

2. Click **Firm Users**.

The *Firm Users* page is displayed.

The screenshot shows the 'Firm Users' page with a navigation bar at the top containing 'Approve New Users', 'Firm Users', 'Attorneys', 'Payment Accounts', and 'Firm Information'. Below the navigation bar is a table with the following data:

First Name	Last Name	Email Address	Role	Status
Janice	Doe	jdoe@courts.com	Filer, Firm Admin	Active

Below the table is an 'Add Firm User' form with the following fields and options:

- First Name\***: Janice
- Middle**: (empty)
- Last Name\***: Doe
- Email Address\***: jdoe@courts.com
- Roles**:
  - Firm Admin
  - Filer
  - Save Firm User As Attorney
- Attorney Number\***: 321123
- [Unlock Account](#)

At the bottom of the form are 'Cancel Changes' and 'Save Changes' buttons.

Figure 7.12 – Unlock Account Link on the Firm Users Page

3. Click [Unlock Account](#).

The *Enter New Password* dialog box is displayed.

The screenshot shows the 'Enter New Password' dialog box with the following text and fields:

**Enter New Password**

The password is case sensitive, must be 6-10 characters, and should not contain spaces or special characters.

**New Password\***

**Re-enter New Password\***

At the bottom are 'Continue' and 'Cancel' buttons.

Figure 7.13 – Enter New Password Dialog Box

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

**Note:** Passwords are case-sensitive. A password must be six to 10 characters long and should not contain any spaces or special characters.

5. Retype the new password in the **Re-enter New Password** field.
6. Click **Continue** to save and continue, or click **Cancel** to cancel the new password process.

**Note:** The Firm Administrator must manually send an email or contact the user with the new password. The system does not automatically send the user an email with the new user password.

## MANAGE ATTORNEY ACCOUNTS

The Firm Administrator is responsible for managing attorney accounts.

### ADDING ATTORNEY ACCOUNTS

The Firm Administrator can add attorneys to the firm's user accounts or the attorney list.

To add an attorney to the attorney list, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.  
The *Approve New users* page is displayed.
2. Click **Attorneys**.  
The *Attorneys* page is displayed.

Approve New Users Firm Users Attorneys Payment Accounts Firm Information

### Manage Attorneys for Your Firm

First Name	Last Name ▲	Attorney Number
Joshua	Okanawa	978546

**Add Attorney**

**First Name\*** Joshua **Middle** **Last Name\*** Okanawa  
**Attorney Number\*** 978546 **Verify**  
 Save Attorney as Firm User  
**Roles**  
 Firm Admin  Filer  
**Email Address\*** jokanawa@bradfordlaw.com

**Cancel Changes** **Save Changes**

Figure 7.14 – Attorneys Page

3. Click **Add Attorney**.
4. Complete the required fields to add a new attorney.
5. Type the attorney's number in the **Attorney Number** field.

- Click **Verify**.

The system verifies the attorney number.

- Click **Save Changes** to save the changes and continue, or click **Cancel Changes** to cancel any changes made.

## EDITING ATTORNEY ACCOUNTS

The Firm Administrator can edit the attorney's information on the *Attorneys* page.

To edit the information entered for each attorney, perform the following steps:

- Click **FIRM ADMIN** on the *Home* page.

The *Approve New users* page is displayed.

- Click **Attorneys**.

The *Attorneys* page is displayed.

The screenshot shows the 'Manage Attorneys for Your Firm' page. At the top, there are navigation tabs: 'Approve New Users', 'Firm Users', 'Attorneys', 'Payment Accounts', and 'Firm Information'. The 'Attorneys' tab is selected. Below the tabs is a table with the following data:

First Name	Last Name ^	Attorney Number
Joshua	Okanawa	978546

Below the table is an 'Add Attorney' button. Underneath is a form with the following fields and options:

- First Name\***: Joshua
- Middle**: (empty)
- Last Name\***: Okanawa
- Attorney Number\***: 978546, with a **Verify** button next to it.
- Save Attorney as Firm User
- Roles**:
  - Firm Admin
  - Filer
- Email Address\***: jokanawa@bradfordlaw.com

At the bottom of the form are two buttons: **Cancel Changes** and **Save Changes**.

Figure 7.15 – Attorneys Page

- Select the firm user that you want to edit.
- Complete the required fields.
- Click **Save Changes** to save the changes and continue, or click **Cancel Changes** to cancel any changes made.



## DELETING ATTORNEY ACCOUNTS

The Firm Administrator can delete an attorney's account on the *Attorneys* page.

To delete an attorney's account, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.


The *Approve New users* page is displayed.

2. Click **Attorneys**.

The *Attorneys* page is displayed.

The screenshot shows the 'Manage Attorneys for Your Firm' interface. At the top, there are navigation tabs: 'Approve New Users', 'Firm Users', 'Attorneys', 'Payment Accounts', and 'Firm Information'. The main heading is 'Manage Attorneys for Your Firm'. Below this is a table with columns for 'First Name', 'Last Name', and 'Attorney Number'. The table contains one entry: 'Joshua', 'Okanawa', and '978546'. To the right of the table is a delete icon (an 'X' in a square). Below the table is an 'Add Attorney' button. Underneath is a form with fields for 'First Name\*', 'Middle', and 'Last Name\*', each with a text input field. Below these are 'Attorney Number\*' and 'Email Address\*' fields, each with a text input field. There is a 'Verify' button next to the Attorney Number field. There are also two checkboxes: 'Save Attorney as Firm User' (checked) and 'Roles' (with 'Firm Admin' and 'Filer' checked). At the bottom of the form are 'Cancel Changes' and 'Save Changes' buttons.

Figure 7.16 – Attorneys Page

3. Select the attorney you want to delete.
4. Click  next to the attorney's name to delete the attorney from the list.
5. Click **Save Changes** to save the changes and continue, or click **Cancel Changes** to cancel any changes made.

# MANAGE PAYMENT ACCOUNTS

The Firm Administrator is responsible for managing payment accounts for vendor and statutory filing fees. Firms can have multiple payment accounts if needed. Credit cards and waivers are valid forms of payments for filing fees.

## ADDING PAYMENT ACCOUNTS

The system requires all firms to have a payment account. The Firm Administrator adds payment accounts for the firm.

To add payment accounts for your firm, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.

The *Approve New users* page is displayed.

2. Click **Payment Accounts**.

The *Payment Accounts* page is displayed.

**Note:** Depending on your setup, all features may not be available. As a result, your page may vary from what is shown here as an example.

Payment Account Name	Payment Account Type	Active
Test Amex (AMEX 0005)	Credit Card	Yes
Test Waiver	Waiver	Yes
Credit Card	Credit Card	No
Plano County	Draw Down	No

**Payment Account Name\***

**Payment Account Type\***

Available at all locations

Figure 7.17 – Payment Accounts Page

3. Click **Add Payment Account**.
4. Type a payment account name in the **Payment Account Name** field.
5. Select a payment account type (cash, credit card, draw down, or waiver) from the **Payment Account Type** drop-down list.

**Payment Account Type\***

- Cash
- Credit Card
- Draw Down
- Waiver

**Figure 7.18 – Payment Account Type Drop-Down List**

- Select **Cash** if the payment account is cash.

**Payment Account Name\***  
Cash

**Payment Account Type\***  
Cash

Active

Available at all locations

**Figure 7.19 – Payment Account Fields**

- Select **Credit Card** if the payment account is a credit card. Click **Enter Credit Card Information** to enter the credit card information. **Note: The system may redirect you to a secure payment processing site to enter the credit card information. You may need to turn off your browser’s pop-up blocker to be able to add the credit card information.**
- Select **Draw Down** if the payment account is a draw-down account. Click **Enter Draw Down Information** to select a draw-down account. The *Draw Down* selection window is displayed.

**Payment Account Name\***  
Islip County Draw Down

**Payment Account Type\***  
Draw Down **Enter Draw Down Information**

- Harding County in Roy
- Hatch
- Hildago County in Lordsburg
- Hobbs
- Jal Circuit
- Las Cruces
- Las Vegas 4th District

**Figure 7.20 – Draw Down Selection Window**

Select a draw-down account from the drop-down list.

- Select **Waiver** if the payment account is a waiver. **Note: The  Active check box is displayed when you select the Waiver payment account type.**

6. Select the  Active check box to activate the payment account.

7. Select the  **Available at all locations** check box to make the selected payment type available at all locations associated with the payment account.
8. Click **Save Changes** to save the changes and continue, or click **Cancel** to cancel any changes made.

The system displays the payment account information at the top of the page.

## DEACTIVATING PAYMENT ACCOUNTS

The Firm Administrator is responsible for deactivating payment accounts.

To deactivate firm payment accounts, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.

The *Approve New users* page is displayed.

2. Click **Payment Accounts**.

The *Payment Accounts* page is displayed.

Payment Account Name	Payment Account Type	Active
Waiver	Waiver	True
Court Credit Card (MC 5678)	Credit Card	True
TOGA Account (MC 5454)	Credit Card	True

Active  
 Payment Account Name:   
 Payment Account Type:   
 Available at all locations

Figure 7.21 – Payment Accounts Page

3. Select the firm payment account that you want to deactivate.
4. Clear the  **Active** check box to deactivate the payment account.
5. Click **Save Changes** to save the changes and continue, or click **Cancel Changes** to cancel any changes made.

## EDITING PAYMENT ACCOUNTS

Once a payment account has been entered, only the payment account name and the payment account type can be changed. You cannot edit credit card information once it has been entered. Instead, deactivate the payment account, and then add a new one.

To edit firm payment accounts, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.

The *Approve New users* page is displayed.

2. Click **Payment Accounts**.

The *Payment Accounts* page is displayed.

Payment Account Name	Payment Account Type	Active
Waiver	Waiver	True
Court Credit Card (MC 5678)	Credit Card	True
TOGA Account (MC 5454)	Credit Card	True
		True

Active  
 Payment Account Name  
  
 Payment Account Type  
  
 Available at all locations

Figure 7.22 – Payment Accounts Page

3. Select the firm payment account that you want to edit.
4. Edit the payment account name or type as needed.
5. Click **Save Changes** to save the changes and continue, or click **Cancel Changes** to cancel any changes made.

## MANAGE FIRM INFORMATION

The Firm Administrator uses the *Firm Information* page to update the contact information for the firm (name, address, and phone number). The Firm Administrator can also use the *Firm Information* page to manage the registration process by either retaining the authority to register new users or allowing users to self register.

### UPDATING FIRM INFORMATION

On the *Firm Information* page, you can update your firm's contact information, change how a new user registers to use the system, allow the users to self-register, and change the approval process.

To update firm information, perform the following steps:

1. Click **FIRM ADMIN** on the *Home* page.  
The *Approve New users* page is displayed.
2. Click **Firm Information**.  
The *Firm Information* page is displayed.

Approve New Users Firm Users Attorneys Payment Accounts Firm Information

### Firm Information

Name\* Law Firm of America

Country\* United States of America

Address Line 1\* 6500 Industrial Pkwy

City\* Huntsville

State\* Texas Zip Code\* 73024

Phone Number\* 972-999-2343

### New User Registration

Allow Users to Self Register

Require Administrator Approval of New User Registration

Cancel Changes Save Changes

Figure 7.23 – Firm Information Page

3. Update the information on the *Firm Information* page as needed.
4. Click **Save Changes** to save the changes and continue, or click **Cancel Changes** to cancel any changes made.

The firm's information is updated on the *Firm Information* page, and the *Filings* page opens.

# CHAPTER 8 TYLER TECHNOLOGIES TECHNICAL SUPPORT CONTACT INFORMATION

For assistance, contact Tyler Technologies through the following resources.

Resource	Contact Information
Odyssey File & Serve Telephone	800.297.5377
Odyssey File & Serve E-mail	<a href="mailto:efiling.support@tylertech.com">efiling.support@tylertech.com</a>
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> .
GoTo Assist (Support)	Support may ask to assist you by sharing your screen using <a href="#">GoToAssist</a> .