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people who serve
the public®

Firm Administrator Webinar Training HTML5



Webinar Overview

- Welcome
 - System Overview
 - Firm Admin Responsibilities
 - Dashboard Overview
 - Firm Service Contacts
 - Important Information/Tips
- Question/Answer Session

System Overview

- Website Address
 - Sample:
<https://California.tylerhost.net/ofswb>
- Compatible Web Browsers
 - Internet Explorer
 - Firefox
 - Google Chrome
- Email server: “Whitelist” emails from efilingmail@tylerhost.net
- Court Links and Information
- Self Help Area

My Notes


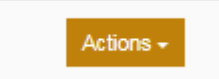
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Firm Admin Responsibilities

- Registration of Firm
 - Inviting Firm Users
 - Require Administrator Approval
- Firm Users – Update Info/Remove
- Firm Attorneys - Add/Remove
- Firm Information
- Payment Account Management
- Report Process (Firm Admin or users)

My Notes

Dashboard Overview

- Person Icon 
 - Manage Security
 - Change Password
 - Change Security Question
 - Manage Notifications
 - Automated Email Notifications regarding filing status
 - Sign Out of Efiling Site
- Actions Box 
 - Down arrow provides access to various choices within efiling site
 - Firm Service Contacts – Setting up Master Service List & Attaching to Cases firm is involved with
- My Filing Activity
 - Category of Filing Status
- View All
 - Filing History
 - Firm Filing History
- New Filings
 - Start A New Case
 - File Into Existing Case
- Need Help Getting Started
 - Self-Service Support

My Notes

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Questions?

Efiling.support@tylertech.com



Thank you for attending!

- Resources
 - Self-Help Area provides 24x7 online support
 - Training Videos
 - User Guides
 - Quick Reference Guides
 - Firm Admin live webinar training once-a-month
 - Review court website for local rules on eFiling
- Please note: Tyler Technologies can provide technical assistance with the site, but any **questions related to the business process of a case should be directed to the appropriate court.**
 - Technical assistance includes:
 - How to register, correcting an incorrect registration
 - Setting up payment accounts
 - Help with an error
 - How to navigate the site or help performing a filing
 - **Business process questions include:**
 - What filing code to select
 - What form should be filed
 - Finding out when a hearing is scheduled
 - Viewing the full case docket