

State of New Mexico

Frequently Asked Questions

Topics Covered in this Chapter

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- ◆ E-filing
- ◆ Signatures
- ◆ Fees
- ◆ E-serving
- ◆ Format Errors
- ◆ Tyler Technologies Technical Support Contact Information

General

How do I access the Odyssey File & Serve system?

To access the Odyssey File & Serve website for the State of New Mexico, go to <https://ofs.tylerhost.net/nm/>.

How do I contact the court?

To contact the courts, use the following contact information.

District Courts Contact Information

For questions or issues relating to court business process (e.g., what filing code, local rules), direct the attorney to send an e-mail (preferred) or call the court.

- **1st Judicial District Court** (Santa Fe, Rio Arriba, and Los Alamos Counties)
E-mail: sfedefile@nmcourts.gov
E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net
- **2nd Judicial District Court** (Bernalillo County)
E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net
Phone: 505.841.7442
- **4th Judicial District Court** (Guadalupe/Mora/San Miguel Counties)
E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net
Phone: 505.425.7281, Option 5
- **5th Judicial District Court** (Chaves, Eddy, and Lea Counties)
 - Chaves County
E-mail: rosdefile@nmcourts.gov
E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net
Phone: 575.622.2212, Ext. 111
 - Eddy

E-mail: cardefile@nmcourts.gov

E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net

Phone: 575.885.4740, Ext. 111

– Lea

E-mail: lovdefile@nmcourts.gov

E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net

Phone: 575.396.8571, Ext. 118

- **7th Judicial District Court** (Catron, Socorro, Sierra, Torrance)
E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net
Catron County (Virginia Vivian): 575.835.0050, Ext. 12
Socorro County (Virginia Vivian): 575.835.0050, Ext. 12
Sierra County (Lisa Baca): 575.894.7167, Ext. 10
Torrance County (Angela Simpson): 505.384.2974, Ext. 22
- **8th Judicial District Court** (Taos and Colfax County)
E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net
Taos and Colfax County (Jeanette Real): 575.758.3173
- **9th Judicial District Court** (Colfax and Roosevelt County)
E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net
Louis C. Moore, Court Executive Officer: 575.742.7500 – option 6, and then option 1
E-mail: clodlcm@nm.courts.gov
Orlando Ulibarri, Deputy Court Executive Officer: 575.742.7500 – option 6, and then option 2
E-mail: clodoju@nm.courts.gov
- **11th Judicial District Court** (McKinley, San Juan – Aztec, San Juan – Farmington)
 - McKinley
E-mail: galdissuedocs@nmcourts.gov
E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net
Phone: 505.863.6816
 - San Juan – Aztec
E-mail: aztdissuedocs@nmcourts.gov
E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net
Phone: 505.334.6151
 - San Juan – Farmington:
E-mail: fardissuedocs@nmcourts.gov

E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net

Phone: 505.326.2256

- **13th Judicial District Court** (Cibola, Sandoval, and Valencia Counties)

E-mail: lludefile@nmcourts.gov

E-mail address for courtesy copies and service notifications: no-reply@tylerhost.net

Cibola County: 505.287.8831

Sandoval County: 505.867.2376

Valencia County: 505.865.2400

Do I have to register to use File & Serve?

Yes, all users must register prior to using File & Serve.

What is the role of the Firm Administrator?

The Firm Administrator registers the firm and is responsible for setting up and maintaining all system users, credit card accounts, and attorneys at the firm.

When a new firm is registered, all users added to that firm are associated with the firm. If a firm has multiple locations, those users can be added to the original firm also. However, Tyler recommends that each Firm Administrator register his or her location as a new firm. In this way, each firm's users will only see filings for their specific location; otherwise, users will see all filings under the original firm.

Is a Firm Administrator required to register for File & Serve?

Yes, a Firm Administrator is required to register to use File & Serve.

How can I get a user name and password?

You can get a user name and password by registering to use File & Serve.

Perform the following steps to register:

1. Go to your File & Serve home page.
2. Click the **Register Now** link.
3. Complete the **File and Serve Registration Wizard**.
4. Check your e-mail inbox for an e-mail confirmation with your user name and password included.
5. Copy and paste the password received in the e-mail confirmation when logging into File & Serve for the first time.

i Note: If you cannot self-register to use File & Serve, contact your Firm Administrator to get a user name and password.

What if I forget my user name or password?

Perform the following steps to reset your password:

1. Go to your File & Serve home page.

2. Click the **Forgot Password?** link on the login screen.
The **Reset Password** dialog box opens.
3. Type your e-mail address in the field provided.
4. Click the **Next** button.
5. Type the answer to your security question in the field provided.
6. Click the **Ok** button to close the dialog box.

This action takes you back to the login screen.

Your password is reset, and a temporary password is sent to your e-mail address. Use the temporary password to log in and change your password to one of your preference.

Note: Contact your Firm Administrator if you are unable to reset your password.

Does my password expire or need to be changed periodically?

No, currently passwords do not expire, and there is no requirement that users must change their passwords.

Is support available for File & Serve?

Yes, Technical Support is available 7 a.m. to 7 p.m. CT, Monday through Friday.

Contact Tyler Technical Support at 800.297.5377, or send an e-mail to efiling.support@tylertech.com. Assistance is also available online through [Support Chat](#).

Note: Support may ask to assist you by sharing your screen using GoToAssist.

Is documentation available for using File & Serve?

Yes, the File & Serve User Guide, Quick Reference Guide, and Frequently Asked Questions (FAQs) are available on the website for your reference.

You can access the documentation on the File & Serve home page, or by clicking the **Info** link at the top of the screen if you are logged into the site.

Is training available for using File & Serve?

Yes, File & Serve offers regularly scheduled online training sessions for the File & Serve application. To access the training schedule, click the [Web Conference Training Sessions](#) link under the **Train** section on your home page. You can also click the **Info** link at the top of your screen, and locate your court from the list provided to view the current training options in your area.

What are the computer requirements for using File & Serve?

File & Serve is a web-based system. The requirements are satisfied by your typical office workstation. There is no special setup or software installations required.

Note: First-time users to File & Serve may be prompted to download and install Microsoft® Silverlight.

The recommended settings for your workstation are as follows:

- **Web Browser Requirements:** File & Serve is supported by current versions of the Windows operating system using Internet Explorer 7 or above or Firefox.
- **Connection Requirements:** High-speed connection is recommended.
- **Minimum Screen Resolution:** For best results, a setting of 1024x768 is recommended.

Is e-filing mandatory for the Judicial District Courts?

Yes, e-filing is mandatory for the 1st, 2nd, 4th, 5th, 7th, 10th, 11th, and 13th Judicial District Courts in all civil actions except domestic-related actions after the initial filing of the action and assignment of a case number.

An attorney may elect to serve documents through traditional methods, but electronically filed documents also may be served through Odyssey File & Serve.

Guidelines for filing electronically are available in the clerk's office and on the court's website.

What if I am unable to use File & Serve to e-file?

Contact your county clerk for assistance with filing options.

Can I e-file if I am a self-represented litigant (not an attorney)?

No, self-represented (pro se or pro per) litigants cannot use the File & Serve system to e-file.

When can I use File & Serve?

File & Serve is available 24 hours a day, seven days a week. Consult your local court rules for the court review timelines and schedules.

Will I ever be automatically logged out of File & Serve?

As long as you are entering data, submitting forms, or reviewing case information in File & Serve, you will not be automatically logged off. However, File & Serve will automatically log you off after a period of system inactivity for Internet security reasons.

Why am I having difficulty viewing the entire web page on my screen?

Difficulty viewing the entire web page may be a screen resolution issue. To resolve this issue, perform the following steps:

1. Open **Properties** on your desktop.
2. Select the **Settings** option.
3. Under **Screen Resolution** or **Screen Area**, slide the bar to select 1024x768 pixels.
4. Click **OK**.

Clearing the Internet Explorer Browser History

As you browse the web, a lot of the information regarding the sites you've visited is stored on your computer. This information is your browser history. If you do not want to keep a history of the sites you have visited, you can clear your browser history.

You must have an Internet Explorer browser to perform this procedure.

To clear the Internet Explorer browser history:

1. Open your Internet Explorer browser.
2. Select **Tools** on the toolbar on the top of your screen.

The drop-down list for **Tools** displays.

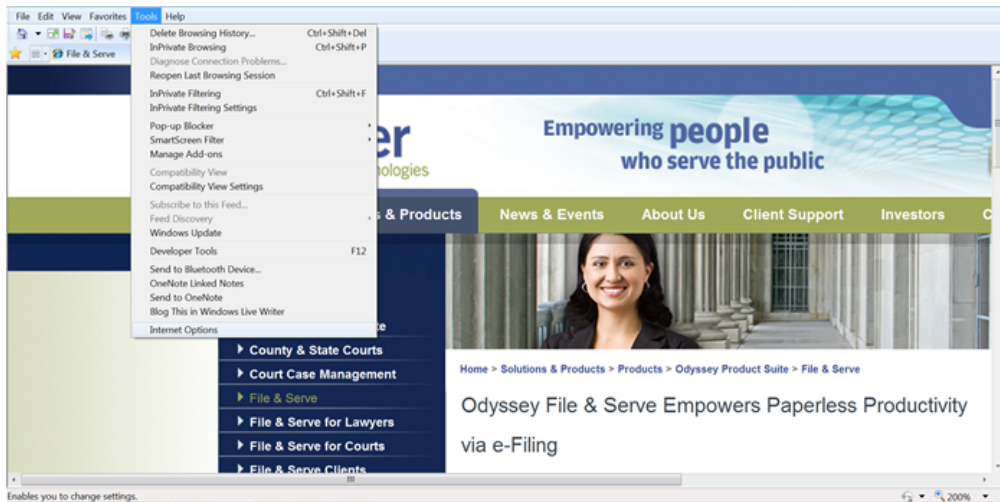


Figure 1.1 – Selecting Tools Menu

3. Select **Internet Options** located at the bottom of the drop-down list.

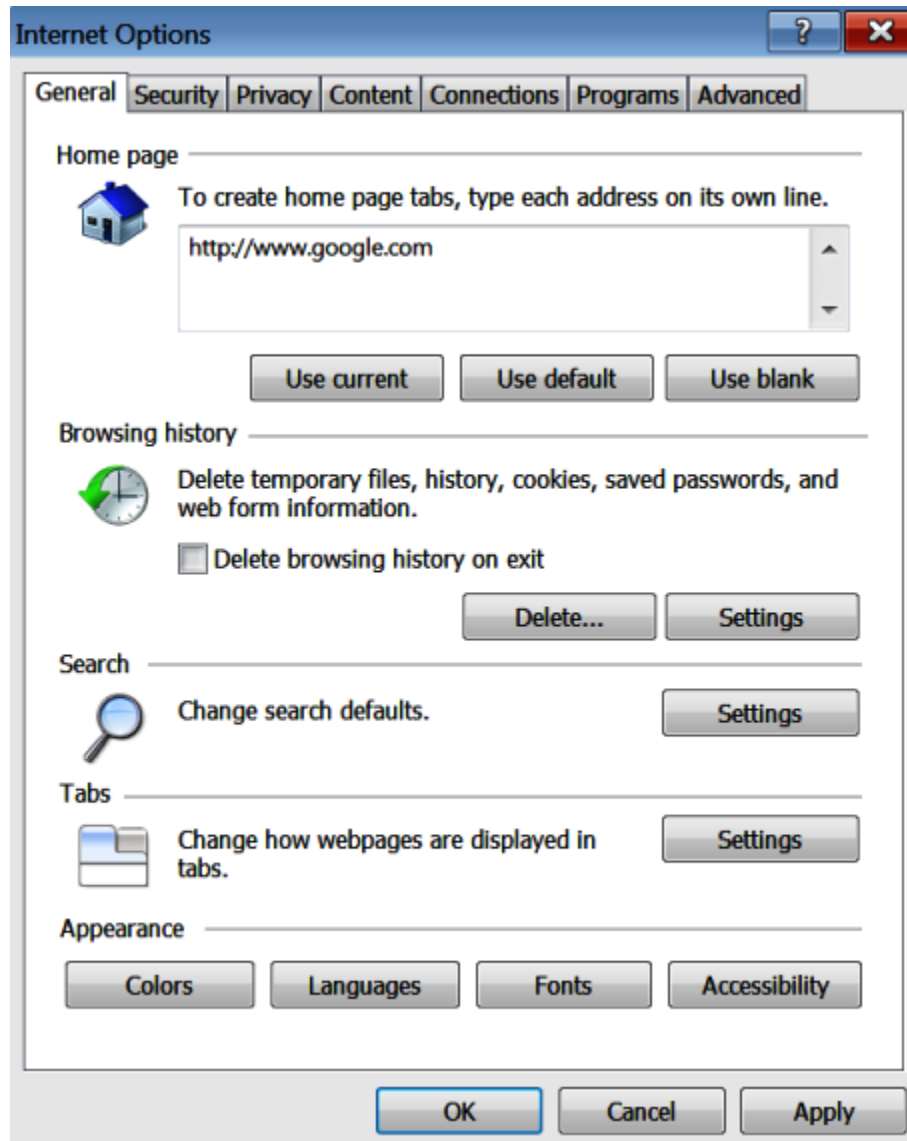



Figure 1.2 – Internet Options Window General Tab

4. Click the  button.

The **Delete Browsing History** window opens.

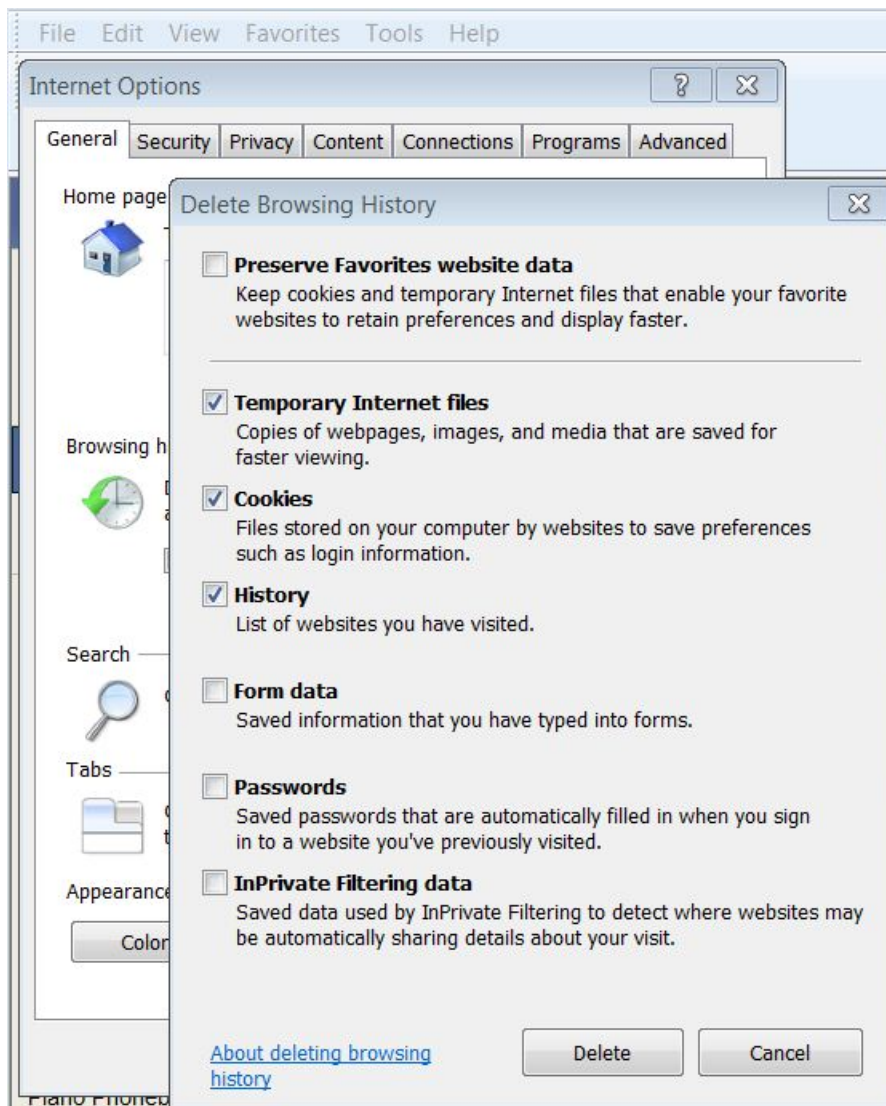
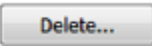



Figure 1.3 – Delete Browsing History Window


5. Select the following check boxes:
 - Temporary Internet files
 - Cookies
 - History
6. Click the  button.
7. Wait as the system deletes the browsing history.
8. Click the  icon to close the window.

Clearing the Firefox Browser History

As you browse the web, a lot of the information regarding the sites you've visited is stored on your computer. This information is your browser history. If you do not want to keep a history of the sites you have visited, you can clear your browser history.

You must have a Firefox browser to perform this procedure.

To clear the Firefox browser history:

1. Open your Firefox browser.
2. Select the  icon at the top of the window.

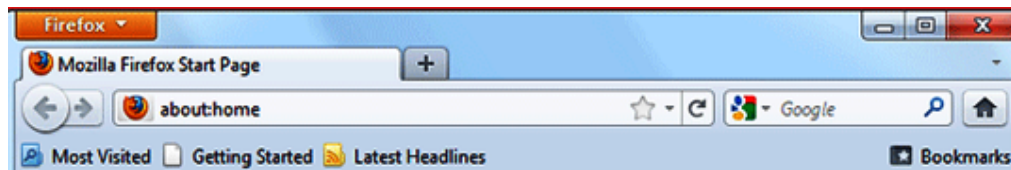


Figure 1.4 – Firefox Window

The options menu opens.

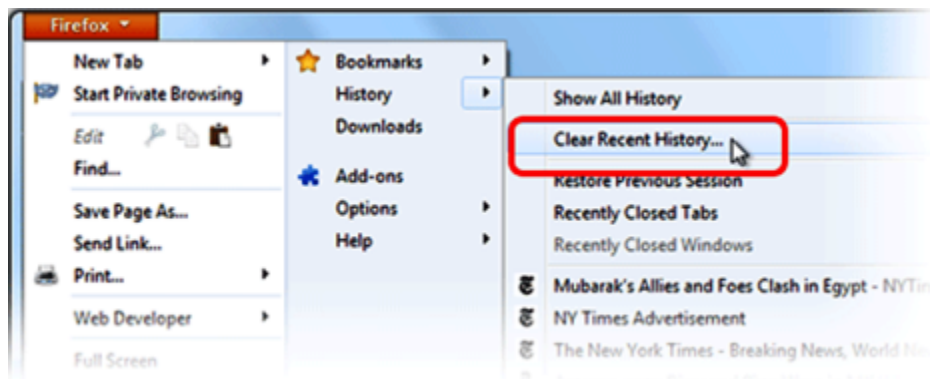


Figure 1.5 – History Options Menu

3. Select the **History** option.
4. Select the **Clear Recent History** option.

The **Clear All History** window opens.

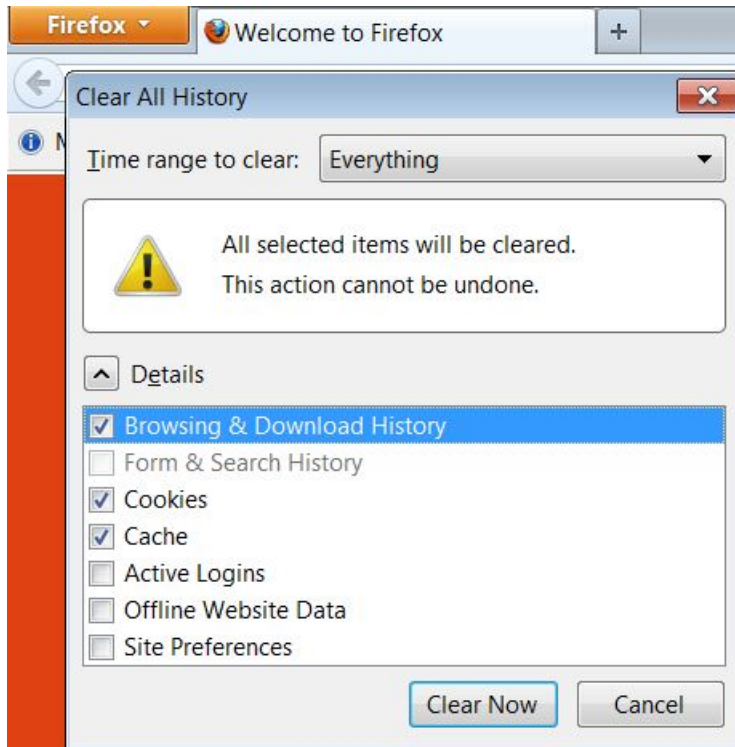
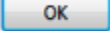


Figure 1.6 – Clear All History Window

5. Select **Everything** on the **Time range to clear:** drop-down list.
6. Select the following check boxes:
 - Browsing & Download History
 - Cookies
 - Cache

Note: The above options are the only check boxes that should be checked. De-select all the other check boxes in the Details window.

7. Click the  button to close the **Clear All History** window and to clear the browser history.

E-filing

What type of cases can I e-file in the Judicial District Courts?

The 1st, 2nd, 4th, 5th, 7th, 10th, and 13th Judicial District Courts currently accept e-filings for civil, probate, and mental health cases. Additional cases types may be available in the future.

How do I determine the case type for the case I'm e-filing?

Contact your local court for assistance in determining the e-filing case type.

How long are file-date-stamped documents available?

File-date-stamped documents are available for 10 days in e-mail.

How do I enter a case number to search for a case that I have filed using File & Serve?

To search for a case in File & Serve, type the case number in the search case field located in the upper right-hand corner of your screen exactly as it was given to you by your local court.

Does the filing attorney's signature have to be on an e-filed document?

Yes, all electronically filed documents must have the filing attorney's signature pursuant to Rule 1-011 NMRA. Attorneys filing electronically must confirm that required signatures or approvals have been obtained before filing.

Does the judge's signature have to be on e-filed documents?

Yes, all electronically filed documents signed by the court must be scanned or otherwise electronically produced so that the judge's original signature is shown.

How can I view a case filed more than 30 days ago?

Filter the case listing by the date range in the **Filings** queue to view a case filed more than 30 days ago.

What document formats does File & Serve accept?

File & Serve only accepts documents in PDF format.

Can scanned documents be submitted in color?

Yes, File & Serve will accept color documents. However, the preferred business process is to scan the documents in black and white.

Can I file multiple pleadings in one transaction?

Yes, multiple filings can be submitted together by selecting the **Add Another Filing** option.

I have several documents to submit. What should I do?

The basic rule of thumb is that anything that will be docketed separately should be in its own separate PDF file.

To facilitate internal handling, the court prefers that an appendix or exhibit be created as a separate PDF document from the primary pleading and submitted as an attachment to the e-filing. Distinct documents, such as a docketing statement, should not be combined with another document into a single PDF file.

What is the maximum file size that can be electronically submitted?

For optimal manageability, the court recommends that files do not exceed 25 MB per document. There are practical limits to the size of an electronic document that judges and staff can quickly and easily retrieve and read within the case management system.

What if I need to withdraw an e-filing from being posted on File & Serve?

After a filing has been submitted but before the court's review has begun, a **Cancel** button is available for that filing in your **Filings** queue.

As long as the **Cancel** button is present, the filing has been submitted by File & Serve but not yet reviewed by the court. If the **Cancel** button is not available, contact your local court clerk's office.

Do I have access to the documents that I file in the system?

Yes, by using the **My Filings** feature located on the **Filings** tab, you can find and view information concerning electronic filings that have been submitted to File & Serve through your user name or by any member of your firm.


After a transaction is completed, you can access a PDF version of all of your filings through the system. This PDF version is read-only; it can no longer be modified.

Are hyperlinks permissible in PDF documents?

Internal links, which point to other places within the same document, are permissible and are accepted by File & Serve. However, external links, which point to other documents, websites, or other legal sources, can be risky and must be avoided in documents submitted to the court. Use of external links can result in format errors preventing your document from being accepted by File & Serve.

Is it acceptable to use the file attachments option within a PDF document?

No, it is not acceptable to use the file attachment option within a PDF document. If you create a PDF document that includes embedded file attachments, a "File Format Error" message is displayed when you view the filing status after submittal. If your filing contains a format error, it will be rejected by the system. The rejection reason is available through the **Envelope Details**

screen. Click the  icon to view the filing details. Ultimately, you must correct the problem and resubmit the filing.

File attachments (not to be confused with hyperlinks) are actually files embedded within the PDF file using the **Document > Attach a File** menu option within Adobe Acrobat. If you need to combine a number of separate PDF appendices into one document, you should create a single PDF document without any file attachments by choosing the **Document > Insert Pages** menu option instead.

Signatures

Whose name goes in the signature field when submitting an envelope?

The person who is completing the form should type his or her name in signature field, not the attorney's name.

If I use an electronic form provided on the court's website, is it necessary to complete the form and then print, sign, and scan it?

This option varies by court. Check with your local court for further information.

Are digital signatures acceptable when using Adobe Acrobat?

No, Acrobat digital signatures are not allowed. Parties who are capable of applying digital signatures with or without enabled security must omit this process from electronic filings submitted through File & Serve. If such a signature is applied, the document cannot be modified and thus the system cannot time-stamp the PDF document when it arrives. Documents that include this type of digital signature will be rejected.

Fees

Is there a fee to use the Odyssey File & Serve system?

Yes, the fees vary based on the type of e-filing transaction.

What is the convenience fee?

A convenience fee is assessed to cover the credit card processing fees and may vary by court.

Are filings with statutory fees required to be filed at the court?

Yes, filings with a statutory fee must be filed at the court.

Is it necessary to have a firm credit card?

The firm has the option to use a credit card to pay for e-filing and statutory fees, but a credit card is not required.


You can set up a waiver account to pay e-filing and statutory fees if you do not have a credit card, but some type of payment account is required in order to use File & Serve.

Standard credit card service fees apply.

Is there a transaction fee if a document does not have a statutory fee?

Yes, standard transaction fees are charged along with the 3% service fee when a credit card is used even if a document does not have a statutory fee.

Will there be a receipt for the fees paid?

Yes, the **Envelope Details** screen can be printed for use as a receipt. On the **Filings** tab, click the  icon to view the filing details. The **Envelope Detail** screen includes several lines devoted to communication from the bank, including a total amount and the status of the financial transaction.

What information is on a file date-stamped confirmation receipt?

The File & Serve system confirmation receipt issued by the system contains the following information:

- Case name and docket number
- Date and time of filing
- Document title
- Document code

- Name of the EFS service provider
- Name of the person or entity filing the document
- Page count of the filed document

E-serving

What is e-service?

E-service is a feature provided by File & Serve where documents are electronically served to other parties in a case. Using this option, you can track when each party received and opened the filing.

Does opposing counsel have to consent to be e-served?

Yes, opposing counsel must consent to be e-served.

What are Firm Service Contacts?

Firm Service Contacts are a list of the firm's contacts that can be attached to the case and can be e-served.

What are Case Service Contacts?

There are Case Service Contacts for every case. This list contains all individuals being served on the case. Attorneys must ensure they are on the Case Service Contact list for each case involved.

i Note: It is mandatory to enter your contact information in the Case Service Contact list to ensure you are receiving notification of any documents.

How do I serve other individuals with my e-filed documents?

The filers are responsible for accomplishing service of all filings as required by the applicable court rules. For this purpose, filers may use the mail service, serve by hand delivery, send an e-mail, or use File & Serve as it offers the option of electronic service of each filing to the designated service contact.

Can I use e-service without filing a document with the court?

Yes, File & Serve may be used to exchange documents between parties without filing the documents through the courts.

Select the **Service** check box on the **Filings** screen, and ensure the **E-File** check box is not selected.

i Note: Service and convenience fees will apply.

When does File & Serve send Service Notifications?

For Service Only filings, service notifications are sent when the filing status is Submitted.

For E-file and Serve filings, service notifications are sent when the filing is reviewed and accepted by the court.

Service notifications are not sent to parties on the Case Service Contact list for E-file only filings

What should I do if I receive a Service Notification?

When you receive a service notification, do the following:

1. Click the link within the e-mail to access the file.
2. Print a copy of the documents for your files as the link is available for a limited time.

What is the Master Service List used for in File & Serve?

The Master Service List is a list of all contacts attached to the Case Service list from all firms.

File & Serve uses the information in the Master Service List to send electronic service. The Master Service List is updated as contacts are attached to the case list.

Format Errors

This section describes the format errors received when using File & Serve.

Format Errors Defined

I am receiving “Format Errors.” What does this mean?

When a filing is not successfully processed and identified as having a “Format Error,” this indicates that the filing has one or more document files that are not valid for filing document conversion. The underlying cause of the issue is typically either that the document was not successfully uploaded or the document has a characteristic that prevents the standard processing of the file.

As a start, errors of this type will be minimized if they comply with a standard format that includes the following:

- Use 8.5x11-inch paper with portrait orientation.
- Set the DPI resolution higher than 200 DPI.
- Do not use unintelligible images (i.e., all-black images).
- Use non-secured document properties (i.e., not password-protected).
- Remove external references in the documents, such as URLs and shortcuts.

Causes of Typical Format Errors

Format errors are typically caused by the following submissions:

- Corrupt files (i.e., files with 0 bytes of data).
- Secured or password-protected PDFs.
- File types other than PDF.
- Files with non-standard image compression. Standard is CCIT; this is usually a scanner setting.
- A document that has Optical Character Recognition (OCR) associated with it; usually determined by a larger file size.
- Any file that experienced an upload issue or time out on the file transfer on behalf of the filing party; usually appearing as an incomplete image or file when opened.
- A document scan that is in landscape orientation, noticeably off-center, or of an irregular size.

- Any scan (PDF) that is unreadable or has large black images in the document where pictures may have been.
- A file that contains an invalid table; usually a result of importing or pasting table data into a word processing application.


Actions to Identify the Format Error Issue

There are several ways to identify format issues within filed documents. This section can help identify documents with formatting issues.

Checking the Filing Queue

The first action is to determine whether the document uploaded successfully.

To determine this, do the following:

1. Open the document files using the **Filing Queue** link on the left menu.
2. Click the  icon under the **Details** column for your case.
3. Scroll down to the **Documents** section of the **Filing Details** page to locate the document uploaded.
4. Click on the document link under the **File Name** column to open the document.

Note: If the file does not open using the original authoring tool, cancel this filing and create a new filing.

Prior to uploading documents for new filings, confirm the document files will open successfully from their original source.

Corrupt Files

Corrupt files, for example, files with zero (0) bytes of data are one of the many reasons a filing has format errors.

Below are examples of corrupt file errors messages:

- A corrupted PDF document with zero byte file.

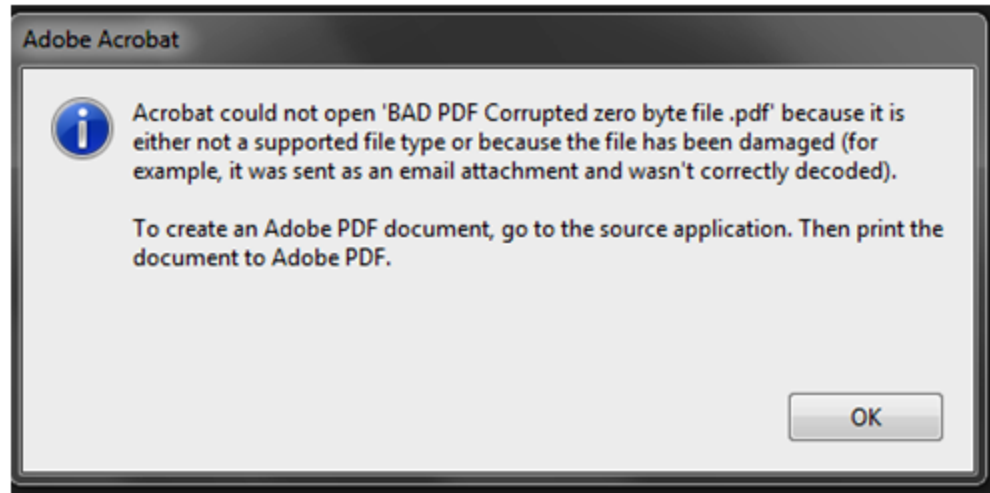


Figure 1.7 – BAD PDF Corrupted File Message

Document Security

PDF files have security settings that can prevent documents from being e-filed. A file with document security has a padlock icon on the document and/or has “SECURED” shown in the file name.

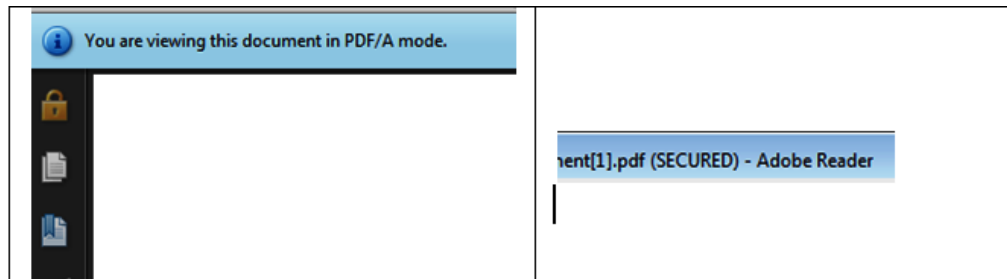


Figure 1.8 – Document Security Message

The document security can include a number of different options, any of which will prevent the document file from being processed. To ensure successful document processing, recreate the PDF with no security options.

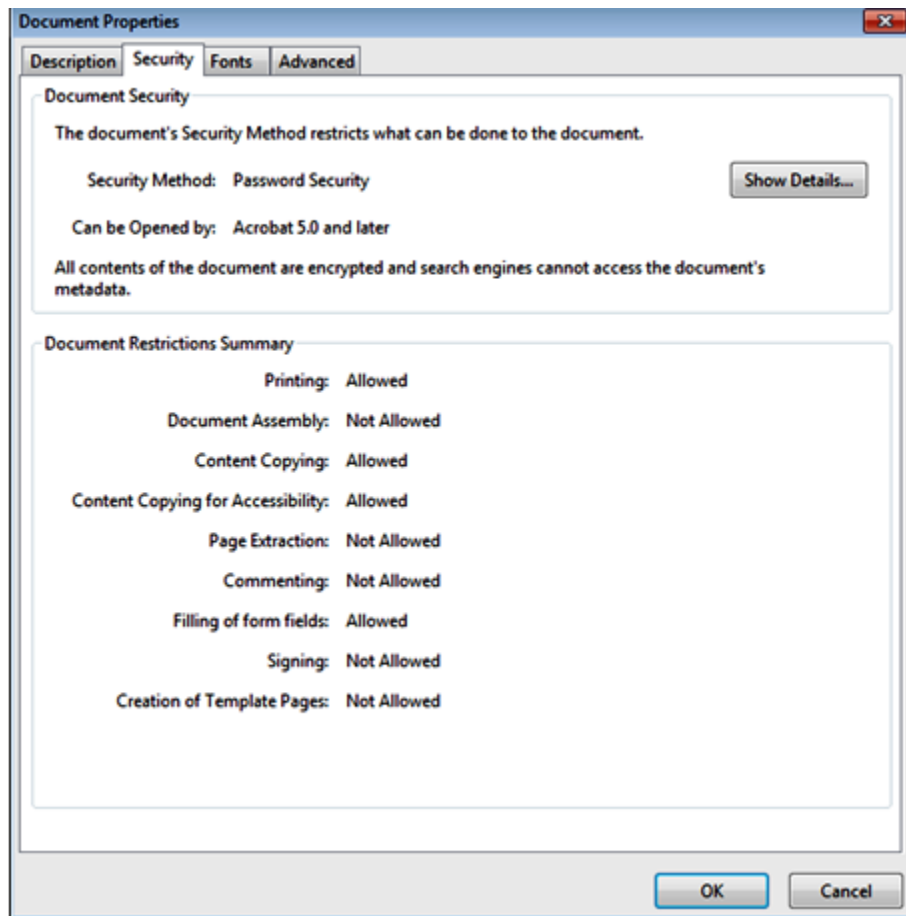


Figure 1.9 – Document Properties Security Tab

Unsupported Fonts

Font resources are included in newly created documents. This is a standard with PDF/A files. Document generating tools use fonts not supported when creating documents, which results in the inability to convert the document into the standard e-filing format.

There are multiple ways to examine the fonts embedded in the file. PDF viewers can show the fonts, or the file editors can allow you view the fonts used.

The JBig font is not a supported font.

The following is an example of a PDF viewer identifying the fonts used by a PDF file.

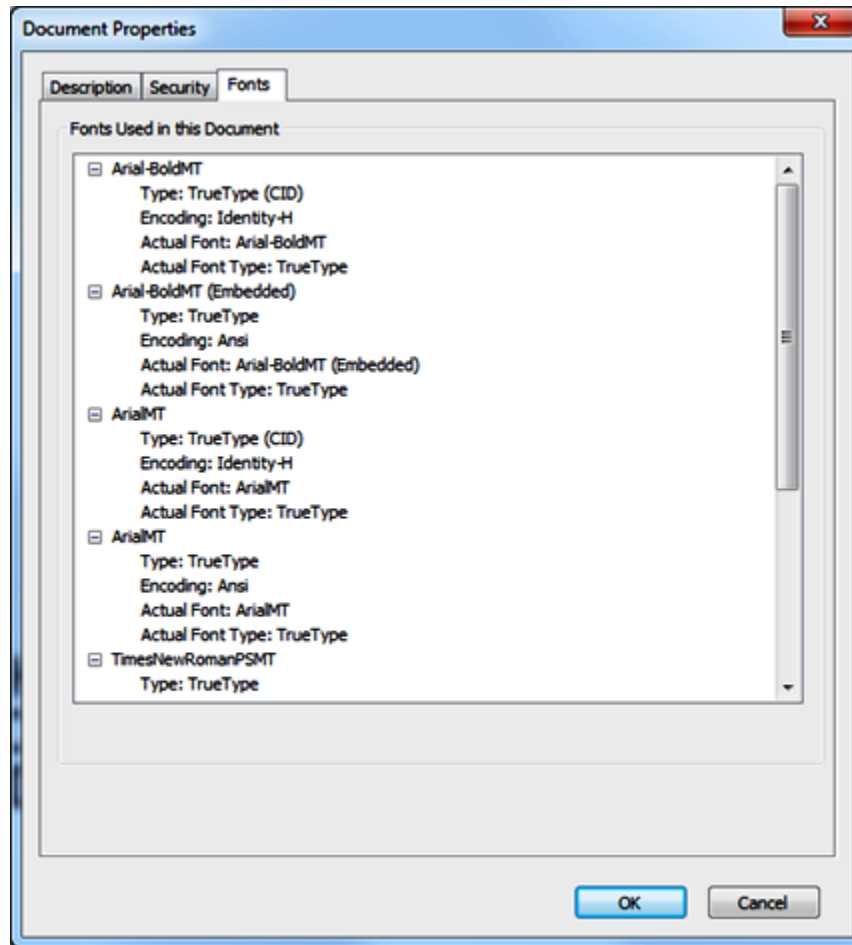


Figure 1.10 – Document Properties Fonts Tab

Tyler Technologies Technical Support Contact Information

For assistance, contact Tyler Technologies through the following resources.

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