

Third Judicial Court of Michigan – Frequently Asked Questions

Topics Covered in this Chapter

- ◆ General
- ◆ E-filing
- ◆ Fees
- ◆ E-serving
- ◆ Format Errors
- ◆ Technical Support

General

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 information for 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, but Tyler recommends that each location registers his or her location as a new firm with its own Firm Administrator. In this way, each firm's users from each location will only see their specific filings for their specific location; otherwise, users will see instead of all filings under the original firm.

Do independent users need a Firm Administrator to register for File & Serve?

No, independent users do not need a Firm Administrator to register to use File & Serve. Independent users can register to use File & Serve without the assistance of a Firm Administrator.

How can I get a user name and password?

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

To register, perform the following steps:

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 that contains your user name and password.
5. Copy and paste the password received in the e-mail confirmation when logging in to 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 **Next**.
5. Type the answer to your security question in the field provided.
6. Click **Ok** to close the dialog box.

The login screen is displayed.

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

i 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, user passwords do not expire, and there is no requirement that users must periodically change their passwords.

Is support available for File & Serve?

Yes, Technical Support is available 7 a.m. to 9 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](#).

i 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 for your reference on the website.

You can access the documentation on the File & Serve home page, or by clicking the **Info** link at the top of the screen when 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 that is designed to be compatible with typical office workstations. No special setup or software installations are required to use File & Serve.

i Note: First-time users of 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 Firefox® or Internet Explorer® 7, 8, 9, or 10.
- **Connection Requirements:** A high-speed connection is recommended.
- **Minimum Screen Resolution:** For best results, a setting of 1024x768 is recommended.

If I am a pro per or a pro se, can I use the File & Serve system?

Yes, a pro per or pro se can register as an “independent user.”

Can File & Serve be used to initiate cases or to file into existing cases?

Yes, File & Serve can be used to initiate cases, e-file into existing cases, or serve documents. Both attorneys and support staff can use the system under their own user names.

When can I use File & Serve?

File & Serve is available 24 hours a day, seven days a week.

i Note: The system may be temporarily offline from time to time for maintenance purposes. 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 out. However, File & Serve will automatically log you out 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 **Settings**.
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, perform the following steps:

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

The drop-down list for **Tools** is displayed.

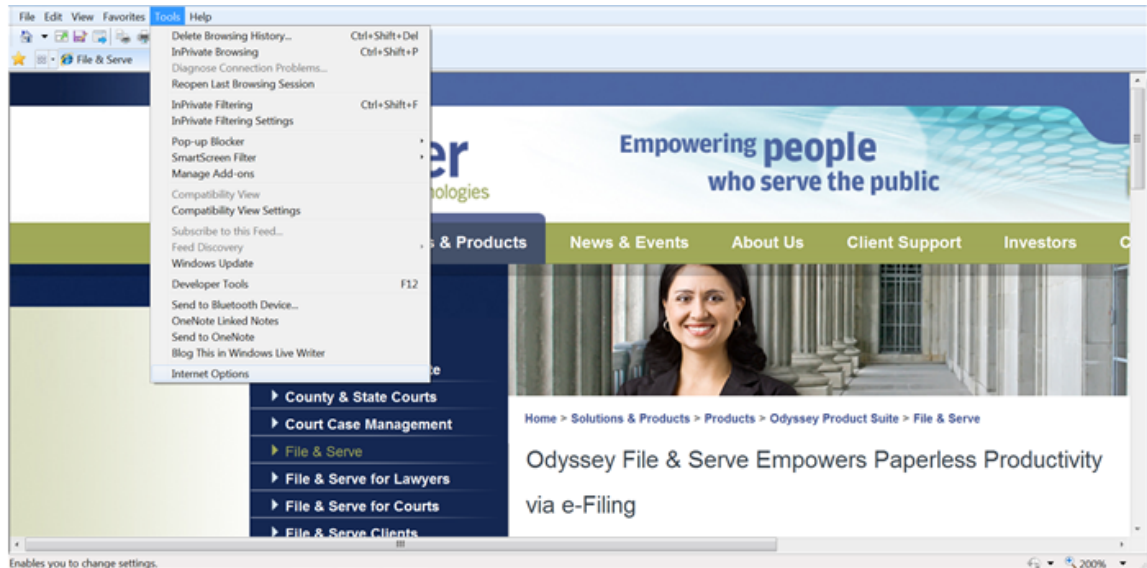


Figure 1.1 – Selecting Tools Menu

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

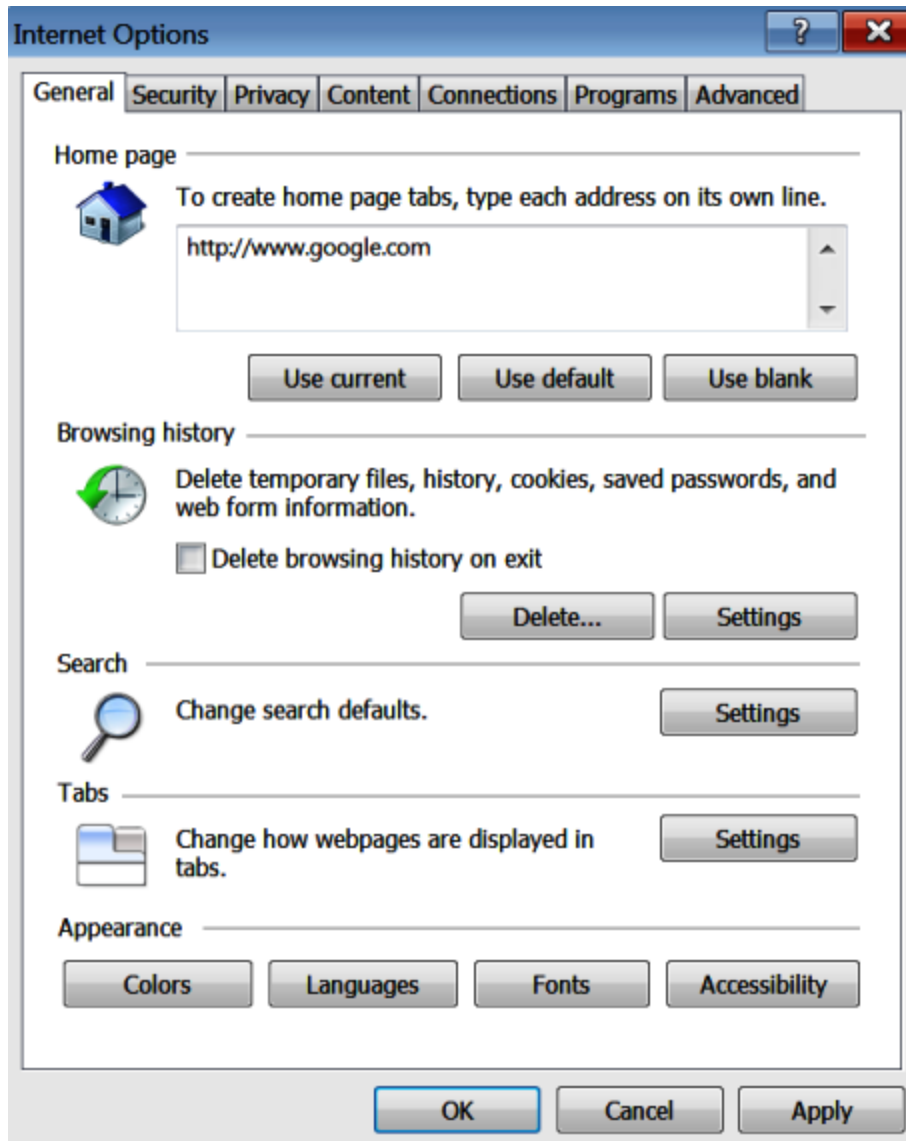



Figure 1.2 – Internet Options Window General Tab

4. Click .

The **Delete Browsing History** dialog box opens.

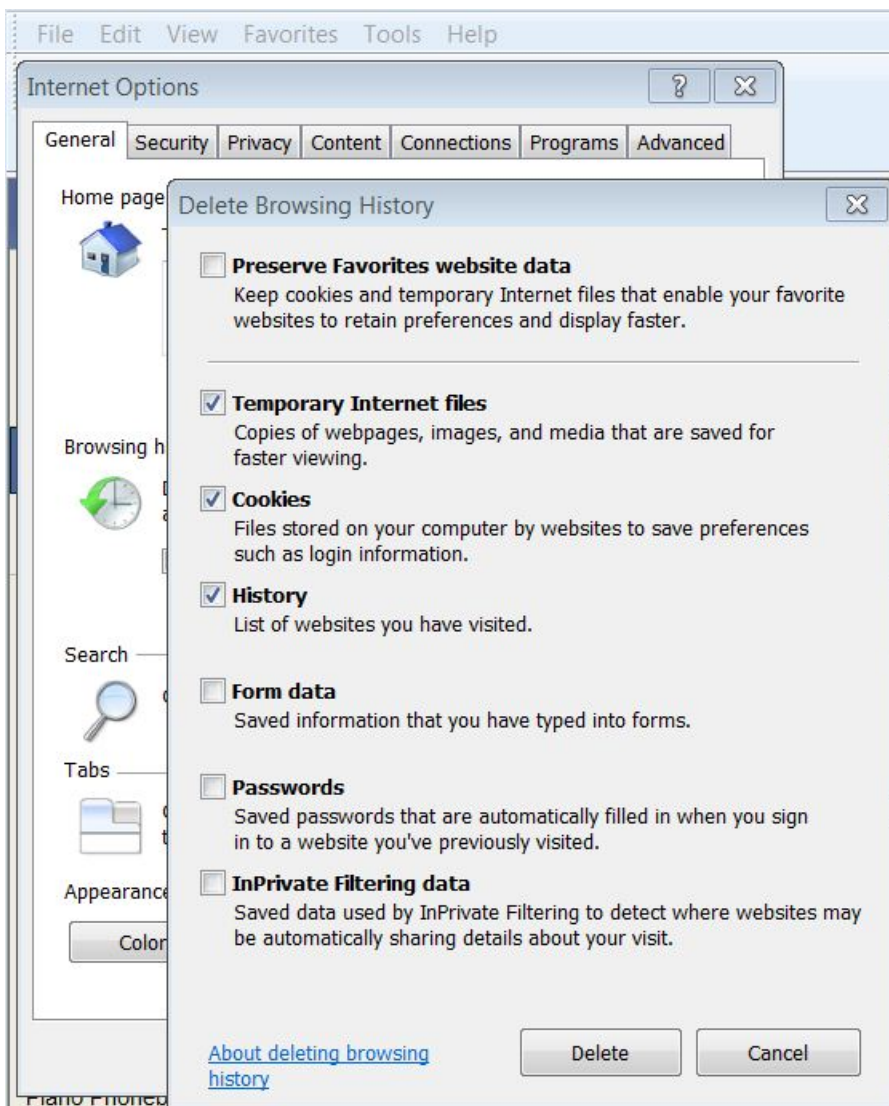




Figure 1.3 – Delete Browsing History Dialog Box

5. Select the following check boxes:
 - Temporary Internet files
 - Cookies
 - History
6. Click .
7. Wait as the system deletes the browsing history.
8. Click  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, perform the following steps:

1. Open your Firefox browser.
2. Click **FIREFOX** at the top of the window.

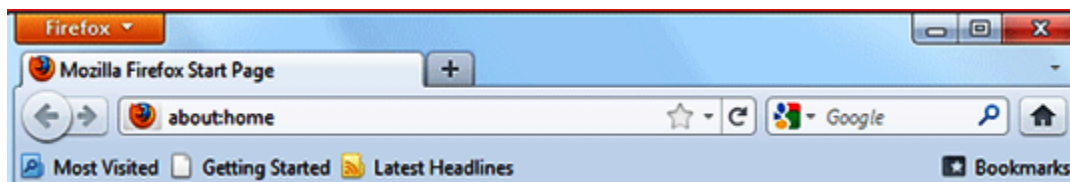


Figure 1.4 – Firefox Window

The options menu opens.

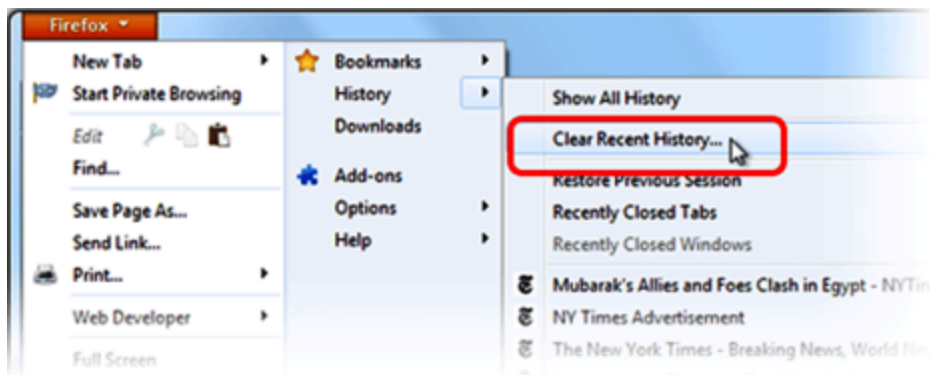


Figure 1.5 – History Options Menu

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

The **Clear All History** dialog box opens.

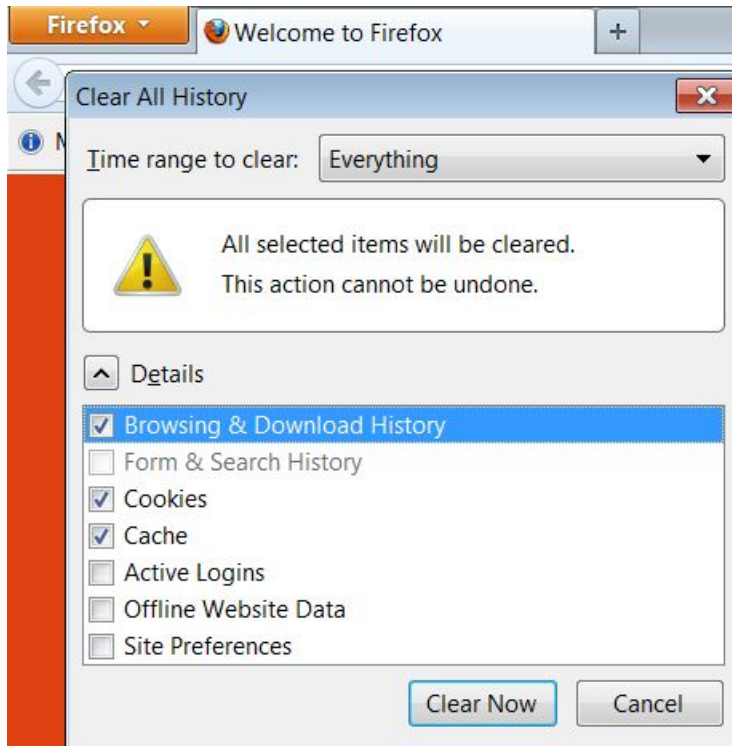


Figure 1.6 – Clear All History Dialog Box

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 options listed above are the only check boxes that should be selected. Clear all the other check boxes in the Details dialog box.

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

E-filing

What type of cases can I e-file in my courts?

Different courts allow different types of cases filed electronically. Contact your local county clerk for electronic filing and serving guidelines.

MITJC Case Types

The following case types can be filed using File & Serve.

Case Type	Description
AA	Agencies
AAg	CPL – Appeals
AE	Employment Security Commission
AH	Habeas Corpus — Non-Criminal
AL	License Restoration
AP	Parole Board Decisions
AS	Superintending Control — Non-Criminal
AV	Civil Appeals
AW	Writs
AWg	CPL – Writ of Mandamus
CB	Business Claims
CC	Condemnation
CCa	ITC – Condemnation
CCg	Gordie Howe Intl Bridge Proceedings – Condemnation
CD	Employment Discrimination
CE	Environment
CF	Forfeiture Claims
CH	Housing and Real Estate
CHa	Housing and Real Estate – Condemnation
CHc	Housing and Real Estate – Blight – City of Detroit
CK	Contract
CL	Labor Relations
CP	Antitrust, Franchising, and Trade Regulations
CR	Corporate Receivership
CT	DLBA Exp Quiet Title & Foreclosure
CZ	General Civil
Cza	General Civil - Foreign Judgment

Case Type	Description
CZc	Restoration of Rights
CZg	General Civil – COD DAH Judgment Writ
CZt	General Civil – Detroit Income Tax Admin Actions
ND	Property Damage, Auto Negligence
NF	No-Fault Automobile Insurance
NH	Medical Malpractice
NI	Personal Injury, Auto Negligence
NM	Other Professional Malpractice
NO	Other Personal Injury
NP	Product Liability
NS	Dramshop Act
NZ	Other Damage Suits
PC	Proceedings to Restore, Establish, or Correct Records
PD	Claim and Delivery
PR	Receivers in Supplemental Proceedings
PS	Supplemental Proceedings
PZ	Miscellaneous Proceedings

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 six months.

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 corner of your screen exactly as it was given to you by your local court with the two-digit year, the six-digit case number, and the two-digit letter assigned by the court.

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 entering 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 documents in one transaction?

Yes, if all of the documents pertain to the same case, multiple documents can be submitted together by selecting **Add Another Filing**. The documents will be submitted to the court in a single File & Serve envelope.

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 5 MB per document and 25 MB per envelope. 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?

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 has not yet been 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 about 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 for up to 30 days.

i Note: 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 legal sources, can be risky and must be avoided in documents submitted to the court. Use of external links can result in format errors that may prevent your document from being accepted by File & Serve.

Fees

Is there a fee to use File & Serve?

Yes, there are fees to use File & Serve. The fees vary based on the type of e-filing transaction.

The e-filing transaction fees are as follows.

Type of Filings	Fee
EFO (e-file only)	\$2.50
EFS (e-filing with service)	\$5.00
SO (service only)	\$2.50

What is the convenience fee?

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

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

Yes, a transaction fee is assessed on all electronic filings; the transaction fee is assessed on each File & Serve envelope, not on each document contained in the envelope. A credit card service fee also applies to filings that have a statutory filing fee.


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 to use File & Serve.

Standard credit card service fees apply.

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  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 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?

No, opposing counsel does not have to consent to be e-served.

What is the Firm Service Contacts list?

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

What is the Case Service Contacts list?

A Case Service Contacts list is available for every case. This list contains all the names of individuals being served on the case. Attorneys must ensure that they are on the Case Service Contacts list for each case in which they are involved.

i Note: It is mandatory to enter your contact information in the Case Service Contacts list to ensure that 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, which 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 that the **E-File** check box is not selected.

i Note: Transaction and service fees will apply.

Is there a work-around for navigating away from a page without losing data?

Yes, perform the following steps before leaving your workspace to save your data:

1. Complete entering all of the data on the page you are currently working on.

2. Click the button to continue. This will save your data and take you to the next screen.

Does File & Serve send a service notification after a filing is submitted?

Yes, File & Serve automatically generates service notifications for filing transactions after the filing is submitted – if you have selected this option using the **Manage (E-mail) Notification** tab on the **My Account** screen.

i Note: Check your spam or junk folder if you have not received a notification from File & Serve.

When is a service notification sent?

Service notifications are generated after the submission a service-only filing.

For E-File & Serve (EFS) filings, a notification is sent only after the court has accepted the filing.

i Note: Check your spam or junk folder if you have not received a service notification regarding your filing.

What should I do if I receive a service notification?

When you receive a service notification, perform the following steps:

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

What is the Case Service Contact List used for in e-filing?

The Case Service Contact List is a list of all contacts associated with the case for all firms.

The information in the Case Service Contact List is used to send electronic service. This Case Service Contact 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” messages. 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 that 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 8.5-by-11-inch paper with portrait orientation.
- Set the DPI resolution lower than 300.
- 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, is noticeably off-center, or is an irregular size.
- Any scan (PDF format) that is unreadable or has large black images in the document where pictures may have been.
- A file that contains an invalid table, which is 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 check the filing queue and determine whether the document uploaded successfully.

Perform the following steps to check the filing queue:

1. Locate the document files by selecting the **Filings** tab on the **Workspace**.
2. Click the  (view filing details icon) for your case.
3. Scroll down to the **Documents** section of the **Details** page to locate the uploaded document.
4. Click the document link to open the document listed.

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 that the document files will open successfully from their original source.

Corrupted Files

Corrupted files, such as files with zero (0) bytes of data, are one of the many reasons a filing has format errors, as shown in the following example:

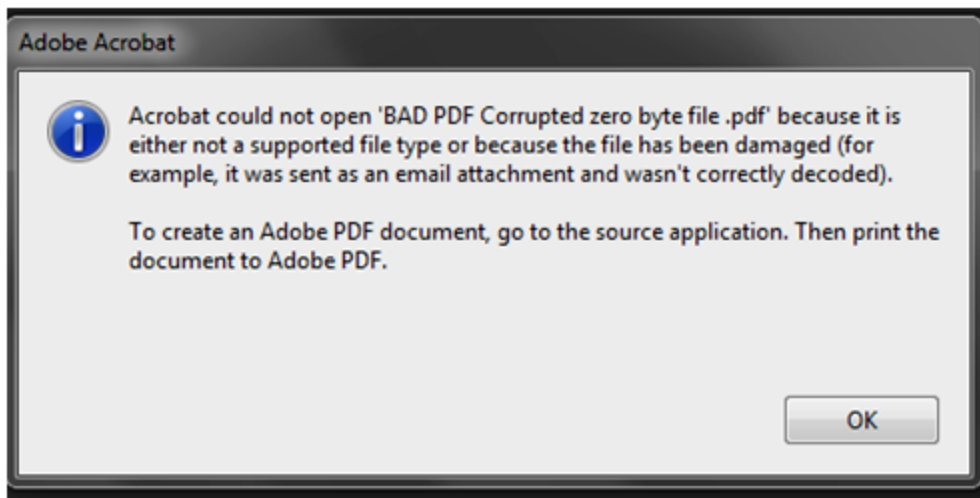


Figure 1.7 – BAD PDF Corrupted File Error Message

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 may have "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 file with no security options.

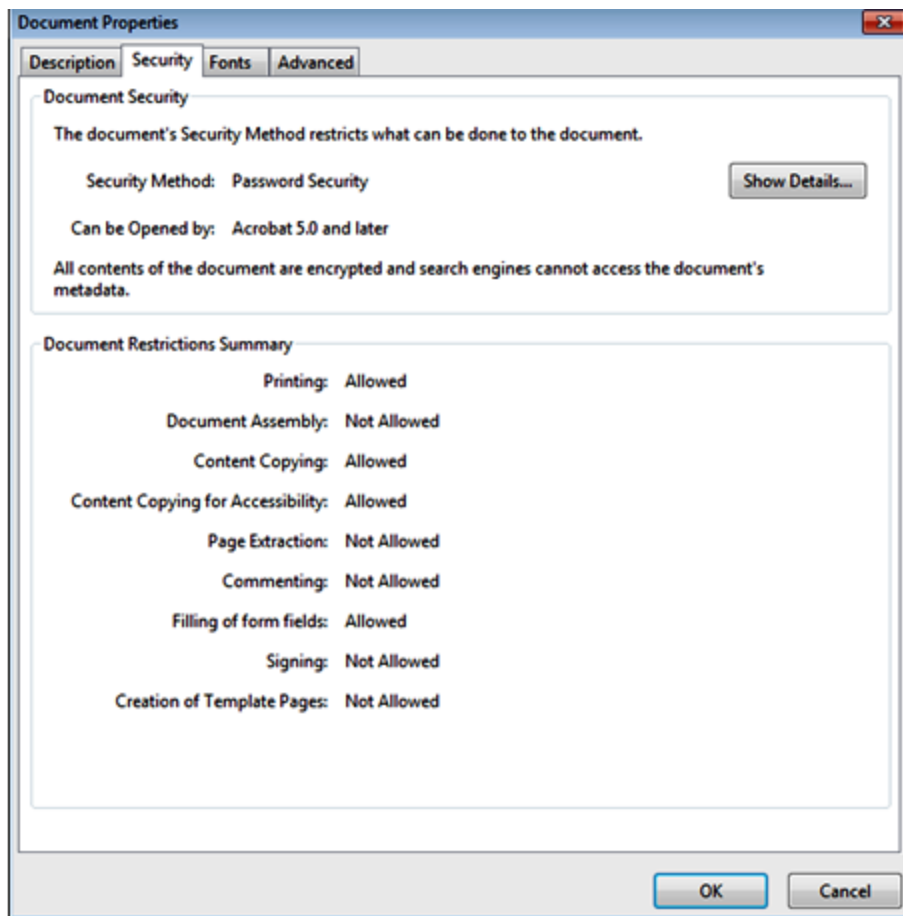


Figure 1.9 – Document Properties Security Tab

Unsupported Fonts

Font resources are included in newly created documents. This is a standard with PDF/A files. Document generating tools use non-supported fonts 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 enable you to 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.

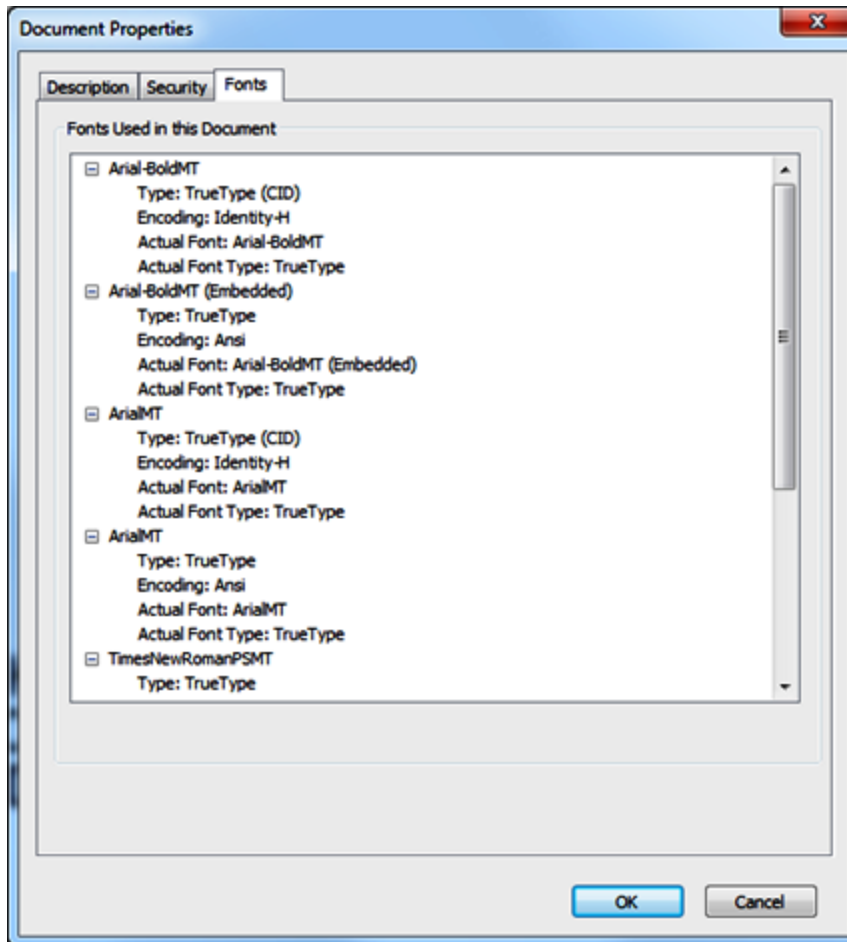


Figure 1.10 – Document Properties Fonts Tab

Technical Support

For assistance, contact Tyler Technologies through the following resources.

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