

# eService with Odyssey File & Serve

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*Note: This guide is intended as a supplement to the information contained in the Tyler Odyssey File & Serve manual sections covering eservice, available through the OFS website. Below is a direct link to the OFS Individual Filer User Guide. Service contacts are covered in Chapter 12 of this guide (p.164-195). If you are a Firm filer, this information will be applicable as well. Service contact functionality is universal for all filers; the same information is also repeated in the firm user guide, also available on the site.*

[https://tylertech.egain.cloud/kb/vth5/content/PROD-25121/HTML-5-Individual-Filer-User-Guide-20190?articleViewContext=article\\_view\\_useful\\_items&isFeatured=undefined&topic=undefined](https://tylertech.egain.cloud/kb/vth5/content/PROD-25121/HTML-5-Individual-Filer-User-Guide-20190?articleViewContext=article_view_useful_items&isFeatured=undefined&topic=undefined)

Odyssey File & Serve's eService feature offers an efficient integrated method for serving copies of documents on opposing parties simultaneously with submission to the Court. This feature is available in all dockets and case types subject to certain conditions:

1. To serve an opposing party, the intended **recipient must have created an available *public service contact*** in the Public Contacts list for the filer to locate and select. This is an obligation for all attorneys and others using the system and should be done as soon as the firm is established and firm users are registered. **Please see chapter 12 of the Tyler Individual Filer User Guide**, linked above, for further instructions on how to add firm and public service contacts. In particular, please see the bottom of page 166 with the screen shot where it shows the checkbox for making a contact a "public" contact. Once a contact is made public, it will be available to other filers for service.

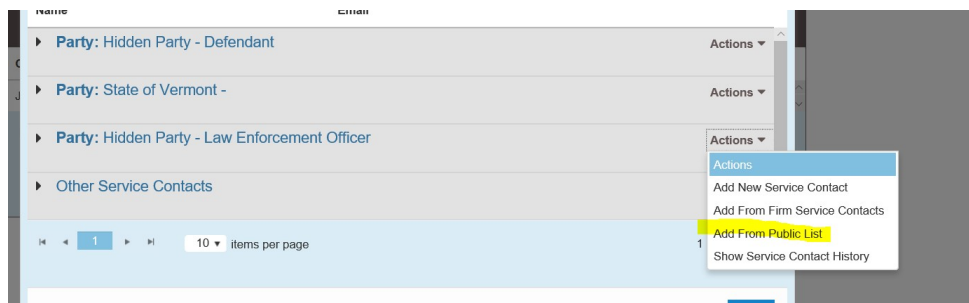


2. **eService can be used for both initial and subsequent filings, so long as the contacts of those to whom service will be made are in the public contacts list. Please see pp. 173-175 of the Tyler Individual Filer User Guide** for further instructions on how to select contacts from the public contacts list at the time of filing. *Please note that use of the eFiling system is generally only mandatory for attorneys. Many self-represented parties and other non-attorneys are not registered efilers, are not required to register, and are under no obligation to accept service electronically.*
3. **The filing type of "eFile and Serve" must be selected** when submitting a filing to be served on opposing parties. Selecting only "eFile" and using the "courtesy copy" field to enter opposing party's email address is not considered service; courtesy copies are not tracked and receipt is not verifiable.

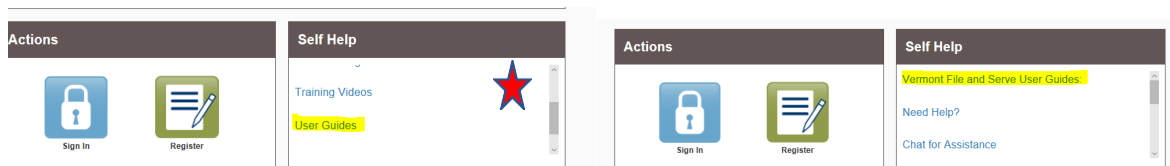


*Note: the “Serve” only function is also available for situations in which documents must be served only on the other party(s) but are not being filed with the court. Please see user guides for more details.*

- To add a service contact from the Public Contacts list, in the service contacts section, click the “Actions” dropdown and select “Add from Public List”. A searchable list will display of all publicly available service contacts in the system. Find and select the appropriate one(s) and save.



The following pages contain some of the most common FAQs about eService. However, for full detailed instructions on how to create service contacts and how to add service contacts onto a case either during or after a filing, please refer to Chapter 12 in each of the User Guides (Firm Administrator, Firm User and Individual User) available at in the OFS website self-help section. *Note: technical instructions are in the system vendor’s (Tyler’s) user guides, not in the VT-specific guides which are also located in that section. Also see FAQs and other resources for more information.*



## eService FAQs

**Q: I put opposing counsel's email address in the "courtesy copy" field in my filing. Is this the same as eService?**

*No. Courtesy copies are not the same as eService and filers are discouraged from using this feature. Using the courtesy copy feature is not compliant for eService and courtesy copy emails are not tracked or guaranteed and receipt is not verifiable.*

**Q: Doesn't the system automatically send me a notification anyway whenever something is filed in my case?**

*No. The notifications you receive from the court (e.g., when an order is issued or a hearing is scheduled) come from a different source and are based on a different process from filing and service notifications in OFS. It remains the filer's obligation to serve copies of filed documents on opposing parties; the eService feature in OFS is designed to make this simple.*

**Q: What is the difference between efile only, efile and serving and service only filing types?**

- *E-file Only (EFO): your filing is only being e-filed to the court.*
- *E-file and Serve (EFS): your filing will be e-filed to the court as well as being served electronically to those on the service contact list.*
- *Serve Only (SO): your filing will only be electronically served to those on the servicecontactlist.*

**Q: What is a Service Contact?**

*A service contact is someone who has elected to be served via email with documents that have been filed into cases. On the e-filing site each person who wants to receive eService needs to add themselves to the public service contact list. This will ensure that email notifications can be sent to them when a filing in a case is eFiled & Served.*

**Q: Do I have to file into a case to add a service contact?**

*No.. While you have the option to add the service contact when you search for the case, the preferred method is to select service contacts from the public contacts list at the time of filing.*

**Q: How do I view service contacts attached to an existing case?**

*To view service contacts in a case you have filed into:*

- *In your filing history, click on the Actions button next to the case in question*
- *From the drop down, select View service contacts.*  
*This will allow you to see service contacts that have already been attached to a case.*

*To view service contacts on a case you have not filed into:*

- *Click on File into Existing Case*
- *Search for the case*
- *When the case is showing, click on the black actions to the right*
- *Click on view service contacts.*

**Q: How do you view the list of cases a service contact is attached to?**

- Click the orange 'Actions' button to the top right of the page.
- Click 'Firm Service Contacts' on this menu.
- Find the contact you want to view the attached cases for.
- Click the black 'Actions' button to the right of the contact's name.
- Click 'View Attached Case List'. List will display.

**Q: How do I add the opposing attorney to their client when I am initiating a case?**

*You will not be able to add opposing attorneys on the parties section. You can only associate attorneys that are members of your firm's account. You will want to leave this field blank and proceed with the filing.*

**Q: What is an Administrative Copy recipient in a Service Contact?**

*Adding additional recipient email addresses in the administrative contact field allows those recipients to also receive copies of the same documents that are sent to the service contact.*

**Q: How do I add an administrative copy to a Service Contact?**

*To add an administrative copy to a service contact please follow the steps below:*

- Click the Gold Actions button in the upper right hand corner and select Firm service contacts
- Select the service contact that you are wanting to attach the administrative copy email to.
- Another box will populate with the service contact information, enter the administrative email address under the Administrative Copy field. Click Save Changes on the lower right hand side of the screen

**Please Note:** *You may enter multiple email address in the administrative copy field, you will just need to separate the email addresses with a comma.*

**Q: Do the service contacts receive a Filed Stamped copy of the document that I filed?**

*In order for individuals to be served with a document, the envelope must be an e-File & Serve or Serve Only filing. If the envelope includes service then the service contacts will receive a link to document that was filed.*

*The contact's email address **must** be attached to the service contacts section of the filing in order to receive the notification.*

**Q: How do I replace a service contact with another on my Firm Service Contact list?**

1. Click the orange Actions button to the top right of the page
2. Select 'Firm Service contacts
3. Find the contact to be replaced. Click the black Actions button to the right. Select 'Replace Contact'.
4. You will be given a drop down for Existing Service Contacts. Select the contact you want to replace the original. Click Save. This will replace the contact on all cases they were previously attached to.

**Q: According to the court docket I see a filing was done on a particular case. Why didn't we receive notification of that filing from opposing counsel?**

*There are a few reasons why this could have occurred:*

1. *If the filing party did not add eService to the filing, then you will not be e-Served with the document. These filings are referred to as E-Filed Only.*
2. *You were deselected as a contact for this filing.*
3. *You were added to the service contact list AFTER the filing was submitted.*

**Q: When I try to select parties for service, I click the names but it will not let me select anyone and it will not let me advance. What should I do?**

*When in the Service Contacts Section if you only see the parties associated to the case and do not see any email addresses listed below the parties name you will not be able to electronically serve that party/representing attorney. The opposing party has yet to attach their email address to the party they represent. You will need to continue to serve them in traditional means until they have attached their email address to the case.*

***Please note:** In order to move forward with your filing, please move back to the 'Filings' Section and change your filing from an 'Efile and Serve' to an 'Efile Only'.*

**Q: Where do I find a proof of service for a filing I submitted?**

*To view proof of eService please follow the steps below:*

- *Locate the case that you would like to view the eService for in your FilingHistory*
- *Click 'Actions' to the right of the envelope, select 'View Envelope Details'.*
- *Scroll down to eService Details - Here you can see that status of the eService (Name/Email of party it was sent to, Firm Name, if the service was sent successfully or not, Date/Time the email was open and view the Smtpl log)*