



E-SERVICE USER GUIDE

Florida Courts E-Filing Portal **E-service User Guide**

Table of Contents

Overview	3
E-service Features	3
Pre-Populated E-service Lists	3
Incorporating E-service to the Filing Process	3
Screen Location for Service List	4
E-File Service List Page	4
Creating the E-service List	4
Use Profile Email Addresses	4
Designate Other Email Addresses	4
Populate E-service List	5
Select Attorney to Receive Service	5
Other Attorney/Interested Party	7
Locating Attorneys to add to E-service List	7
Search Registered Users	8
Search Florida Bar	9
Type Name and Email Address	9
View E-service List You Created	11
Add from E-service Favorites	12
My Cases	16
Submit	17
View Case Information	18
View E-service List	18
Edit E-service List	19
Bounce Back Info	20
Other Attorneys/Interested Parties	20
Your Email Addresses for E-service on this case	22
My Status for this Case	23
Bounce-Back Email Notification	23

E-service User Guide

Overview

The Florida Courts E-Filing Portal (Portal) will provide an E-service component for attorneys of record beginning with the first document they file electronically through the Portal.

E-service Features

E-service will provide:

- Pre-populated E-service List on first day of E-service on the portal
- Email service of documents filed electronically through the Portal to all counsel of record and interested parties to the case
- Up to three email addresses per case, per attorney to receive the electronic notification [NEF]
- A PDF of the document[s] filed electronically attached to the NEF
- The ability for an attorney to change/edit their email addresses linked to a specific case
- The ability for an attorney to remove himself from receiving NEF of documents filed for a case
- Notification of bounce-back email when E-service could not be provided due to a bad email address
- Alert on E-service page when a bounce-back email is received
- When a person is added to the E-service List, an email goes to that person advising them that they have been added to the E-service List for the case and allows them to Request Removal from the E-service List
- If removal is requested from an E-service List, an alert is added to the E-service List so the filer knows that the person added is requesting to be removed from the E-service List

Pre-Populated E-service Lists

Every case in which an attorney has e-filed at least one document will appear on the My Cases page, a page found under the Filing Options tab on the Menu Bar. The attorney will be added to the E-service list for every case in which they have e-filed at least one document. By default, the attorney's profile email addresses will be listed as their E-service addresses for each case. An attorney may update their E-service email list at any time.

If it is the first time an attorney has e-filed a document in a case, it is possible that the E-service page will not have anyone listed. It will automatically add the filing attorney and then as other attorneys file to the case, they will be added to the E-service Recipient List as well.

Incorporating E-service to the Filing Process

The E-service list for a filing is incorporated into the filing process after documents are attached.

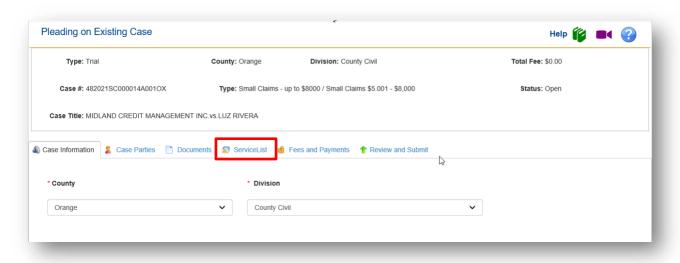
E-service User Guide Page 3 of 24

E-service User Guide

Screen Location for Service List

E-File Service List Page

Service List is a tab on the menu in the middle of the page.



Creating the E-service List

Filers may create the E-service list for a case using:

- The filer's profile email addresses
- Case specific email addresses (for those who should receive E-service for this case only)

Use Profile Email Addresses

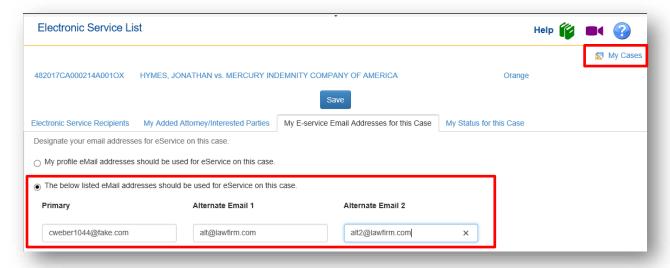
Select the 'my profile' radio button if the email addresses to be used for E-service are those from the filer's profile email addresses.



Designate Other Email Addresses

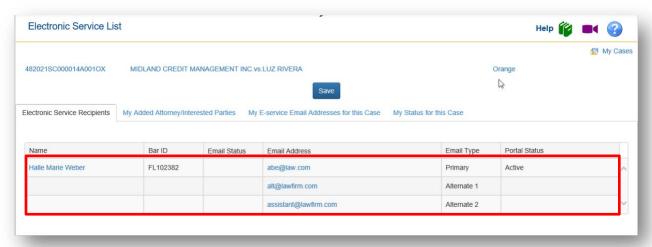
The filer should select the second radio button when designating new email addresses for Eservice on this case only. Type the email addresses to use for this case.

E-service User Guide



Populate E-service List

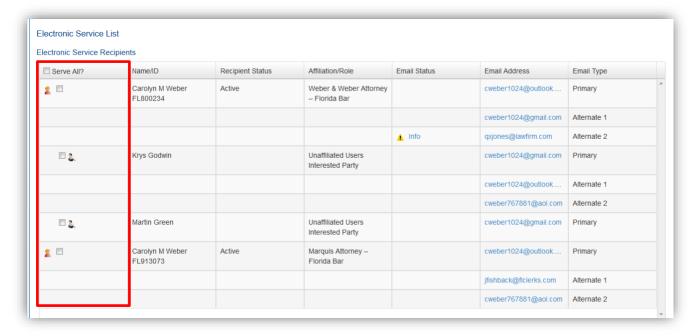
When you click on Next, the email addresses you selected will appear in the Electronic Service List at the top of the E-service page, as shown below.



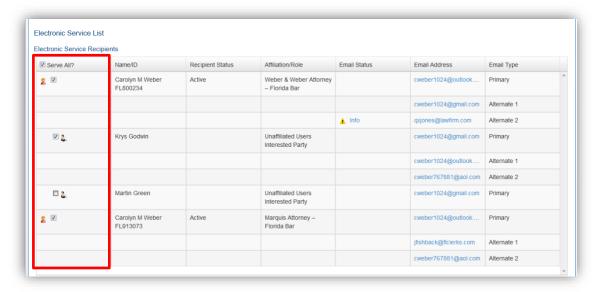
Select Attorney to Receive Service

As new attorneys electronically file to this case, they will be added to the Electronic Service List. By default however, no one will be automatically selected for service on the E-service List.

E-service User Guide

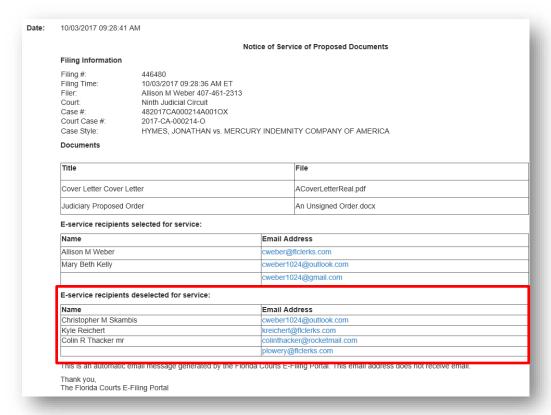


The filer is responsible to select from the E-service List those that they wish to serve. To select everyone on the E-service List, place a check in the box next to 'Serve All?' at the top of the column and every person on the list will be selected. If the filer does not wish to serve a particular attorney, remove the check mark in the appropriate box in the service column and the Notification of Electronic Filing (NEF) will not be sent to that attorney.



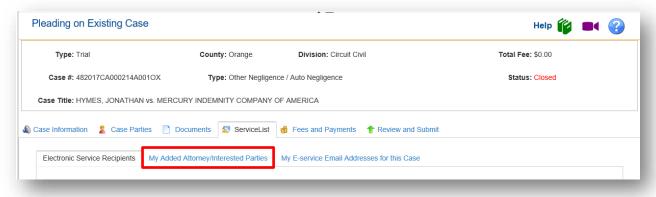
The deselected attorney's name will appear in the NEF that is served on all other recipients in a section noting which attorneys were not served through the Portal.

E-service User Guide



Other Attorney/Interested Party

A filer may add Other Attorneys or Interested Parties to receive E-service of documents filed to this case. To add an attorney or interested party, click on the My Added Attorney/Interested Party link in the ServiceList section of the E-service page as shown below.



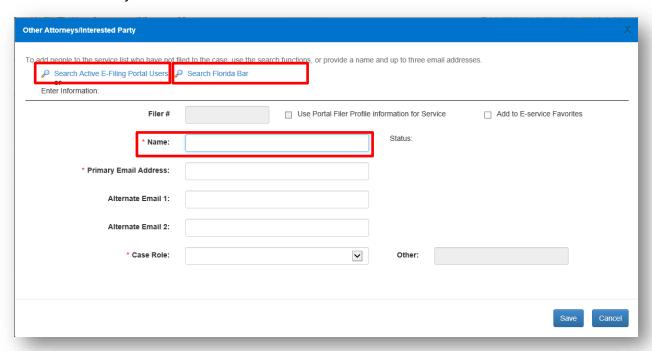
Locating Attorneys to add to E-service List

To locate an attorney's email address:

- Search registered users of the E-Filing Portal
- Search the Florida Bar database
- Enter the name and email address manually

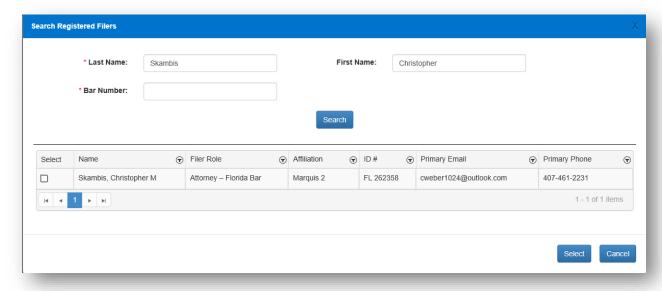
E-service User Guide

Select from your E-service Favorites List



Search Registered Users

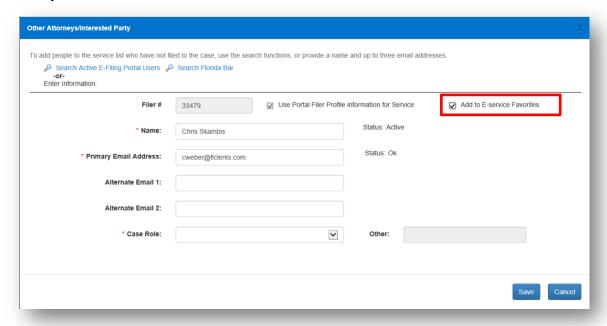
The Search Registered Users page will allow you to search the list of active registered users in the Portal. You may then select that user and the profile email addresses listed in the Portal for that user will be added to the E-service list. Be sure that you are selecting the correct person to add to the list as you will be providing a copy of the documents filed.



Once you have selected someone to add to the E-service List, they can also be added to your E-service Favorites List. To add someone you have selected to your E-service Favorites List, make sure you place a check in the 'Add to E-service Favorites' selection box. This will add this

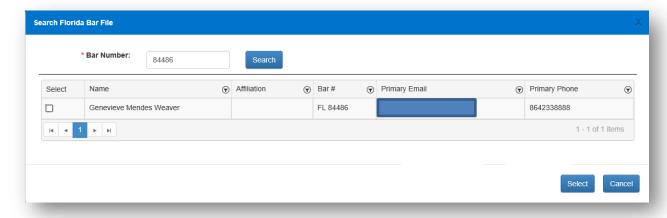
E-service User Guide

person to your E-service Favorites List so you do not have to do a search to locate them. This Add to E-service Favorites option is available with every search functionality when adding Other Attorney/Interested Parties to a Service List.



Search Florida Bar

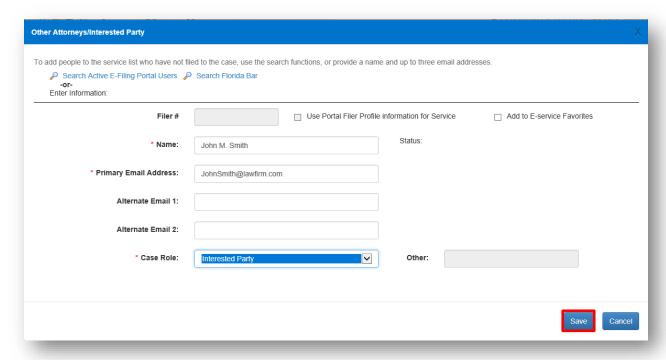
If you select Option 2, Search Florida Bar, you will be able to search The Florida Bar registry by Florida Bar Number and use the email address the attorney has listed with The Florida Bar to add to the E-service list for this case.



Type Name and Email Address

Type the name and email address to add Other Attorneys or Interested Parties to the E-service list.

E-service User Guide



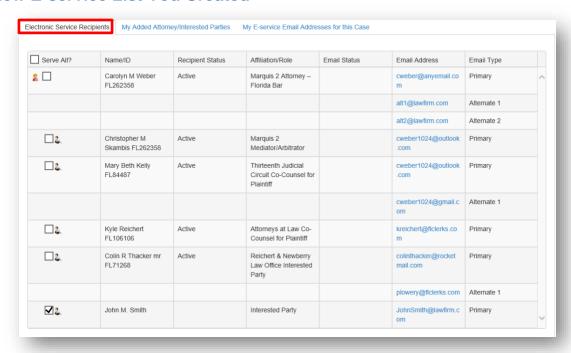
The filer that entered the name is the only one who will be able to remove the attorney or interested party from the E-service List. So, be sure that you add only people that wish to receive E-service of documents electronically filed to the case.

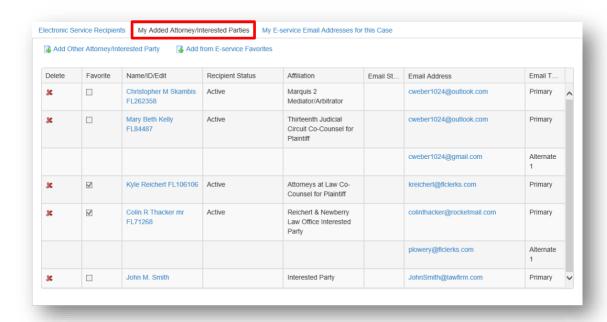
Once the filer clicks on SAVE at the bottom of the page, the Other Attorney or Interested Party entered will be validated against a bounce-back email data base to make sure the entered email address has not received any bounced-bad emails. The status of that email address will be shown and they will be added to the table in the middle of the E-service List page.

E-service User Guide Page 10 of 24

E-service User Guide

View E-service List You Created

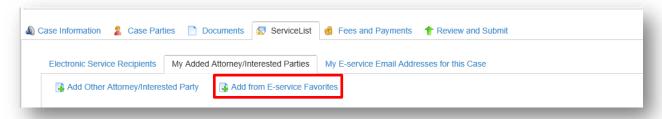




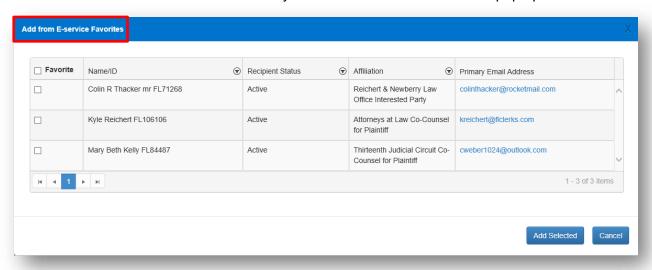
E-service User Guide

Add from E-service Favorites

When you add Other Attorneys/Interested Parties to an E-service List using any of the above options, you are able to add the people to a personalized E-service Favorites List. Then rather than searching for a person that you add often to an E-service List, you will be able to select 'Add from E-service Favorites' to see your E-service Favorites List and add Other Attorneys/Interested Parties.

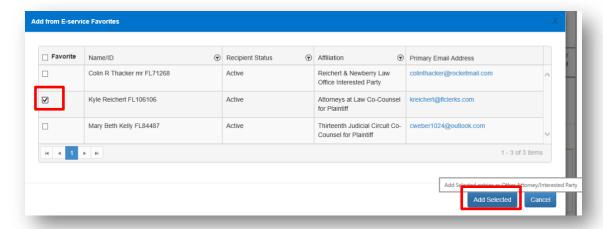


Click on 'Add from E-service Favorites' and your E-service Favorites List will pop up.



Then simply select from your E-service Favorites List the Attorney/Interested Party you wish to add to this cases E-service List. As you add attorneys to your E-service Favorites List, it will continue to grow.

E-service User Guide



Once a person is added to the E-service List using the Other Attorneys/Interested Parties link, the person added will receive an email address advising them that they have been added to the E-service Recipient List for the case. They will also receive the Notification of Electronic Service for the case they were just added to.

E-service User Guide Page 13 of 24

E-service User Guide

Notice of Inclusion on eService List Case # 2017-CA-000214-O



eservicetest@myflcourtaccess.com

Tue 10/3/2017, 9:25 AM

You have received this email because you have been added to the Florida Courts E-Filing Portal eService List by

Filer Name: Allison M Weber Bar ID: 262358

Email Address: cweber@flclerks.com

Phone Number: 407-461-2313

Firm or Organization: Marquis 2

Regarding Case:

Court: Ninth Circuit Judicial Circuit in and for Orange County,

Florida

Court Case Number: 2017-CA-000214-0

Case Style: HYMES, JONATHAN vs. MERCURY INDEMNITY COMPANY OF AMERICA

Case Type: Other Negligence / Auto Negligence

If you are not associated with this case and wish to be removed, please click here to request to be removed from the eService list, or directly contact the filer listed above.

Do not reply. This is an unmonitored email box.

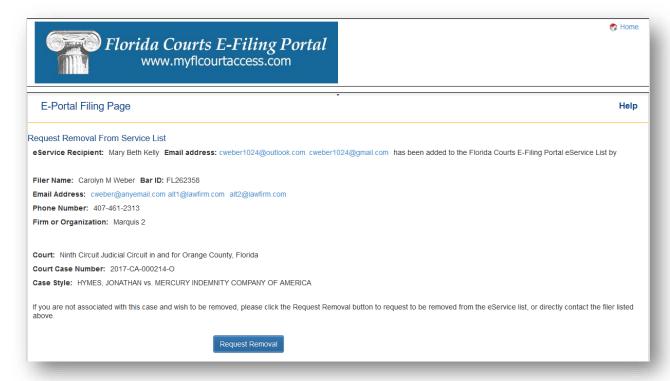
Thank You,

The Florida Courts E-Filing Portal

Toward the bottom of the above email, there is a link for them to use if they request to be removed from the E-service list for this case. Once that link has been invoked, the following page will appear.

E-service User Guide Page 14 of 24

E-service User Guide



If you do not wish to be added to the E-service List for this case, click on Request Removal. The following message box will appear.



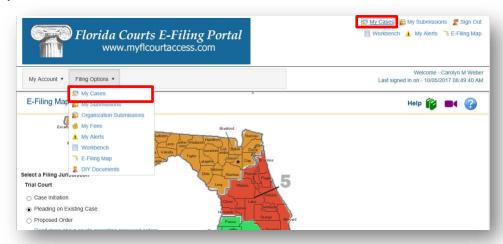
Select OK if you wish to be removed from the E-service List for this case. That will automatically remove you from the E-service List for this case.

During the filing process, as indicated by the check in the box under the Serve column, the filers will be able to un**check** that box if they do not wish to serve a specific document on that party. Only the filer will have the option to **not** serve that party **or** to remove a party that the filer added using the Other Attorney/Interested Party link from the E-service list for this case.

E-service User Guide

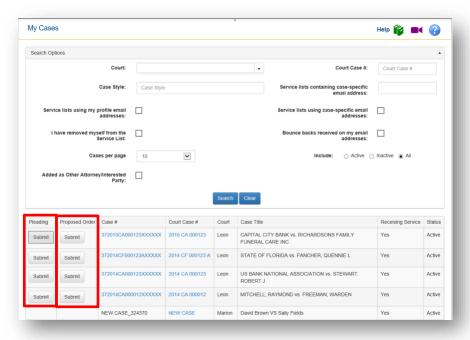
My Cases

The My Cases page is found in the Filing Options Menu on the Menu Bar and also up in the right hand corner of the page in the Quick Links. To get to this page, either go to the Filing Options menu on the Menu Bar and select My Cases from the drop down as shown below or select My Cases in the Quick Links.



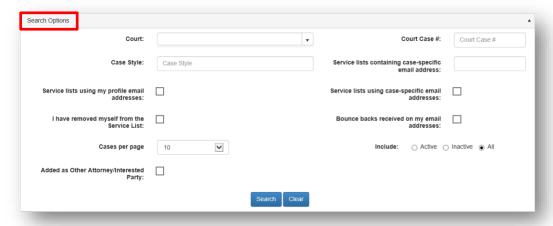
My Cases will allow you to view case information by selecting the Case #, view the E-service List for the case by selecting the Court Case #, change your email addresses for E-service on a specific case, remove yourself from the E-service List for a case and mark a case inactive.

You will also be able to file directly to a case from the My Cases page by selecting the 'Submit' button on the left hand side of the page. If a Judicial Officer is accepting Proposed Orders through the Portal, there will be a 'Submit' button enabled under the Proposed Order column on the My Cases page that will take you directly to the Case Information page to submit a Proposed Order.



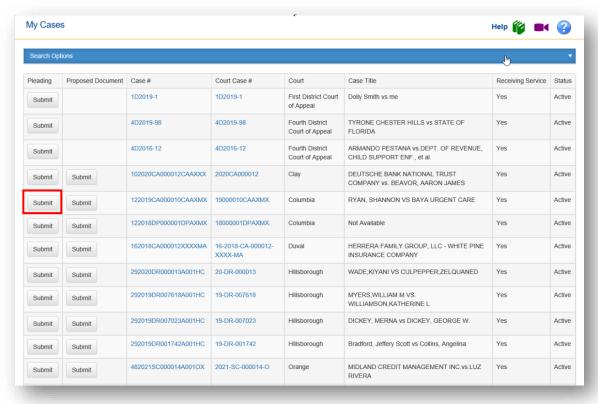
E-service User Guide

If you have a large list of My Cases, use the 'Search Options' available at the top of the page to further define your search to quickly access the case you are looking for.



Submit

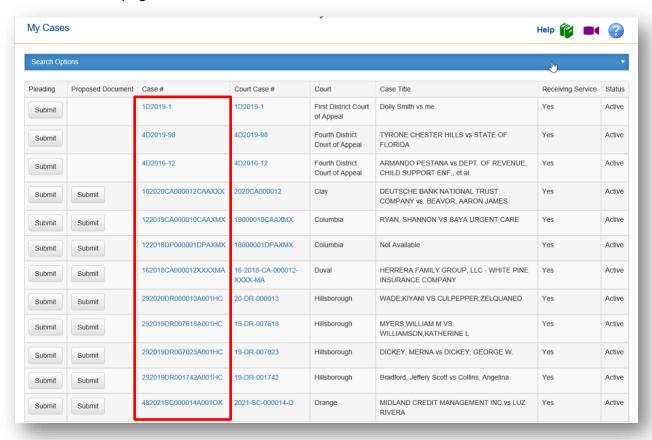
By selecting the 'Submit' button, you will bypass selecting the County, Division and typing in the Case Number on the Case Information page. The Portal will pull this information based on your case selection and take you to the bottom of the Case Information page where you can mark you filing as an emergency or add a Matter Number for the submission. Then you click on Next and continue down the filing path.



E-service User Guide

View Case Information

To view case information, the docket sheet and the documents, select the Case Number in the first column on the page.

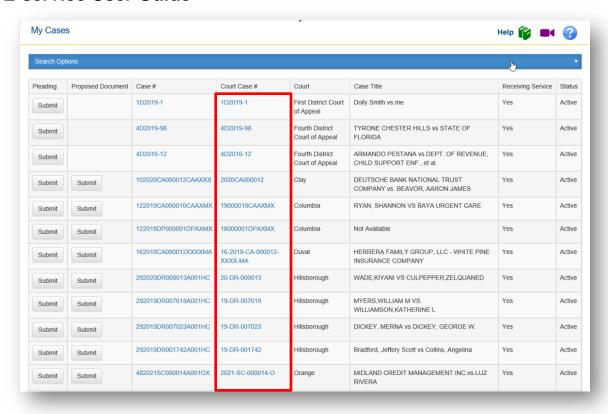


For most counties, this will open a new page and display the docket sheet and provide access to the documents in the case.

View E-service List

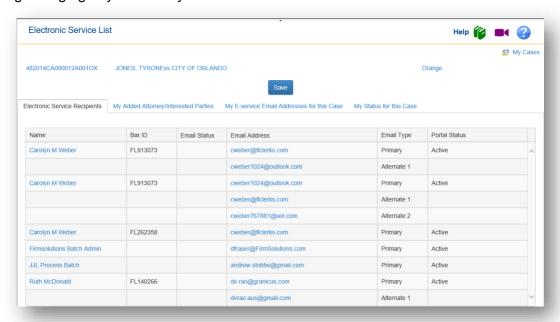
To view the E-service list for that case, select the Clerk Case #, as shown in the second column below.

E-service User Guide



Edit E-service List

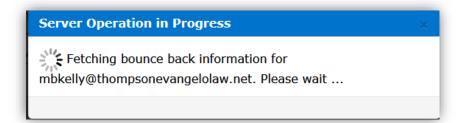
When selected, the Electronic Service List for that case will open and give the filer access to editing/changing any necessary information.



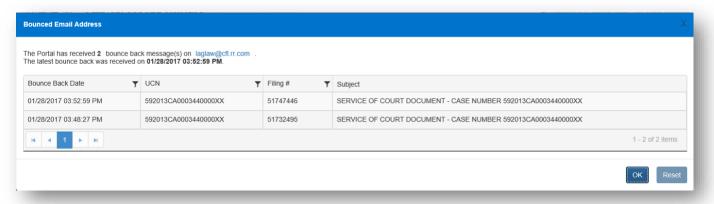
E-service User Guide

Bounce Back Info

If you click on 'Info' in the Email Status Column, you will see the Bounced Email Address information.



The Portal will show you how many bounce back messages have been received from that email address and the latest date one was received.



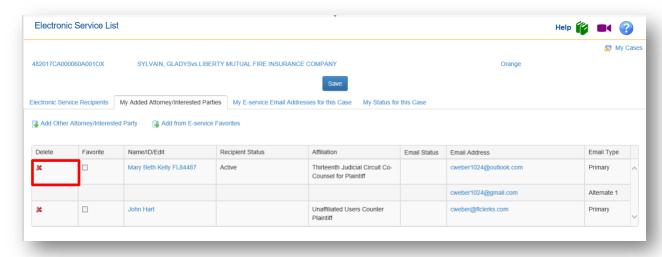
You will also be able to Reset this email address if the reason for the bounce back has been resolved. When you select Reset it will remove that email address from the bounce back data base. However, if that email address bounces again, it will receive the bounce back alert icon once again.

Other Attorneys/Interested Parties

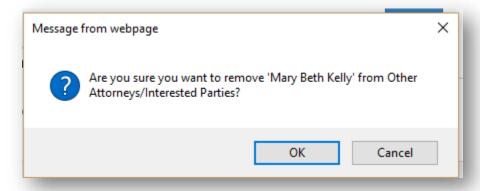
The filer may remove any Other Attorneys/Interested Parties listed in this section or add new Attorneys/Interested Parties to the E-service list. To remove a party, simply click the red "x" in the # column as shown below.

E-service User Guide Page 20 of 24

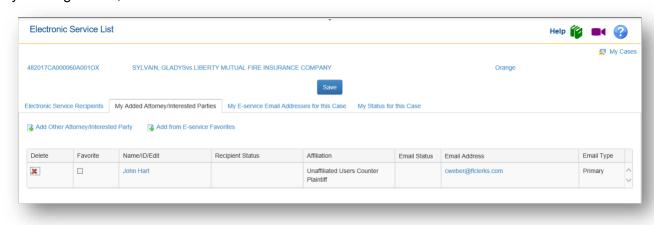
E-service User Guide



A message is generated to advise that the user wishes to remove the person from the Other Attorney/Interested Parties list for that case.



By clicking on OK, that name is removed from the list as shown below.

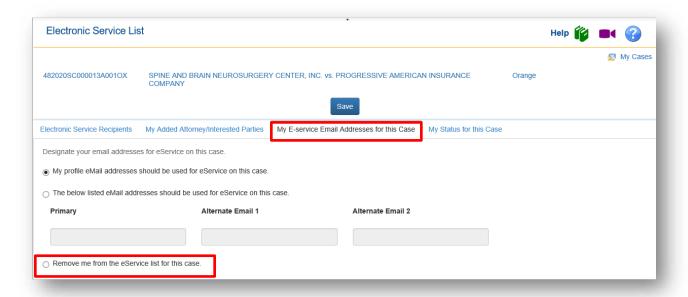


E-service User Guide

Other Attorneys/Interested Parties can be added from this page as well. Follow the steps shown above in the Other Attorneys/Interested Parties section.

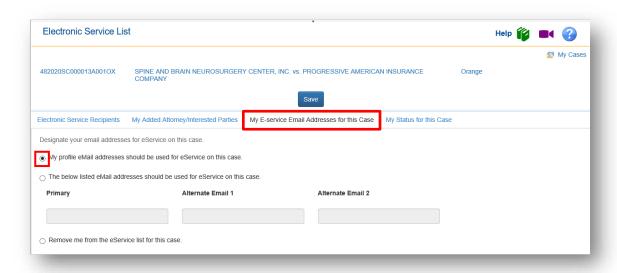
Your Email Addresses for E-service on this case

Email addresses for E-service on this case can be updated by selecting to use the filer's Profile email addresses or by designating up to three new email addresses to be used for this case only. The filer may also select to be removed from receiving E-service on this case completely.



If a filer removes him or herself from E-service on a case, an email notification will go out to the E-service list recipients in the case advising that the filer has removed herself from E-service on that case.

If a filer removes herself in error, she may always select to receive E-service again by designating the appropriate email addresses to be used and then click on Save at the bottom of the page.



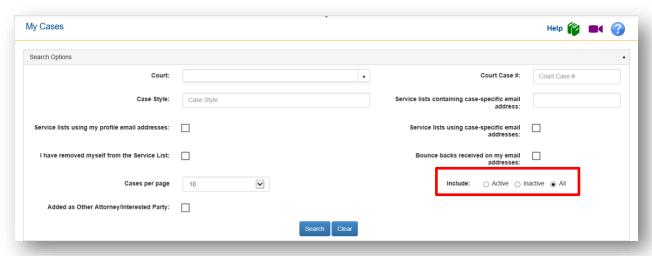
E-service User Guide

My Status for this Case

This allows you to set up your My Cases page the way you wish. If you mark a case as active and select to include on your 'Active' cases, then the cases marked 'Active' will appear on your My Cases list. If you select to show only the 'Inactive' cases, then only those cases marked 'Inactive' will appear on the list.



The ability to configure the way your My Cases page looks is part of the 'Search Options' available on the My Cases page.



Select whether you wish to view All, Active or only Inactive cases on your My Cases page as shown above.

Bounce-Back Email Notification

The Portal will send the filer an email notification of any bounce-back emails when the Portal is notified that an email did not go through. It may take almost a day for the email server to be notified that the email did not go through, depending on the reason for the failure. If sending to a valid domain but with an invalid address, it fails immediately. For example, if sending to cweb@flclerks.com, this will fail immediately as flclerks.com is a valid domain name but cweb is an invalid address. The same thing is true for an invalid domain name. For example, cweber@fakedomainname.com. In this example, fakedomainname.com is not a valid domain name so it will fail immediately.

Your email provider will receive the notification, as will the Email Log in the Portal.

E-service User Guide

The deficient email address is shown and it is the filer's responsibility to serve the documents filed in this submission by another method that is in compliance with Rule 2.516. It is also the filer's responsibility to notify or correct the bad email address so that E-service does not continue to go to a bad email address. This person will also be deselected from the E-service Recipient List when going through the filing process until the bad email address is corrected.

E-service User Guide Page 24 of 24