



# eService FAQs

✦ Can you update the eService list without filing a document?

✦ Maintain My Cases page

✦ eService page when filing documents

# eService FAQs

- ✦ Why aren't all my cases showing up on the Maintain My Cases page?
  - ✦ When implemented went back 4 weeks to add cases
  - ✦ File a document electronically to the case to add to the list

# eService FAQs

- ✦ Your eService function is sending file stamped copies out, but what if the filing is rejected?
  - ✦ If the filing goes to the Pending Queue, the document replaced, eService is done again
  - ✦ Clerk's do not reject filings



# eService FAQs

- ✦ While I was in the E-service tab, I de-selected our organization as one of the parties to be served since we are the filer, however when I went to the Email log to make a PDF of the e-service as proof of service for our records, I realized/noticed that unless you serve yourself as well, there is no record in the portal of e-serving the other parties. Is this correct?
  - ✦ Email Log
  - ✦ My Trial Court Filings icon
  - ✦ Email Provider

# eService FAQ

- ✦ If we deselect ourselves from the eService List, will that prevent us from getting served with opposing counsel's filings as well?
  - ✦ eService is done by submission
  - ✦ Must select recipients for each submission
  - ✦ Official File Stamped copy of document with NEF

# eService FAQs

- ✦ Exactly where in the system do we have access to changing our email service addresses?
  - ✦ Maintain My Cases
  - ✦ eService List during filing process

# eService FAQs

- ✦ **How do I remove myself from eService List?**
  - ✦ Maintain My Cases
  - ✦ eMail Notification Sent to all eService List recipients