File & Serve

How To Manual

EIGHTH JUDICIAL DISTRICT COURT

Table of Contents

How Do I Register To File?

Video Walkthrough available at http://www.clarkcountycourts.us/fns/#Register

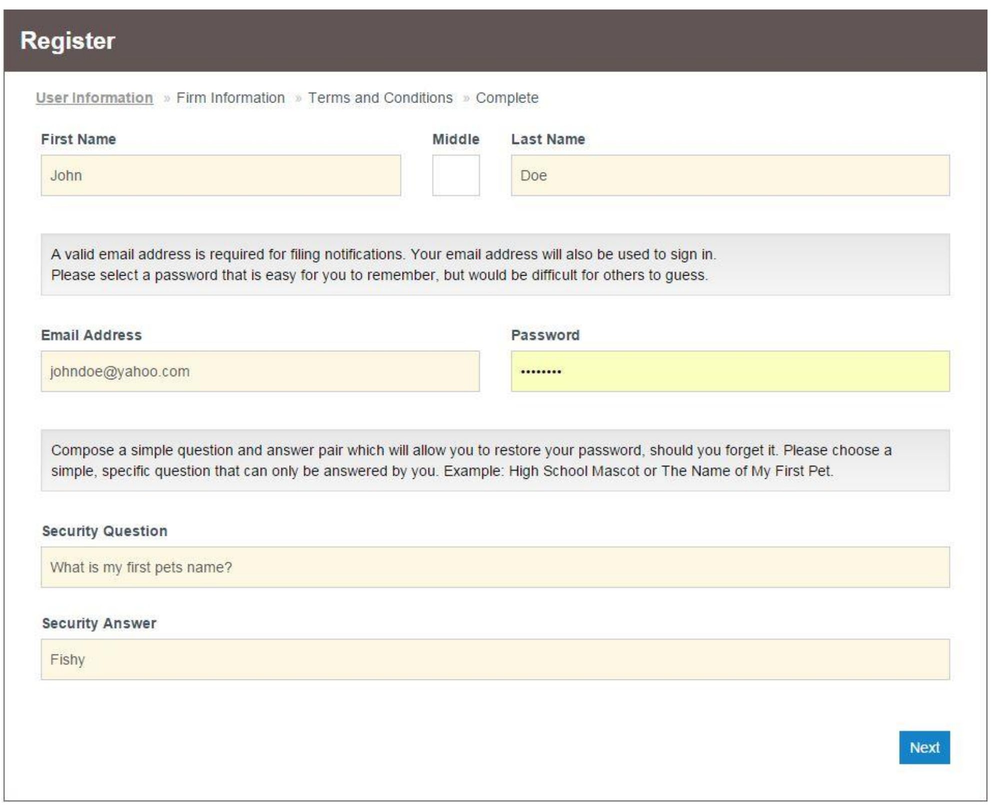
Please follow the steps below to register for a new account

Navigate to **https://nevada.tylerhost.net/OfsWeb/** in your web browser.

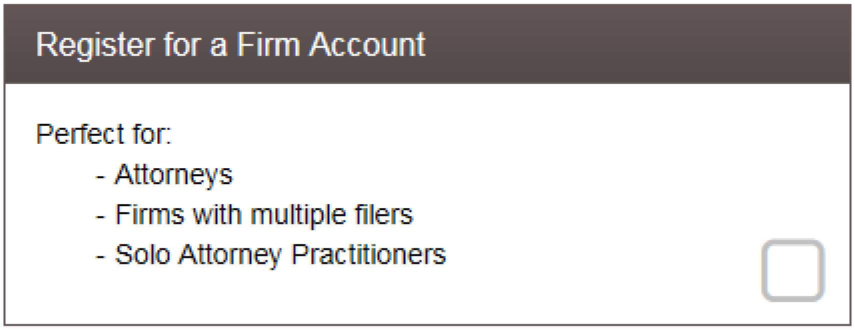
Click the Green Register Icon

You will be directed to the **User Information page**.

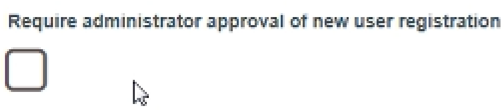
- Complete all fields with red borders.
- Password parameters: Your password must be at least 8 characters and include an upper case letter, a lowercase letter, and a number or special character.
- Click Next



You will be directed to the Registration Options. Select the Firm Account option. This is the appropriate option for both attorneys and Justice Partners.



Please Note: The account approval box should remain unchecked. The User Approval feature is not available at this time.



Complete the Contact information and click **Next**.

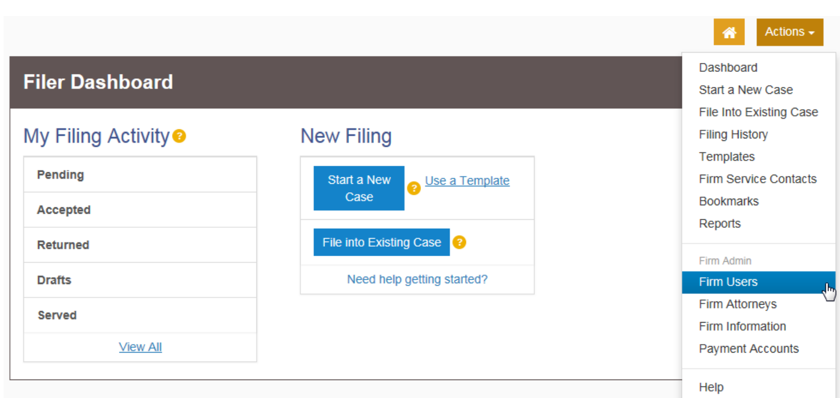
You will be redirected to a success page. Please go to your email to activate your e-filing account.

How Do I Add A Firm User?

Video Walkthrough available at http://www.clarkcountycourts.us/file-and-serve/#Users

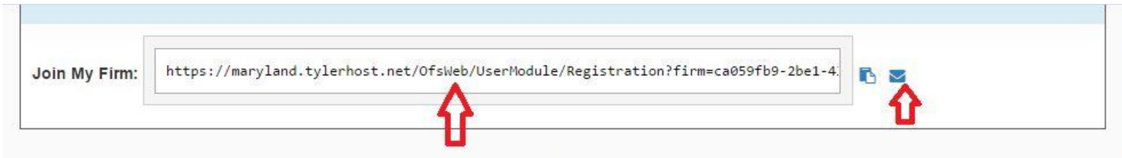
Firm Administrators can invite users to their firm. Simply follow the steps below:

Click on the orange **Actions** tab on the upper right hand side of the home page. Click on **Firm Users**.



Scroll down to **Join My Firm** and click on the icon that looks like an Envelope. This will send an email to your new user with steps for account activation. Once the user enters their information using the link you provide, they will gain access to E-File as a part of your firm.

Note that this invite link only works if you have Outlook or a similar default email program. If you do not have this functionality, you may copy and paste the link into an email manually.

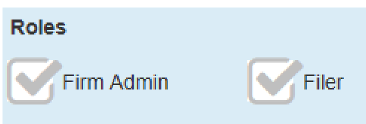


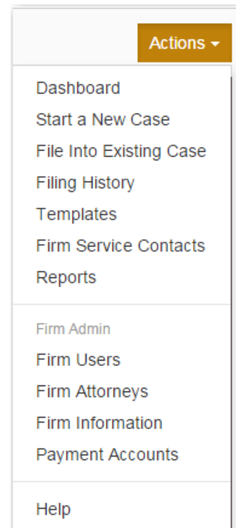
To Approve Additional Firm Administrators

From the **Firm Users** page, click on the orange **Actions** tab on the upper right hand side of the screen.

Click on **Firm Users**.

Find the user that you wish to grant administrative access and click on their name. Select the **Firm Admin** check box and **Save Changes**.





How Do I Add An Attorney To My Account?

Video Walkthrough available at http://www.clarkcountycourts.us/file-and-serve/#Attorney

Attorneys can be added by a firm administrator or can be approved by a firm administrator after the attorney self-registers.

To add an attorney, please follow these steps:

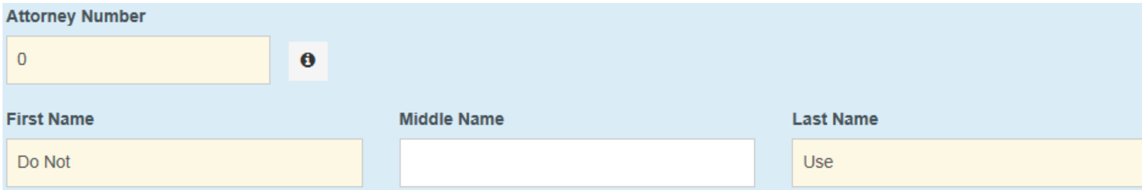
Click the orange **Actions** button, in the upper right hand corner of the home page.

Click on **Firm Attorneys**.

Click the **Add New Attorney** button.

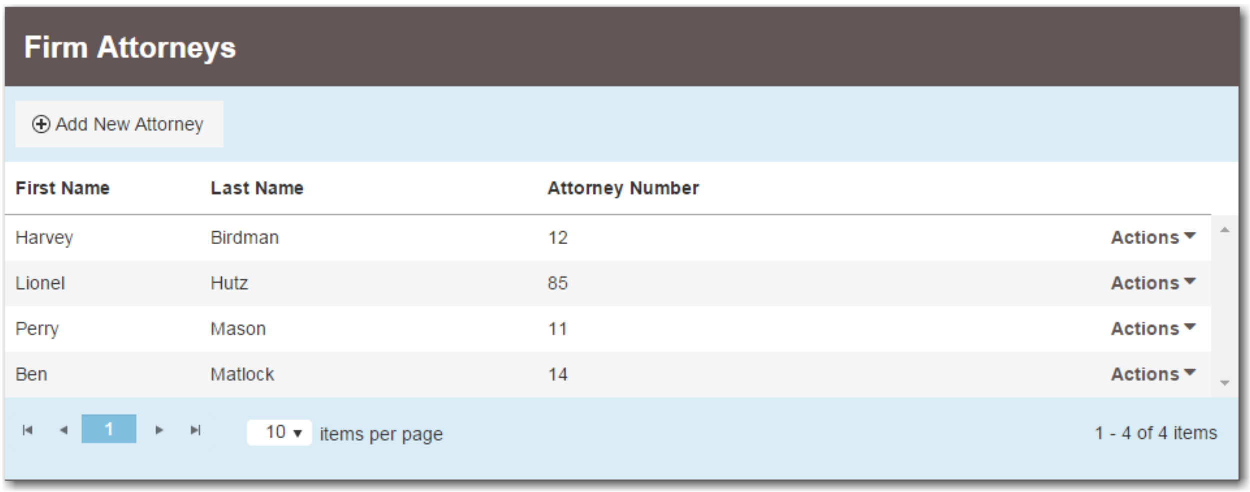
Fill out the Attorney number (BAR number), along with the attorneys first and last name in the fields provided.

Please note that the system requires an attorney in your firm whether you have one or not. For agencies that file but don't have an attorney, the recommended practice is to enter BAR number 0 with the name **DO NOT USE** so your users don't inadvertently add an invalid attorney to their submissions. Filings will not process correctly if an invalid attorney is included.

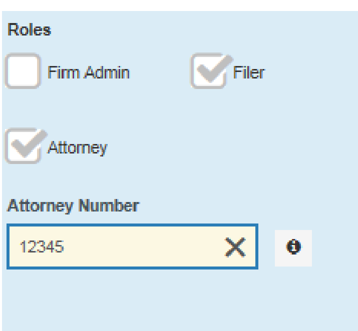


Click Save Changes

The system will send a verification message that the attorney was added to your firm.



To add an Attorney role to a self-registered user:



Click the orange **Actions** button, in the upper right hand corner of the home page.

Click on Firm Users

Click on the name of the user

Under Roles, check the Attorney box and enter the attorney bar number

Adding a Payment Account

Video Walkthrough available at http://www.clarkcountycourts.us/file-and-serve/#Payment

Click on Orange Actions tab located in the upper right hand corner.

Click **Payment Accounts**

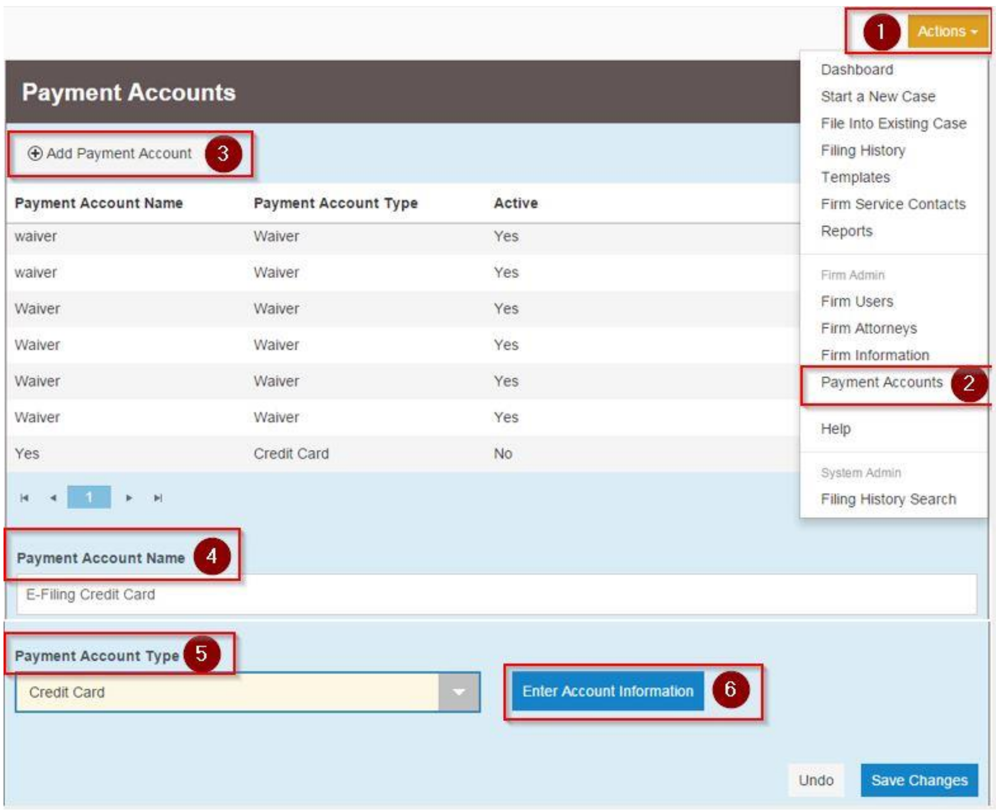
Click **Add Payment Account**

Name the Payment Account (Please name your account after the account type.)
For Example: My Firm's Credit Card or My Firm's Checking Account

Select the Payment Account Type: (For this example, we will add a Credit Card.)

- Credit Card
- E-Check
- Waiver
- Draw Down Account

Click on **Enter Account Information**.



Input the Cardholder Information. Click **Continue** (bottom right corner).

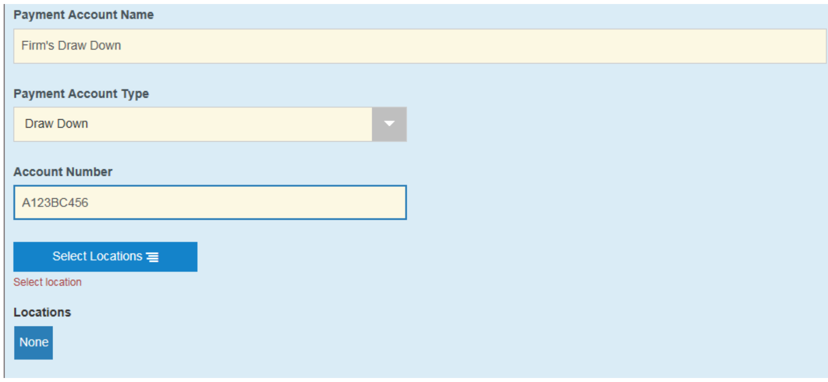
You will be redirected to a Summary Page. Verify that the Information is correct. Click **Save Information**. Your payment account is now saved in the system for future use.

For a Draw Down Account

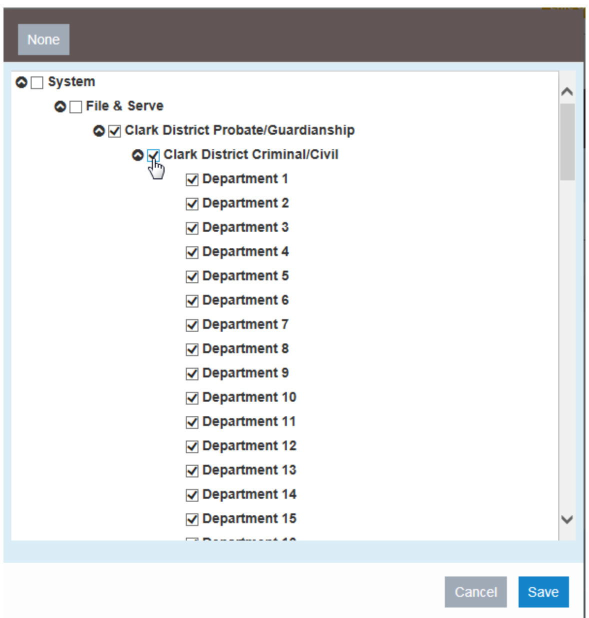
Click **Add Payment Account**
Name the Payment Account. This name is internal to your firm.

Select the **Draw Down** account type and click on **Enter Account Information**.

Input the **Account Number**. Please note that draw down accounts are case sensitive.



Click on the **Select Locations** button. Single click on **Clark District Probate/Guardianship** to select all locations. Click **Save.**



Click on **Verify Draw Down Information.** The system will validate your account (this process may take a minute. Once this is complete, close the verification window and **Save Changes.**

Setting up Service Contacts and Attaching Them to Cases

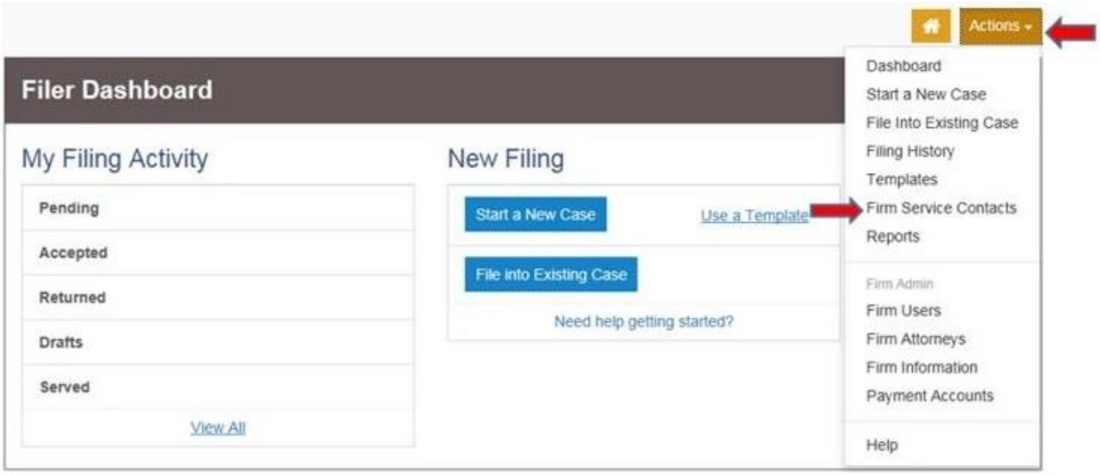
Video Walkthrough available at http://www.clarkcountycourts.us/file-and-serve/#Service-Contacts

To electronically serve a party or attorney on a case, there are two separate steps that must be completed.

- The service contacts have to be created.
- You will need to link your contacts to your cases.

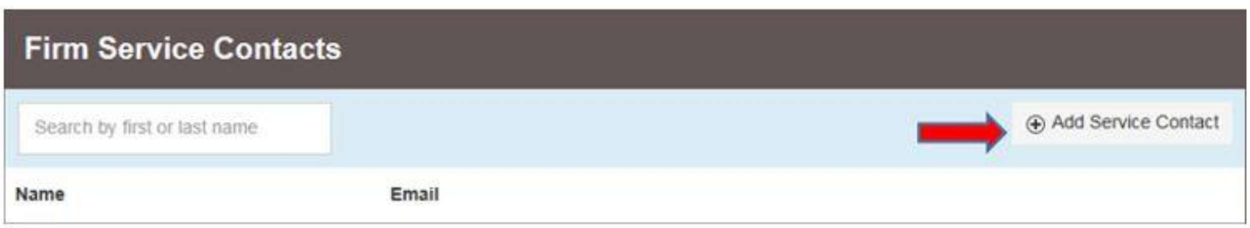
Creating your Firm Contact List

Locate your **Firm Service Contacts** list under the Orange Actions menu.

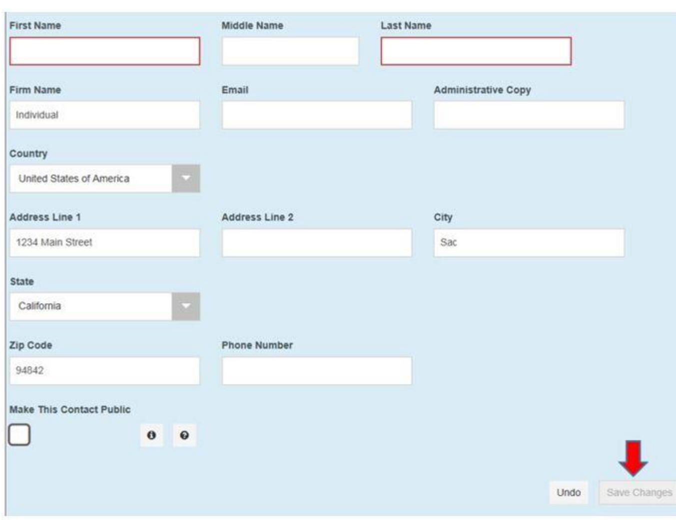


Please note: Contacts added to this list should only be the user or members of the user's firm. Only the firm that creates the contact can maintain the contact (update any contact information, such as email or address) and remove themselves from any cases they are erroneously added to. It is recommended to not add contacts from other firms to your Firm Service Contacts.

Select **Add Service Contact**.



Fill in the desired fields for your service contact. Any fields outlined in red are required fields. To save your Service Contact, click "Save Changes."



Linking your Contacts to your cases

After the service contacts are created, you will want to return to your **Filer Dashboard** (select the orange **Home** button at the top right of your screen) and start to link your contacts to your cases. There are two ways to accomplish this.

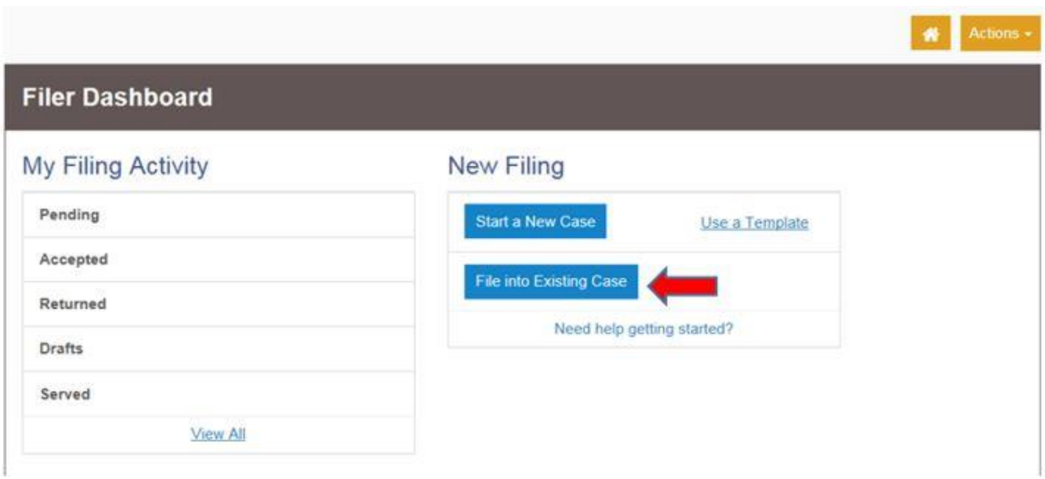
Option 1: Add service contacts without filing into the case (this option is only available after the case has been initially created.)

Option 2: Add service contacts **during the filing** process.

Best Practice Recommendation: It is recommended that you add yourself to the case as soon as you are able. Adding yourself to the case early on in the life of the case guarantees that you will be an eService contact on the case

To Add the Service Contact to the Case without filing:

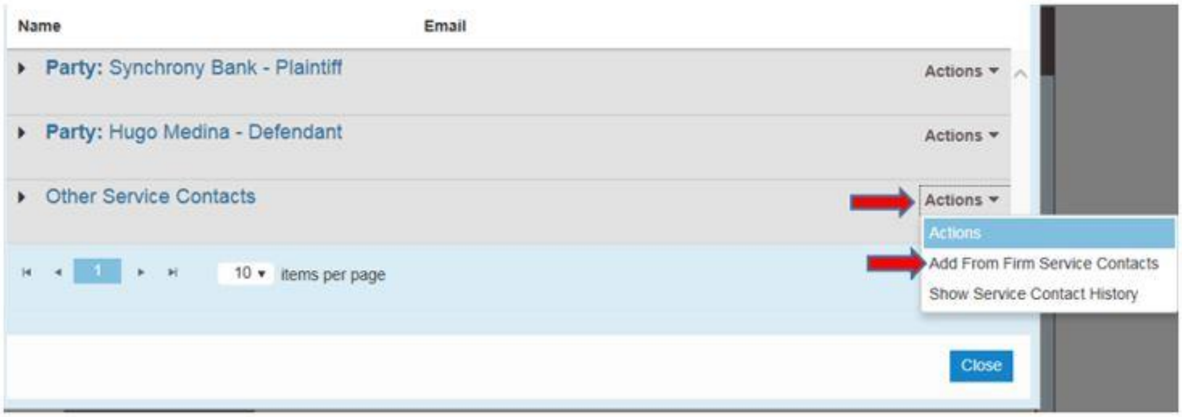
Search for the case by selecting **File into Existing Case.**



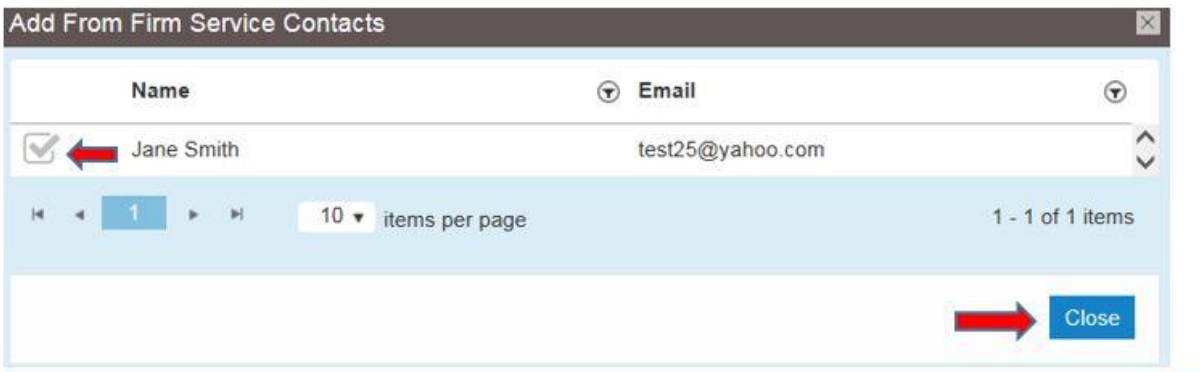
Select your location from the drop down menu, enter your case number **OR** party information, and select search.

Once your case populates, click on the **Actions** tab located on the right hand side of the case. Then select **View Service Contacts**. This will bring up the service contacts list.

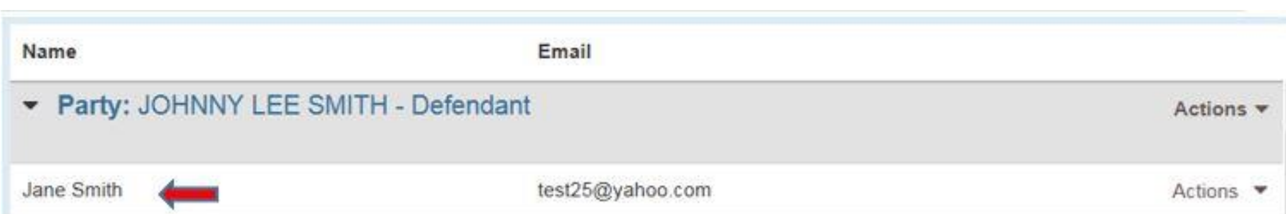
Locate the party that you would like to attach your service contact information to. Then select the **Actions** tab located to the right of that party. Select Add **From Firm Service Contacts.**



Clicking this option will populate a list of all your service contacts from your Master Service Contact List. Click the checkbox next to the desired name(s) that you would like to associate with this party/case and select close.

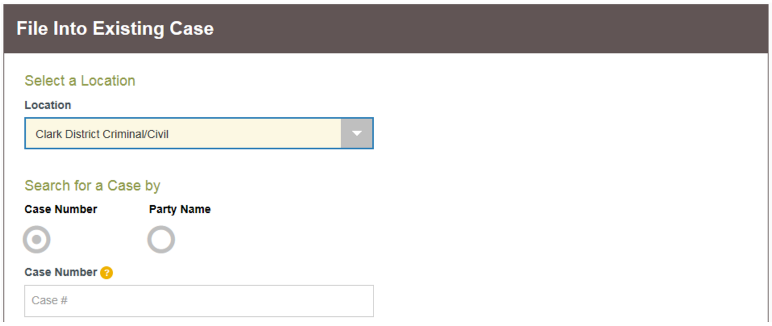


After you select close you will be brought back to the list of parties associated with the case and your service contact information will now display under the party you represent.



Steps to Attach your Service Contact to a Case During Filing

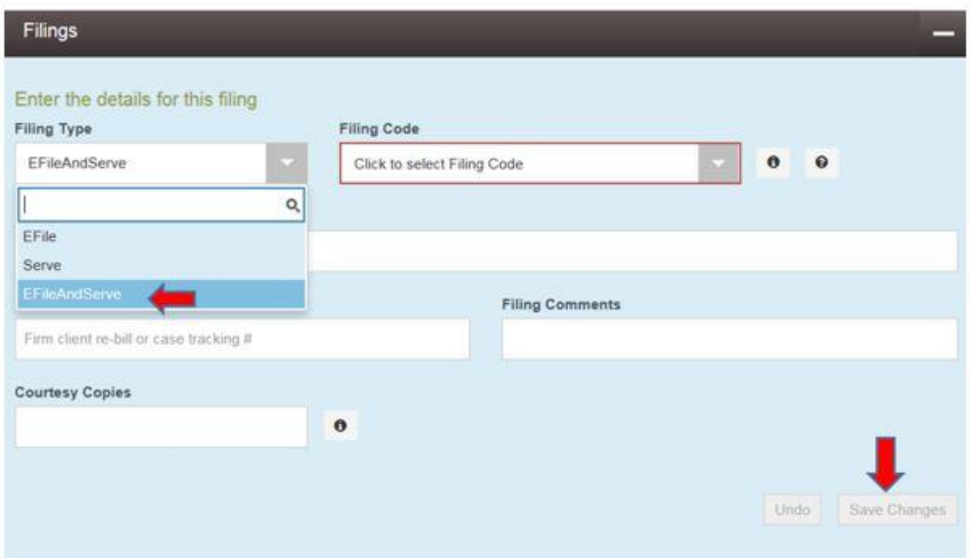
Search for the case by selecting **File into Existing Case.** (See the Subsequent Filing section for detailed information on this topic.)



Select your location from the drop down menu, enter your case number **OR** party information and select search

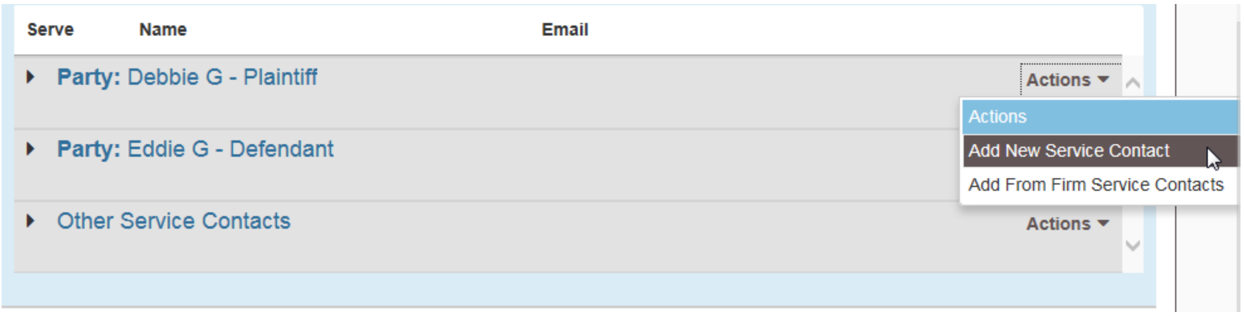
Once the case populates, click on the **Actions** tab to the right of the case and select **File into Case.**

Select **Efile & Serve** or **Serve** only for your Filing Type. Complete the remaining required fields in the Filings Section & select **Save Changes.**

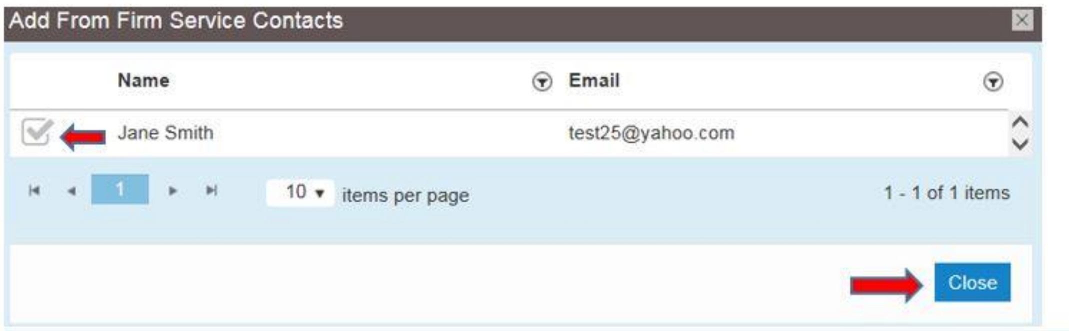


Once you select **Save Changes** you will be brought down to the Service Contact section. Locate the party you need to attach you service contact to.

Locate the party that you would like to attach your service contact information to. Then select the **Actions** tab located to the right of that party. Select **Add From Firm Service Contacts** if you already have the contact created. Alternatively, you can select **Add New Service Contact** and enter the contact information to create a new contact party**.**



Clicking the **Add From Firm Service Contacts** option will populate a list of all your service contacts from your Master Service Contact List. Click the checkbox next to the desired name(s) that you would like to associate with this party/case and select close.



After you select close you will be brought back to the list of parties associated with the case and your service contact information will now display under the party you represent.

Click the **Actions** tab to the right of their name. Select **Add From Firm Service Contact.**

Select the desired name(s) from your Master Service Contact List. Select **Close.**

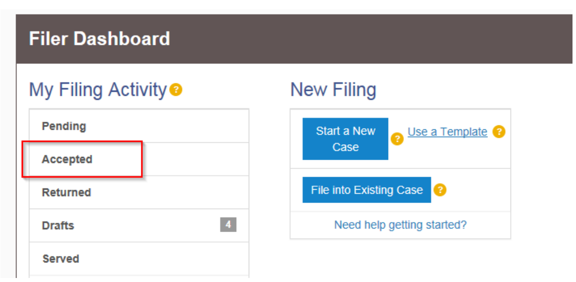
You will be brought back to the list of parties associated with the case and your service contact information will now display under the party you represent

Please Note: You also have the option to serve the opposing counsel in this section. If you need to serve the opposing counsel and they have not added themselves to the case, you will be unable to serve them via electronic service until they do so.

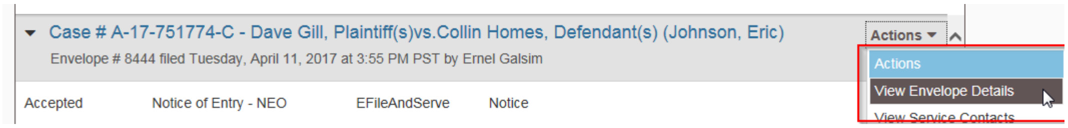
Viewing Served Status of Parties

To view the status of documents you have served through File & Serve, first go to the **Filer Dashboard**.

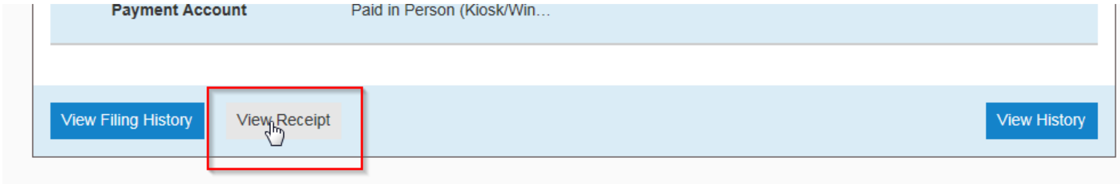
Click on the **Accepted** folder under **My Filing Activity**.



Click on the **Actions** menu for the appropriate case and select **View Envelope Details**.



Scroll to the bottom of the envelope and click **View Receipt**.



Scroll down to **eService Details** where you will find the status of those served.

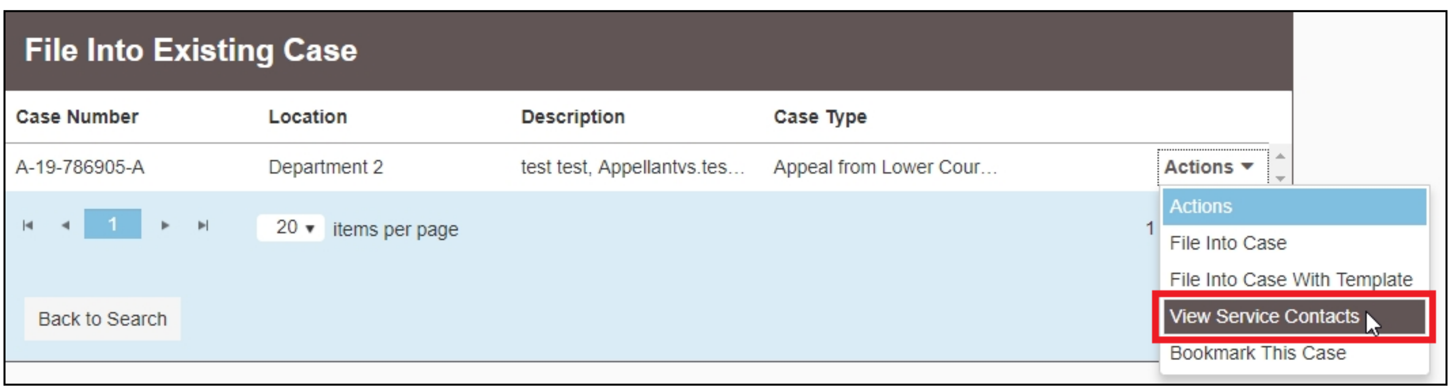
Removing Yourself as a Service Contact

To remove yourself as a service contact on a case:

On the File & Serve Home Page, click on **File into Existing Case**.

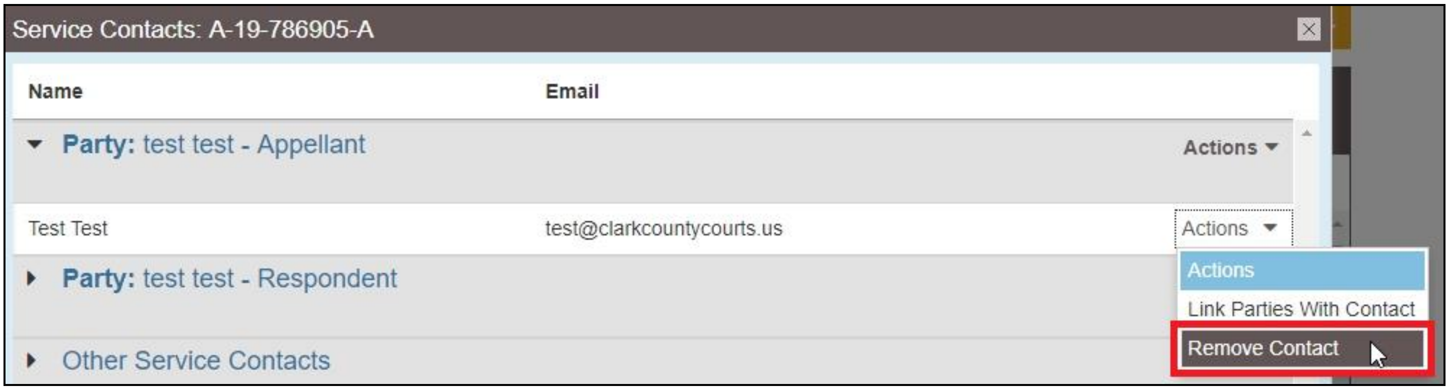
Search for and locate the case you wish to remove yourself from.

Click on **Actions**, and then click **View Service Contacts**.



Click on **Remove Contact**.

NOTE: If the **Remove Contact** option is not there, you will need to contact Tyler Technologies with the “Request to Remove Service Contact” form in the following section.



Click **Close**. The removed contact will no longer receive service on this case.

Request to Remove Service Contact Form

If you see a contact from your firm in the "Other Service Contacts" and are unable to delete it yourself, submit the following form to Tyler Technologies' Filer Support at Efiling.Support@Tylertech.com

Request to Remove Service Contact	
Requestor	
Court and County Name	8th Judicial District Court, Clark County, Nevada
Case Number	
Name(s) & Email(s) to be removed	
Firm Name	
Reason for Removal	

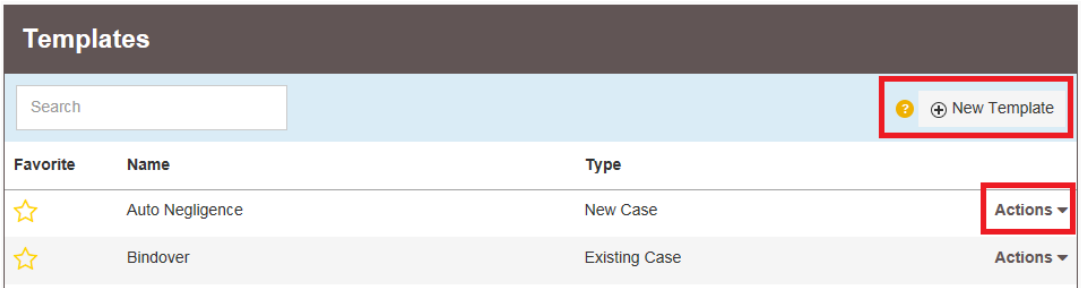
Templates

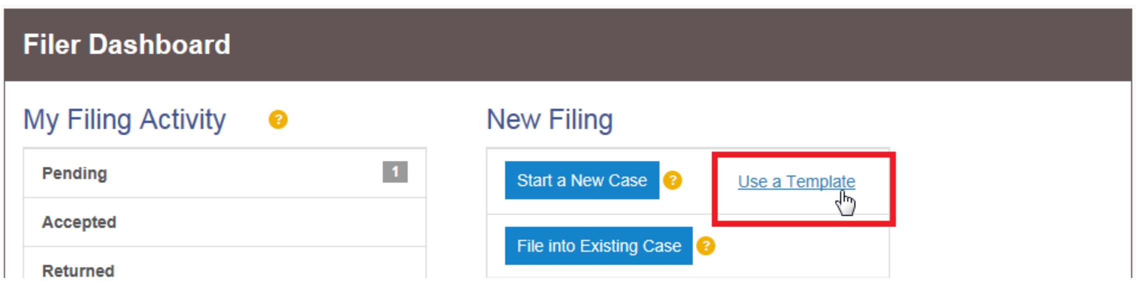
Video Walkthrough available at http://www.clarkcountycourts.us/file-and-serve/#Templates

Envelope templates are a powerful new way to quickly file into an existing case or create a new case. These templates allow firm administrators to identify and save any commonly used filing information to jump start an envelope. Common uses include setting up templates for frequently filed case types, saving party information of parties commonly filed on behalf of, or saving common document types. You are able to enter as little or as much information as you want.

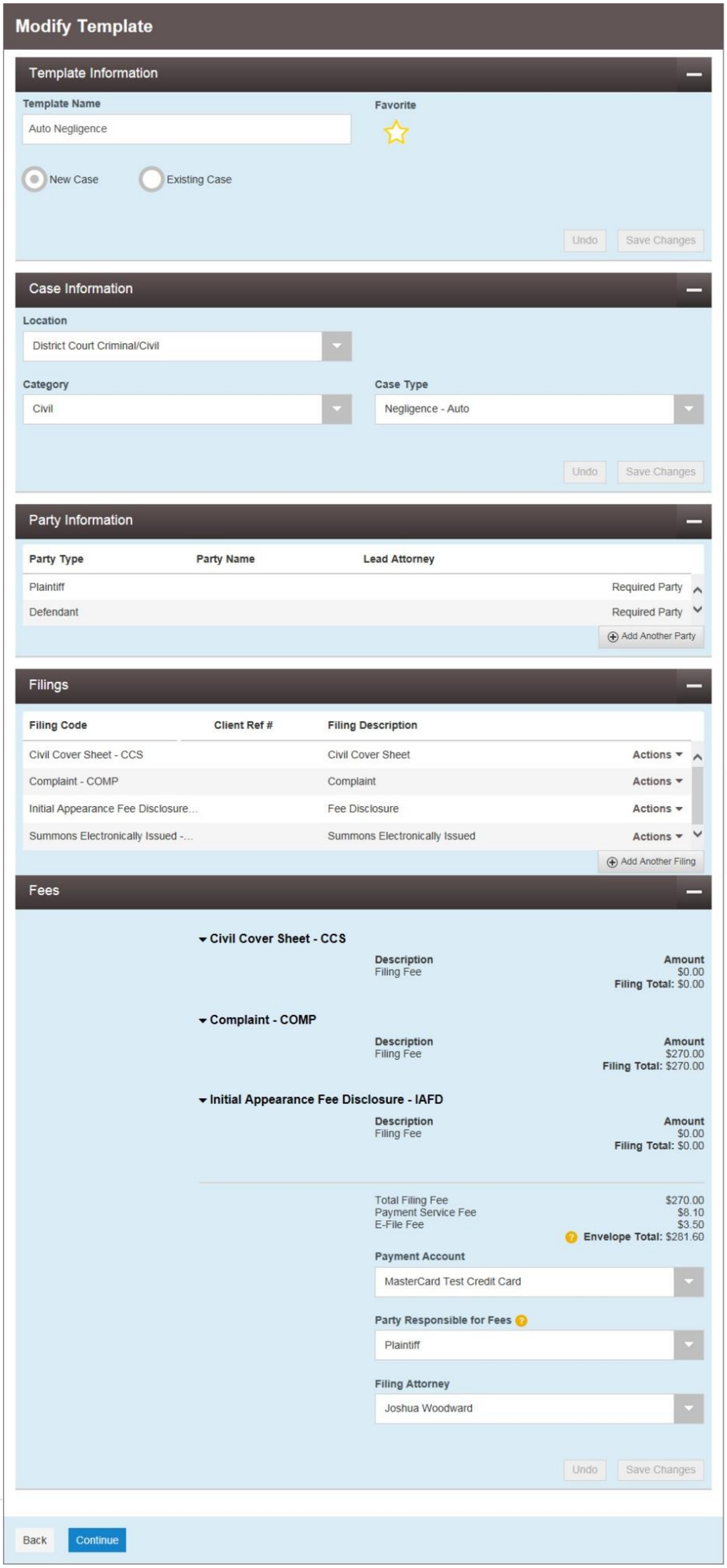
Creating Your Template

Once you login to File & Serve you will see the Filer Dashboard. From there, select **Use a Template**.





Click on **New Template** or, if editing an existing template, click on the **Actions** button and then **Edit Template**.



If you can file a case, you can make a template! We list some key features of templates on the next page, but for a more detailed breakdown, see our Initial Filing Section.

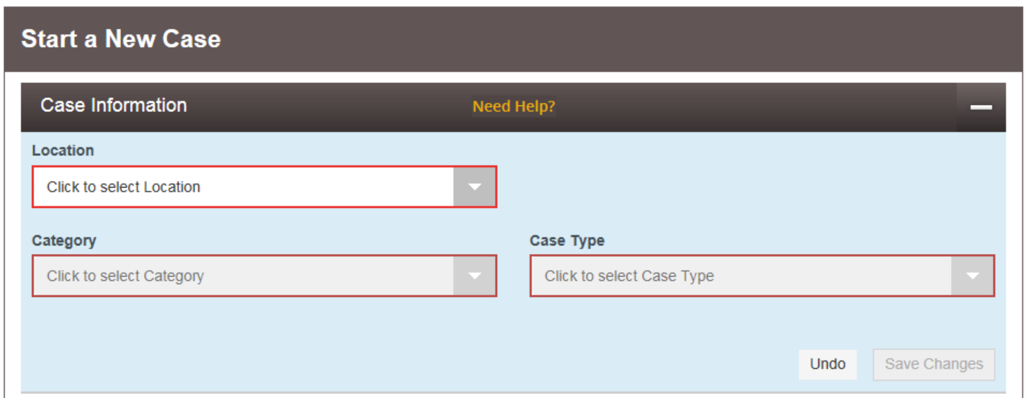
- Name your template
- Favorite it for quick retrieval
- Set whether this template will start a new case or file into an existing case
- Save commonly used case types
- Save party information to cut down on filing time for frequent clients
- Set up commonly filed envelope document types.
- When using the template, simply click on the document code and upload the appropriate document.
- Add payment information

Initial Filing

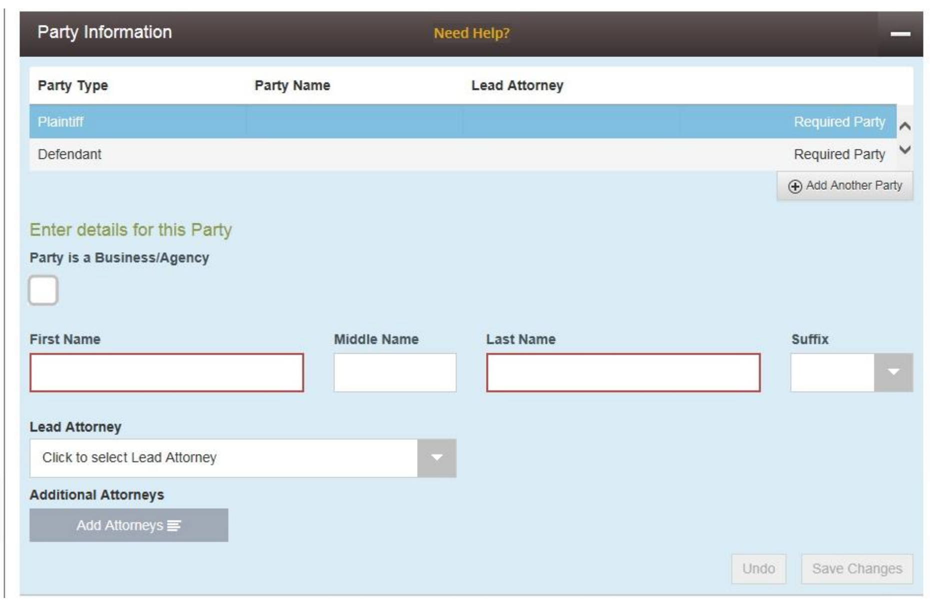
Video Walkthrough available at http://www.clarkcountycourts.us/file-and-serve/#Initial-Filing

With File & Serve, firms are able to submit multiple filings for the same case in a single envelope (as long as total file size is under 50 MB), saving E-File fees. Perform the following steps to file a new case:

- On the Home Page, click on the blue **Start a New Case** button.
- Complete the details for the new case by using the drop down lists in the case information section. Fields with a red border are required. Click **Save Changes**.



Input the Party Information.



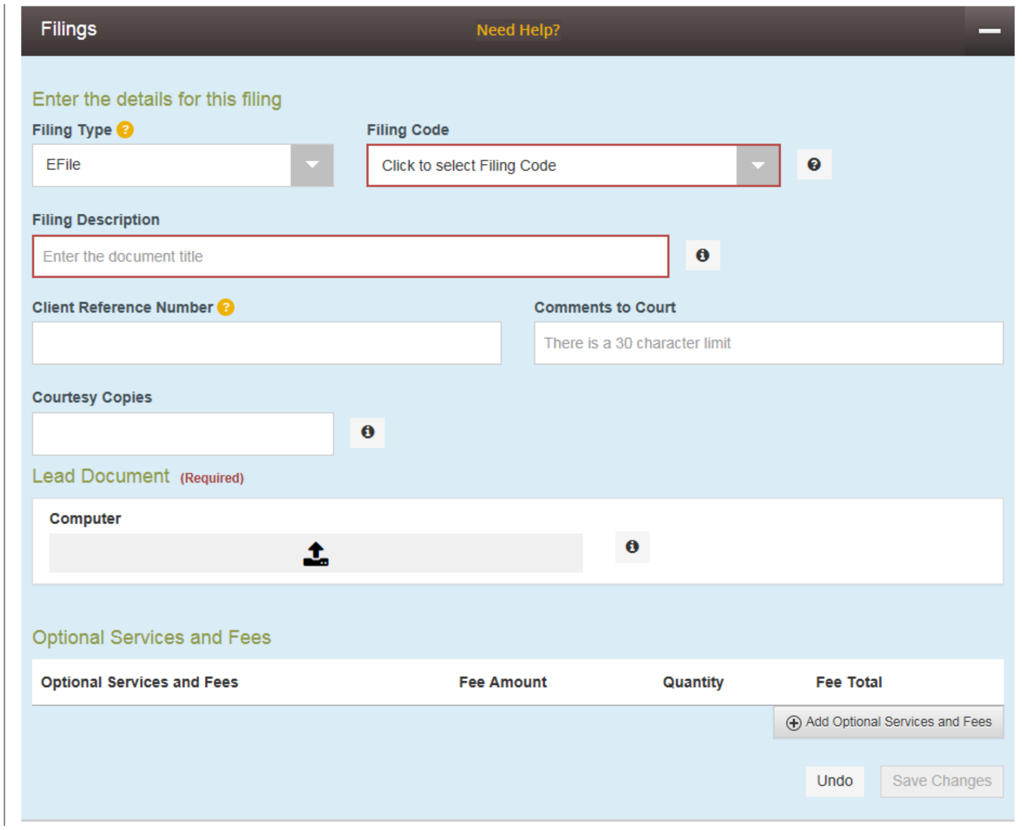
- The system will normally pre-populate the required party types based on the selected case type.
- Check the **Business/Agency** box if applicable.
- Enter your party's first and last name and any other information you would like to include.

- If you are an attorney or filing on behalf of attorney, select your lead attorney from the drop down box. You may add multiple attorneys. To do so, select **Add Attorneys**.

- Click on Save Changes.

- Enter the information for the other party following the previous steps.

Enter the Filing Information



- Enter the proper **Filing Code** and Upload your Lead Document **(Required)**

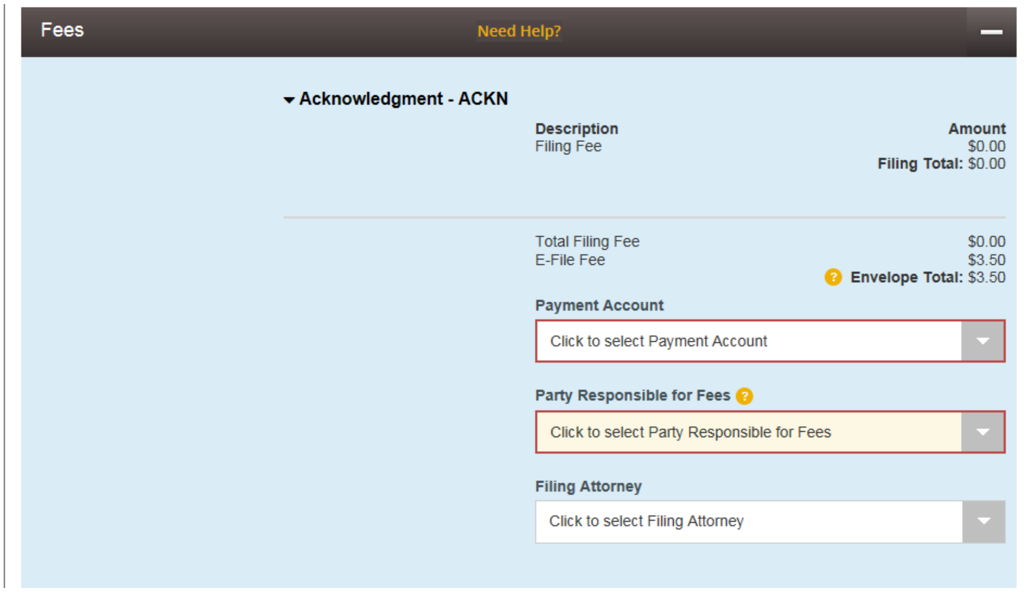
- Click on **Save Changes**.

- Optional Services will appear after you save changes to your Lead Document. If you need to add any Additional Filing Fees, such as additional $30 party fees, click on **Add Optional Services and Fees**. Then, click in the dropdown box where it says **Click to select Optional Service and Fee** and add the proper item. You may repeat this process multiple times by clicking on the **Add Optional Services and Fees** button again.

- Click Save Changes

- If you have additional documents to upload click on **Add Another Filing**.

Complete the Fee Section



- Confirm that the fees have been applied
- Choose the proper Payment Account
- Select a Party Responsible for Fees
- Select The Filing Attorney
- Click Save Changes

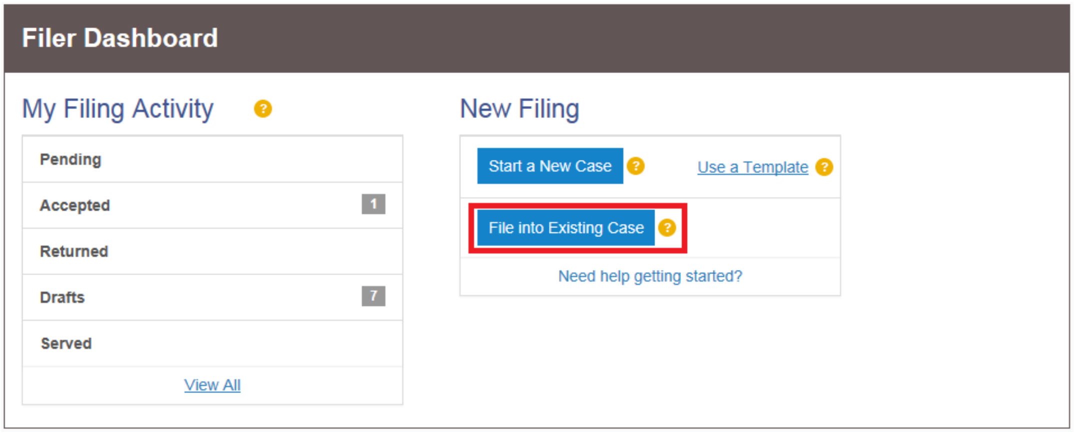
Once you have filled in all of the above information, click **Submit.** Review your filing on the next page. If you are satisfied and wish to file, click **Submit.** If you wish to edit your envelope, click **Back.**

Subsequent Filings

Video Walkthrough available at http://www.clarkcountycourts.us/file-and-serve/#Subsequent-Filing

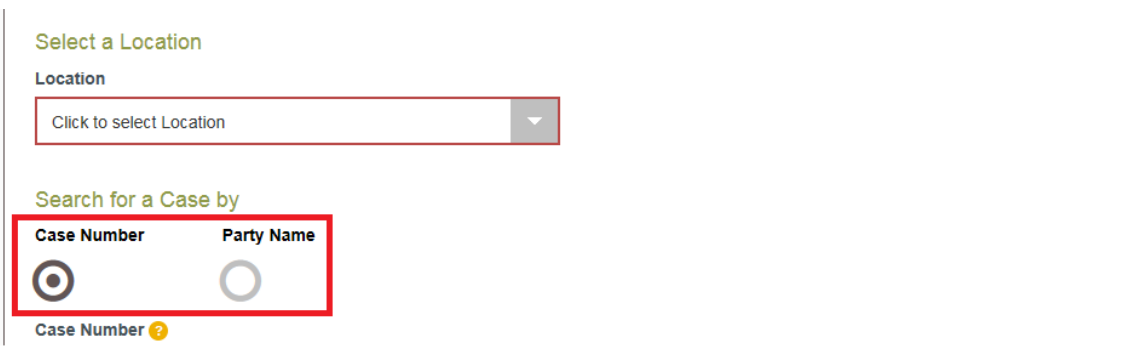
To file into an existing case you will first need to search for your existing case.

From the Filer Dashboard, click on **File into Existing Case**



Select the Court Location.

Input the case number **OR** search by party name.



Click on the **Search** button.

Once the case populates, click on the **Actions** button to the right of the case information and select **File Into Case.**

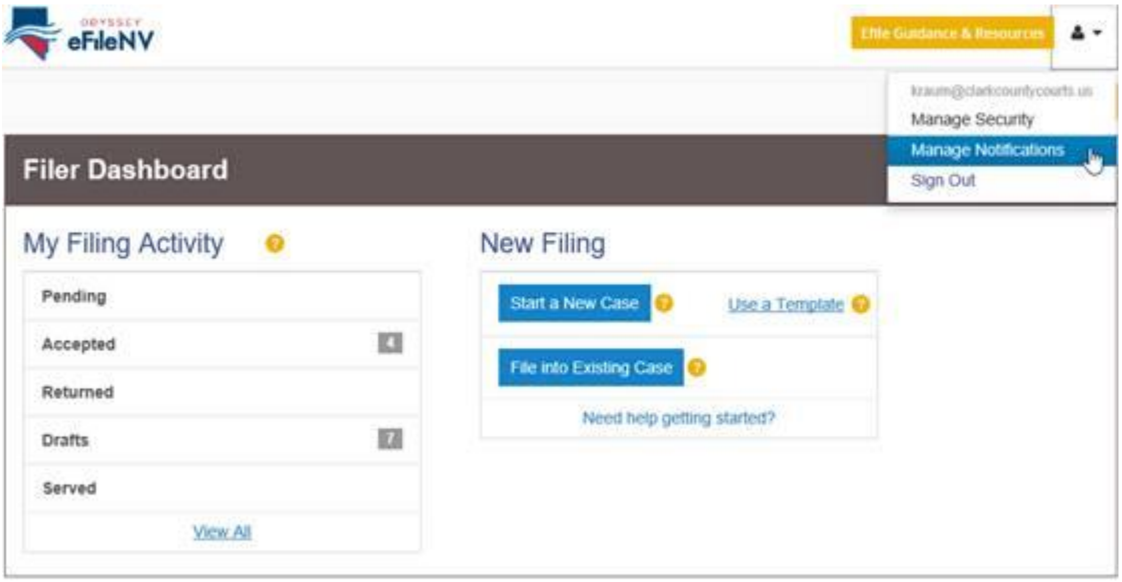
Proceed with filing as detailed in the Initial Filing section.

Managing File and Serve Notifications

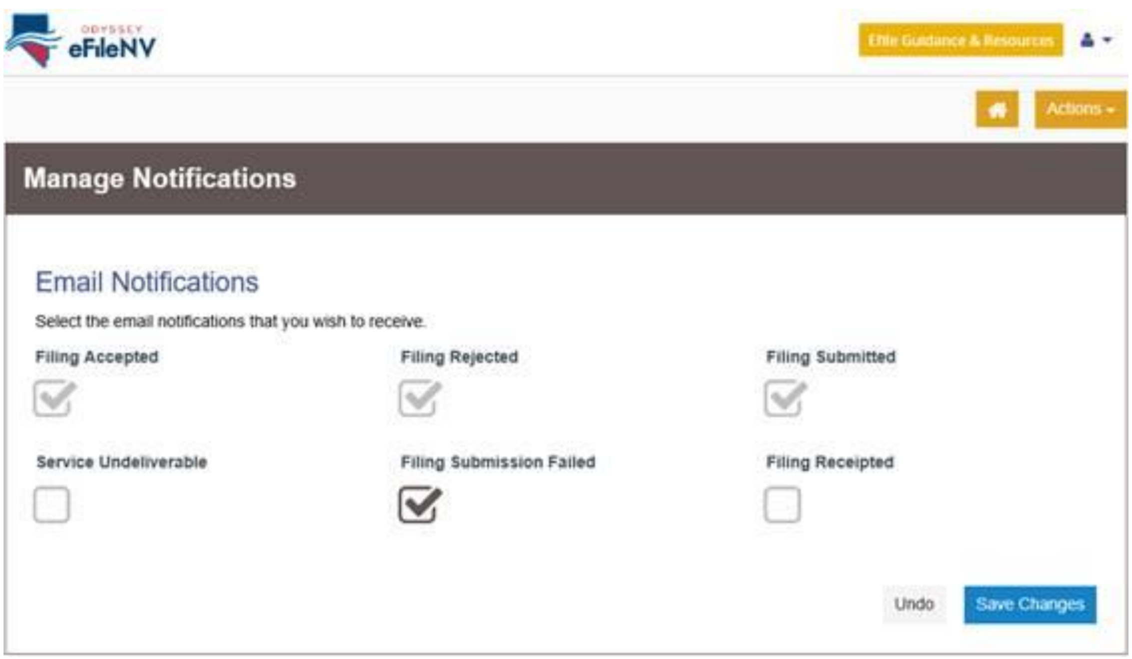
On the Odyssey File and Serve site, you have the ability to manage the type and amount of notifications you receive in response to your filings.

Log into your Odyssey File and Serve account.

From the Filer Dashboard, select the person icon at the top right of the screen and select "Manage Notifications":



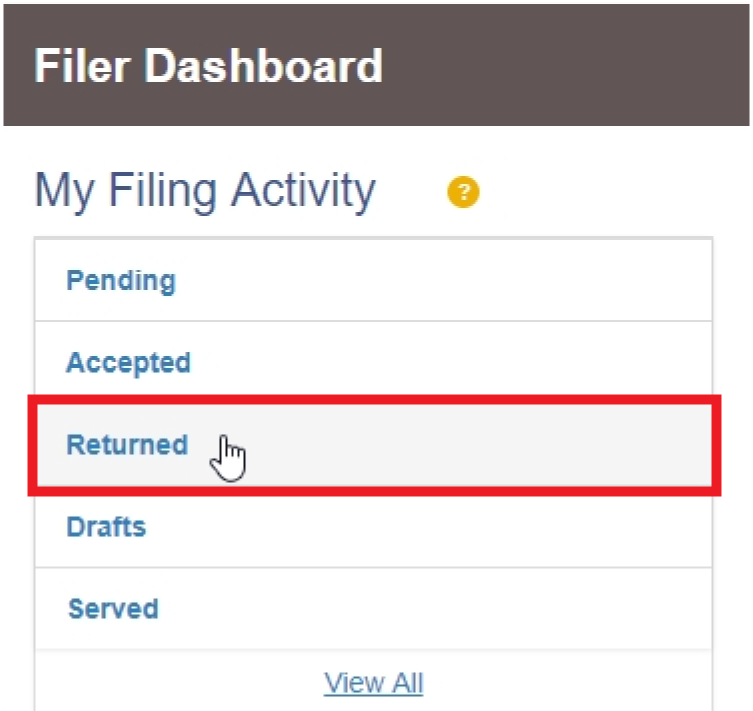
Select the notifications you wish to receive, and then click "Save Changes":



How Do I Copy an Envelope?

Copying a returned filing allows you to edit your submission quickly.

From the Filer Dashboard on the Home Page, click on the **Returned** button under **My Filing Activity**.

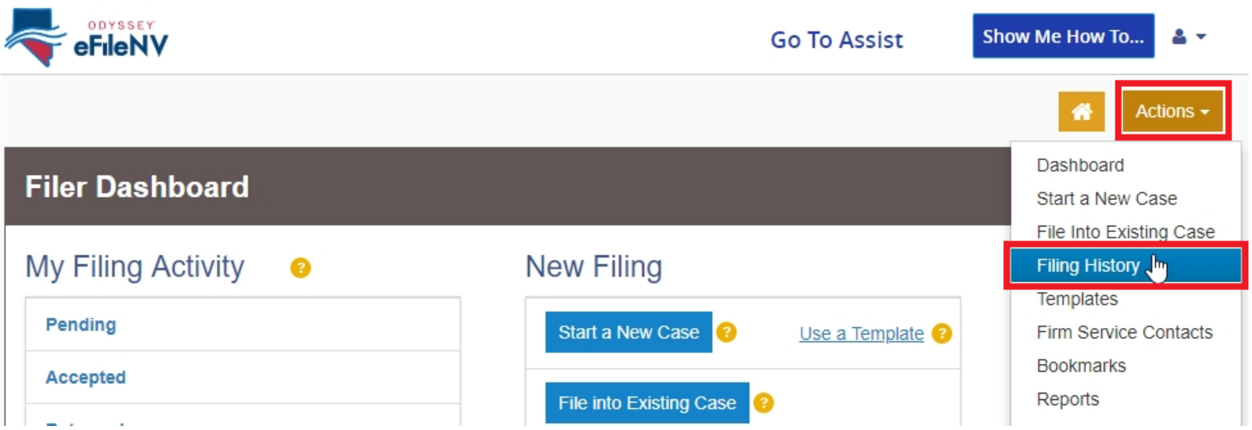


Click on the **Actions** button on the right side of the page and then select **Copy Envelope** from the dropdown menu.

How Do I View the Email Transmission Log for eService?

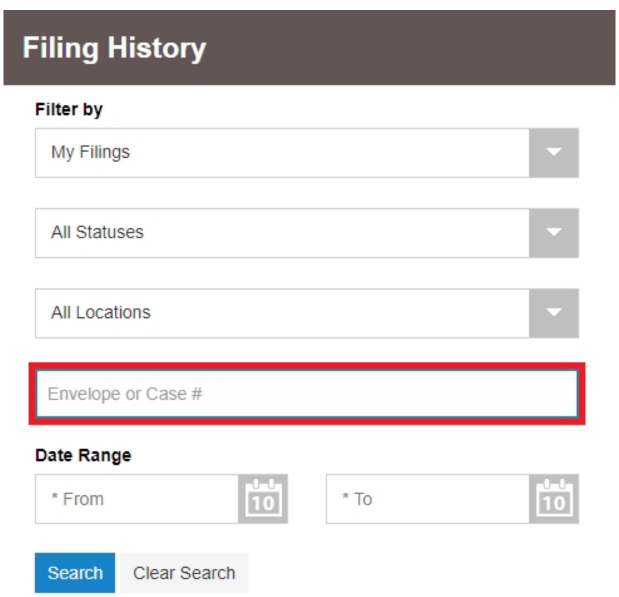
The Email Transmission log details the status of an eServed document. To view the log for an envelope you or another member your firm has filed, first locate the envelope.

From the Filer Dashboard on the Home Page, click on the **Actions** button and then select **Filing History** from the dropdown menu.

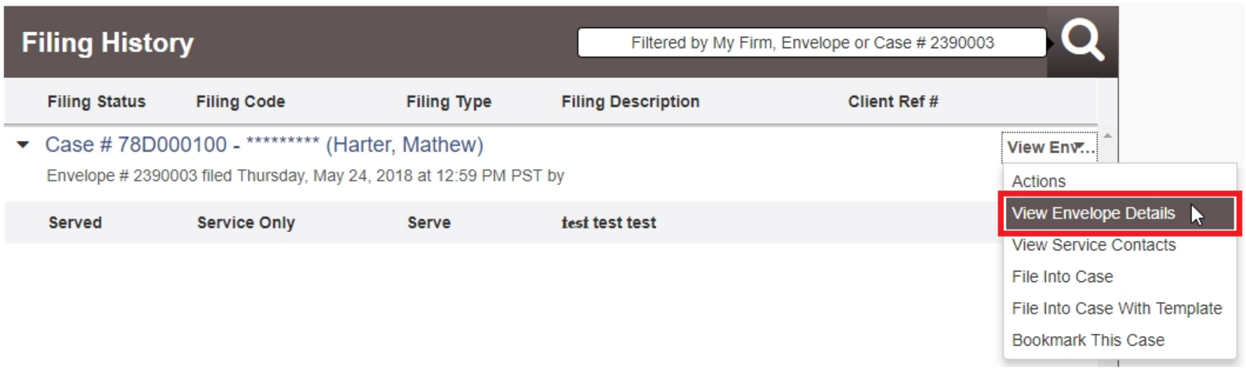


Click the **Search** button.

Enter the Envelope or Case number and click the **Search** button.

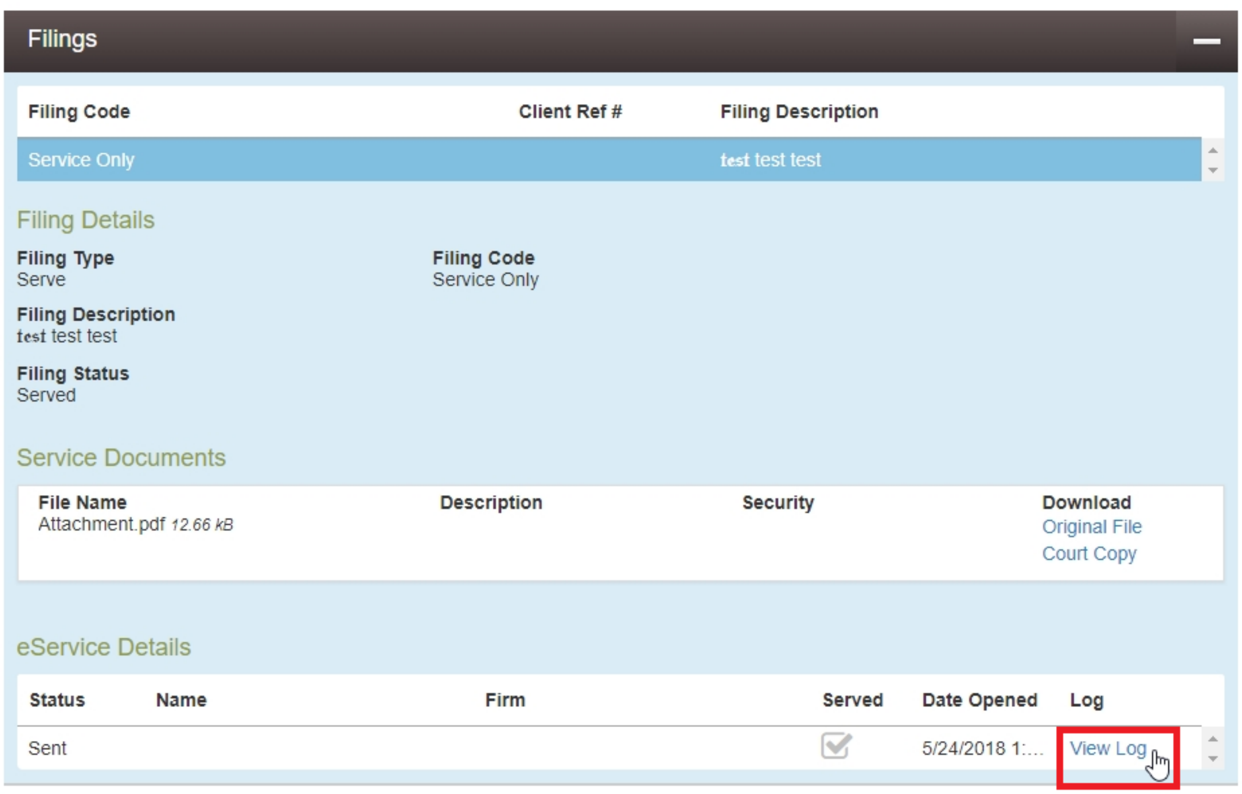


When you locate the envelope you wish to view, click on the **Actions** button and then select **View Envelope Details** from the dropdown menu.



Expand the **Filings** section by clicking on the check box, or on the row itself.

Under the **eService** Details section, click **View Log**.



EIGHTH JUDICIAL DISTRICT COURT

CLERK OF THE COURT

Helpful Hints, Tips, and FAQs (CIVIL/CRIMINAL/PROBATE)

DOCUMENTS

- **File Type – PDF only**
- **Sealed Documents** – Documents to be Filed Under Seal will still need to be brought to the Counter
- **Sealed Cases** – After May 15th, documents can be electronically filed into a sealed case
- **Returned Filings** – you are able to copy a previously submitted envelope that was rejected.
- **Request for Transfer to Business Court** – when filed in an existing case, the Coversheet can now be included in the Envelope as a separate document
- **Attachments** -- must be part of your main document and combined into one PDF – if filing separately, add a Caption page with a descriptive title, i.e. Exhibits 2-5 of Opposition to Motion

PARTY INFO

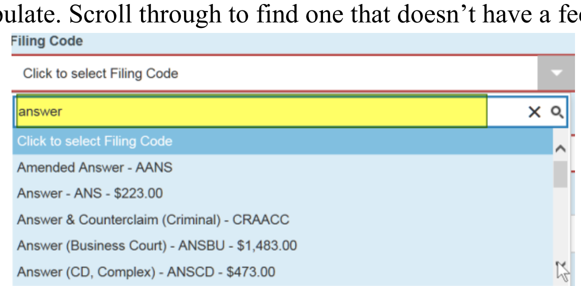
- **You can add more than one Plaintiff/Defendant on a new case initiation**
- **Associate Parties** –in the submission screen, associate only your client/party(ies)
- **Party names** - will appear multiple times if there are additional connections – it shouldn't matter which one you select

SERVICE

- Service contacts were copied from Wiznet on 4/8/17. As you submit documents thru File & Service, please review the service contacts list on your cases to ensure everything is correct. You will not need to re-register in those cases. If the Service contact requires modification or deletion, contact Tyler at 1-800-297-5377.
- To register in a case through Odyssey File & Serve, you will associate your contact with a party now. To eliminate multiple emails in cases you represent more than 1 party, do not attach contact information to each.

MONEY/FEES

- **IAFD –** The IAFD should be included in each envelope as a separate document. It can no longer be attached to the Complaint or Answer. Please remember to file an IAFD any time you are submitting an answer for more than one party.
- **1st Appearance** - If your 1st appearance fee has already been paid, please do **Not** select the Document code with a fee associated – we can no longer 'zero' out fees. For Answers/1st Appearances, start typing the Filing Code description and a list of codes will populate. Scroll through to find one that doesn't have a fee:



- **1st appearance additional parties (Civil case types only) –** $30 each when appearing in the same pleading, select 05G in Optional services.
- **Probate Objections/1st appear** – are based on the estate value, and can be selected in Optional Services:
  - $2500-$20K - $124
  - $20K-$200K - $223
  - > $200K - $476

- **Optional Services -** If your filing requires more than one type of Filing Fee, you can select the additional fee in the Optional Services section. For Example –
  - A Motion for Summary Judgment that is also a 1st appearance

- An Answer/1st appearance with a Third Party Complaint

ISSUING DOCUMENTS

- **Summons for Issuance -**can now be included in your envelopes for new cases, or submitted subsequently in an existing case. Use the **SEI** document code; the requesting attorney/party's signature is still required
- **Summons to be Filed after Service –** Use the **SUMM** code
- **Writs of Execution for Issuance** – please attach the Notice of Execution to the back of the Writ, or we will not be able to issue it; the requesting attorney/party's signature is still required. Use the **WEI** document code
- **Clerks Defaults -** select DFLT for issuance and filing
- **Voluntary Dismissals by Clerk –** select the code closest to the title of your document for issuance and filing
- **Citations for Issuance –** use **CIEI** for issuance only
- **Citations to be Issued and Filed –** Use the **CITA** event code
- **Subpoenas –** use the **SUBI** document code. The requesting attorney/party's signature is required to be on the document
- **Commissions** – use **COMMI** for Issuance only. The requesting attorney/party's signature is required to be on the Commission; please file the Application or Notice of Taking Deposition in advance of or in the same envelope as the Commission.
- **Letters** – select either **LETA** for Letters Issued; use **LAEI** for Letters of Administration Issued. Be sure your Letters contain the Oath and the file date of the Order; and the Letters match the Order as to Bond, Blocked Accounts and Attorney Trust Accounts

PUBLIC ACCESS

- **Wiznet -** Historical Data will be available for about a year
- **DAP and Attorney Corner** – will be transitioning to Portal. If you have not had an opportunity to register for Portal, you may do so at: https://www.clarkcountycourts.us/Portal/

NEW CIVIL CASE TYPES

- **Civil Initial Filings Business Court** - select document code **COMPB** or Optional Services 01BC for $1530
- **Civil Initial Filings Construction Defect** – select document code **COMPC** or Optional Services 01CD for $520
- **Civil Initial Filings with Jury Demand** – select document code **COMJD** for standard civil case with $270 fee
- **Civil Initial Filings Statutory Lien (108.2275)** – select document code **COMPF** or Optional Services 01C for $299 fee
- **Civil Initial Filings Petition/Motion** – with a standard Civil fee of $270- select Optional Services code 01 to associate a fee
- **Petitions** (other than Minor's Comp/Judicial Reviews/Record Seals) – select Other Civil Matters (Petitions) unless it is also a Business Court Case
- **Minor's Comp** –will ask for Petitioner/Subject Minor, and Defendant – enter the adverse party or Insurance company for Defendant
- **Record Seal Petitions** have their own Case Type – (please don't select Other Civil Matters)
- **Business Court** – please mark both a Business Court category and a Civil category on your coversheet

NEW PROBATE CASE TYPES

Envelopes can include the Coversheet (either Civil or Family); Petition and Notice of Hearing; you can select the fee schedule based upon the value of the Estate:

- **Probate Initial Filings $20K-$200K** = 2A for $284.50
- **Probate Initial Filings >200K** = 2C for $537.50
- **Probate Initial Filings $2500-$20K** = 2P for $185.50

When adding documents in the envelope is there a specific order I should use?

No. However, the order that you add a document to the envelope will be the same order in which the document will be added to Odyssey.

When initiating a new case, if the case type that I selected is different than the case type on the coversheet, will you return my entire envelope?

Yes. The entire envelope will be returned. You can copy the returned envelope; correct the filing and resubmit.

Is it possible to add additional parties at the time of submitting an amended complaint or Motion to Intervene?

Yes.

Can I get a Default/Writ/Summons/Commission/Letters of Administration issued electronically?

Yes. You must ensure that you select the correct corresponding event code. For example, if you would like for our office to issue a Writ of Execution you must select the WEI filing code.

Can I file a document Under Seal?

No. You will need to bring the original signed document along with the Order to seal the document into the Clerk's office for manual filing [E.D.C.R. 8.09(a)(1)]. It is recommended that you provide at least one (1) copy of the document for our office to conform and return it to you for your records.

How do I submit an Exhibit?

Exhibits should be part of your main document and attached to the back. If the Exhibits are too large, you can add a Caption page to the Exhibit, with a title that references the related pleading. Please remember that an envelope can have a maximum combined total 50MB content which is equivalent to approximately 4,500 pages.

When do I need to use the Optional Services feature?

You should use the Optional Services when a statutory fee is required, but the Document code is not associated. Some examples include:

1) *Probate Petitions/Objection where there may be a question of which fee is applicable.*
2) *There are additional fees, such as for additional parties on an Answer or Complaint.*
3) *Your pleading combines 2 actions, such as a 1st appearance and a Peremptory Challenge or a 1st appearance and a Summary Judgment motion.*
4) *You have selected a filing code that does not have a fee associated with it such as an Opposition and Countermotion for Summary Judgment.*

When initiating a new case, do I need to submit an IAFD if I only have one (1) Plaintiff/Petitioner?

Yes. You can no longer attach an Initial Appearance Fee Disclosure (IAFD) behind the Complaint. The IAFD should be in the same envelope as a lead document with the cover sheet and the complaint each time you initiate a new case. This document is required to assist the court in assessing the required statutory fees.

Can I attach an IAFD as the last page of my main document?

No. The IAFD must be submitted as a separate lead document in the same envelope.

I forgot to include the IAFD in my envelope. Do I have to submit a new envelope or can I cancel the previous envelope?

It is recommended that you submit a new envelope and enter a comment referencing the previous envelope number. You can only cancel an envelope if it has a "Submitted" status. Therefore, if it has not been reviewed by a Court Employee and it has a "Submitted" status, then, cancelling the envelope is another option.

What does "Under Review" mean?

This means someone in the Clerk's office has opened your envelope and you can no longer cancel the filing. If you find that you need to cancel a pleading that is under review, please contact the Clerk's office and ask that it be returned.

Support Contacts

Self-Service Support

HELP WHEN YOU NEED IT

tyler technologies

For technical assistance, please contact Tyler Technologies through one of the below methods:

Email Us

Efiling.Support@Tylertech.com

Emails received during normal business hours are normally responded to within 24 hours, Monday - Friday between 7:00am and 9:00pm Central Time. E-mails received after 9:00pm Central Time or on a holiday will be responded to on the following business day.

Chat With Us

http://fschat.tylertech.com/WebChat/Main.aspx?QueueName=FSCHAT

Start a chat for immediate assistance, and one of our trained specialists will assist.

Normal business hours are Monday - Friday, 7 am - 9 pm Central Time.

Call Us

We are available Monday - Friday, 7 am - 9 pm Central Time.

1.800.297.5377