# File & ServeXpress™

## Home Page
## Orientation -
### User Guide

# File & Serve*Xpress*

## Home Page Orientation

Table of Contents

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## File & ServeXpress Resources

**File & Serve*Xpress* has many resources available to you in order to address your questions and concerns.**

- **File & Serve*Xpress* 24/7 Client Support** is available to assist you with technical, ID, functionality and any other questions you may have. You can contact Client Support at 1-888-529-7587.

- **File & ServeXpress Resource Center** is available within File & ServeXpress by clicking on the Resource Center link at the bottom of your screen. The Resource Center contains our training registration information, jurisdiction specific rule & procedures, user guides, best practices, pricing and much more!

- **File & ServeXpress Login Page** **https://secure.fileandservexpress.com/Login/Login.aspx** is where you can find password help, what's new and any important information like scheduled maintenance or system changes.

- **File & ServeXpress Notices** is an information page that is available on the top, right-hand side of the File & ServeXpress Home tab, once you sign into File & ServeXpress. This page will provide you with any critical information, such as system maintenance or downtime, changes in fees, legal notices, litigation launches and much more.

# Home Page Orientation
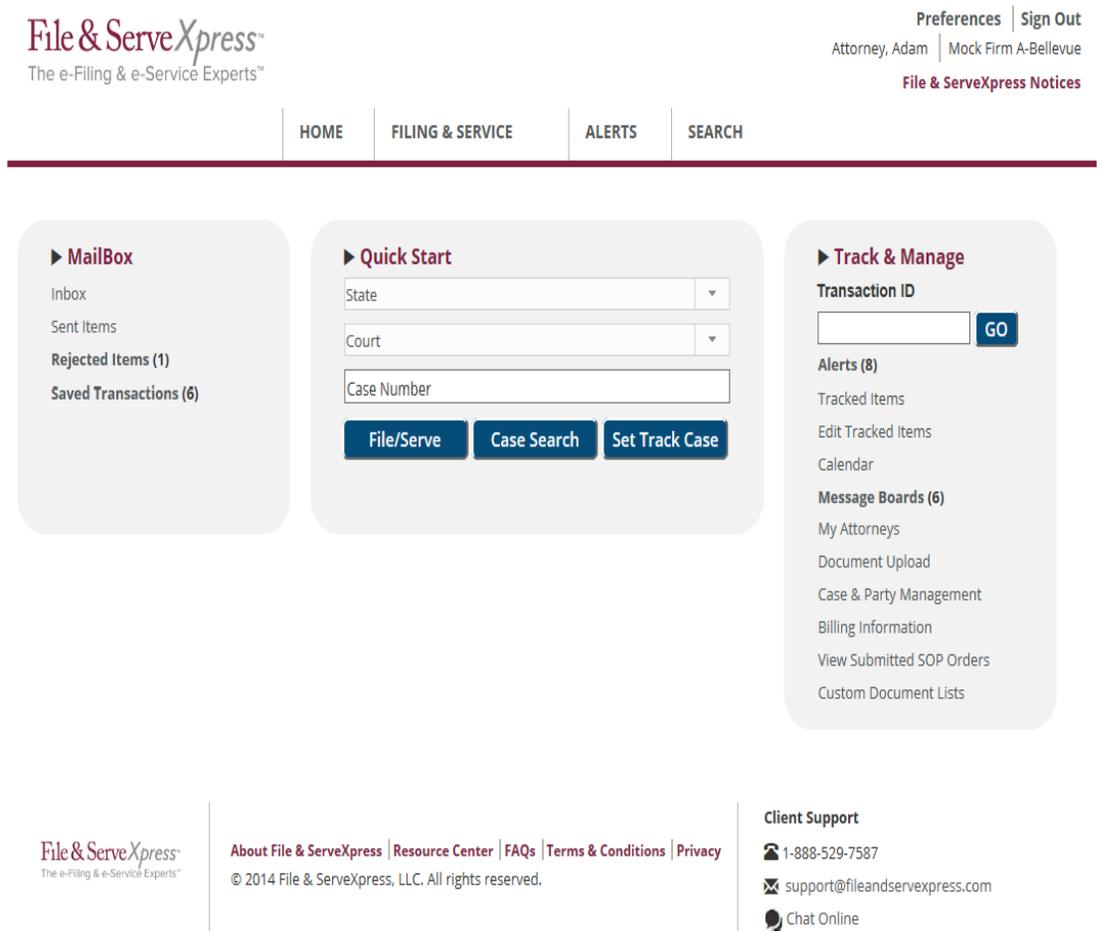


## Home Page Navigation:

✓ Navigation:

○ Links to Preferences and the File & Serve Notices page are located at the top, right-hand side of all screens within File & ServeXpress.

○ Access the Filing & Service, Multi-Case Filing, Saved Transactions, Saved Batch Transactions, Alerts and Search Screens by hovering over the text at the top, center of the Home Page and making the appropriate selection.



○ The Link to the Resource Center is now located at the bottom, center of each screen within File & ServeXpress, along with FAQs, our Terms & Conditions and Privacy Policies.

○ Client Support's contact information is located at the bottom, right hand side of the Home Page. You can reach Client Support by phone, email and chat.
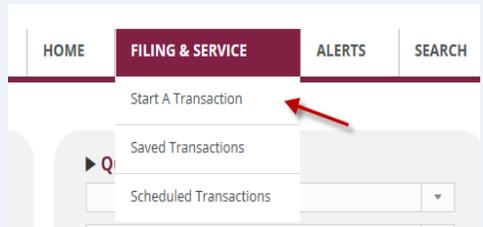
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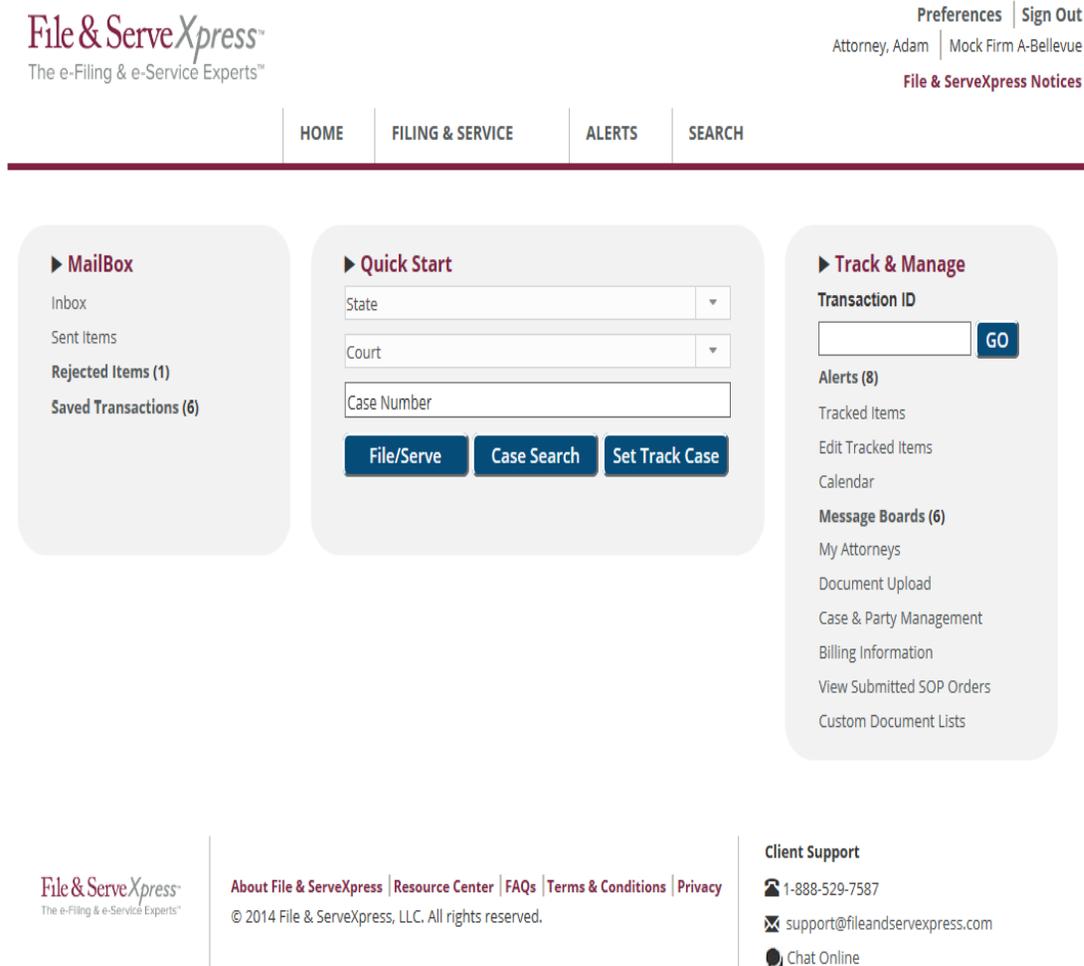


## Home Page Features:

✓ Mailbox:

- o Inbox – Official e-Service or Forward Notifications of e-Service submitted through File & ServeXpress are stored in your File & ServeXpress Inbox.

- o Sent Items – Quickly access any transactions submitted by you or your firm through File & ServeXpress within the past 21 days.

- o Rejected Items – Any transaction that a Court rejects or returns for correction will be contained in this folder.

- o Saved Transactions – This folder contains any transaction that has been started by you (or by someone sharing saved transactions with you) but that has not yet been submitted through File & ServeXpress.

## Home Page Features:

✓ Quick Start:

    o Quickly locate your case by entering the state, court and case number into the Quick Start search field.

    o You can e-File/e-Serve, retrieve case information or track your case with one click.

✓ Track & Manage:

    o Search for Transaction Receipt pages by entering the Transaction ID Number in the search field and clicking Go.

    o Manage your workflow by viewing and editing your Alerts, Tracked Items, Calendar, Message Boards, and My Attorneys lists.

    o Manage your cases by accessing Case & Party Management and uploading documents or creating Custom Document Lists.

    o Manage your account by accessing your firm's Billing Information Reports and invoices in the Billing Information link.

✓ Find More information:

    o File & ServeXpress User Guides (located on the Resource Center) provide step-by-step walk-throughs with screenshots and tips & tricks on each feature.