File & Serve Maryland™

USER GUIDE

Dashboard Overview

What's Inside

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FILE & SERVE MARYLAND RESOURCES

File & Serve *Maryland* (FSMD) has many resources available to you in order to address your questions and concerns:

- **FSMD Client Support** is available to assist you with technical, ID, functionality and any other questions you may have. You can contact Client Support at 888.529.7587. They are available 24/7/365.

- The **FSMD** website (www.fileandservemaryland.com) contains helpful information for using the FSMD system. The website houses our training registration information, user guides, pricing, and more.

FILE & SERVE MARYLAND OVERVIEW

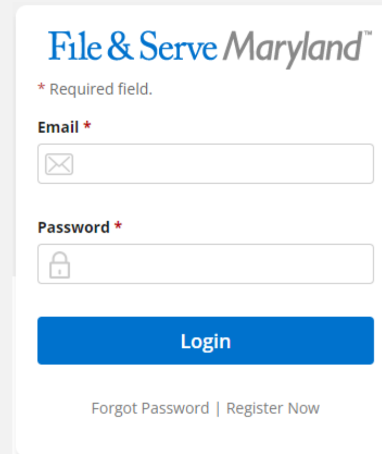
This FSMD User Guide provides a convenient source of information to help you manage your eService notifications in case matters.

IMPORTANT: If you have registered your email address with Maryland Odyssey File and Serve, the same username and password can be used with FSMD.

Before You Begin

1. Refer to the appropriate court rules on electronic filing prior to using FSMD to ensure that you are in compliance with local requirements.
2. Check our minimum system requirements for using FSMD.
3. If you need assistance, call our Client Support line at 1-888-247-2051. They are available to assist 24/7/365.

Logging in to FSMD



1. Open Chrome, Safari, or Firefox go to **www.fileandservemaryland.com**
2. Enter your Username and Password and click **Login**.
3. **If you do not have a Username/Password, please contact your Firm Administrator.**

SUBMIT A NEW FILING

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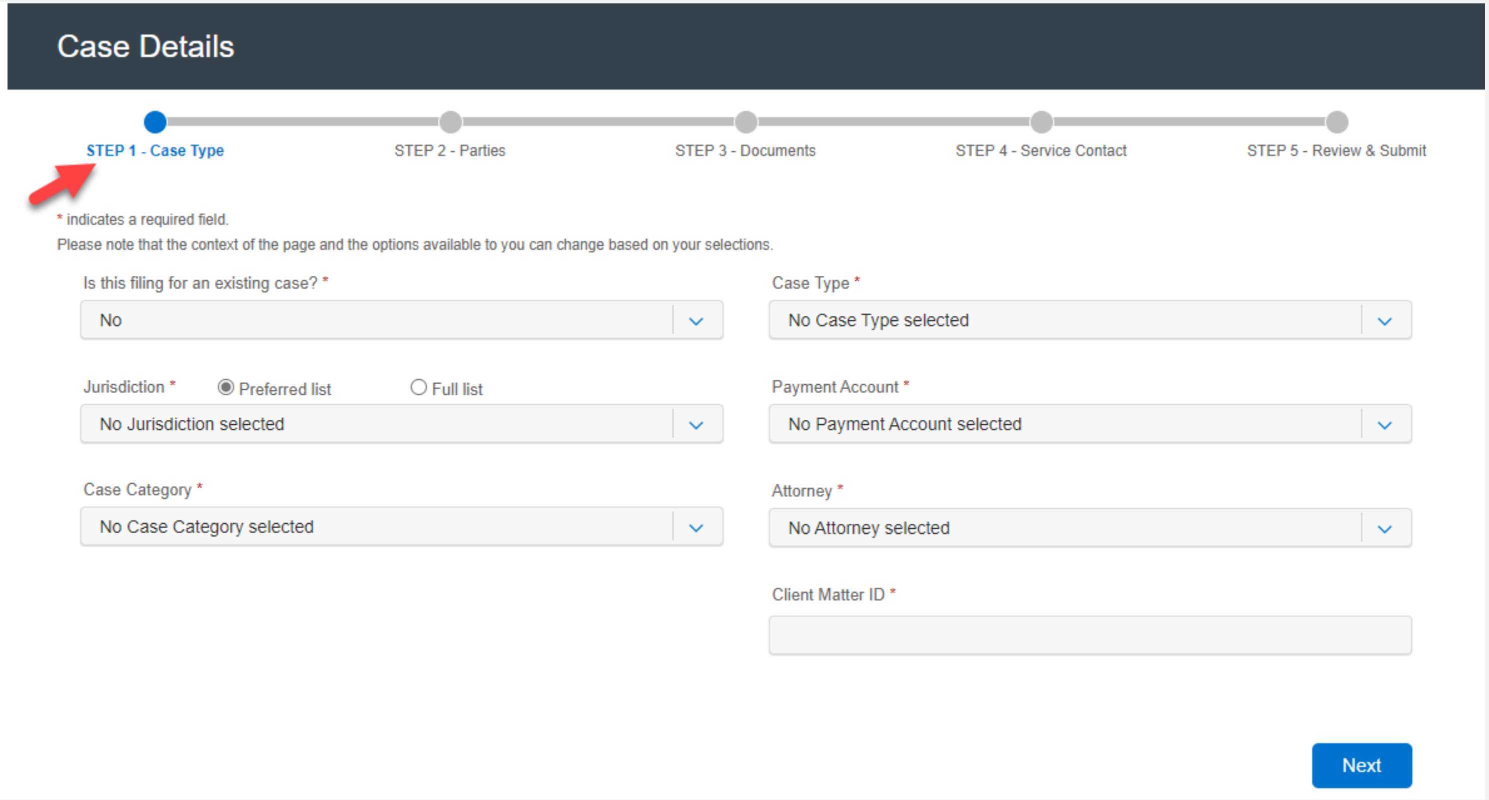
This Tab is used to submit a new case filing or file a subsequent transaction into an existing case. For more information on filing and serving documents, see our FSMD user guides titled, "New Case Filing" and "Subsequent Filing".



COMPLETED FILINGS

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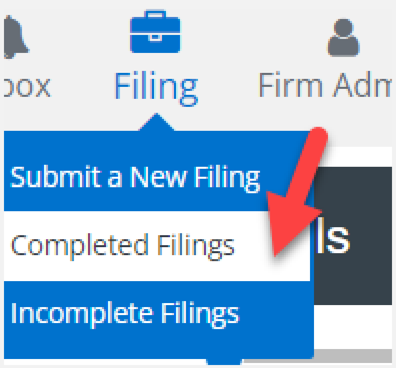
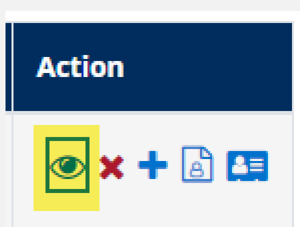
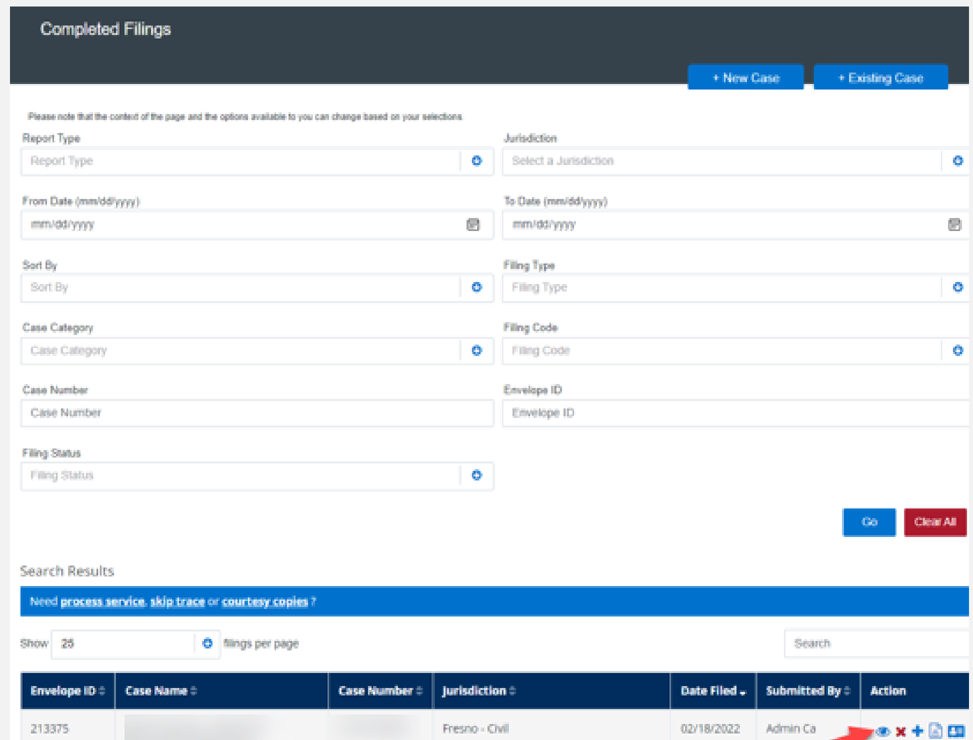
You will be able to view the Transaction Summary by clicking on the *eyeball* icon next to the envelope under *Search Results.* You will be able to *Print* the Transaction Summary. Please see additional screenshot on the next slide.







COMPLETED FILINGS (*continued*)

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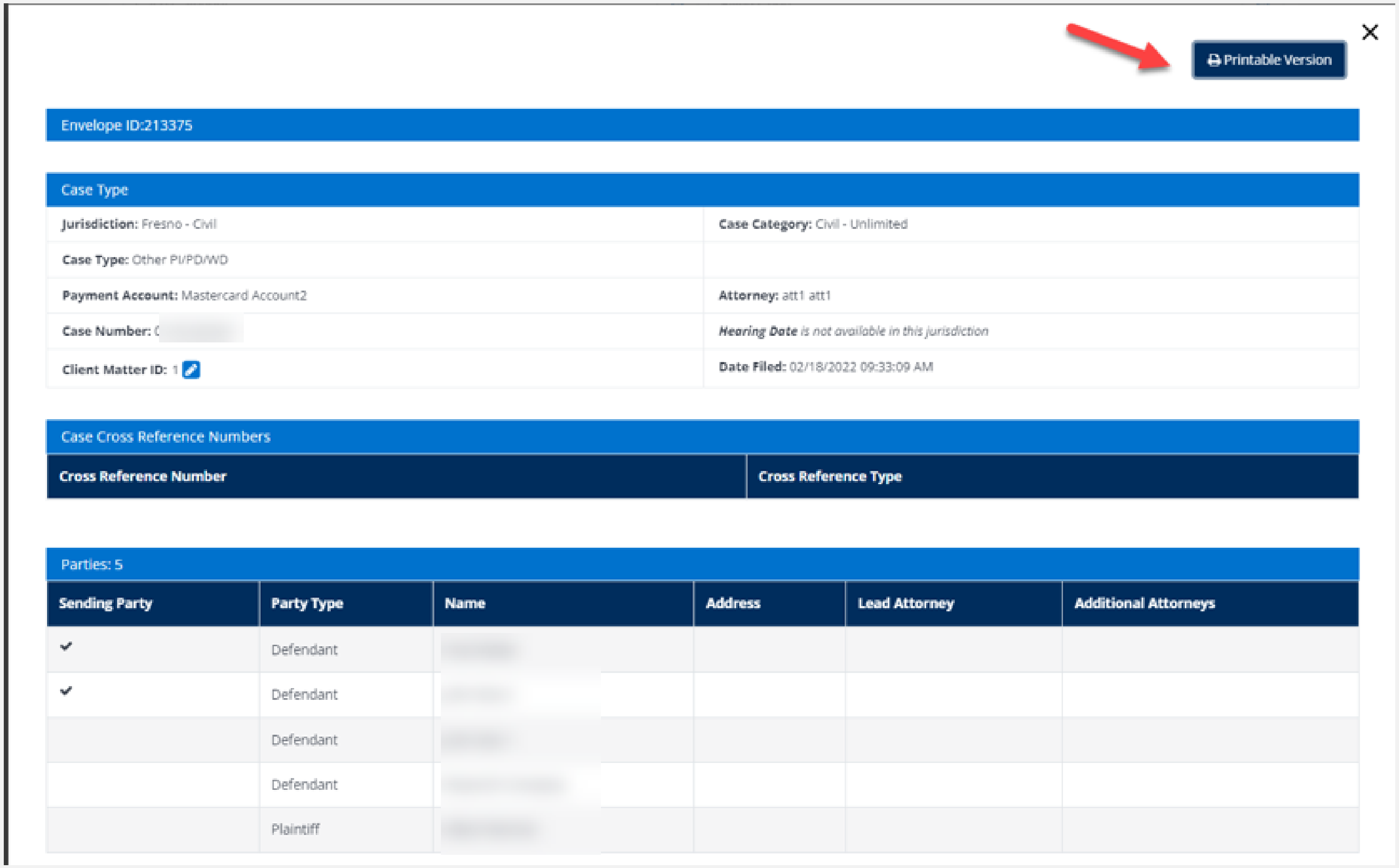


Printable Version

Envelope ID:213375

Case Type

Jurisdiction: Fresno - Civil	**Case Category:** Civil - Unlimited
Case Type: Other PI/PD/WD	
Payment Account: Mastercard Account2	**Attorney:** att1 att1
Case Number:	***Hearing Date*** *is not available in this jurisdiction*
Client Matter ID: 1	**Date Filed:** 02/18/2022 09:33:09 AM

Case Cross Reference Numbers

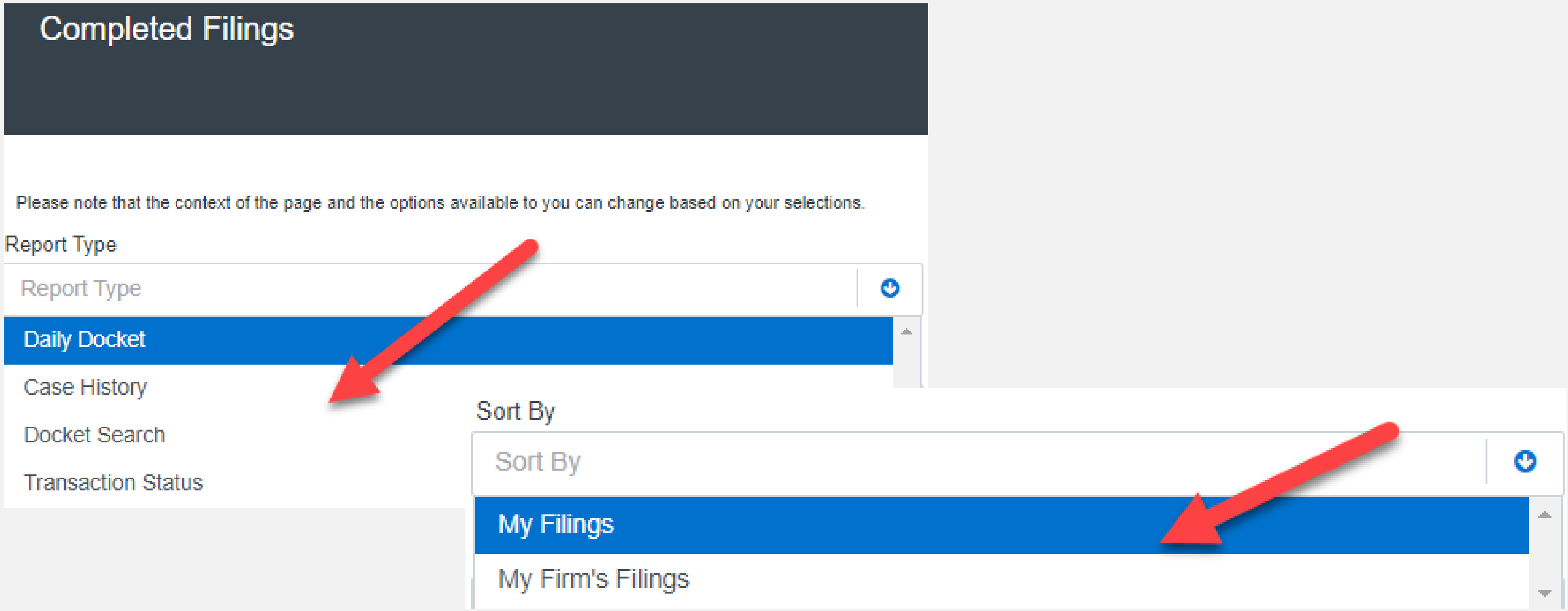
Cross Reference Number	Cross Reference Type

Parties: 5

Sending Party	Party Type	Name	Address	Lead Attorney	Additional Attorneys
✔	Defendant				
✔	Defendant				
	Defendant				
	Defendant				
	Plaintiff				

There are 4 *Reports* that can be performed on the Completed Filings tab. Please see next slide for additional information for each report.

Note: For all *Reports,* Firm Users can choose to access their own filings or *My Firm's Filings.*



REPORTS (*continued*)

Reports

1. The *Daily Docket* report allows users to search for filings that they submitted in a specific date range. Use the drop-down menus and type fields to enter your search criteria and click *Go* to run the report.
2. The *Case History* report allows users to search for filings that they submitted in a specific case. Use the drop-down menus and type fields to enter your search criteria and click *Go* to run the report.
3. The *Docket Search* report allows users to search for filings that they submitted and sort them by document type (e.g., Answers). Use the drop-down menus and type fields to enter your search criteria and click *Go* to run the report.
4. The Transaction Status report allows users to search for filings and view what the status is for those filings. Use the drop-down menus and type fields to enter your search criteria and click *Go* to run the report.

RETURN FOR CORRECTION OR REJECTION NOTIFICATIONS

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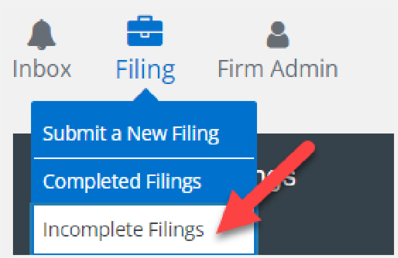
If you receive a *Return for Correction* or a *Rejected* notification from **Maryland Odyssey File and Serve**, please follow these steps to upload and submit your corrected documents:

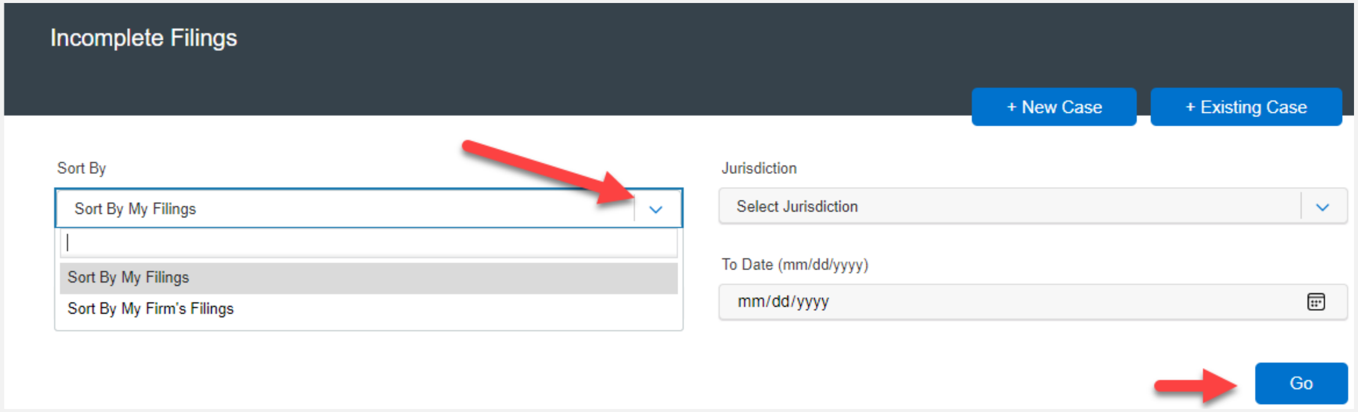
1. Log onto FSMD and select the *Completed Filings* page from the *Filing* drop-down menu.
2. Find the transaction with the "*back arrow*" in red.
3. Click on the *back arrow* to open the transaction. The *back arrow* allows you to open the transaction easily and re-submit the corrected documents.

Envelope ID	Case Name	Case Number	Jurisdiction	Date Filed	Submitted By	Action
6191			McLean County	05/03/2017	Training Admin	

INCOMPLETE FILINGS

This Tab is used to search for and view any filings that you (*Sort By My Filings*) or your firm (*Sort By My Firm's Filings*) has not completed and that have been saved in the system. Under the *Filing* drop-down menu, select *Incomplete Filings*.





INCOMPLETE FILINGS (*continued*)

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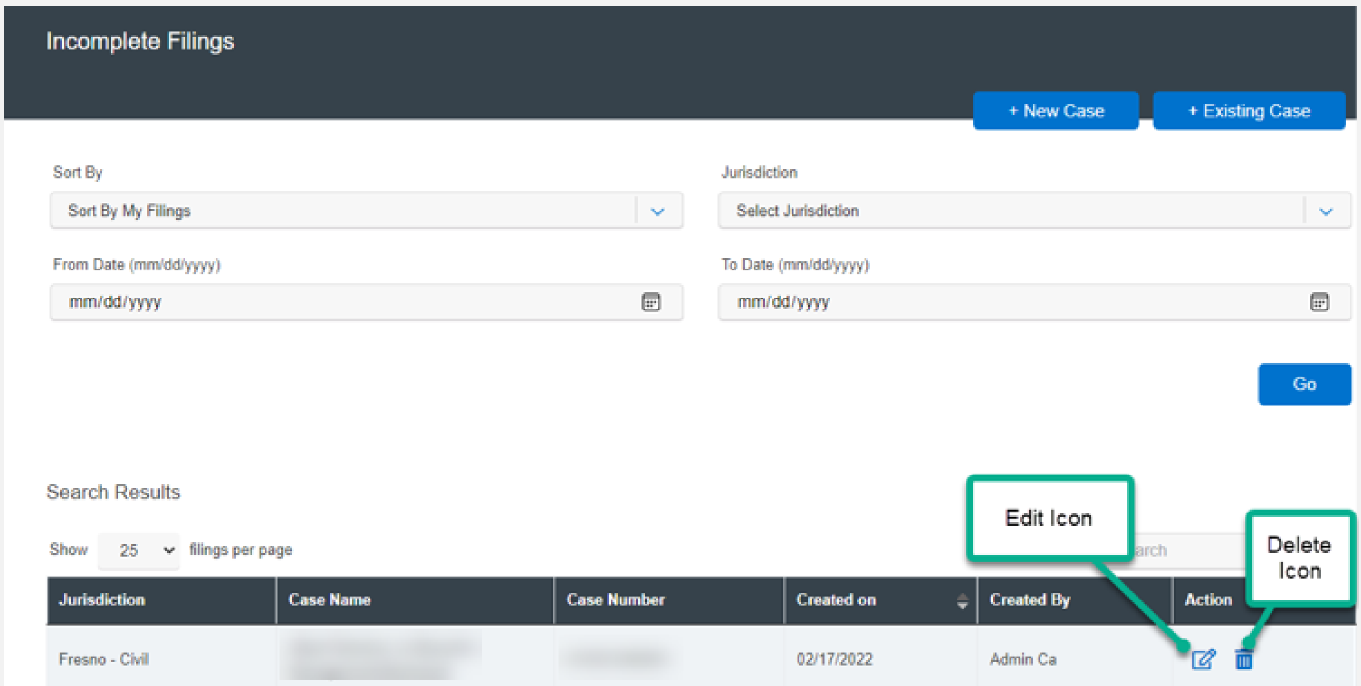
To edit and file the *Incomplete Filing*, simply click on the *edit icon*, finish the transaction, and click *Submit*. To delete it, click on the *delete* icon.



SERVICE CONTACTS

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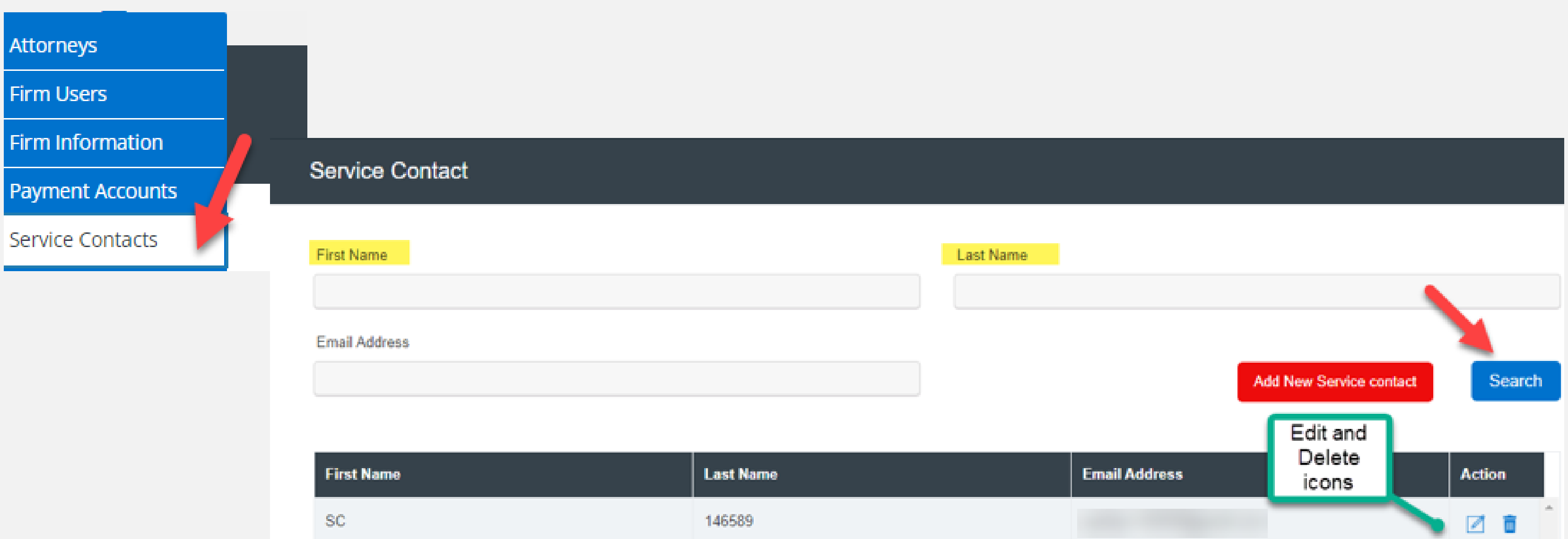
This Tab is used to search for and view *Service Contacts* that have been saved by your firm or to *Add* new service contacts. To search for a specific Service Contact enter your search criteria and click *Search*. This will populate the screen with only the contact(s) that match your search criteria. Use the *edit icon* to edit the Service Contact or the *delete* icon to remove.



SERVICE CONTACTS *(continued)*

To *Add* a service contact, click on the *Add New Service Contact* button.

A dialogue box will populate. Enter the Service Contact's information. Click *Save* to add the *Service Contact* to your list. **Note**: If anyone needs to be copied on the Service Contact's service, enter one or more email addresses separated by commas (no space) in the *Administrative Copy* field. Click *Save*. Please refer to the screenshot on the next page.

SERVICE CONTACTS *(continued)*

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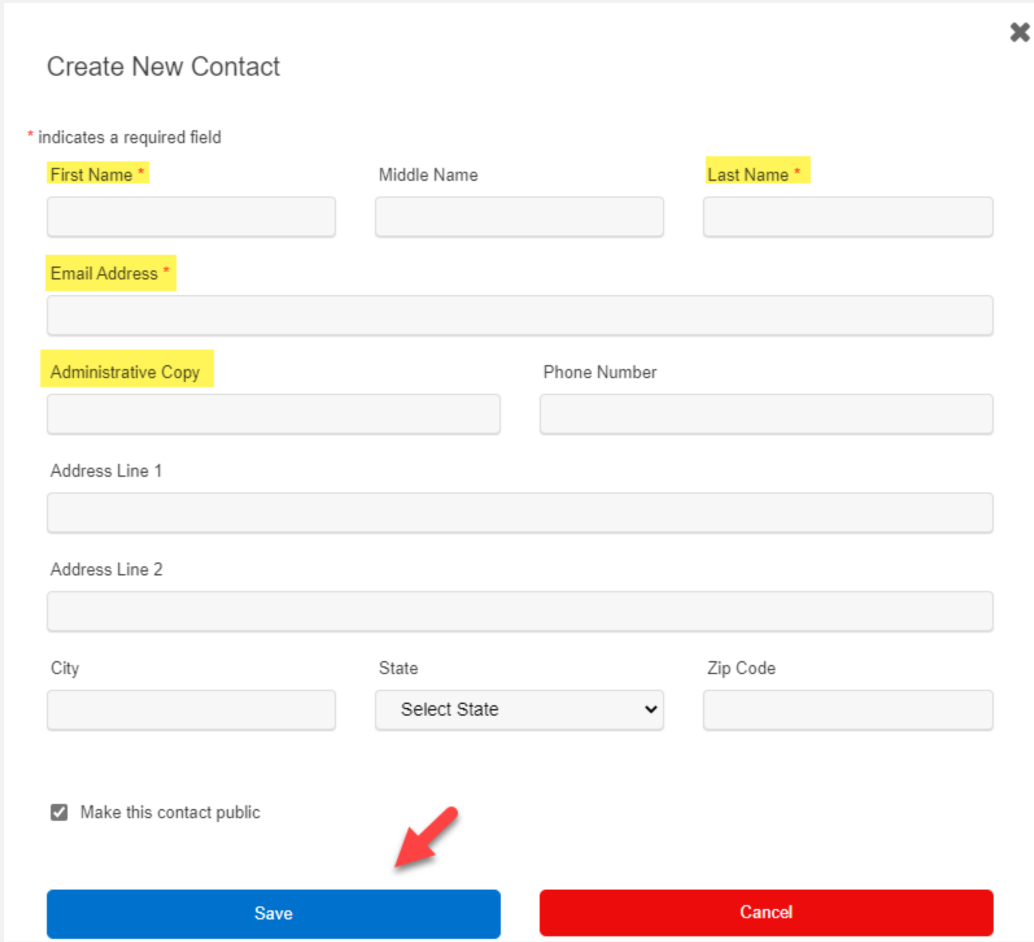

MY INFORMATION

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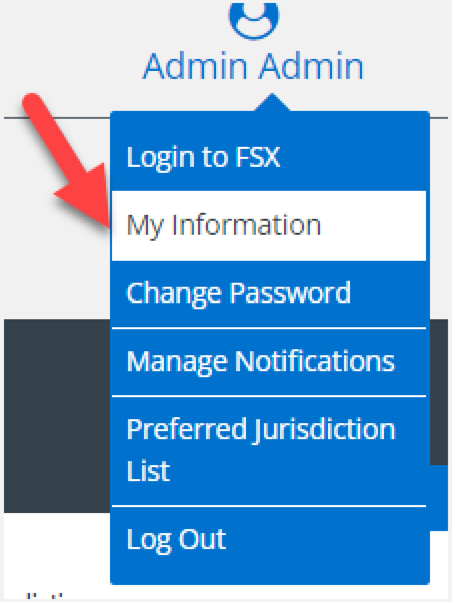
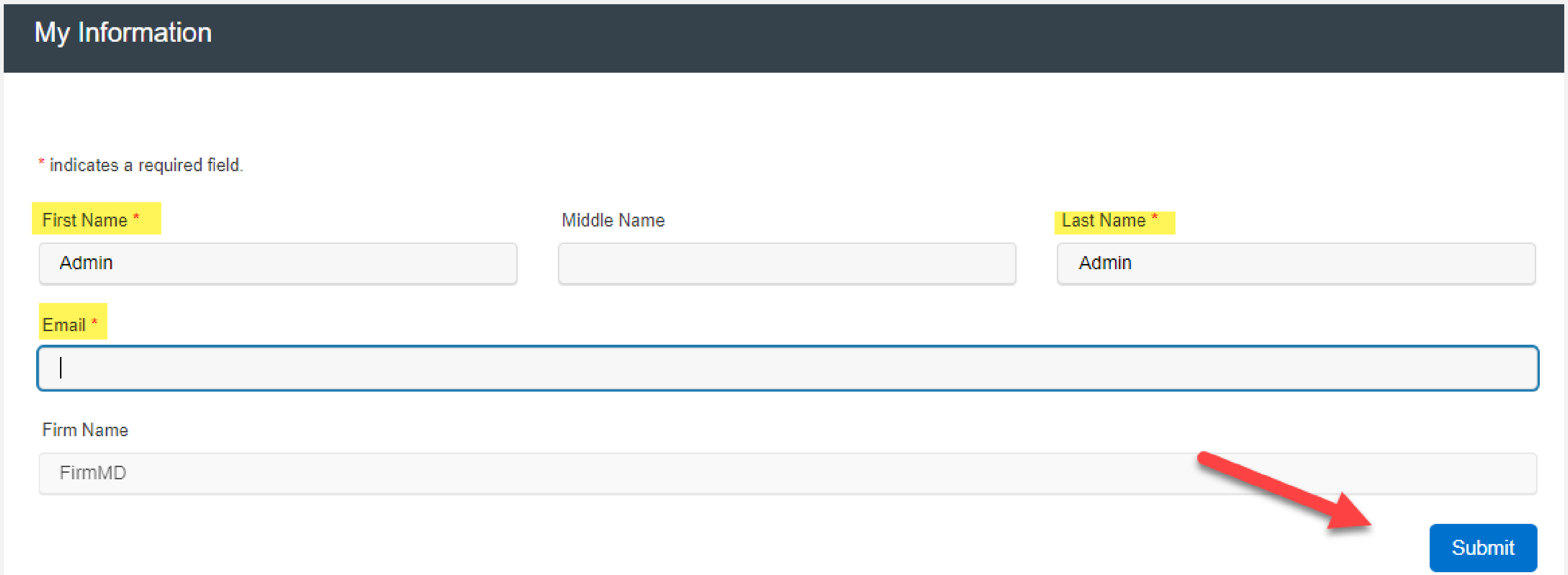
This Tab is used to update your user information in the system. To update your information, make the changes in the type fields and click *Submit* to save your changes. Please refer to the next slide for an additional screenshot.



MY INFORMATION *(continued)*



CHANGE PASSWORD

This Tab is used to change your password and/or security question in the system. To change your password and/or security question, enter the requested information in the type fields and click *Submit*.