



File & Serve *Maryland*™

USER GUIDE eService Inbox

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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.

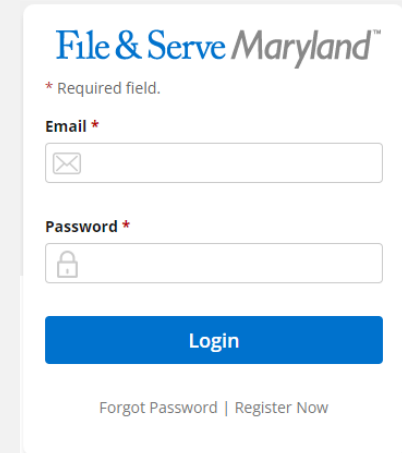
This FSMD User Guide provides a convenient source of information to help you manage your eService notifications in case matters.

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



File & Serve Maryland™

* Required field.

Email *

Password *

Login

Forgot Password | Register Now

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.**

GETTING STARTED

1. Access the FSMD login page via www.fileandservemaryland.com
2. Enter your Username/Password and click *Login*

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

File & Serve Maryland™

Resources Support Need to eFile out of state?

WELCOME TO eFILING AND eSERVICE IN

Maryland

File & Serve Maryland™

* Required field.

Email *

Password *

Login

Forgot Password | Register Now

FSX Support Center

Our team of eFiling experts is available around the clock to assist you!

1-888-529-7587 support@fileandserve.com Chat Online

GETTING STARTED *(continued)*

3. Once you are logged into your account, you will be taken to the *Case Details* page to begin your filing. There are five (5) steps prior to submitting to the court, or four (4) for a *File Only* transaction. The next slides will walk you through each Step.

Case Details

* indicates a required field.
Please note that the context of the page and the options available to you can change based on your selections.

Is this filing for an existing case? *

No

Case Type *

No Case Type selected

Jurisdiction * Preferred list Full list

No Jurisdiction selected

Payment Account *

No Payment Account selected

Case Category *

No Case Category selected

Attorney *

No Attorney selected

Client Matter ID *

Next

STEP 1 – CASE TYPE

Please refer to the next slide for a screenshot illustrating the information below.

1. Under the *Is this filing for an existing case?*, it should reflect, *No*.
2. Select the *Jurisdiction*. You can either use the drop-down menu or type into the field.
3. Select the *Case Category*, *Case Type*, and *Payment Account*.
4. Next, select the *Attorney* (e.g., the attorney who signed the document) and enter the *Client Matter ID*.
5. Click on *Next* to move to *Step 2 – Parties*.

STEP 1 – CASE TYPE (continued)

Case Details

STEP 1 - Case Type STEP 2 - Parties STEP 3 - Documents STEP 4 - Service Contact STEP 5 - Review & Submit

* indicates a required field.
Please note that the context of the page and the options available to you can change based on your selections.

Is this filing for an existing case? *

No

Jurisdiction * Preferred list Full list

No Jurisdiction selected

Case Category *

No Case Category selected

Case Type *

No Case Type selected

Payment Account *

No Payment Account selected

Attorney *

No Attorney selected

Client Matter ID *

Next

Please refer to the next slides for screenshots illustrating the information below.

1. You will want to enter at least one *Plaintiff* and one *Defendant*. You can add an *Additional Party* if needed for each category (Plaintiff and Defendant) until complete.
2. Make sure to select the *Sending Party*, then click *Next* to move to *Step 3 – Documents*.

STEP 2 – PARTIES (continued)

Case Details

STEP 1 - Case Type **STEP 2 - Parties** STEP 3 - Documents STEP 4 - Service Contact STEP 5 - Review & Submit

* indicates a required party.

List of Parties
Total Case Parties: 0

Search by Party Name

Sending Party	Party Type	Party Name	Lead Attorney	Additional Attorneys	Actions
	Add a Defendant *				
	Add a Plaintiff *				

At least one of each Required Party must be added.

Add at least 1 Plaintiff and 1 Defendant. Additional Parties if needed.

STEP 2 – PARTIES (continued)

Add a Party

Party Type (Required) **Lead Attorney** **Additional Attorneys**
Multiple attorneys are not allowed in this jurisdiction

Person Or Organization Person Organization **Is this your client** Yes No

First Name (Required) **Middle Name** **Last Name (Required)**

Address Line 1

Address Line 2

City **State** **Zip Code**

Phone Number **Date Of Birth**

Drivers License Type **Drivers License State** **Drivers License Number**

Social Security Number **Interpreter**

Enter the at least the Required information and click, Add Party

STEP 2 - PARTIES (continued)

Case Details

STEP 1 - Case Type STEP 2 - Parties STEP 3 - Documents STEP 4 - Service Contact STEP 5 - Review & Submit

* indicates a required party.

List of Parties
Total Case Parties: 2

Search by Party Name

Sending Party	Party Type	Party Name	Lead Attorney	Additional Attorneys	Actions
<input type="checkbox"/>	Plaintiff	Test Tester			
<input type="checkbox"/>	Defendant	Fake Corp			

At least one of each Required Party must be added.

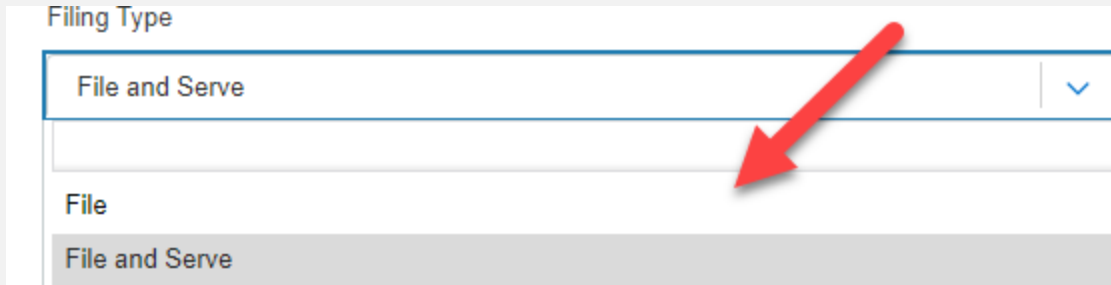
Select the Sending Party (i.e., the Filing Party)

Click on *Next* to move to *Step 3-Documents*.

STEP 3 - DOCUMENTS

Please refer to the next slides for screenshots illustrating the information below.

1. Select the *Filing Type* – *File* or *File and Serve*.



The screenshot shows a 'Filing Type' dropdown menu. The menu is open, displaying two options: 'File and Serve' (which is selected and highlighted in blue) and 'File'. A red arrow points to the 'File and Serve' option in the dropdown list.

2. Either *Choose Lead Documents* or *Drag & Drop* the documents for the filing.
Multiple documents can be added at once for efficiency.
3. To make a change to any of the documents once uploaded, click on *Add/Manage Document(s)*.
4. Make sure to add the party who is *Responsible for Filing Fees*.
5. If you want to send notifications of this filing, add emailing address to the *Send Accepted Notifications To* field.

STEP 3 - DOCUMENTS (continued)

Case Details

STEP 1 - Case Type STEP 2 - Parties **STEP 3 - Documents** STEP 4 - Service Contact STEP 5 - Review & Submit

Filing Type: Select Filing Type File

Documents to File: Add Documents here

Choose Lead Documents or drag them in here .pdf/.rtf/.doc/docx

0 Bytes
Max Envelope Size: 100 MB
0 Lead Document(s)

Filing Code	Filing Type	File Size	Description
Add/Manage Document(s)			

* indicates a required field.

Responsible for Filing Fees * To make any updates or changes once uploaded, select Add/Manage Document(s)

Send Accepted Notifications To: (Optional Field. Add email address for each recipient you want to receive accepted notifications.)

example@example.com, example@example.com If you needed Notifications sent, enter email addresses here.

Return Date Not available for selected jurisdiction.

Back Next

STEP 3 - DOCUMENTS (continued)

2. Grab documents and drag to FSMD

Name	Status	Date modified	Type
Sample Attachment - Copy	⊙	10/19/2021 2:29 PM	Microsoft Word D
Sample Attachment	⊙	10/19/2021 2:29 PM	Microsoft Word D
Sample civil Case cover sheet	⊙	8/3/2021 10:00 AM	Microsoft Word D
Sample Complaint	⊙	5/1/2021 10:00 AM	Microsoft Word D
Sample Complaint	⊙	5/7/2021 10:00 AM	Microsoft Word D
Sample Complaint	⊙	5/7/2021 10:00 AM	Microsoft Word D
Sample Declaration	⊙	8/2/2021 10:00 AM	Microsoft Word D
Sample Motion	⊙	5/13/2021 9:34 PM	Microsoft Edge P
TEST DOCUMENT	⊙	7/30/2021 9:54 PM	Microsoft Word D

1. Click here to drag your documents

Documents to File

Choose Lead Documents or drag them in here
.pdf/.rtf/.doc/docx

32.09 KB
Max Envelope Size: 35 MB
1 Lead Document(s)

STEP 3 - DOCUMENTS (continued)

Documents to File

Choose Lead Documents

Choose Lead Documents
for bulk filing

✉ 32.09 KB
Max Envelope Size: 35 MB
1 Lead Document(s)

Sample Motion.pdf

Size: 31.39 KB



1. Select the Filing Code
 2. Select the Filing Description (e.g., Motion)
 3. Select the Document Category
 4. +Add Note to Clerk and + Optional Services, if needed
 5. Click Save
- NOTE: Uploaded Word documents will automatically be converted to pdf.

Filing Code*

Select Filing Code

Filing Description (Maximum 200 characters)* ⓘ

Sample Motion

Document Category*

Select Document Category

+Add Note to Clerk

+ Optional Services

STEP 3 - DOCUMENTS (continued)

Once you've entered the information for **each document uploaded**, it will bring you back to the Documents tab. Select the party *Responsible for Filing Fees* and any *Notifications*, if desired. Click *Next* to move to Step 4.

Case Details

STEP 1 - Case Type STEP 2 - Parties **STEP 3 - Documents** STEP 4 - Service Contact STEP 5 - Review & Submit

Filing Type
File

Documents to File
Choose Lead Documents or drag them in here .pdf/.rtf/.doc/docx

32.09 KB
Max Envelope Size: 100 MB
1 Lead Document(s)

Filing Code	Filing Type	File Size	Description
Complaint	File	32.087 KB	Sample Complaint

Add/Manage Document(s)

* indicates a required field.

Responsible for Filing Fees *
Test Tester

Send Accepted Notifications To: (Optional Field. Add email address for each recipient you want to receive accepted notifications.)
fakelawfirm@lawfirm.com

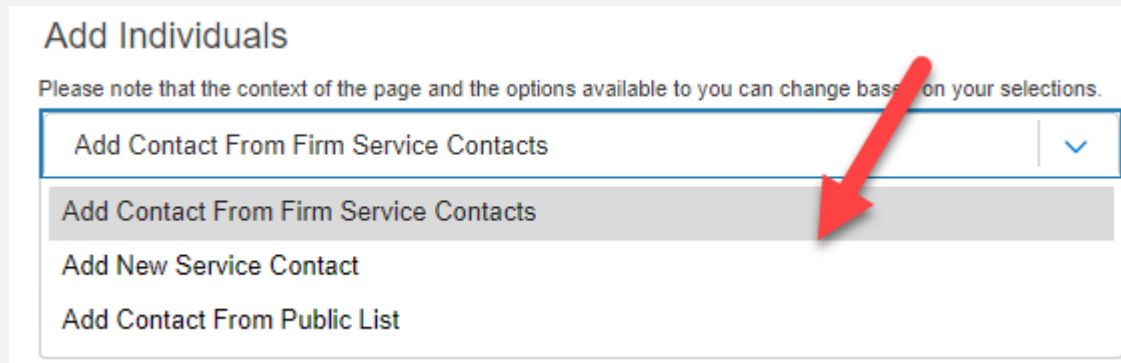
Return Date Not available for selected jurisdiction.

Back Next

STEP 4 – SERVICE CONTACT

If you selected *File & Serve* in the *Filing Type* on Step 3 – Documents, the system will move you to Step 4- Service Contact. Otherwise, it will move you to Step 5 – Review & Submit. The instructions for Step 4 – Service Contact are below.

To create a service list, select one of these three (3) choices: *Add Contact From Firm Service Contacts*, *Add New Service Contact*, or *Add Contact From Public List* from the drop-down menu under *Add Individuals*.



The screenshot shows a web interface titled "Add Individuals". Below the title is a note: "Please note that the context of the page and the options available to you can change based on your selections." Below this note is a dropdown menu with four options: "Add Contact From Firm Service Contacts", "Add Contact From Firm Service Contacts", "Add New Service Contact", and "Add Contact From Public List". The first option is currently selected and highlighted in grey. A red arrow points to this selected option.

STEP 4 – SERVICE CONTACT (continued)

Selecting *Add Contact From Firm Service Contacts*, will display Firm Service Contacts (members of the firm that have been added under Service Contacts). Click on *Add to List* to add them to the Service List.


Add Individuals
Please note that the context of the page and the options available to you can change based on your selections.

First Name

Last Name

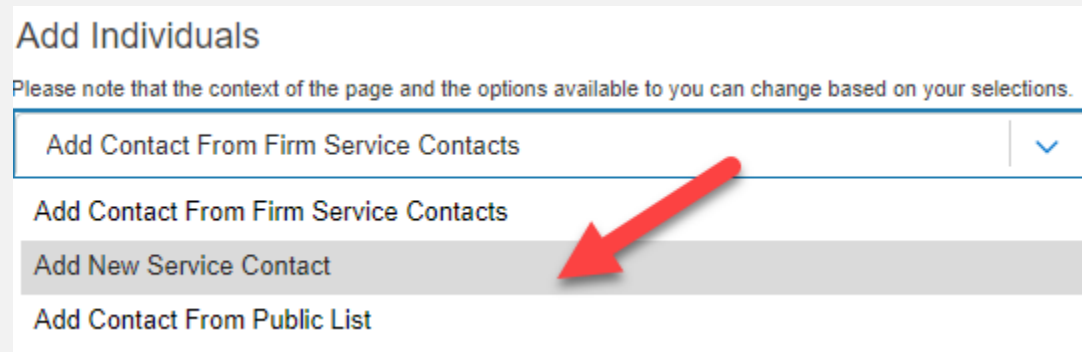
Email Address

Name	Email Address	Action
sc1 sc1	[Redacted]	Add To List
Admin	[Redacted]	Add To List



STEP 4 – SERVICE CONTACT (continued)

Selecting *Add New Service Contacts*, will prompt you to add their information. Please refer to the next slide for screenshot. Once you select *Save* they will be added to the list of service contacts. Select *Add to List* to add them to the Service List.



STEP 4 – SERVICE CONTACT (continued)

Selecting *Add New Service Contacts*, will prompt you to add their information.

Add Individuals


Please note that the context of the page and the options available to you can change based on your selections.

Add New Service Contact ▼

* indicates a required field.

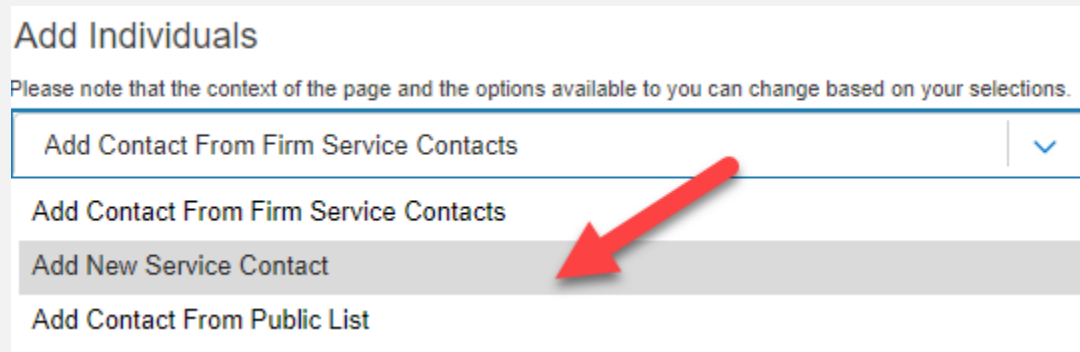
First Name *	Middle Name	Last Name *
<input type="text" value="Newer"/>	<input type="text"/>	<input type="text" value="New"/>
Email Address *	Administrative Copy	Phone Number
<input type="text" value="nn@lawfirm.com"/>	<input type="text"/>	<input type="text"/>
Address Line 1 <input type="text"/>		
Address Line 2 <input type="text"/>		
City	State	Zip Code
<input type="text"/>	<input type="text" value="Select State"/> ▼	<input type="text"/>

Make this contact public



STEP 4 – SERVICE CONTACT (continued)

Selecting *Add Contact From Public List*, will prompt you to *search* for opposing counsel from an attorney list provided by the Maryland State Bar. Once found, select *Add to List* to add them to the Service List.



STEP 4 – SERVICE CONTACT (continued)


Lastly, under the column *Service Type*, you have the option to send the documents via eService, Certified Mail (fee), or Mail (fee).

Click *Next* to move to Step 5 – Review & Submit.

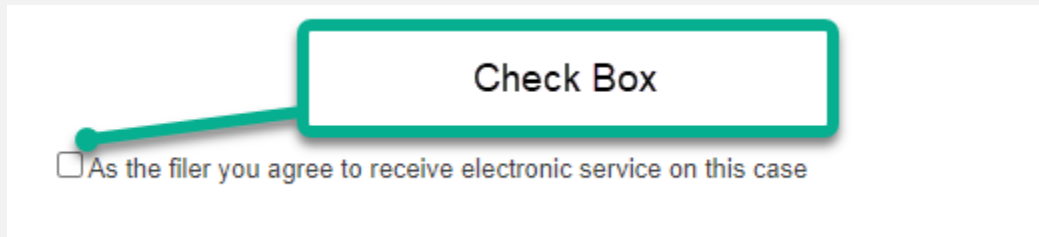
Serve	1	Name	Email Address	Service Type	Action
<input checked="" type="checkbox"/>		Loren Sofia	ls@lawfirm.com	Certified Mail (\$10.00 Fee) 	 

Add Individuals

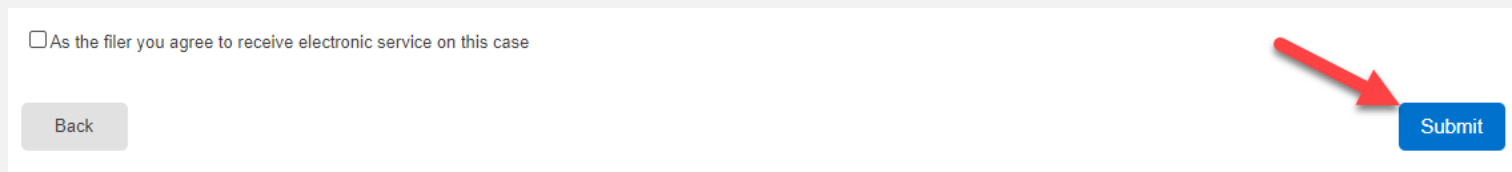
STEP 5 – REVIEW & SUBMIT

This Step will allow you to review each Step prior to submission to the Court. There is an *edit icon*  next to each section/Step if you need to make any changes.

There is a *check box* prompting you to select *As the filer you agree to receive electronic service on this case*. Screenshot is below.



Once you are satisfied, click *Submit*.



The *Completed Filings* page allows you to perform many tasks to manage your case matters, including,

1. Search capabilities, Reports (refer to next slide)
2. Obtain Process Service, Skip Trace, or Courtesy Copies (**where available**)
3. View your Transaction Summary
4. Cancel your Transaction – *prior* to clerk review
5. File into an Existing Case
6. View Service Contact Report (whether or not service contacts opened the documents)
7. Manage Service Contacts

COMPLETED FILINGS (continued)

Completed Filings

+ New Case

+ Existing Case

Please note that the context of the page and the options available to you can change based on your selections.

Report Type Report Type	Jurisdiction Select a Jurisdiction
From Date (mm/dd/yyyy) mm/dd/yyyy	To Date (mm/dd/yyyy) mm/dd/yyyy
Sort By Sort By	Filing Type Filing Type
Case Category Case Category	Filing Code Filing Code
Case Number Case Number	Envelope ID Envelope ID
Filing Status Filing Status	

Go

Clear All

Search capabilities, Report Options (see, next slide)

Report Type

Report Type

Daily Docket

Case History

Docket Search

Transaction Status

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.

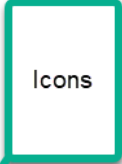
COMPLETED FILINGS (continued)

Search Results

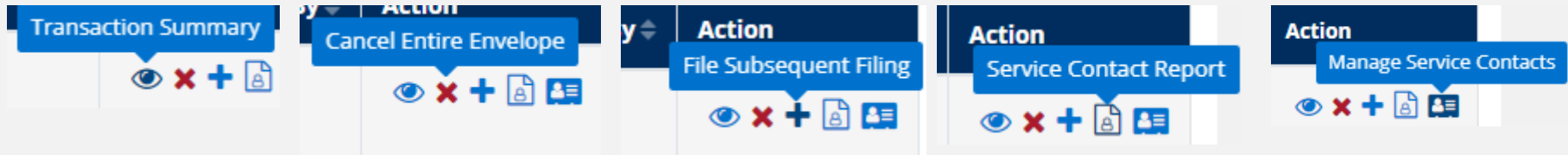
Need [process service](#), [skip trace](#) or [courtesy copies](#) ?

Show filings per page

Envelope ID	Case Name	Case Number	Jurisdiction	Date Filed	Submitted By	Action
213375	Albert Ramirez vs Macerich Management/dismissed	01CECG00921	Fresno - Civil	02/18/2022	Admin Ca	    



Here, you can view the icons that help streamline your case matters.



COMPLETED FILINGS (*continued*)

The *Completed Filings* page also allows you to search for **submitted filings** that you, or one of your colleagues, submitted. This option can be found under the *Sort By* drop-down menu.

Completed Filings

+ New Case + Existing Case

Please note that the context of the page and the options available to you can change based on your selections.

Report Type: Report Type

Jurisdiction: Select a Jurisdiction

From Date (mm/dd/yyyy): mm/dd/yyyy

To Date (mm/dd/yyyy): mm/dd/yyyy

Sort By: Sort By

Case Category: Case Category

Filing Type: Filing Type

Filing Code: Filing Code

Envelope ID: Envelope ID

Case Number: Case Number

Filing Status: Filing Status

Go Clear All

Sort By

Sort By

My Filings

My Firm's Filings

LOCATING YOUR FILE-STAMPED DOCUMENTS

Once you receive the *Accepted* notification from Odyssey Maryland File and Serve, you will be able to view your file-stamped document within FSMD. Here's how to find it:

1. Go to the *Completed Filings* page
2. Find the recently accepted transaction
3. Click on the *eyeball* icon
4. Scroll down to the Documents section and find the *Stamped Document* column. The link to your file-stamped document will be there. This link will remain available to view at any time.

Documents									
Status	Filing Code	Filing Description	Original Document	Converted Document	Stamped Document	Optional Services	Document Category	Document Description	Fees
Accepted 04/19/2017 01:21:43 P M	Complaint (Lead Document) Note to Clerk:	Complaint	Generic Sample Complaint.pdf		Generic Sample Complaint.pdf		Non-Confidential	Complaint	\$ 0.00



REVIEWING YOUR TRANSACTION SUMMARY

You will be able to print the transaction summary for your records by clicking *Printable Version*. Additionally, you will be able to update the Client Matter ID on this screen. This is helpful when you file a new case and enter a “placeholder” Client Matter ID and once it comes back as *Accepted*, you can then put the assigned Client Matter ID for future reference and filings.

Please refer to next slide for screenshots for a visual representation of these items.

REVIEWING YOUR TRANSACTION SUMMARY (continued)

Envelope ID: 213375	
Case Type	
Jurisdiction: [REDACTED]	Case Category: Civil - Unlimited
Case Type: Other PI/PD/WD	
Payment Account: Mastercard Account2	Attorney: att1 att1
Case Number: [REDACTED]	Hearing Date is not available in this jurisdiction
Client Matter ID: 1 	Date Filed: 02/18/2022 09:33:09 AM



Client Matter ID:  

REJECTED OR RETURN FOR CORRECTION NOTIFICATIONS

You may receive a *Return for Correction* or a *Rejected* notification from Maryland Odyssey File and Serve. If you do, here are the steps to follow to correct and re-submit the document(s).

1. Go to the *Completed Filings* page.
2. Find the transaction with the *red arrow* (or, *back arrow*).
3. Click on the *red arrow* to open the transaction.
4. Once opened, continue through the steps, upload the amended documents and re-*Submit* to the court.

Search Results

Need [process service](#), [skip trace](#) or [courtesy copies](#)?

Show filings per page

Envelope ID	Case Name	Case Number	Jurisdiction	Date Filed	Submitted By	Action
248385	1 PERSON Vs. ORGANIZATION			10/05/2021	Admin 0730	   
248384	1 PERSON VS. ORGANIZATION			10/05/2021	Admin 0730	    

INCOMPLETE FILINGS

You can log out of FSMD in the middle of a transaction and finish it later.

1. Select *Incomplete Filings* under the *Filing* drop-down menu.
2. Find the transaction you need to complete and submit; **or**, to remove completely. You can complete this step, or if needed, one of your colleagues can complete it for you. Under the *Sort By*, select *My Filings*, or *My Firm's Filings*. Additional screenshots are on the next slide.

Incomplete Filings

+ New Case + Existing Case

Sort By: Sort By My Filings

Jurisdiction: Select Jurisdiction

From Date (mm/dd/yyyy): mm/dd/yyyy

To Date (mm/dd/yyyy): mm/dd/yyyy

Go

Sort By

Sort By My Filings

Sort By My Firm's Filings

INCOMPLETE FILINGS (continued)

Inbox Filing Firm Admin

- Submit a New Filing
- Completed Filings
- Incomplete Filings

+ New Case + Existing Case

Sort By: Sort By My Filings

Jurisdiction: Select Jurisdiction

From Date (mm/dd/yyyy): mm/dd/yyyy

To Date (mm/dd/yyyy): mm/dd/yyyy

Go

Search Results

Show 25 filings per page

Jurisdiction	Case Name	Case Number	Created on	Created By	Action
			03/05/2022	Admin Ca	