South Dakota Unified Judicial System
Frequently Asked Questions

Topics Covered in this Chapter

General

How do I access the Odyssey File & Serve system?

To access the Odyssey File & Serve website, go to: http://southdakota.tylerhost.net.

To access the HTML5 version of File & Serve, and use on an iPad, go to: https://southdakota.tylerhost.net/OfsWeb
-

How do I contact the South Dakota County Courthouses?

To access county courthouses, go to http://ujs.sd.gov/ and click on Learn About the Courts and select the circuit you wish to contact or click one of the below links.

First Circuit	http://ujs.sd.gov/First_Circuit/
Second Circuit	http://ujs.sd.gov/Second_Circuit/
Third Circuit	http://ujs.sd.gov/Third_Circuit/
Fourth Circuit	http://ujs.sd.gov/Fourth_Circuit/
Fifth Circuit	http://ujs.sd.gov/Fifth_Circuit/
Sixth Circuit	http://ujs.sd.gov/Sixth_Circuit/
Seventh Circuit	http://ujs.sd.gov/Seventh_Circuit/

Do I have to register to use File & Serve?

Yes, all users must register prior to using File & Serve.

What is the role of the Firm Administrator?

The Firm Administrator registers the firm and is responsible for setting up and maintaining all system users, credit card accounts, and attorneys at the firm.

When a new firm is registered, all users added to that firm are associated with the firm. If a firm has multiple locations, those users can be added to the original firm also. However, Tyler recommends that each Firm Administrator register his or her location as a new firm. In this way, each firm's users will only see filings for their specific location; otherwise, users will see all filings under the original firm.

How can I get a username and password?

You can get a username and password by registering to use File & Serve.
Perform the following steps to register:

1. Go to your File & Serve homepage
2. Click the **Register Now** link
3. Complete the **File and Serve Registration Wizard**
4. Check your e-mail inbox for an e-mail confirmation with your username and password included
5. Copy and paste the password received in the e-mail confirmation when logging into File & Serve for the first time

Note: If you cannot self-register to use File &Serve, contact your Firm Administrator to get a username and password.

What if I forget my username or password?

Perform the following steps to reset your password:

1. Go to your File & Serve homepage
2. Click the **Forgot Password?** Link on the login screen, the **Reset Password** dialog box opens
3. Type your e-mail address in the field provided
4. Click the  button
5. Type the answer to your security question in the field provided
6. Click the  button to close the dialog box

This action takes you back to the login screen.
Your password is reset, and a temporary password is sent to your e-mail address. Use the temporary password to login and change your password to one of your preference.

Note: Contact your Firm Administrator if you are unable to reset your password.

Does my password expire or need to be changed periodically?

No, currently passwords do not expire, and there is no requirement that users must change their passwords.

Is support available for File & Serve?

Yes, support is available 7:30 am CST to 5:00 pm CST, Monday through Friday.
Contact the UJSeSupport by sending an email to UJSeSupport@ujs.state.sd.us.

What are the computer requirements for using File & Serve?

The recommended settings for your workstation are as follows:

- **Web Browser Requirements:** File & Serve is supported by current versions of the Windows operating system using Internet Explorer 7 or above or Firefox.
- **Connection Requirements:** High-speed connection is recommended
- **Minimum Screen Resolution:** For best results, a setting of 1024x768 is recommended.

Note: If using IE11, please use alternative browser such as Firefox.

Can I use File & Serve If I am self-represented?

Self-represented litigants are currently not eligible to use the e-filing system.

Can File & Serve be used to initiate cases or to file into existing cases?

Yes, File & Serve can be used to e-file subsequent and initiate case filings, except for closed case types. Please refer to the File & Serve website for more information.

When can I use File & Serve?

File & Serve is available 24 hours a day, seven days a week.

Will I ever be automatically logged out of File &Serve?

As long as you are entering data, submitting forms, or reviewing case information in File & Serve, you will not be automatically logged off. However, File & Serve will automatically log you off after a period of system inactivity for Internet security reasons.

Why am I having difficulty viewing the entire web page on my screen?

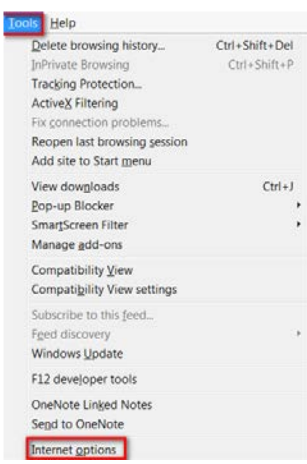
Difficulty viewing the entire webpage may be a screen resolution issue. To resolve this issue, perform the following steps:

1. Open **Properties** on your desktop
2. Select the **Settings** option
3. Under **Screen Resolution** or **Screen Area**, slide the bar to select 1024 x 768 pixels
4. Click **OK**

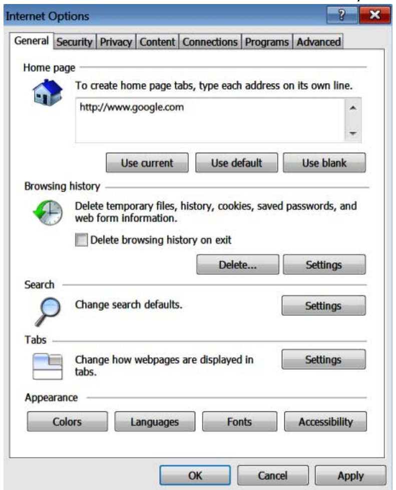
Clearing the Internet Explorer Browser History

As you browse the web, a lot of the information regarding the sites you've visited is stored on your computer. This information is your browser history. If you do not want to keep a history of the sites you have visited, you can clear your browser history.
You must have an Internet Explorer browser to perform this procedure.
To clear the Internet Explorer browser history:

1. Open your Internet Explorer browser
2. Select **Tools** on the toolbar on the top of your screen, the drop-down list for **Tools** displays
3. Select **Internet Options** located at the bottom of the drop-down list.

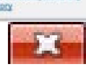


4. Click the  button, the **Delete Browsing History** window opens



5. De-Select the following checkbox:
   - Preserve Favorites website data

6. Select the following checkboxes:
   - Temporary Internet files
   - Cookies
   - History
7. Click the  button
8. Wait as the system deletes the browsing history

9. Click the  icon to close the window

Clearing the Firefox Browser History

As you browse the web, a lot of the information regarding the sites you've visited is stored on your computer. This information is your browser history. If you do not want to keep a history of the sites you have visited, you can clear your browser history.
You must have a Firefox browser to perform this procedure.
To clear the Firefox browser history:
1. Open your Firefox browser

2. Select the  icon at the top of the window

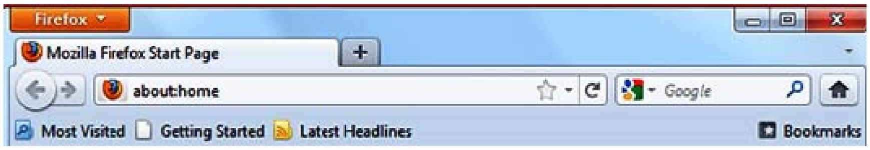


Figure1.4 – Firefox Window

The options menu opens

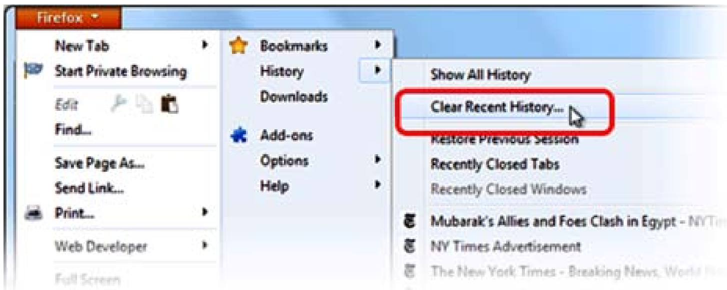


Figure1.5 – History Options Menu

3. Select the **History** option
4. Select the **Clear Recent History** option

The **Clear All History** window opens

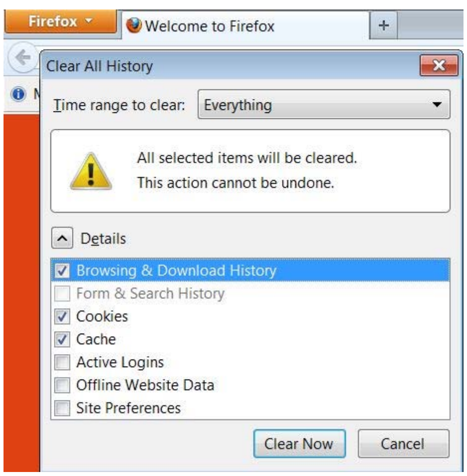


Figure1.6 – Clear All History Window

5. Select **Everything** on the **Time range to clear:** drop-down list
6. Select the following checkboxes:
   - Browsing & Download History
   - Cookies
   - Cache

Note: The above options are the only checkboxes that should be checked. De-select all the other checkboxes in the Details window.

7. Click the  button to close the **Clear All History** window and to clear the browser history

E-filing

What type of cases can I e-file in the South Dakota Circuit Court?

The South Dakota Circuit Court currently accepts e-filings for all open case types. Closed case types are currently not available for e-filing.

How do I search for a case that I have filed using File & Serve?

To search for a case number, type the entire and exact case number assigned to the case, including dashes:

- The Case Number field (circled in blue) searches entire system for the case
- The Case or Envelope (circled in red) field searches only the Filings Tab for the case

What document formats does File & Serve accept?

File & Serve only accepts documents in PDF format.

Can scanned documents be submitted in color?

All documents filed through File & Serve must be in black and white format, to ensure legibility. Colored documents will be rejected. To retain the significance of a colored document, shaded document or photo, file the document with the clerk of clerk.

Can I file multiple pleadings in one transaction?

Yes, multiple filings can be submitted together by selecting the **Add Another Filing** option.

I have several documents to submit. What should I do?

The basic rule of thumb is that anything that will be docketed separately should be in its own separate PDF file.

To facilitate internal handling, the court prefers that an appendix or exhibit be created as a separate PDF document from the primary pleading and submitted as an attachment to the efiling. Distinct documents, such as a docketing statement, should not be combined with another document into a single PDF file.

What is the maximum file size that can be electronically submitted?

For optimal manageability, the court recommends that files do not exceed 5MB per document and 25MB per envelope. There are practical limits to the size of an electronic document that judges and staff can quickly and easily retrieve and read within the case management system.

What if I need to withdraw an e-filing from being posted on File & Serve?

After a filing has been submitted but before the court's review has begun, a **Cancel** button is available for that filing in your **Filings** queue.
As long as the **Cancel** button is present, the filing has been submitted by File & Serve but not yet reviewed by the court. If the **Cancel** button is not available, contact your local court clerk's office.

Do I have access to the documents that I file in the system?

Yes, by using the **My Filings** feature located on the **Filings** tab, you can find and view information concerning electronic filings that have been submitted to File & Serve through your username or by any member of your firm.
After a transaction is completed, you can access a PDF version of all of your filings through the system. This PDF version is read-only; it can no longer be modified.

Are hyperlinks permissible in PDF documents?

Internal links, which point to other places within the same document, are permissible and are accepted by File & Serve. However, external links, which point to other documents, websites, or other legal sources, can be risky and must be avoided in documents submitted to the court. Use of external links can result in format errors preventing your document from being accepted by File & Serve.

Is it acceptable to use the file attachments option within a PDF document?

No, it is not acceptable to use the file attachment option within a PDF document. If you create a PDF document that includes embedded file attachments, a "File Format Error" message is displayed when you view the filing status after submittal. If your filing contains a format error, it will be rejected by the system.

The rejection reason is available through the screen. Click the **Envelope Details** icon to view the filing details. Ultimately, you must correct the problem and resubmit the filing.
File attachments (not to be confused with hyperlinks) are actually files embedded within the PDF file using the **Document**> **Attach a File** menu option within Adobe Acrobat. If you need to combine a number of separate PDF appendices into one document, you should create a single PDF document without any file attachments by choosing the **Document**> **Insert Pages** menu option instead.

Can I e-file from my iPad?

Yes, you can e-file on an iPad with the HTML5 version of File & Serve. Go to https://southdakota.tylerhost.net/OfsWeb. You must have the cloud service app, Dropbox, Google Drive, Microsoft OneDrive installed on your device to access your documents.

Can briefs be e-filed?

Yes. They will be added as non-docketable and not included on appeals. File a motion if brief is to be a part of the court record.

Will my document be file stamped?

Yes. When the clerk accepts the filing, the document will be file stamped with the date and time that the document was submitted, county and case number.

Initial Informal Probate cases will be file stamped with the date that the clerk accepts the filing.

Can more than one person be signed in to File & Serve at the same time?

Yes. More than one person can sign in with the same email address.

I would like my administrative assistant to be copied when I receive service, is this possible?

Yes. On the Service Contact Tab, add the administrative assistant's email in the Administrative Copy field of your contact information.

What color ink should I sign my documents?

Sign documents in black ink. If you sign in blue ink it sometimes does not scan well and your document might be rejected for no signature or not legible.

Fees

What payment options are accepted?

The State of South Dakota currently accepts MasterCard, Visa and both debit and credit cards. Drawdown Accounts are also accepted as a payment account type.

Is it necessary to have a firm credit card?

Yes, a debit or credit card is required to pay for e-filing and statutory fees / costs. We accept all major credit cards. A 3.5% processing fee is added to the total amount to cover the credit card processing fees. If you do not have a debit or credit card, you will need to deliver your documents to the appropriate Clerk of Court office for filing.

A waiver for an initial filing must be submitted over the counter with the Clerk's office for a judge to decide whether you have to pay the fees.   If your request for a waiver of statutory fees and costs is approved, your documents will be filed by the clerk.

Will there be a receipt for the fees paid?

Yes, the **Envelope Details** screen can be printed for use as a receipt. On the **Filings** tab, click the icon to view the filing details. The **Envelope Detail** screen includes several lines devoted to communication from the bank, including a total amount and the status of the financial transaction.

How can I reconcile my credit card?

There is an Order ID number listed on the filing details icon, this number will be on your credit card statement. You can print a daily/monthly report of filings with the Order ID number by clicking the Export button on the Filings Tab in the Silverlight version of F&S. In the HTML5 version, Click Actions>Reports>Select the report to download, add parameters and click run report.

What information is on a file date-stamped confirmation receipt?

The File & Serve system confirmation receipt issued by the system contains the following information:

- Case name and docket number
- Date and time of filing
- Document title
- Document code
- Name of the EFS service provider

- Name of the person or entity filing the document
- Page count of the filed document

E-serving

What is e-service?

E-service is a feature provided by File & Serve where documents are electronically served to other registered parties in a case. Using this option, you can track when each party received and opened the filing by clicking on the Filing Details icon.

What are Firm Service Contacts?

Firm Service Contacts are a list of the firm's contacts that can be attached to the case and can be e-served.

What are Case Service Contacts?

There are Case Service Contacts for every case. This list contains all individuals being served on the case. Attorneys must ensure they are on the Case Service Contact list for each case involved.

Note: It is mandatory to enter your contact information in the Case Service Contact list to ensure you are receiving notification of any documents.

How do I serve other individuals with my e-filed documents?

The filers are responsible for accomplishing service of all filings as required by the applicable court rules. For this purpose, filers may use the mail service, serve by hand delivery, send an email, or use File & Serve as it offers the option of electronic service of each filing to the designated service contact.

Can I use e-service without filing a document with the court?

Yes, File & Serve may be used to exchange documents between parties without filing the documents through the courts.
Select the **Service** check box on the **Filings** screen, and ensure the **E-File** check box is not selected.

Does File & Serve send a notification after a filing is submitted?

Yes, File & Serve automatically generates notifications for filing transactions after the filing is submitted, accepted, and/or rejected, if you have selected these options using the **Manage (E-mail) Notification** tab on the **My Account** screen.

Note: Add efilingmail@tylerhost.net to your white list to prevent email notifications from ending up in your spam or junk folders.

When is a service notification sent?

Service notifications are generated after submitting a service-only filing.
For E-File & Serve (EFS) filings, a notification is sent when the filer clicks submit. If a filing is rejected, a notification will be sent stating that the document previously served has been rejected.

Note: Add efilingmail@tylerhost.net to your white list to prevent email notifications from ending up in your spam or junk folders.

What should I do if I receive a Service Notification?

When you receive a service notification, do the following:

- Click the link within the e-mail to access the document
- Print a copy of the document for your files.
- The link is only available for 90 days.

What is the Master Service List (Service Contacts) used for in File & Serve?

The Master Service List aka Service Contacts is a list of all contacts for your firm.
File & Serve uses the information in the Master Service List to send electronic service.

How do I delete non-firm users to the Public List as eService Contacts?

The purpose of the Public List is to allow firms to make their firm users available for all filers in the File & Serve system. By making a service contact available to the public list, the filer is stating that the service contact has consented to receive electronic service for all cases.

A contact should only be marked for the Public List if they have consented to receive E-Service.

Important Note: ***Firms should never add an opposing party to the public list.***

When a new service contact is added to the system, there is a check box available labeled "Make this contact public". By checking this box, the service contact is now available to be selected by any filer in the system by searching through the Public Contacts list when adding a contact to a case.

If the firm has added contacts not in their firm to the public list, those contacts need to be removed. Instructions

Format Errors

This section describes the format errors received when using File & Serve.

Format Errors Defined

When a filing is not successfully processed and identified as having a "Format Error," this indicates that the filing has one or more document files that are not valid for filing document conversion. The underlying cause of the issue is typically either that the document was not successfully uploaded or the document has a characteristic that prevents the standard processing of the file.
As a start, errors of this type will be minimized if they comply with a standard format that includes the following:

- Use 8.5 x 11-inch paper with portrait orientation
- Set the DPI resolution higher than 200 CPI
- Do not use unintelligible images (i.e. all-black images)
- Use non-secured document properties (i.e. not password-protected)
- Remove external references in the documents, such as URL sand shortcuts

Causes of Typical Format Errors

Format errors are typically caused by the following submissions:

- Corrupt files (i.e. files with 0 bytes of data)
- Secured or password-protected PDFs
- File types other than PDF
- Files with non-standard image compression, standard is CCIT; this is usually a scanner setting
- A document that has Optical Character Recognition (OCR) associated with it; usually determined by a larger file size
- Any file that experienced an upload issue or time out on the file transfer on behalf of the filing party; usually appearing as an incomplete image or file when opened
- A document scan that is in landscape orientation, noticeably off-center, or of an irregular size
- Any scan (PDF) that is unreadable or has large black images in the document where pictures may have been
- A file that contains an invalid table; usually a result of importing or pasting table data into a word processing application

Actions to Identify the Form at Error Issue

There are several ways to identify format issues within filed documents. This section can help identify documents with formatting issues.

Checking the Filing Queue

The first action is to determine whether the document uploaded successfully.
To determine this, do the following:

1. Open the document files using the **Filing Queue** link on the left menu
2. Click the icon under the **Details** column for your case
3. Scroll down to the **Documents** section of the **Filing Details** page to locate the document uploaded
4. Click on the document link under the **File Name** column to open the document

Note: If the file does not open using the original authoring tool, cancel this filing and create a new filing.

Prior to uploading documents for new filings, confirm the document files will open successfully from their original source.

Corrupt Files

Corrupt files, for example, files with zero (0) bytes of data are one of the many reasons a filing has format errors.
Below are examples of corrupt file errors messages:
A corrupted PDF document with zero byte file.

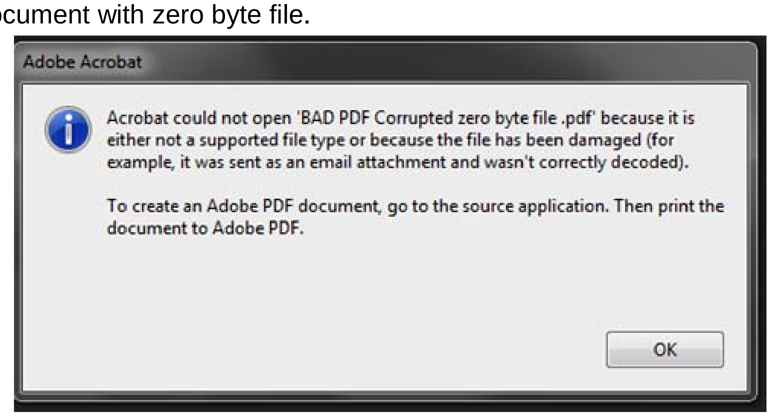


Figure1.7 – BAD PDF Corrupted File Message

Document Security

PDF files have security settings that can prevent documents from being e-filed. A file with document security has a padlock icon on the document and/or has "SECURED" shown in the filename.

Figure1.8 – Document Security Message

The document security can include a number of different options, any of which will prevent the document file from being processed. To ensure successful document processing, recreate the PDF with no security options.

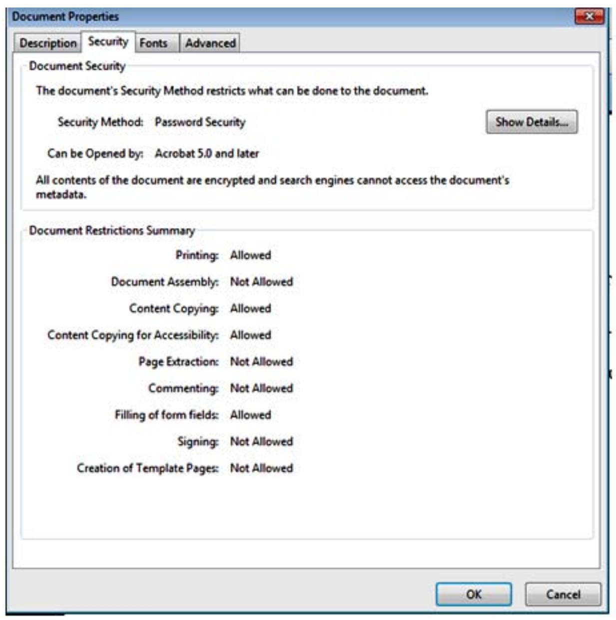


Figure1.9 – Document Properties Security Tab

Unsupported Fonts

Font resources are included in newly created documents. This is a standard with PDF/A files. Document generating tools use fonts not supported when creating documents, which results in the inability to convert the document into the standard e-filing format.
There are multiple ways to examine the fonts embedded in the file. PDF viewers can show the fonts, or the file editors can allow you view the fonts used.
The JBig font is not a supported font.
The following is an example of a PDF viewer identifying the fonts used by a PDF file.

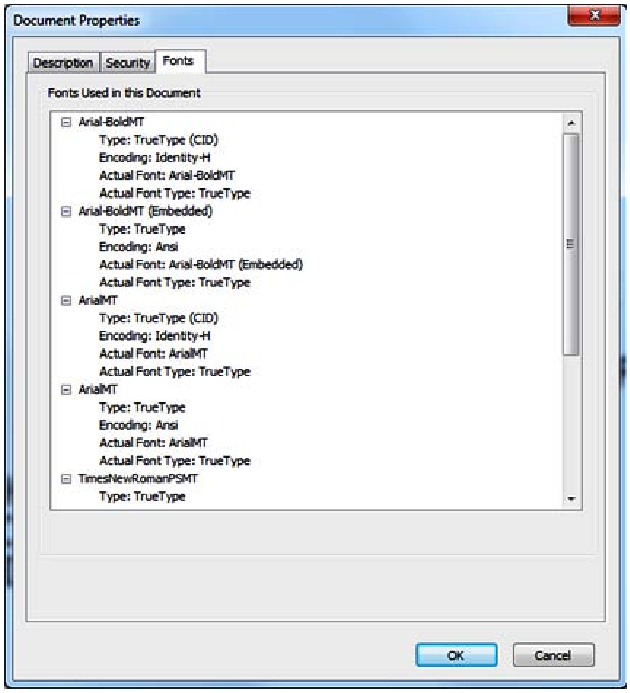


Figure1.10 – Document Properties Fonts Tab