

December 19. 2022

## Electronic Service (E-Service)

E-service is used to electronically serve documents to case parties. To receive electronic case notifications, you must 1) confirm that Tyler's service email is whitelisted, 2) add your service contact information to the public list, and 3) add your service contact information to existing cases. All filers are responsible for adding one or more service contact(s) to their cases for receipt of e-service. If you are new to MDEC, your converted cases will need an e-service contact on <u>each</u> case for you to receive electronic service on those cases.

## Whitelisting Service Email Address

E-served documents are sent from the following Tyler Technologies email address: no-reply@efilingmail.tylertech.cloud.

Occasionally, your email provider may block this email address by identifying the email as spam or "junk" mail. If this block should occur and you do not receive e-filing notifications, you will need to identify the Tyler email address as safe by "whitelisting" the email address.

Follow these instructions for whitelisting: How do I whitelist an e-mail?

For emails from the Maryland Judiciary containing outage or policy notifications, whitelist this email address: <u>noreply@esolutions.tylerhost.net</u>.

## Add Service Contact to the Public List

Including your service contact on the public list will allow e-filers to search for your contact information. To enable e-service for your firm, you must enter at least one attorney in the Service Contacts section of the Filer Dashboard by using the "Actions" drop down box.

Filer Dashboard		Dashboard Start a New Case
My Filing Activity 👴	New Filing	File Into Existing Case Filing History Templates
Pending	Start a New Case 0 Use a Template 0	Service Contacts
Accepted		Bookmarks Reports
Returned	Pile Into Existing Gase	Course & design
Drafts	Need help getting started?	Admin Dashboard
Served		Help
View All		System Admin

Pursuant to Maryland Rule 20-201(f), if the "Actions" drop-down box is not used to provide service contact information when an initial submission is filed in an action, the default e-mail address for subsequent notifications and service of other parties' submission in the action will be the **e-mail address that the filer used** when transmitting the initial submission in the action.

It is important to mark each contact as PUBLIC so that your service contact can be selected from the public list. If you enter a contact but neglect to mark the contact as PUBLIC, the contact information will not be available to other e-filers; consequently, paper service will be provided and will delay service.

Dearsth by first or last manual				(B Add Service Contact
Name	Ena	4		
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Gera	8	Great		
Forn Name	Email		Administrative Copy O	
Country				
Address Line 1	Address Line 2		City	
123 Test Breen	These hars, much up out of	haranteri -	Annapolis	
State				
Nayland	•			
Zip Code	Phone Number			
21401				

## Instructions for adding a service contact to a case:

1. For each active case, from your Filer Dashboard, select File into Case and search and locate your case.

File Into Exist	ing Case		
Select a Location			
Location			
All Locations		-	
Case Number 😒	0		
c-08-cr-21-0000			
Search Clear Se	arch		

2. The case summary will be displayed. Select View Service Contacts from the Actions drop-down.

File Into Existing Case				
Case Number	Location	Description	Case Type	
C-08-CR-21-00002	Charles Circuit Court	State of Maryland vs. C	Criminal - JTP - Motor V	Actions *
N 4 1 N	20 • items per page			Actions File Into Case File Into Case With Template
Back to Search				View Service Contacts Bookmark This Case

3. Select Add from Firm Service Contacts using the Actions adjacent to the party you are representing in the case or add your service contact to the Other Service Contacts section.

Name	Email	
<ul> <li>Party: State of Ma</li> </ul>	ryland - Plaintiff	Actions •
Party: CHRISTOP	PHER WHITE - Defendant	Actions *
		closs
<ul> <li>Other Service Con</li> </ul>	tacts	Add From Firm Service Contact
		Add From Public List
	10	Show Service Contact History
	in + meins per page	
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4. Select the service contact(s) to be added to the case. Click Close.

	Name	$\odot$	Email	•
	and the same second			
	Hamilton Burger		burgerperri@gmail.com	
	Carl Jackson		carlperri@outlook.com	
	Lenore Ann Lawson		lenorelawson4@gmail.com	
X	Perri Mason		perrimlaw@yahoo.com	
	Test Service Contect			
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	2000.000			
(a - a	1 2 ► ₩ 10 <b>▼</b> #	ems per page		1 - 10 of 13 items
				Close

5. Verify that your service contact is in the case. Click Close.

ervice Contacts: C-08-CR-	1-000	
Name	Email	
Party: State of Maryla	nd - Plaintiff	Actions 🔻
• Party:	- Defendant	Actions *
Perri Mason	perrimiaw@yahoo.com	Actions 👻
Other Service Contact	s	Actions *
	• tems per page	1 - 3 of 3 item
		Close

6. Click Back to Search and repeat the steps for each open case you have.

Case Number	Location	Description	Case Type	
C-08-CR-21-0000	Charles Circuit Court	State of Maryland vs. C	Criminal - JTP - Motor V	Actions *
н 4 <u>1</u> р н	20 • items per page			1 - 1 of 1 items

For E-Service questions or technical issues:

- Contact the Odyssey File and Serve support vendor: <u>Tyler Technologies Support</u>
- Call the Maryland Judiciary Service Desk at 410-260-1114
- Email the Maryland Judiciary Service Desk at <u>mdcourts@service-now.com</u>

