NEW - Proactively Create Your eService List to Counsel

eFileTexas/TexFile released an upgrade that enables a filer to proactively add counsel to the eService list.

Formerly, you could not eServe counsel unless they had added themselves as a firm service contact when submitting an eFiling into the eFileTexas/TexFile system. Since, few had done so, your opportunities to eServe counsel were minimal.

However, attorneys must be added to the eFileTexas/TexFile Public Service Contact list before you can select them as counsel to be eServed for a case.

A. Proactively Add Counsel to Your Service List

Page three of the FileTime eFiling submission process is the **Service Contacts** page (**Figure 1, A**).

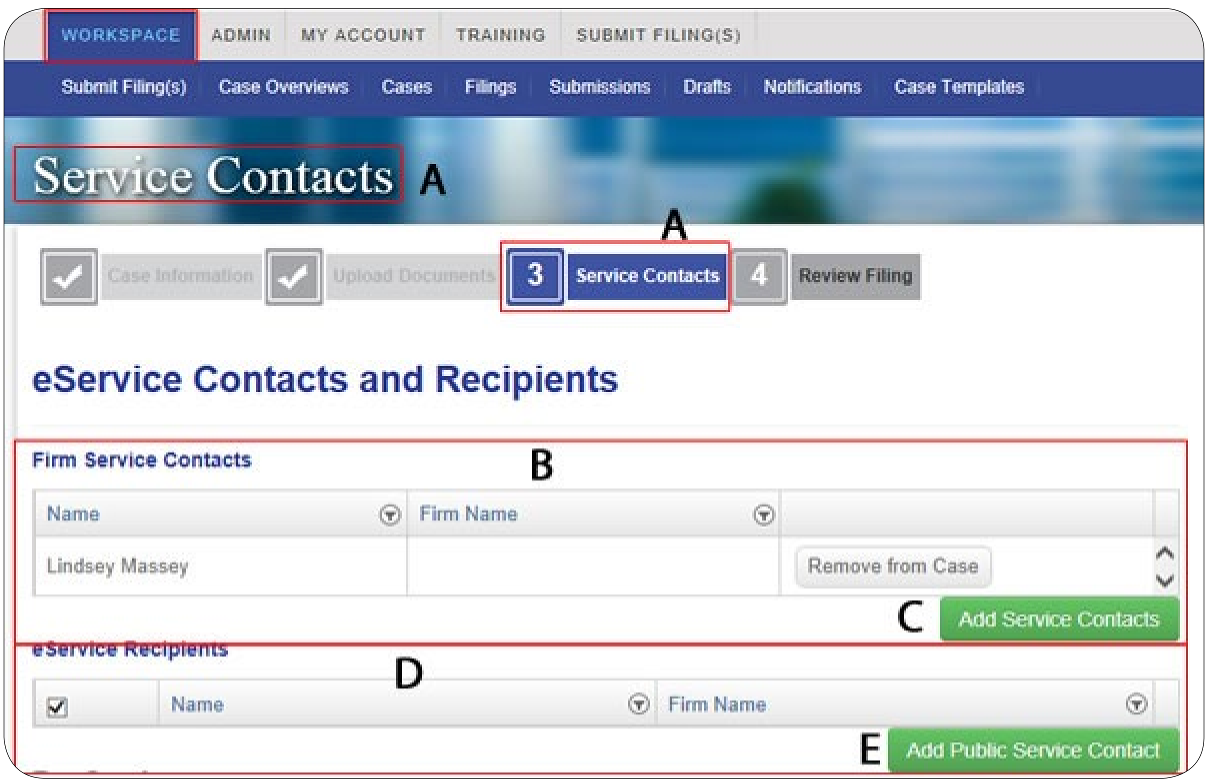

Figure 1

On this page you:

1. Add your firm's service contacts to the case so they may be served by counsel (**Figure 1, B**) and
2. Add counsel to your eService list to be eServed when you send the current submission to eFileTexas (**Figure 1, D)**. Counsel that has already been added to the case service list will display by default in this area.

1. Add Your Firm Service Contacts

Click the **Add Service Contacts** button (**Figure 1, C**) and the **Attach Firm Service contacts to this case** window opens (**Figure 2**).

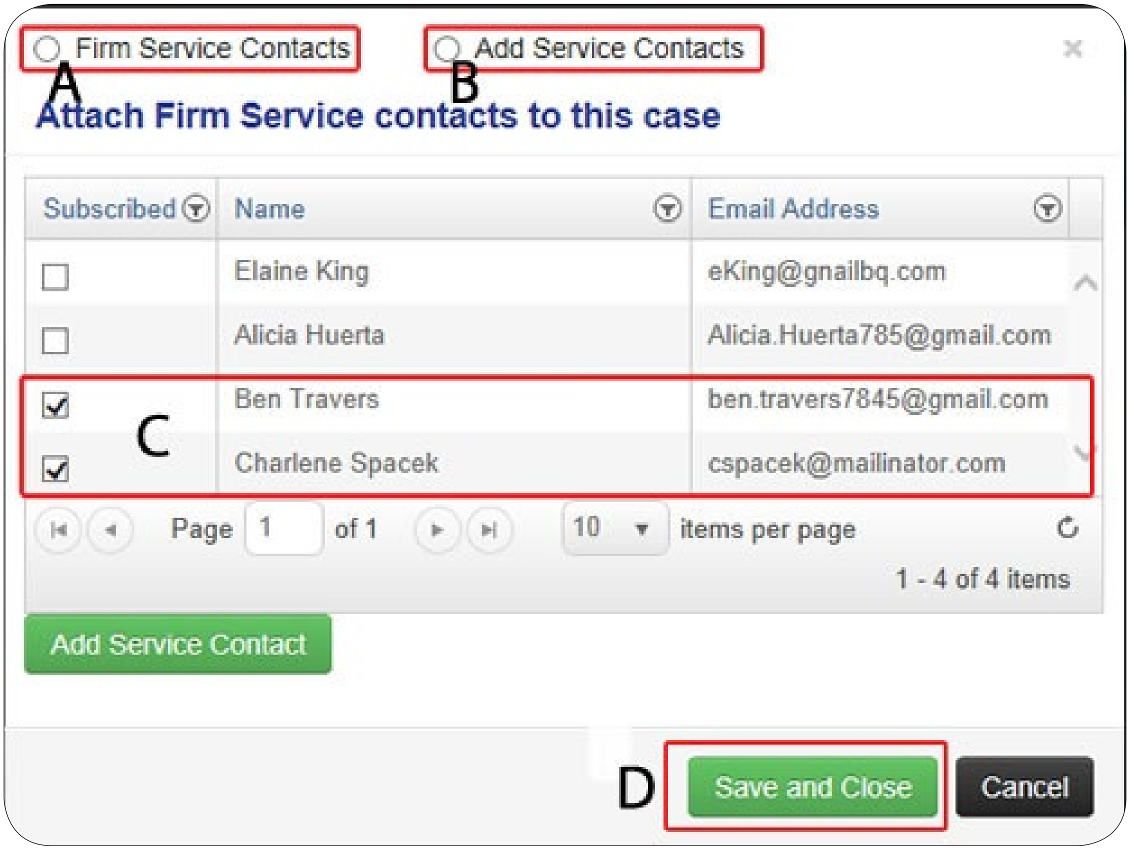

Figure 2

By default, FileTime displays the list of **Firm Service Contacts** (**Figure 2, A**) in the grid. If none display, your firm eFiling administrator has not created a master list of Firm Service Contacts in the Admin area. Click any displayed names (**Figure 2, C**) to select them as Firm Service Contacts for this case.

To manually enter Firm Service Contacts that are not displayed on the grid, click the **Add Service Contacts** button (**Figure 2, B**).

Click the **Save and Close** button when done (**Figure 2, D**).

2. Select Counsel to Add to Your Service Recipients List

Service contacts for counsel that have previously been entered for the case display in the **Service Recipients** area by default (**Figure 3, B**).

Figure 3

FileTime checks the eService option (**Figure 3, A**) by default under the assumption that you want to eServe counsel. De-select this option (**Figure 3, A**) if you do not wish to eServe counsel.

To add additional service recipients to your **eService Recipients** list so that you may eServe them, click the **Add Public Service Contact** button (**Figure 3, C**).

The **Attach Public Service contacts to this case** window opens (**Figure 4**).

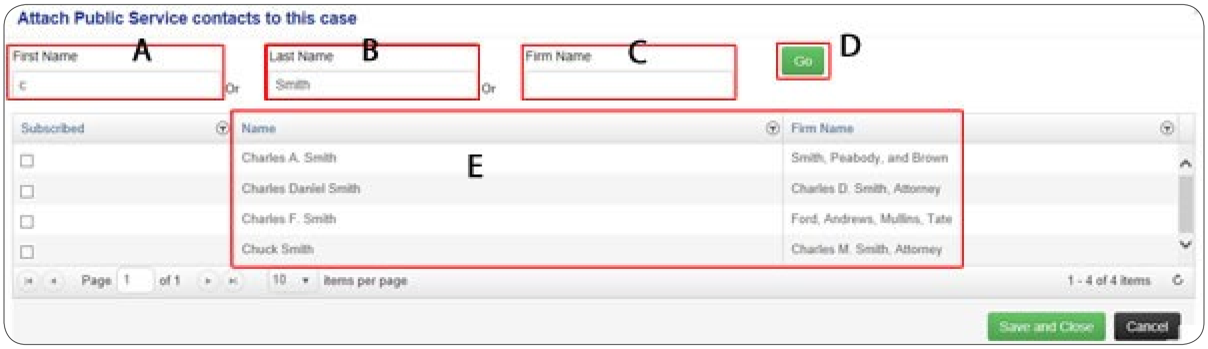

Figure 4

You can search the eFileTexas **Public Service Contacts** list by:

1. First Name (**Figure 4, A**), and/or
2. Last Name (**Figure 4, B**), and/or
3. Firm (**Figure 4, C**).

The more search parameters you add the more you narrow your search. In **Figure 4**, entering **C** (**Figure 4, A**) for first name enabled FileTime to include Charles and Chuck in the search results (**Figure 4, E**).

Figure 5 show the results of searching by **Last Name** (**Figure 5, A**) and a part of the firm name (**Figure 5, B**).

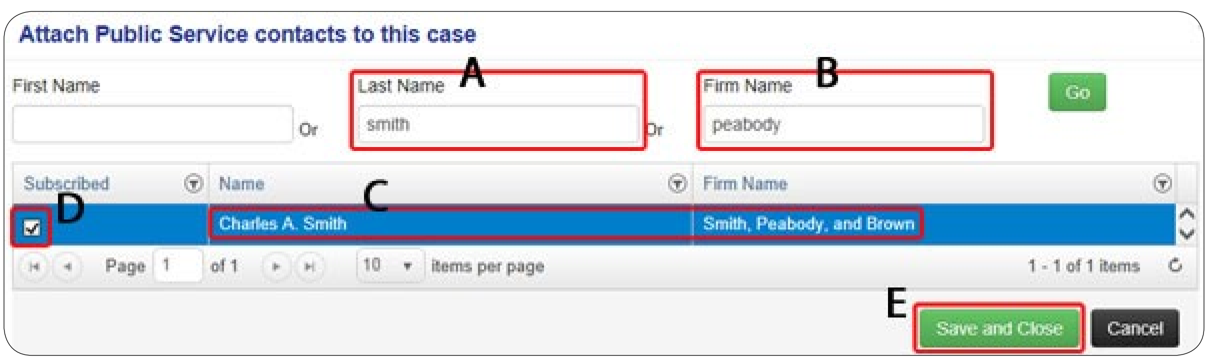

Figure 5

eFileTexas returned Charles A. Smith of the firm Smith, Peabody, and Brown (**Figure 5, C**) - the counsel that was expected. Click the subscribed checkbox (**Figure 5, D**) to add this counsel to your eService Recipients list.

Click the **Save and Close** button (**Figure 5, E**).

Remember that the **Public Service Contacts** list comes from **eFileTexas** and contains only those persons who have registered with the eFileTexas system through any service provider and who have been added to the Public Service Contacts list. **FileTime does not in any way maintain the Public Service Contacts list.**

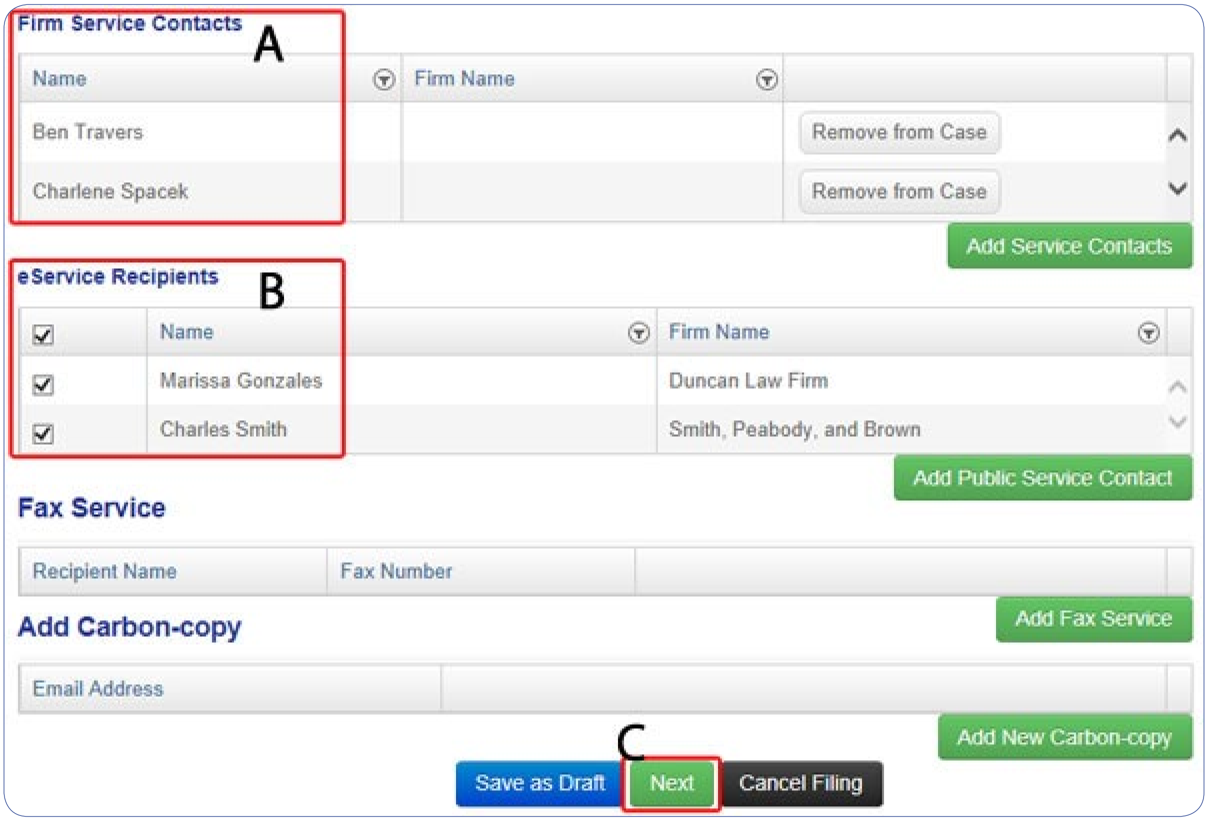

Figure 6

The eService Contacts list (**Figure 6. A**) now contains the two service contacts from the submitting firm for this case. These two parties will be eServed by counsel.

The eService Recipients list (**Figure 6. B**) is also complete, containing counsel, and or counsel's legal assistant as an additional service contact for the firm.

Click **Next** to move to the **Submission Review** page to submit the eFiling and eServices.

B. Important Information about eService

1. Any firm attorneys and/or staff who have been added to the eFileTexas/TexFile Public Contacts list may be added to your service list.
2. Since the **Notification of Service** email is sent directly to the recipient, we service providers cannot direct additional copies of the email to your support staff. Therefore, we recommend that you attach any support staff who should also receive copies of service to your firm attorneys as, service contacts to the case. This will ensure that your attorney and support team member(s) receive copies of the Service Notification email.
3. You do not receive a notification email from eFileTexas/TexFile when counsel has been served. The filer will receive a **Notification of Service Undeliverable** email if counsel could not be served – typically because of a bad email address. So, if you do not receive a **Notification of Service Undeliverable** email, you know by default that service was successful.
4. If your firm used some kind of spam filtering or sender verification program, you need to white list this email address: **no-reply@txcourts.gov** to make sure their notification emails are delivered to you.
5. The time of service is determined by the time that eFileTexas/TexFile send the **Notification of Service** email to counsel. That typically happens within seconds or minutes of the time of submission of your filing.

6. You serve discovery, with no court filing, in the same manner that you submit eFilings with one exception. On the **Add Filings** page, the second page of the FileTime eFiling process, select **eServe** as the **Filing Type** rather than selecting **eFile**.

7. The only way to retrieve a service document is by clicking the document link in the **Notification of Service** email. We service providers do not receive any notification of the eService and we cannot provide any access to the service documents.

8. You may add non-attorneys to the Public Service Contacts list, if desired.

C. Making Your Firm Service Contacts Public

There are three ways to add your firm attorneys to the **Public Service Contacts** list. The fastest and easiest way is for a firm eFiling administrator to add all the firm's registered attorneys at one time.

1. Method One

To do so, login at FileTime and click the **Admin** button. Then click the **Firm Users** button on the sub-menu to bring up the **Firm Users** page, **Figure 7, A.**

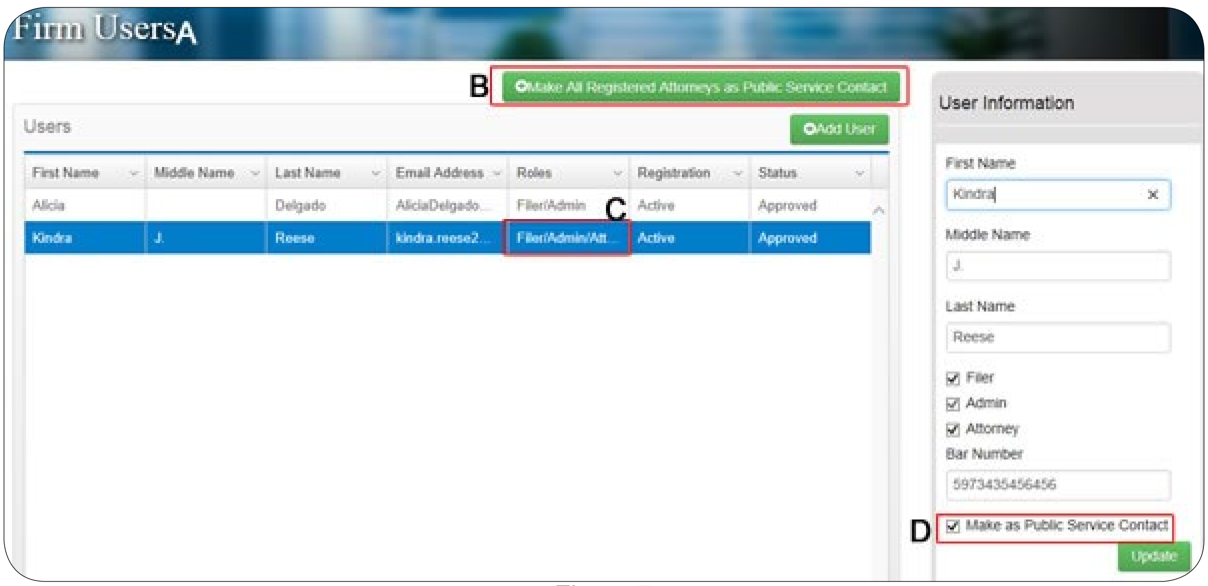

Figure 7

Click the **Make All Registered Attorneys as Public Service Contact** button (**Figure 7, B**). That will instantly add all of your registered firm attorneys to the eFileTexas **Public Service Contacts** list.

You can verify this by clicking on the row of a registered firm attorney (**Figure 7, C**) and viewing his/her status on the list under **User Information** (**Figure 7, D**).

2. Method Two

Under the **Workspace** area (**Figure 8, A**), click **Service Contacts** (**Figure 8, B**).

Firm eFiling Admins can add new firm service contacts to the Public Service Contacts list while adding them to the Firm's Service Contacts list (**Figure 8**).

Go to **Admin** button, (**Figure 8, A**), then **Service Contacts** (**Figure 8, B**). While entering a new Service Contact or editing an existing service contact, click the **Make this service contact public** option (**Figure 8, C**). Be sure to click the **Save Changes** button (**Figure 8, D**) when done.

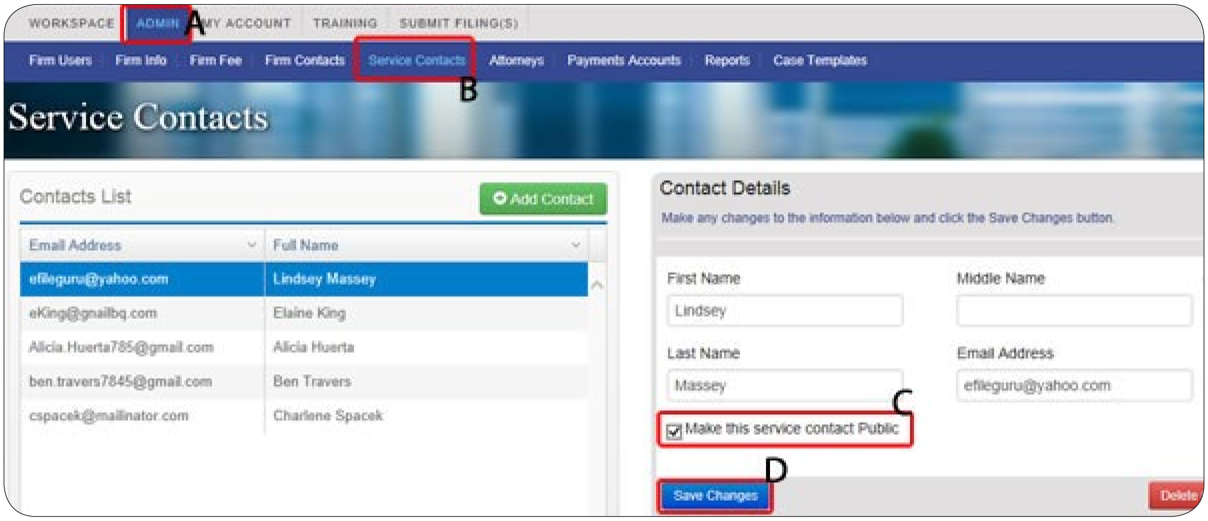

Figure 8

3. Method Three

You can do the same while manually entering a firm **Service Contact** (**Figure 2, B**) on the **Attach Firm Service Contacts to this case** window.

Click this button and the **Add Service Contact** window opens (**Figure 9**).

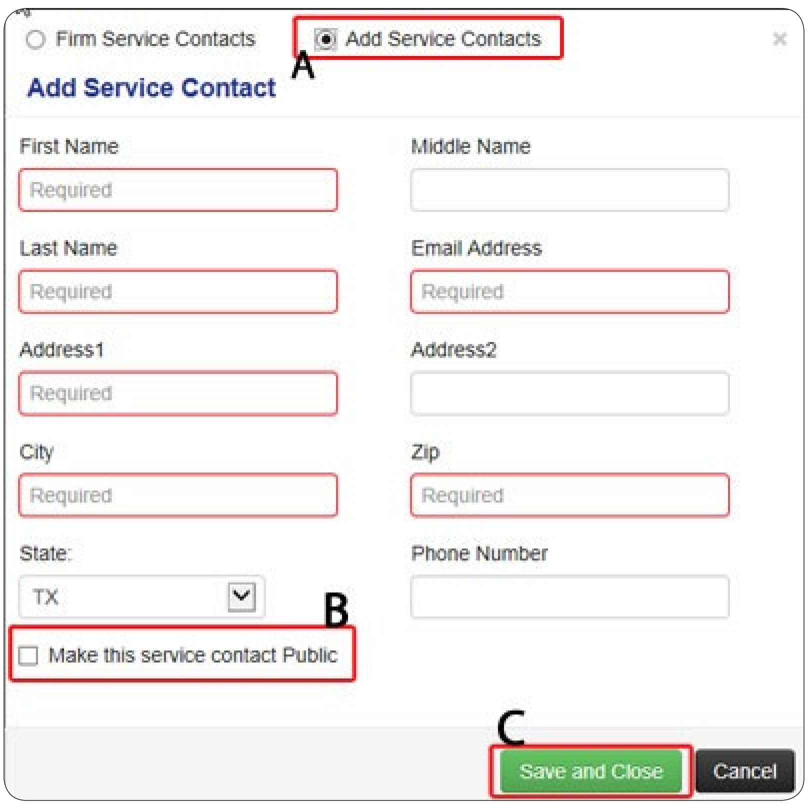

Figure 9

Click the **Add Service Contacts** option (**Figure 9, A**) to manually enter a firm service contact.

Enter the information for your firm service contact and click the **Make this service contact Public** option (**Figure 9, B**).

Click **Save and Close** (**Figure 9, C**).

D. Amended Rules of Civil and Appellate Procedure Now Address eFiling and eService

The Texas Supreme Court amended the rules of Civil and appellate procedure to incorporate eFiling and eService rules. Those amendments are effective January 1, 2014. You can view the amended rules here.

E. Important Information for Firm Administrators

Only attorneys from your firm who you have made Public will display on the **Public Service Contacts** list.

Since eFileTexas sends the **Notification of Service** emails directly to the email address of the receiving attorney(s), we service providers are not able to direct additional copies to your support team. Be sure to add your support team members to the Service Contacts list so they too will receive copies of those **Notification of Service** emails.

F. Manage Your Firm's Case Service Contacts Outside of a Submission

FileTime provides you an easy way to manage your case service contacts outside of an eFiling submission.

A firm eFiling Administrator, in particular, can quickly audit firm cases and add or detach firm service contacts from individual cases.

With the **Case Overviews** section open under **Workspace**, click the drop down arrow for a case (**Figure 10, A**) to open details about the case.

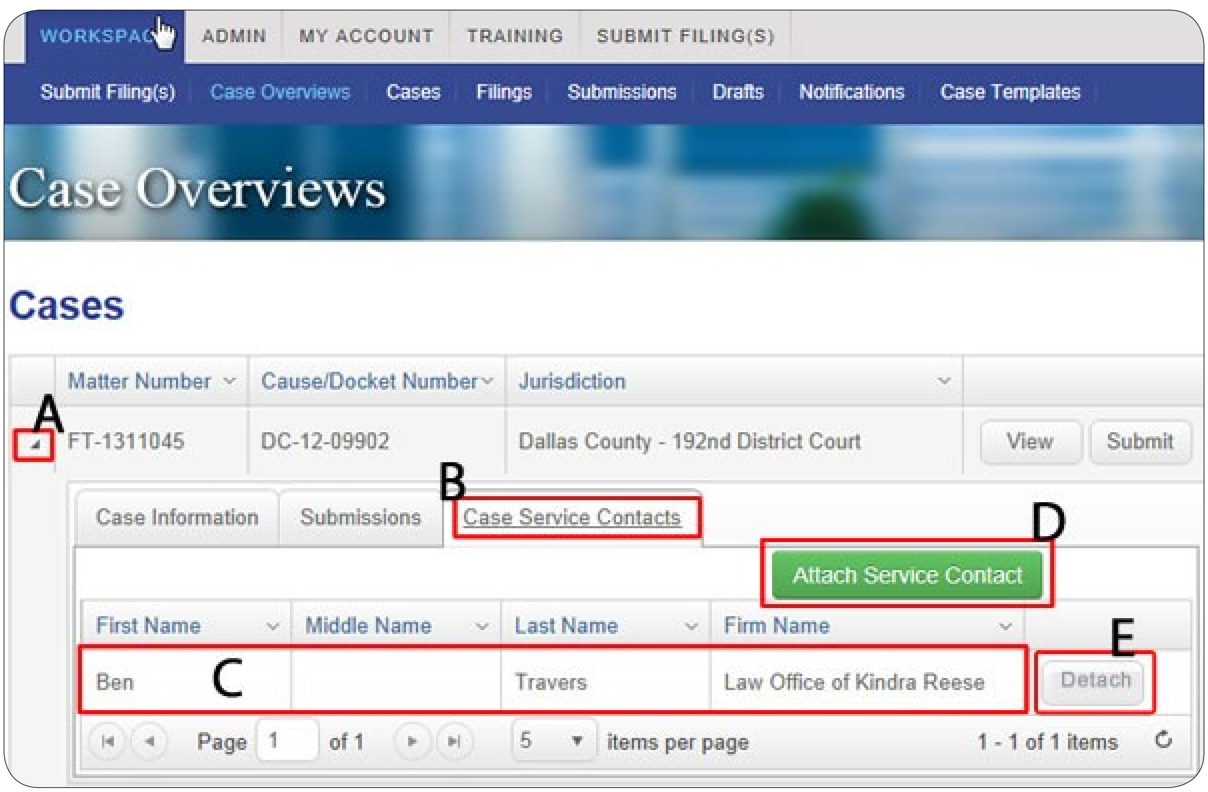

Figure 10

Click the **Case Service Contacts** tab (**Figure 10, B**) to view the firm service contacts assigned to the case (**Figure 10, C**).

Click the **Attach Service Contact** button (**Figure 10, D**) to attach firm service contacts to the case or click the **Detach** button (**Figure 9, E**) to remove a firm service contact from the case.