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 each 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: noreply@esolutions.tylerhost.net.

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.

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.

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.

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

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.

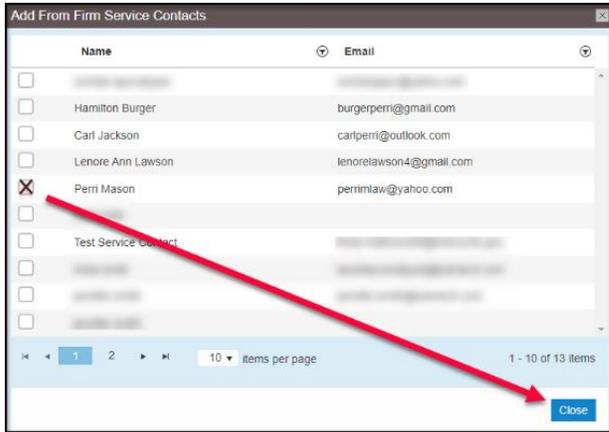4. Select the service contact(s) to be added to the case. Click Close.

5. Verify that your service contact is in the case. Click **Close.**
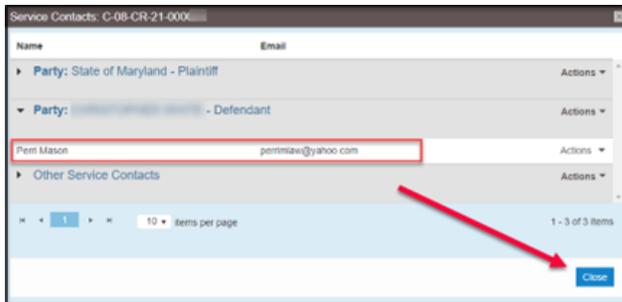
6. Click Back to Search and repeat the steps for each open case you have.

For E-Service questions or technical issues:

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