

Dear Registered Users:

As the Judiciary continues to make enhancements to the File and Serve features of the Maryland Electronic Courts (MDEC) system, please note the following information to streamline your e-filing efforts and maximize system upgrades.

[File & Serve](#) Reminders:

- Our vendor will be providing help desk support for the e-filing application. They are more experienced and should be able to provide more consistent help. They are available from 8 a.m.-10 p.m. EST. They can answer application specific questions. 800.297-5377. Users may also contact the Judiciary's IT service desk at mdcourts@service-now.com. Please refrain from contacting the courts when needing help with e-filing.
- A variety of tools are available to assist with MDEC:

[MDEC Policies and Procedures](#): -- This manual describes the requirements, guidelines, and procedures for using the Maryland Electronic Court System (MDEC).

[Attorneys: FAQs About eFiling](#)

[General Info FAQs for Attorneys](#)

[General Info FAQs for the Public](#)

Odyssey File and Serve -- Getting Started

<https://maryland.tylerhost.net/OfsWeb>

In the bottom right corner of the home page are web training sessions, training videos and user guides that you will need.

[Firm Administrator guide](#)

[File & Serve User Guide](#)

- There should be at least two firm administrators to maintain all firm users, add payment accounts and edit firm information. This ensures a designated person is available to administer the system for firm users.
- If you do not know your 10 digit attorney number, you can find it in the Maryland Attorney Listing online [here](#).
- If you are the attorney of record on a case, please remember to highlight the party you represent and click "Add Attorney" to indicate. Doing so will link the attorney to their case which will enable access to view documents in the Maryland Judiciary Record Search Portal. This does not substitute for filing an entry of appearance in the case.
- Requests for copies will not change for MDEC counties. Attorneys are to submit the request along with a payment directly to the court for processing.
- We recommend that when initiating new cases or filing into existing cases, attorneys enter their own service contact for the designated party. A service contact is someone who is attached to a case by an email address. If the service contact is missing from a case, it will

automatically be added, and default to the filer's email address if one is not added. It is helpful and useful for several reasons:

- Opposing parties can e-serve you.
 - Courts can e-serve back in certain scenarios.
 - E-serving through File & Serve creates a record of eservice details indicating the following: status of the e-served email, recipient's name/email address/firm, as well as the date and time of when the email has been opened.
- Please refer to the [MDEC & Sate's Attorney's Offices](#) handout when trying to eserve the State's Attorney Office.
 - For traffic cases, the citation number is the case number. Additionally, if filing into related citations, they must be filed separately and only into the citation in which you intend to represent your client.
 - For pending cases only, submit a change of address to ensure that the court is aware of the change and the parties are notified.
 - Electronic Signatures
 - A properly formatted signature consists of the electronic signature above the filer's typed name, address, e-mail address, and telephone number and, if the filer is an attorney, the attorney's Client Protection Fund ID number.


For example:

/s/
John Doe
1234 Happy Lane
Annapolis, MD 21401
jd@happy.com
999-555-1212
CPF #

- Each individual document is a submission and each exhibit to a document should be its own submission within the same envelope.
 - Each document should be regarded as a separate lead document with its own filing code.
 - Each submission must be clearly identified, both within the submission and document description. If a submission is intended to be an exhibit to or relate to another submission, it must be clearly identified as an exhibit, separately numbered and it must refer to the submission to which it relates.
 - Proposed Orders: Should be filed as a separate document in pdf format with its own filing code. Both the description and the document should reference the corresponding motion/pleading.
 - If you are not sure which filing code to select, contact the Clerk's office.
- Optional Services are added to a number of filing codes which will have associated fees. This may include Sheriff, Constable or Certified Mail service, in addition to others.
- The "DO NOT USE" field as part of the filing details screen on the e-filing portal should not be used. We are in the process of removing this field. Meanwhile, please use the "Add Another Filing" button if you want to include multiple documents in a single envelope. Remember each document must be uploaded in the "Lead Document" field with its own filing code as shown below.

Filings

Filing Code	Reference Number	Filing Description
Complaint / Petition		Complaint



Enter the details for this filing

Filing Type

Filing Code

Filing Description


Reference Number

Filing Comments


Courtesy Copies

Lead Document (Required)

Computer




Upload ALL documents here!




DO NOT USE

Computer



DO NOT upload documents here!



[State of Maryland Records Search](#) Reminders:

To view cases and documents electronically, you must register on the State of Maryland Records Search Portal with the same email address used on the e-filing system. If you are eligible for access upon logging in you must request access and select your role. Please refer [here](#). You MUST log in to view documents/images. If you are not the attorney of record, you can see the case remotely, but you cannot see documents associated with the case. (Note: This may differ for some State agencies).

Registered Attorneys: Available if an attorney has requested elevated access to the portal. (This is done by providing their attorney number in the portal).

The attorney can see general case information, party information, case docket and hearing information in all public cases AND public documents/images for those cases where he/she is entered as the attorney of record.

Please email the Maryland Judiciary MDEC Team if you have any questions. mdcourts@service-now.com.