



File & Serve *Delaware*™

Join an Existing Firm- User Guide

File & Serve Delaware

Join an Existing Firm

TABLE OF CONTENTS

File & Serve Delaware Resources	3
File & Serve Delaware Navigation	4
Join and Existing Law Firm/State Agency Account Overview	5
Joining an Existing Law Firm/State Agency Account	6

File & Serve Delaware Resources




File & Serve Delaware has many resources available to you in order to address your questions and concerns:

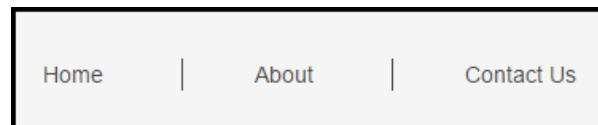
- **File & Serve Delaware Client Support** is available to assist you with technical, ID, functionality and any other questions you may have. You can contact Client Support at 888.529.7587.
- **File & Serve Delaware Microsite** is available from the File & Serve Delaware homepage by clicking on the link in the center of your screen. The Microsite contains our training registration information, jurisdiction specific rules and procedures, user guides, pricing, and more. Click <http://www.fileandservexpress.com/delaware> to access the Microsite.
- **File & Serve Delaware Login Page** is where you can find password help, a link to the registration page, and links for help and contact information. Click <https://www.fileandservedelaware.com/> to access the login page.
- **Court Resources Page** is where you can find the court's user guides for court specific processes and procedures. Click <http://courts.delaware.gov/commonpleas/efilingwelcome.aspx> to access the Court's Resources Page.

File & Serve Delaware Navigation

Below are some general tips for navigating through the File & Serve Delaware system:



- To get *Help*, click on the  icon.
- To view/edit your *Profile*, click on the  icon. You can view a guide on user profile on our microsite at www.fileandservexpress.com/delaware.
- To *Logout*, click on the  icon.
- Any information marked with a * is a mandatory field.
- If you try to move forward without completing mandatory information, a pop-up box will appear to let you know what needs to be completed to move forward.
- If you are on a page with tabs, click the previous tab(s) or the *Back* button to move backward through screens and the *Next* button to move forward through screens.
- Click on the *Home* link at the bottom of the page to navigate back to the login page.
- Click on the *About* link at the bottom of the page to view links to court information.
- Click on the *Contact Us* link to view our Client Support contact information and an online form to submit comments/questions.



Join an Law Firm/State Agency Account Overview

This File & Serve Delaware User Guide provides a convenient source of information to help you efficiently register using “Join an Existing Firm” for the File & Serve Delaware system. You can use this registration option once someone else has already set up your firm in the system.

Before You Begin

1. Refer to the appropriate court rules on electronic filing prior to using File & Serve Delaware to ensure that you are in compliance with local requirements.
2. If you need assistance, call our Client Support line at 1-888-529-7587.

Registering a Law Firm/State Agency Account

File & Serve *Delaware*

Home

Training

Contact Us

Login to File & ServeXpress

Email

Email ID

Password

Password

Login

Forgot Password | Register Now **2**

Welcome to eFiling and eService in
Delaware

Registering an Account

To register your new Self-Represented Litigant account, follow these steps.

1. Go to www.fileandservedelaware.com.
2. Click on the *Register Now* hyperlink underneath the *Login* button.

Registering a Law Firm/State Agency Account

3



Register Law Firm /State Agency / Form 50 Business

When finished you will have created a firm account and registered yourself, or another, as the firm administrator.

Create New Account



Join Existing Law Firm /State Agency / Form 50 Business

When completed, you will be registered with the firm account. Be sure to click Read More for more info.

4

Join an existing account



Self-Represented Litigant

Select this choice if you are not a practicing attorney and you are a single filer such as a pro se filer, contract paralegal, court reporter, process server, etc.

Self-Represented Litigant

Registering an Account (continued)

3. This will bring to a new screen for registering your account.
4. Click on the “Join an existing account” button.

Step 1- Organization/Company Information Tab

User Registration

1. Organization/Company Information 2. Users Information 3. User Agreement 4. Complete Registration

* Organization/Company Id
FSD999826 **1** **2** Search

Organization/Company Name **3** Phone Number Fax Number

File & Serve Delaware Training 1 (972) 893-6661 (972) 893-6661

Address 1 Website URL

500 E. John Carpenter Fwy

Address 2 Admin Email Address

Ste 250 FSDE_Attorney+1@outlook.com

City State Zip Code

Irving Texas 75062

4 Next Cancel

Searching for Your Firm

1. Enter your Organization Id in the type field*.
2. Click the *Search* button.
3. Your organization information should automatically populate the fields.
4. Click the *Next* button to move to Step 2- Users Information.

*The Organization Id is created when your organization is registered for the first time. Your organization administrator has access to the Organization Id and can provide it to you.

Note: Only fields with an asterisk are mandatory, all other fields are optional.

Note: Use the *Next* button to move forward in the process.

Note: You can always end your registration by clicking on the *Cancel* button.

Step 2- Users Information Tab

User Registration

1. Organization/Company Information

2. Users Information

3. User Agreement

4. Complete Registration

User Information

* User Type
Staff Member **1**

* First Name **2** Brad (Maximum 15 Characters)

* Last Name **2** Bradley (Maximum 60 Characters)

Bar Number/ Agent Id **2**

* Address 1 **3**
123 Fake Street

Address 2

* City Irving

* State Texas

* Zip Code 75062

* Phone Number **4** (972) 893-6661

Fax Number **4**

* Email Address **5** FSD_Filer1+2@outlook.com

* Confirm Email Address **5** FSD_Filer1+2@outlook.com

Entering Your Information

1. Using the dropdown menu, choose your user type: Attorney or Staff Member.

* User Type

Select

Select

Attorney

Staff Member

2. Enter your First Name, Last Name, and 6 digit Bar Number (If Attorney is the User Type*).
3. Enter your address**.
4. Enter your telephone number and optional fax number.
5. Enter and confirm your email address. This will be your User ID.

*Both the name and bar number must match the DE Bar.

**The address is collected on the organization level for the entire organization/company/firm during registration so that the complete information is captured for the account for record keeping and in case it is needed by the court. If the organization is set up for monthly invoicing, this is also recorded for invoice purposes. Additionally, it is collected from users in case they are at a different office/address than the main organization.

Step 2- Users Information Tab (continued)

User Registration

1. Organization/Company Information

2. Users Information

3. User Agreement

4. Complete Registration

User Information

1 Create a Password

* Password

..... 2

* Confirm Password

..... 4

3 Password Requirements:

The password should be at least seven characters long and contain characters from each of the following three groups:

1. Letters (both uppercase and lowercase allowed) A,B,C; a,b,c
2. Numerals 0-9 (Must have at least one number)
3. Symbols (~!@#\$%^&*) - (Must have at least one symbol)

Creating a Password

1. Click on the “Create Password” banner to expand it.
2. Enter a password.
3. Be sure to follow the provided *Password Requirements*.
4. Confirm your password by re-entering it.

Step 2- Users Information Tab (continued)

User Registration

1. Organization/Company Information

2. Users Information

3. User Agreement

4. Complete Registration

User Information

Create a Password

3 Security Question

Select a Security question and enter an answer known only to you. It will be used to recover your password in case if you forget it.

* Security Question

* Answer for your Security Question

What is the name of your favorite childhood friend?

2

3 Friend

Back

4

Next

Cancel

Security Question

1. Click on the "Security Question" banner to expand it.
2. Select a security question using the drop down menu.
3. Enter a security answer.
4. Click *Next* to move to Step 3- user Agreement.

Step 3- User Agreement

1. Organization/Company Information

2. Users Information

3. User Agreement

4. Complete Registration

File & ServeXpress Public Access Agreement

1

By electronically accepting this Agreement or using this website, Subscriber agrees to the terms of this Agreement. If Subscriber does not agree with these terms and conditions, Subscriber must not accept this Agreement and shall not use the services.

This Agreement was last updated on May 31, 2016. It is effective between Subscriber and File & ServeXpress, LLC doing business as File & ServeXpress ("File & ServeXpress") as of the earlier of the date of Subscriber accepting this Agreement and or using File & Serve Delaware.

NOTICE: File & ServeXpress DOES NOT ENGAGE IN THE PRACTICE OF LAW, NOR IS File & ServeXpress PART OF THE COURT SYSTEM IN WHICH YOUR LAWSUIT IS PENDING. File & ServeXpress encourages all of its users who are not lawyers to consult with an attorney before using File & Serve Delaware to file, serve or receive electronic and/or paper documents in a legal action.

Section 1: Definitions

The following quoted terms not otherwise defined herein shall have the following meanings:

1.1: "Subscriber" means a Subscriber that pays for use of File & Serve Delaware on a transactional basis and who has the functionality within the File & Serve Delaware System as is set forth in the Section 1.7.

1.2 "Court" means the applicable state or federal Court or administrative agency that has entered into an agreement with File & ServeXpress or an EFM to accept, send, retrieve and maintain Documents in electronic format through File & Serve Delaware

I Agree. By clicking on "I Agree" I acknowledge that I read this Agreement in its entirety and assents to the terms of this Agreement.

2

Back

3

Next

Cancel

User Agreement Review

1. Review the User Agreement.
2. Click the checkbox to agree to the terms.
3. Click *Next* to move to Step 3- Complete Registration.

Step 4- Registration Confirmation

Registration Confirmation



You have successfully registered to access File & Serve Delaware.

Login to [File & Serve Delaware](#).

Also provide links to Training materials, Microsite and Videos, etc.

Next

Completing Registration

1. Click *Next* to complete your registration. Both you and your Organization Administrator will receive an email confirming your registration*.
2. Your Organization Administrator will need to login and activate your account**. Once this is complete, you will receive a second email confirming your registration and you can begin to file.

Organization Administrator Account View:

First Name	Last Name	User Type	Is Admin	Email	Active	Primary Contact	Billing Contact	Resend Activation Link	Reset Password	Modify	Remove
		Organization									
FSD Training	Filer	Staff Member	<input type="checkbox"/>	FSD_Filer1@outlook.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
FSD Training	Filer3	Staff Member	<input type="checkbox"/>	FSD_Filer3@outlook.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

*Emails will come from support@fileandservedelaware.com.

Only the organization administrator will see the options for making your account active in the system.