File & Serve Delaware™

User Profile - User Guide

File & Serve Delaware

User Profile

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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.
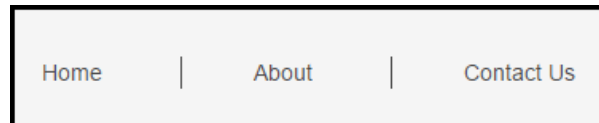
User Profile Overview

This File & Serve Delaware User Guide provides a convenient source of information to help you efficiently manage your User Profile.

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.

User Profile Management
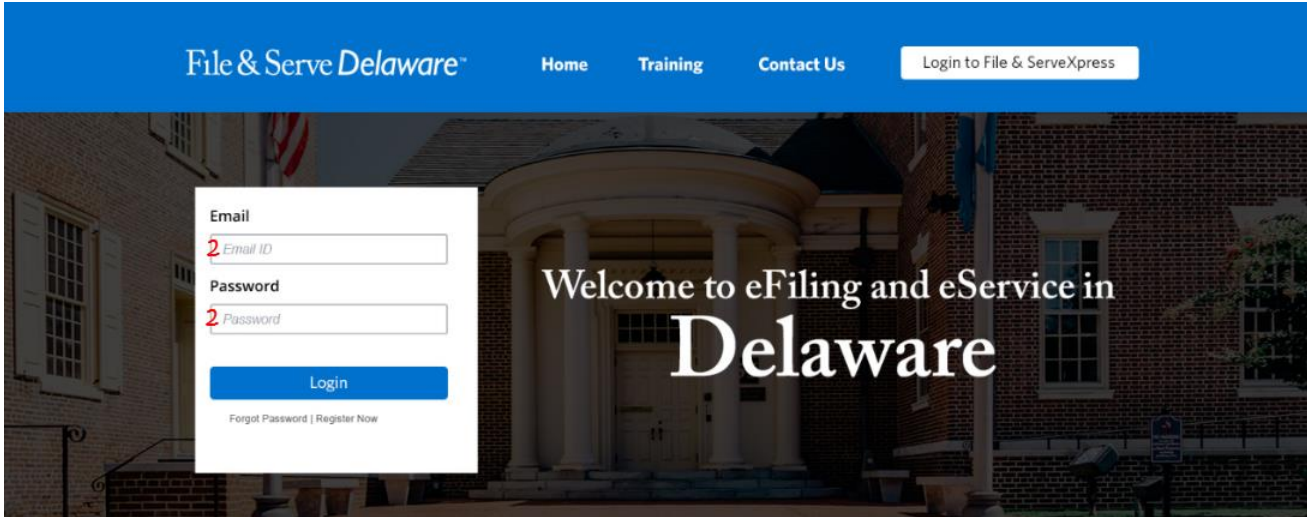
Managing Your Profile
To manage your User Profile, follow these steps.
1. Go to www.fileandservedelaware.com.
2. Log into the system using your email and password.

User Profile Management

File & Serve *Delaware*™

Welcome back, Evan ! ⑦ **3** 👤 ➔

Managing Your Profile (continued)

3. On the homepage top right side of the blue banner, click on the "Person" icon.

Updating User Information

Modifying User Information
On this page, you are able to update your personal information, including:
1. First Name and Last Name*.
2. Bar Number/Agent ID**.
3. Address 1***.
4. Address 2***.
5. City, State, and Zip Code.
6. Telephone Number and Fax Number.
7. Email Address****.
8. Additional Email Address****.
9. If you make and changes, click Save Changes to update the system.

Form fields shown:
- * First Name **1**: Evan (Maximum 15 Characters)
- * Last Name **1**: Miller (Maximum 60 Characters)
- * Bar Number / Agent Id **2**
- * Address 1 **3**: 123 Fake Street
- * Email Address **7**: Emiller-Att@outlook.com
- * Confirm Email Address **7**: Emiller-Att@outlook.com
- Address 2 **4**
- Additional Email 1 **8**
- Additional Email 2 **8**
- Additional emails are for notification purposes only.
- * City **5**: Dover
- * State: Delaware
- * Zip Code: 11111
- Password/Security Question
- Reset My Password
- View/Reset My Security Question
- * Phone Number **6**: (555) 555-5555
- Fax Number **6**
- **9** Save Changes

*For user type attorney, FSD validates against Contexte (the State of Delaware Case Management System) by last name and bar number/Contexte ID. If a user tries to change their last name on FSD, it needs to be updated in Contexte first or else it won't match and the validation will fail. To have your name updated in Contexte, it needs to first be updated in the DE Bar Association system which will then update Contexte. For user type Staff Member, the last name can be changed on this screen and will pass validation.
For user type Pro Se the last name can be changed on this screen and will pass validation, but if it does not match what was used in previously entered cases it could prevent you from accessing those cases so you may need to contact the Delaware Courts to have Contexte updated.
**If you are updating your Staff Member or Self-Represented account, you will not have the option to update Bar Number/Agent ID. Only Organization Administrator accounts will have this option. Pro se litigants will see their Contexte ID in the Bar Number/Agent ID field.
***Address 1 and 2 are particularly important for pro se's because FSD will pull their registration/account information when they file a case. This information is automatically added to the party record so that the pro se is tied to the filing as a party and shown as representing themselves under one Contexte ID.
****If you update your email address, it will also update your email login ID. Additional emails are used for forward notifications as users can elect to have forwarded emails go to two other email addresses
Note: You can return to any other page in your account by clicking on the appropriate tab.

Reset My Password Button

* First Name

Evan

(Maximum 15 Characters)

* Address 1

123 Fake Street

Address 2

* City

Dover

* Phone Number

(555) 555-5555

* Last Name

Miller

(Maximum 60 Characters)

* State

Delaware

Fax Number

* Zip Code

11111

* Bar Number / Agent Id

* Email Address

Emiller-Att@outlook.com

Additional Email 1

* Confirm Email Address

Emiller-Att@outlook.com

Additional Email 2

Additional emails are for notification purposes only.

Password/Security Question

| Reset My Password |
| View/Reset My Security Question |

| Save Changes |

1

Change Password

Email ID

👤 Emiller-Att@outlook.com

Password

🔒 ••••••••••• 3

Confirm Password

🔒 ••••••••••• 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)

4 Submit

Resetting Your Password
To reset your password, follow these steps:
1. Click on the Reset My Password button.
2. This will take you to the Change Password page.
3. Enter and confirm your new password following the "Password Requirements".
4. Click Submit to update the system.

View/Reset My security Question Button

Changing Your Security Question
To change your Security Question, follow these steps:
1. Click on the View/reset My Security Question button.
2. This will take you to the Reset Security Question page.
3. Select a security question.
4. Provide and answer for the security question.
5. Click Save Changes to update the system.

* First Name
Evan
(Maximum 15 Characters)

* Last Name
Miller
(Maximum 80 Characters)

* Bar Number / Agent Id

* Address 1
123 Fake Street

* Email Address
Emiller-Att@outlook.com

* Confirm Email Address
Emiller-Att@outlook.com

Address 2

Additional Email 1

Additional Email 2

* City
Dover

* State
Delaware

* Zip Code
11111

Additional emails are for notification purposes only.

Password/Security Question

* Phone Number
(555) 555-5555

Fax Number

1

Reset My Password

View/Reset My Security Question

Save Changes

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

* Security Question
What is the name of your favorite childhood friend?

3

* Answer for your Security Question

4 Friend

5 **Save Changes**