



# File & Serve *Delaware*™

Law Firm/State Agency Registration - User Guide

# File & Serve Delaware

## Law Firm/State Agency Registration

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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:

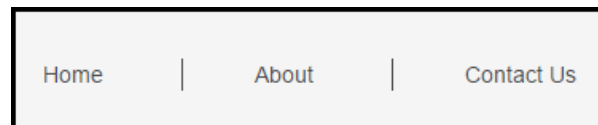
- **File & Serve Delaware Client Support** is available to assist you with technical, ID, functionality and any other questions you may have. You can contact Client Support at 888.529.7587.
- **File & Serve Delaware Microsite** is available from the File & Serve Delaware homepage by clicking on the link 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](http://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.



## **Law Firm/State Agency Registration Overview**

This File & Serve Delaware User Guide provides a convenient source of information to help you efficiently register a new Law Firm/State Agency account for the File & Serve Delaware system. Note: to “Join” an existing Law Firm/State Agency account, please refer to our “Join an Existing Firm” user guide.

### **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 Law Firm/State Agency account, follow these steps.

1. Go to [www.fileandservedelaware.com](http://www.fileandservedelaware.com).
2. Click on the *Register Now* hyperlink underneath the *Login* button.

# Registering a Law Firm/State Agency Account

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## 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.



## 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.



## 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.

4

Create New Account

Join an existing account

Self-Represented Litigant

## Registering an Account

3. This will bring you to a new screen for registering your account.
4. Click on the “Create New Account” button.

## Step 1- Add Organization/Company Tab

### User Registration

1. Add Organization/Company

2. Add Users

3. User Agreement

4. Complete Registration

### Organization/Company Information

* Organization/Company Type Select <b>1</b> ▼	Organization/Company Id? <b>2</b>	* Phone Number <b>3</b>	Fax Number <b>3</b>
* Organization/Company Name <b>4</b>	Website URL		
* Address 1	* Please fill out the required fields.		
Address 2	<input type="checkbox"/> Request for Monthly Invoice.		
* City	* State Select ▼	* Zip Code	

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.

### Entering Your Information

1. Using the dropdown menu, choose your organization type: Law Firm or State Agency\*.

\* Organization/Company Type

Select ▼

|

Select

Law Firm

State Agency

2. If you already received an Organization/Company Id from your account administrator, enter it in the type field. If you leave it blank, one will be generated for you.

Organization/Company Id?

|

3. Enter your telephone phone number and optional fax number.
4. Enter your Organization/Company name.



## Step 1- Add Organization/Company Tab (continued)

**User Registration**

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

**Organization/Company Information**

* Organization/Company Type	Organization/Company Id?	* Phone Number	Fax Number
Select			

\* Organization/Company Name

Website URL

5

\* Address 1

6

Address 2

7  Request for Monthly Invoice.

\* City    \* State    \* Zip Code

Select

8

### Entering Your Information (continued)

5. Enter an optional Website URL.
6. Enter your address.
7. If you would like monthly billing, check the box for *Request Monthly Billing Invoice\**. If you are a State Agency, this checkbox will be automatically selected.
8. Click *Next* to move to Step 2- Add Users.

\*With monthly billing the filer does not have to enter a credit card and all fees are billed monthly by FSX. Monthly Billing will have to be approved by FSX as part of a review process by the FSX finance department.

## Step 2- Add Users Tab

**User Registration**

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

\* User Type: Attorney 1  Organization/Company Administrator 2

\* First Name 3: Frank (Maximum 15 Characters)    \* Last Name 3: Martin (Maximum 60 Characters)    \* Bar Number / Agent Id 3: [Redacted]    \* Billing Contact 4:

\* Address 1 5: 123 Fake Street    Address 2: [Empty]    \* Phone Number 6: (972) 893-6661    Fax Number 6: [Empty]

\* City: Irving    \* State: Texas     \* Email Address: FSDE\_Attorney+1@outlook.cc    \* Confirm Email Address: FSDE\_Attorney+1@outlook.cc

Entering Information for Self

Users will get an email to Register and Activate their account

\*Notes: A new account must have at least one attorney.

The person setting up the account must add themselves as a user and check the “Entering Information for Self” box.

If you select monthly billing you must have someone identified as billing contact.

At least one user must be assigned as an Organization/Company Administrator.

Examples:

- A firm with one Attorney. That attorney would add themselves as a user (user type attorney), check the “Organization/Company Administrator” box and check the “Billing Contact” box if they selected monthly billing option and check the “Entering Information for Self” box.
- A firm with multiple attorneys and an administrative assistant who is doing the registration and who would also be the Organization/Company Administrator and Billing Contact. The administrative assistant would add themselves as user type staff member. They would check the “Organization/Company Administrator”, “Billing Contact”, and “Entering Information for Self” boxes. Then they would add at least one of the attorneys.

### Adding Users

1. Using the dropdown menu, choose your user type: Attorney or Staff Member. An Attorney account will be used to authorize filings and will require a bar number/agent ID, a Staff account will be used for completing transactions on behalf of an attorney\*.

\* User Type

Select

Select

Attorney

Staff Member

2. If this user should be the Organization/Company Administrator, check the box for Organization/Company Administrator\*.
3. Enter the First Name, Last Name, and Bar Number (If Attorney is the User Type).
4. If this user should be the Billing Contact, check the box for Billing Contact\*.
5. Enter the users address.
6. Enter the user’s telephone number and optional fax number.

## Step 2- Add Users Tab (continued)

### User Registration

1. Add Organization/Company

2. Add Users

3. User Agreement

4. Complete Registration

\* User Type

Attorney

\* First Name

Frank

(Maximum 15 Characters)

\* Last Name

Martin

(Maximum 60 Characters)

\* Address 1

123 Fake Street

Address 2

\* City

Irving

\* State

Texas

\* Zip Code

75062

Organization/Company Administrator

\* Bar Number / Agent Id

Billing Contact

\* Phone Number

(972) 893-6661

Fax Number

\* Email Address

FSDE\_Attorney+1@outlook.cc

\* Confirm Email Address

FSDE\_Attorney+1@outlook.cc

8  Entering Information for Self

Users will get an email to Register and Activate their account

### Adding Users (continued)

7. Enter and confirm the user's email address. This will be the User's ID.
8. If you are entering this information for your own account, check the box for Entering Information for Self. This will generate fields for creating a password and a security question. If not, skip to step 16.

## Step 2- Add Users Tab (continued)

### 9 Create a Password

\* Password

..... 10

\* Confirm Password

..... 12

#### 11 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

9. If you are entering the information for your own account, click on the “Create Password” banner to expand it and enter a password.
10. Enter a password.
11. Be sure to follow the provided *Password Requirements*.
12. Confirm your password by re-entering it.

## Step 2- Add Users Tab (continued)

### 13 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?

14

15 Friend

16

Add User

### Security Question

13. If you are entering the information for your own account, click the “Security Question” banner to expand it and enter a security question and answer.
14. Select a security question using the drop down menu.
15. Enter a security answer.
16. Click *Add User*.

## Step 2- Add Users Tab (continued)

1 User List

First Name	Last Name	User Type	Is Administrator	Modify	Remove
1 Frank	Martin	Attorney	True	2 	3 

Back

Next

Cancel

### Confirming/Modifying a User

1. Users that you add will be shown in the User List.
2. To Modify a user, click the pencil icon,
3. To remove a user, click the trashcan icon.
4. If you choose to modify a user, make your changes in the fields in the screenshots in the steps above and then click Add User to save the changes.
5. To add additional users, follow steps 1-16 above. The only difference if you choose to add a Staff Member as opposed to an Attorney is that the Bar Number/Agent ID field will be “greyed” out and is not necessary.

\* Bar Number / Agent Id

6. Any users that you add after you have added your own account will receive an email to register and Activate their accounts by adding a password and security question, and confirming the User Agreement.

## Step 2- Add Users Tab (continued)

User List

First Name	Last Name	User Type	Is Administrator	Modify	Remove
7 Frank	Martin	Attorney	True		
Jerry	Gerri	Staff Member	False		
Tom	Thompson	Staff Member	False		

Back

8

Next

Cancel

### Confirming/Modifying a User

7. All users will be added to your User List for review.
8. When you have finished adding your users, click Next to move to Step 3- User Agreement.

## Step 3- User Agreement

### 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

Next

Cancel

3

### User Agreement Review


1. Review the User Agreement\*.
2. Click the checkbox to agree to the terms.
3. Click *Next* to move to Step 4- Complete Registration.

\*Please note that this user agreement is for the person who is registering and additional users that were added will need to complete the user agreement when they complete registration.



## Step 4- Registration Confirmation

### Registration Confirmation

 You have successfully registered to access File & Serve Delaware. Activate the email for further access.

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

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

Your Organization id is FSD63999

*You can retain this Organization Id information for future use and also to add other users of your Law Firm.*

*Your account must be activated/confirmed within seven (7) business days of registration. If no action is taken, you will need to re-register your account.*

Next

Cancel

*Your account must be activated/confirmed within seven (7) business days of registration. If no action is taken, you will need to re-register your account.*

\*Please note that your account must be activated/confirmed within seven (7) business days.

### Completing Registration

1. Your Organization Id will be displayed and can be shared with other members of your firm in order to create user accounts and “Join” your organization. Record this number because it will be needed if anyone in your firm wants to register using “Join an Existing Firm”.
2. Click *Next* to complete your registration. Emails will be sent to you from [support@fileandservedelaware.com](mailto:support@fileandservedelaware.com).