File & Serve *Illinois*™

Overview
User Dashboard

AGENDA

FILE & SERVE ILLINOIS RESOURCES

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

- **File & Serve *Illinois* 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. They are available 24/7/365.

- **File & Serve *Illinois* Resource Center** is available to assist you with How-To Guides, register for Live Webinars, watch On-Demand videos, and much more! Please visit http://fileandservexpress.com/illinois/training.html for more information.
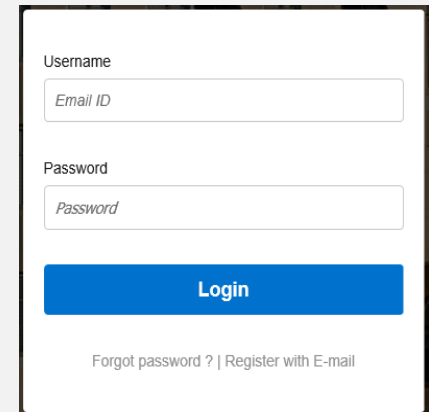
SUBSEQUENT FILING OVERVIEW

File & Serve *Illinois*™

The File & Serve *Illinois* User Guide provides a convenient source of information to help you efficiently eFile into an existing case.

Before You Begin

1. Refer to the appropriate court rules on electronic filing prior to using File & Serve *Illinois* to ensure that you are in compliance with local requirements.

2. Check our minimum system requirements to be sure your computer is correctly configured for using File & Serve *Illinois*.

3. If you need assistance, call our Client Support line at 1-888-247-2051. They are available to help you 24/7/365.

Logging in to File & Serve *Illinois*

Username

Email ID

Password

Password

Login

Forgot password ? | Register with E-mail

1. Open IE, Chrome, or Firefox go to **www.fileandserveillinois.com**.

2. Enter your Username and Password and click **Login**.

3. **If you do not have a Username/Password, please contact your Firm Administrator.**

SUBMIT A NEW FILING

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This Tab is used to submit a new case filing or file a subsequent transaction into an existing case. For more information on filing and serving documents, see our File & Serve Illinois user guides titled, "New Case Filing" and "Subsequent filing".

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Training Admin

Filing | Firm Admin

Case Details

| STEP 1 - Case Type | STEP 2 - Parties | STEP 3 - Documents | STEP 4 - Service Contact | STEP 5 - Review & Submit |

Is this filing for an existing case?

No

Jurisdiction

Select

Case Category

Select

Case Type

Select

Payment Account

Select

Attorney

Select

Client Matter ID

Next

COMPLETED FILINGS

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You will be able to view the Transaction Summary by clicking on the "**eyeball**" icon next to the envelope under "**Search Results**." You will be able to print the Transaction Summary.

Completed Filings						+ New Filing

Search | Select a Jurisdiction

From Date (mm/dd/yyyy) | To Date (mm/dd/yyyy)

Sort By | Filing Type

Case Category | Filing Code

Case Number | Envelope ID

Filing Status

Go   Clear All

Search Results

Need **process service**, **skip trace** or **courtesy copies** ?
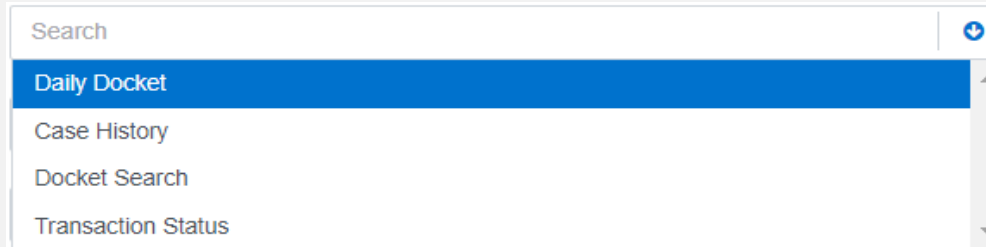
Show | 25 | filings per page   Search

Envelope ID ⇅	Case Name ⇅	Case Number ⇅	Jurisdiction ⇅	Date Filed ▾	Submitted By ⇅	Action
69084		2018SC123456	Clark County	06/27/2018	Training Admin	👁 ✖ ➕
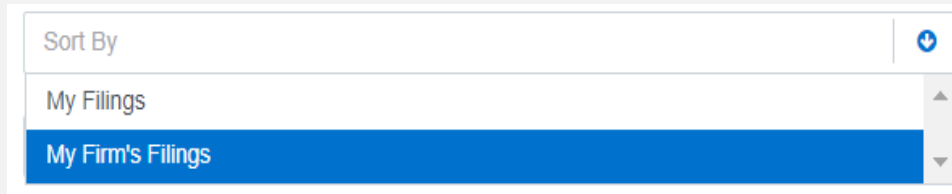
COMPLTED FILINGS (*continued*)

There are 4 searches that can be performed on the Completed Filings Tab:

Search	⊙
Daily Docket	▲
Case History	
Docket Search	
Transaction Status	▼

Note: For all searches, Firm Users can choose to access their own filings, or firm filings. To select the filings you wish to see, use the "Filing Of" dropdown on the filter list.

Sort By	⊙
My Filings	▲
My Firm's Filings	▼

COMPLTED FILINGS (*continued*)

Search	⊙
Daily Docket	▲
Case History	
Docket Search	
Transaction Status	▼

"Clear All" will clear the search fields.

1. The Daily Docket Search allows users to search for filings that they submitted in a specific date range. Use the dropdowns and type fields to enter your search criteria and click "Go" to run the search.

2. The Case History Search allows users to search for filings that they submitted in a specific case. Use the dropdowns and type fields to enter your search criteria and click "Go" to run the search.

3. The Docket Search allows users to search for filings that they submitted and sort them by document type (e.g. Answers, responses to Discovery, etc.). Use the dropdowns and type fields to enter your search criteria and click "Go" to run the search.

4. The Transaction Status Search allows users to search for filings and view what Clerk Review status they are in. Use the dropdowns and type fields to enter your search criteria and click "Go" to run the search.

COMPLETED FILINGS REJECTED OR RETURN FOR CORRECTION NOTIFICATIONS

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If you receive a "**Return for Correction**" or a "**Rejected**" notification from eFile Illinois, please follow these steps to upload and submit your corrected documents:

1. Log onto File & Serve *Illinois* and select the "**Completed Filings**" page from the "**Filing**" drop-down menu.
2. Find the transaction with the "back arrow" in **red**.
3. Click on the back arrow to open up the transaction.

> The back arrow allows you to open up the transaction & easily re-submit the corrected documents.

Search Results

Need **process service**, **skip trace** or **courtesy copies** ?

Show | 25 | ⊕ filings per page   Search

Envelope ID ⇕	Case Name ⇕	Case Number ⇕	Jurisdiction ⇕	Date Filed ⬇	Submitted By ⇕	Action
6191			McLean County	05/03/2017	Training Admin	👁 ↩

INCOMPLETE FILINGS

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1. This Tab is used to search for and view any filings that you or your firm has not completed and that have been saved in the system. To search for a specific incomplete filing, enter your search criteria and click "**Go**".
2. Click on "**Complete Filing**" under the Action column to complete and submit your filing.

SERVICE CONTACTS

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This Tab is used to search for and view service contacts that have been saved by your firm or to add new service contacts. To search for a specific service contact, enter your search criteria and click "Search". This will populate the screen with only the contact(s) that match your search criteria. Use the "Paper and Pencil" icon to edit the contact and use the "Trashcan Icon" to delete the contact.

SERVICE CONTACTS *(continued)*

To **Add** a service contact, follow these steps:

1. Click on the **Add New Service Contact** button: [Add New Service contact]
2. This will open a new screen:
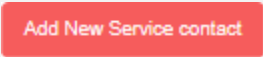
Create New Contact

First Name	Middle Name	Last Name
FST Trainng		Attorney

Email Address
Attorney@fake.com

Administrative Copy

[Save] [Cancel]

3. Enter the service contact's information.
4. If anyone in your firm needs to be copied on the service contact's service, enter one or more email addresses separated by commas (no space) in the **Administrative Copy** field.
5. Click **Save** to add the contact to your list.

First Name	Last Name	Email Address	Action
FST Trainng	Attorney	Attorney@fake.com	✎ 🗑

MY INFORMATION

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This Tab is used to update your user information in the system. To update your information, make the changes in the type fields and click "Submit" to save your changes

CHANGE PASSWORD

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This Tab is used to change your password and/or security question in the system. To change your password and/or security question, enter the requested information in the type fields and click "Submit" to save your changes.