



# My Account Guide

This guide provides you information about the My Account feature in FileTime.

This feature enables you to:

- Reset your eFiling password,
- Update your name and/or email address,
- Manage notification email, and
- Much more.

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# Chapter 1

## I. The My Account Feature Overview

The **My Account** feature in FileTime enables you to manage your personal eFileManger account.

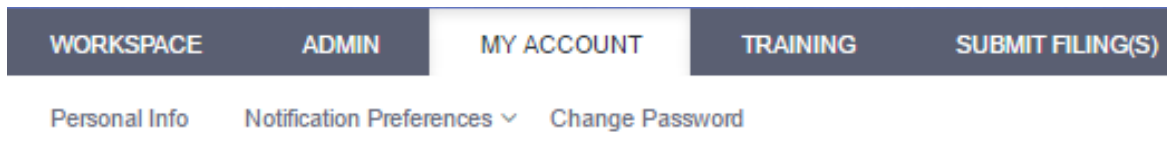


Figure 1-01, The My Account Feature

The major sections of the My Account feature are:

### A. Personal Info

In this section you:

- May be able to update your name and email address if you are a firm eFiling administrator
- Add personal bar number to the account
- Can opt in to the eFileManager Public Service Contact List so that counsel can add you as a service contact on cases, and

### B. Notification Preferences

In this section you will be able to:

- **Manage eService Notifications** - You can designate an unlimited number of persons to receive additional copies of any Notification of eService emails sent to you by eFileManager.
- **Manage Administrative Copies of notification emails** - In the next section you will learn how to opt out of receiving any or all of the notification emails sent by eFileManager and FileTime to you. After doing so you may still want someone in your firm to receive copies of those emails. In this section you can designate one or more recipients to whom those emails should be delivered.
- **Manage Your Notification Preferences** - eFileManager and FileTime both will send you many emails to update you on the status of eFilings and eServices. This section enables you to opt out of any or all of those emails.

### C. Change Password

In this section you will be able to :

- Change your personal password in the eFileManager system.
- You will see more details about the above features in the following sections.

## Chapter 2

### II. Personal Info

The personal info page is a bit unusual in the sense that how useful it is depends on whether your role in the system includes Administrator.

#### A. Update Your Name and/or Email Address

If you are an administrator you are able to update your name (Figure 2-01, A) and your email address (Figure 2-01, E) on this page.

If your role does not include Administrator, those fields cannot be changed by you. A firm administrator can update your name and/or your email address in the Firm Admin feature.

**Personal Info**

**My Information**

A First Name

Middle Name

Last Name

B ☒ I am an Attorney

Bar Number

C

D ☒ Opt-in to accept eService

Email Address

E Confirm Email Address

Figure 2-01, Personal Info

If you are an attorney, be sure the **I am an Attorney** feature is checked (Figure 2-01, B). When you check it you will also so a field open in which to enter your Bar Number (Figure 2-01, C). If you are an out-of-state attorney your bar number will not be recognized and you should not mark click the I am an Attorney option.

#### B. Opt-in to accept eService

All attorneys should check this option (Figure 2-01, D). Non-attorneys probably should not check it but nothing prevents you from doing so.

Checking this option places your information on the eFileManager Public Service Contact List. This enables counsel to add you as a service contact in cases for which you have not pro actively added yourself as a service contact.

Adding yourself to this list also helps you comply with the Rules or Civil and Appellate Rules of Procedure requiring eService in all jurisdictions where eFiling is mandatory.

This does not apply to Texas filers due to State Bar of Texas (SBOT) controlling the Public Service List. This may not apply to your state.

# Chapter 3

## III. Notification Preferences

In the eFileManager system you will receive emails that update you on the status of eFilings and eServices.

In this section you will learn how to manage all of those emails.

Before we begin, however, it is important to understand the difference between the Notification of Service email sent by eFileManager and all the other emails:

- **Notification of Service emails** - These come directly from eFileManager and provide you information about and a link with which to download the service document when you are electronically served by counsel. **You cannot opt out of receiving these emails.**
- **All other eFileManager and FileTime emails** - You can opt out of receiving any or all of any other system emails.

When you are in the **My Account** section and you click the drop-down arrow for the **Notification Preferences** (Figure 3-01, A) option you will a menu with three options (Figure 3-01, B, C, D).

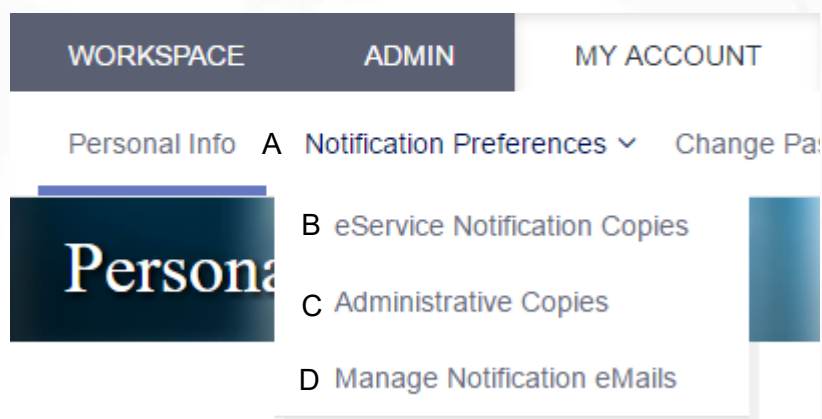


Figure 3-01, Notification Preferences

### A. eService Notification Copies

Click the **eService Notification Copies** button (Figure 3-01, B) and you are taken to the eService Notification Copies page (Figure 3-02).

When you are a service contact for your firm in a case, the eFileManager system will deliver to a **Notification of Service** email to you each time you are eServed by counsel for the case.

The eFileManager system has a provision enabling you to designate that they send a copy of the Notification of Service email to one additional email address.

The FileTime eService Notification Copies feature enables you to designate an unlimited number of additional people to receive copies of the eService notification of emails. These additional copies come from FileTime, not from eFileManager.

## eService Notification Copies

Add names and email addresses below of additional firm staff to whom you want sent copies of any eService Notification emails delivered to your email address.

D

Drag a column header and drop it here to group by that column

Name	Email Address	
<input type="text"/>	<input type="text"/>	
Susanna Hall A	susanna@filetime.com	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete
Amanda V	amanda@filetime.com	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete
B C		

1 - 2 of 2 items

Figure 3-02, eService Notification Copies

Any additional recipients you have already added are displayed on this page (Figure 3-02, A).

You can edit the name or email address of a recipient by clicking the **Edit** button (Figure 3-02, B).

You can remove the recipient by clicking the **Delete** button (Figure 3-02, C).

Click the **Add eService Notification** button (Figure 3-02, D) to add an additional recipient.

Clicking the **Add eService Notification** button (Figure 3-02, D) causes the **Attach Firm Users to this eService Notification** window (Figure 3-03) to open.

All your firm's service contacts are displayed (Figure 3-03, A). By default, FileTime displays all your firms registered service contacts (Figure 3-02, C).

Check the box next to a name (Figure 3-03, B) to add that name to your list. If you do not check the box, it will not attach that service contact to the filing.

If the service contact you want to add is not displayed (Figure 3-02, A), you can add that person by adding a new service contact for your firm.

Click the **Add eService Notification** option (Figure 3-02, D).

FileTime will then guide you through the process of adding the new firm service contact which you will then be able to assign to receive a copy of your eService notifications.



eService Notification Copies

Existing Firm Service Contacts

Add New Firm Service Contact

Attach Firm Users to this eService Notification

Drag a column header and drop it here to group by that column

Is Checked	Name	Email Address
is true		
<input type="checkbox"/>	Kaila Crandall	kaila@mailinator.com
<input type="checkbox"/>	Ben Taylor	bent@mailinator.com
<input type="checkbox"/>	Amanda V	Amanda@mailinator.com

Page 1 of 1

5 items per page

1 - 3 of 3 items

Save and Close

Cancel

Figure 3-03, Select Firm Service Contacts

## B. Administrative Copies

This feature enables you to designate that all eFileManager notification emails (except the Notification of Service email) go also to any persons' email addresses that you designate on this page (Figure 3-02, A).

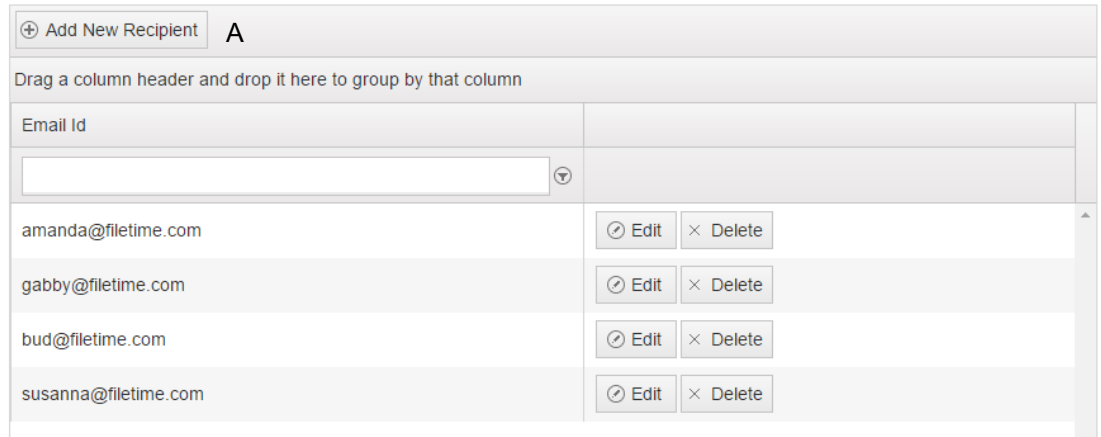
Even if you completely opt out of receiving them in the next section (**Manage Notification eMails**), anyone listed on this page will be sent copies of those emails.

Click the respective **Edit** or **Delete** button to make the required changes for a recipient.

Click the **Add New Recipient** button (Figure 3-04, B) to add a new recipient,

## Administrative Copies

Use this feature to send, to the email addresses you add below, copies of the notification emails for you.



The screenshot shows the 'Administrative Copies' interface. At the top, there is a button labeled 'Add New Recipient' with a plus icon, followed by a label 'A'. Below this is a text area with the instruction 'Drag a column header and drop it here to group by that column'. The main area is a table with the following structure:

Email Id	
<input type="text"/>	
amanda@filetime.com	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete
gabby@filetime.com	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete
bud@filetime.com	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete
susanna@filetime.com	<input checked="" type="checkbox"/> Edit <input type="checkbox"/> Delete

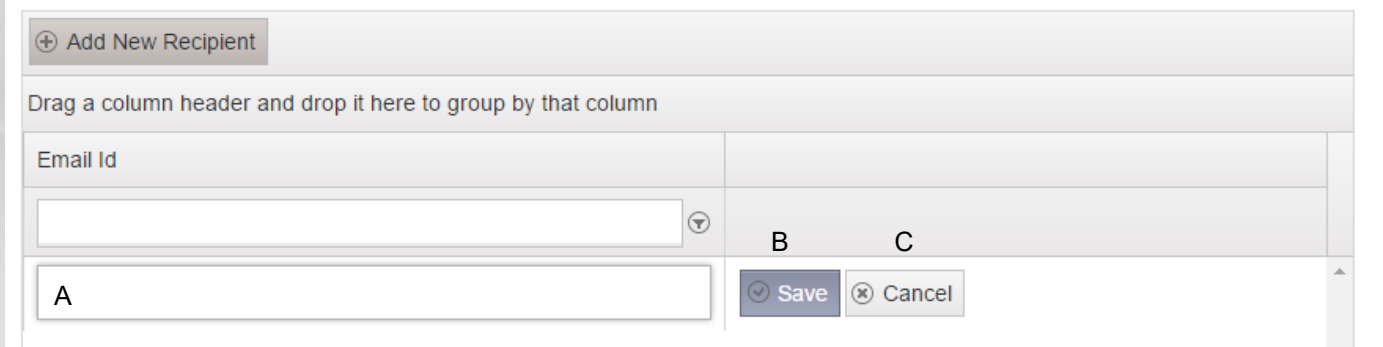
Figure 3-04, Administrative Copies

When you click the Add New Recipient button (Figure 3-04,A ) you are presented a field (Figure 3-05, A) in which you can add the email address of the new recipient.

Click the **Save** button (Figure 3-05, B) to save the entry or the **Cancel** button (Figure 3-05, C) if you change your mind.

## Administrative Copies

Use this feature to send, to the email addresses you add below, copies of the notification emails for you.



The screenshot shows the 'Administrative Copies' interface with the 'Add New Recipient' form open. The form has a text input field labeled 'A' for the email address. Below the input field are two buttons: 'B' (Save) and 'C' (Cancel). The background shows a list of recipients with 'Edit' and 'Delete' buttons.

Figure 3-05, Add New Administrator



## C. Manage Notification eMails

Particularly if you are an attorney, you may want to reduce the number of emails in your Inbox. The page enables you to nearly eliminate all the notification emails you receive from eFileManager and from FileTime, if that is your desire.

### Manage Notification emails

Uncheck any notifications you don't want to receive.

#### Firm Admin Reports from FileTime

- A ☐ Firm Submissions Waiting on Clerk Review  
B ☐ Firm Submissions Returned by the Clerk for Correction

#### eFiling Manager Notifications

- C ☒ Filing Accepted  
D ☐ Filing Submitted  
E ☒ Filing Submission Failed  
F ☒ Filing Returned for Correction  
G ☒ Service Undeliverable

#### FileTime Notifications

- H ☒ Filing Submitted  
I ☐ Service Status  
J ☐ Filing Submission Failed  
K ☐ Filing Accepted  
L ☐ Filing Returned for Correction

Save Changes

Figure 3-06, Manage Notification Emails

Note: This page may show a different state depending on where you are filing from. Example: eFileCalifornia Notifications.

There are three different categories of notification emails possible on this page.

#### 1. Firm Admin Reports from FileTime

This section is only visible for firm eFiling administrators. Filers without this role do not see this section.

FileTime proactively sends reports to firm eFiling administrators daily when these options are checked.

##### a. Firm Submissions Waiting on Clerk Review

When this option is checked, FileTime proactively sends this daily email report to the administrator. It provides a firm-wide report of submissions that have not been reviewed by the clerk of court in more than two business days.

##### b. Firm Submissions Returned by the Clerk for Correction

When this option is checked, FileTime sends this daily email report to the administrator. It provides a firm-wide report of submissions that were returned for correction.

## **2. eFileManager Notifications**

These notifications are sent by eFileManager:

### **a. Filing Accepted**

When this option is checked you will receive notification emails from eFileManager when the clerk of court has accepted your eFilings.

### **b. Filing Submitted**

When this option is checked you will receive notification emails from eFileManager notifying you that you have successfully submitted an eFiling into the system.

### **c. Filing Submission Failed**

When this option is checked you will receive emails from eFileManager notifying you that they failed to accept a submitted eFiling.

### **d. Filing Returned for Correction**

When this option is checked you will receive emails from eFileManager notifying you that the clerk of court returned an eFiling for correction.

### **e. Service Undeliverable**

When this option is checked you will receive notification emails from eFileManager when an eService could not be delivered to the intended recipient.

## **3. FileTime Notifications**

These notification emails are sent by FileTime. Many users prefer the FileTime notifications over the corresponding eFileManager notification email because our emails contain more useful information.

### **a. Filing Submitted**

When this option is checked you will receive notification emails from FileTime notifying you that you have successfully submitted an eFiling into the system.

### **b. Service Status**

When this option is checked you will receive notification emails from FileTime updating you on the status of the eService to all recipients listed in the submission.

### **c. Filing Submission Failed**

When this option is checked you will receive emails from FileTime notifying you that eFileManager failed to accept a submitted eFiling.

### **d. Filing Accepted**

When this option is checked you will receive notification emails from FileTime when the clerk of court has accepted your eFilings.

### **e. Filing Returned for Correction**

When this option is checked you will receive emails from FileTime notifying you that the clerk of court returned an eFiling for correction.

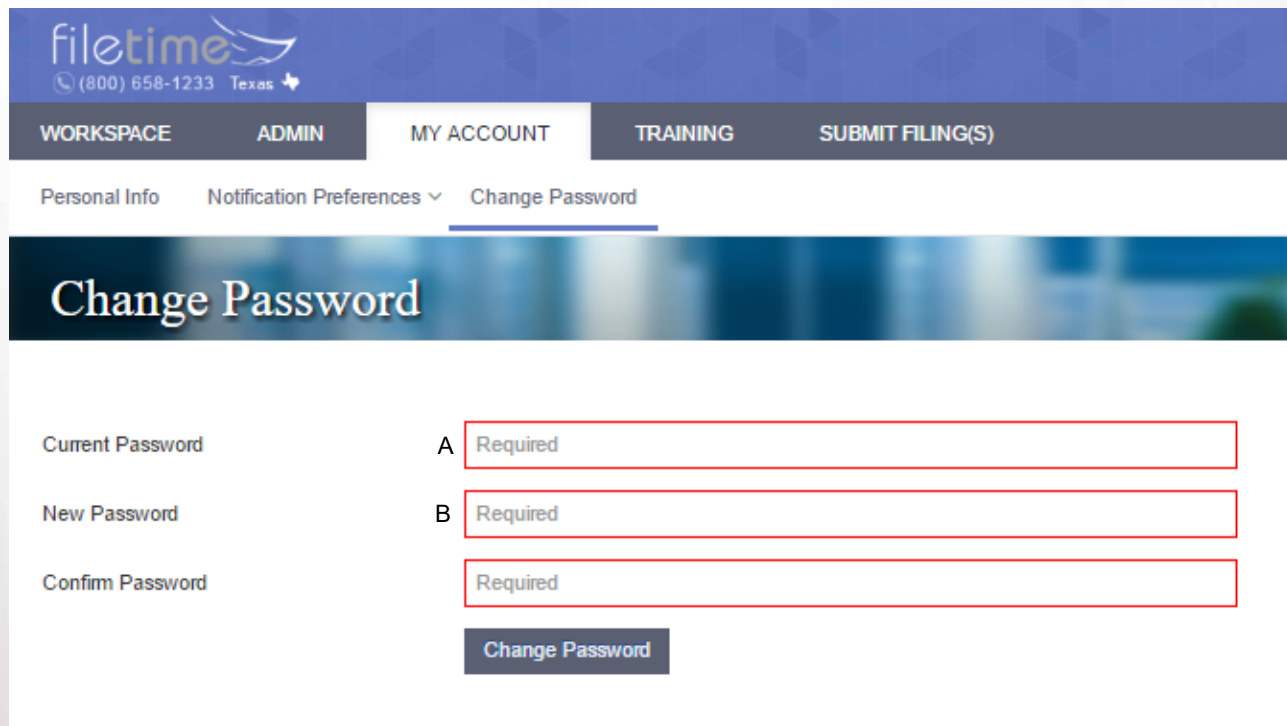
# Chapter 4

## IV. Change Password

You can change your password at any time using this feature.

To change your password:

- Enter your current password (Figure 4-01, A).
- Enter your proposed new password (Figure 4-01, B) and re-enter it a second time. Remember that it is case sensitive and must contain: (a) 8 -12 characters, (b) at least one number, (c) at least one letter, and (d) either a capital letter or a special character such as \$, %, #, \$, or @



The screenshot shows the Filetime website's 'Change Password' interface. At the top, the Filetime logo and contact information are visible. Below the navigation bar, the 'MY ACCOUNT' section is active, with 'Change Password' selected. The main heading 'Change Password' is displayed. The form contains three input fields: 'Current Password' (labeled A), 'New Password' (labeled B), and 'Confirm Password'. Each field has a red border and the word 'Required' inside. A 'Change Password' button is located at the bottom of the form.

Figure 4-01, Change Password

# Chapter 5

## V. Useful Features in FileTime - Case Tabs

The case tabs provide you valuable information about your cases.

### A. Accessing The Case Tabs

When you login to FileTime you arrive at the Dashboard page by default. Click the Cases Tab (Figure 5-01, A) Find the case you want to research and click the + in the far left corner. It then changes to a – (Figure 5-01, B) and the case tabs open below the Case Listings Figure 5-01, C).

Figure 5-01, Case Tabs

We provide below a brief description of the value of some of the more important if these tabs.

### B. The Submissions Tab

When you click the **Submissions** tab (Figure 5-02, A) you are presented a view of all the submissions your firm has made for the case.

Figure 5-02, The Submissions Tab

Click the **View** button (Figure 5-02, B) to view the submission and print the file marked documents if desired.

Click the Print Case Billing report button (Figure 5-02, C) to print a report of all submission fees to date for the case.

### C. The eService Notifications Tab

In Chapter 3, Section A we showed you how to create a default list of staff to receive copies of eService notifications when you are eServed.

On this tab you can create a customized distribution list specific for this case. Adding any names on this list over-rides your default list so that only names on this list will receive copies of eService notification emails.

Name	Email Address	
Tom Schoolcraft	tom@filetime.com	Edit Delete

Figure 5-03, The eService Notifications Tab

After clicking on the **eService Notifications** tab (Figure 5-03, A) you can see any individuals you have already added to this list (Figure 5-03, C). You can edit or delete any name by clicking the appropriate button for that person. Click the **Attach Case eService Notification** button to add someone to the list.

### D. The eService Inbox Tab

Click the eService Inbox tab (Figure 5-04, A) to access the **eService Inbox**.

Date	Filer/Attorney	Filer Firm	
10/21/16 CDST	Langley & Banack Inc	View	
10/21/16 CDST	Langley & Banack Inc	View	

Figure 5-04, The eService Inbox Tab

The Inbox displays all eServices to your firm for this case (Figure 5-04, B) when the eService information has been provided to FileTime by eFileManager. eFileManager only provides eService information after a filer has submitted at least one eFiling through FileTime; therefore, if you are new to FileTime, this feature will not contain eServices to your firm for this case prior to your first submission through FileTime.

FileTime keeps the service documents for up to 3 years; much longer than the 7 days for which they are available through eFileManager (The state provider).

Additionally, we save the file marked document and the initial non-file marked copy as submitted. These documents are also kept for up to 3 years.

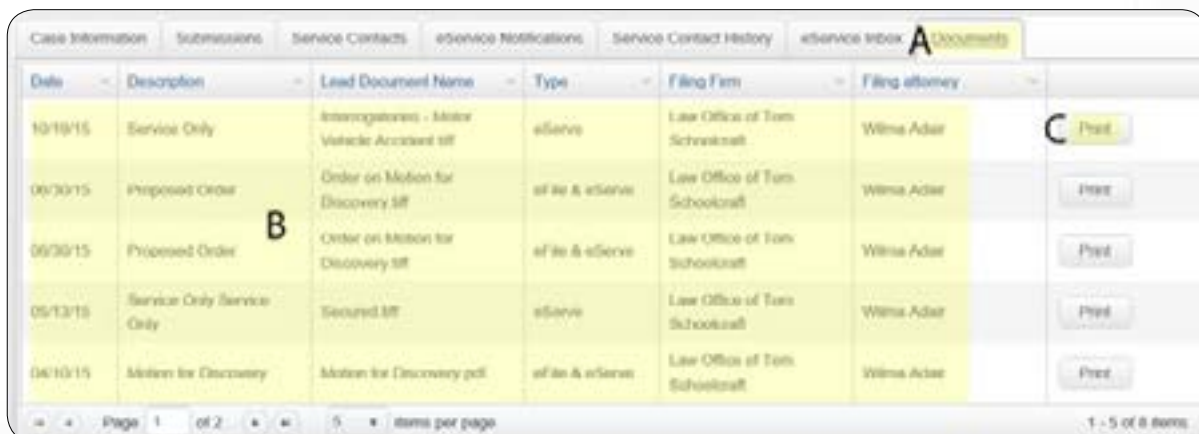
Click the **View** button (Figure 5-04, C) to view the eService information and to print the service document.



## E. The Documents Tab

Access the Documents section by clicking the **Documents** tab (Figure 5-05, A).

The Documents section displays all documents eFiled or eServed by any counsel who eFiled then through FileTime (Figure 5-05, B). Therefore, this section will display for you documents submitted by counsel if that counsel also eFiles through FileTime.



Date	Description	Lead Document Name	Type	Filing Firm	Filing Attorney	
10/19/15	Service Only	Interrogatories - Motor Vehicle Accident sff	eServe	Law Office of Tom Schockcraft	Wilma Adair	<b>C</b> Print
09/30/15	Proposed Order	Order on Motion for Discovery sff	of file & eServe	Law Office of Tom Schockcraft	Wilma Adair	Print
09/30/15	Proposed Order	Order on Motion for Discovery sff	of file & eServe	Law Office of Tom Schockcraft	Wilma Adair	Print
05/13/15	Service Only Service Only	Secured sff	eServe	Law Office of Tom Schockcraft	Wilma Adair	Print
04/10/15	Motion for Discovery	Motion for Discovery pdf	of file & eServe	Law Office of Tom Schockcraft	Wilma Adair	Print

Page 1 of 2 5 items per page 1 - 5 of 8 items

Figure 5-05, The Documents Tab

Click the **Print** button to view and print the file marked document (Figure 5-05, C),



# Chapter 6

## VI. Getting Assistance and Giving Feedback

We provide a number of training options for you.

### A. Video Training

We provide numerous training videos on all phases of the eFiling submission process.

See those videos at: [www.filetime.com/Training/Videos](http://www.filetime.com/Training/Videos)

### B. Manuals

We have created several very useful guides in PDF format similar to this guide that provides detailed information for you.

- [eFiling Guide](#) - Everything you want and need to know about eFiling.
- [eService Guide](#) - Everything you want and need to know about eService.
- [Administrator Guide](#) - Everything you want and need to know about administering your firm's FileTime eFiling account.
- [Searchable PDF Guide](#) - This guide explains what a searchable PDF is and how to create them.

### C. Contact Us

FileTime Customer Support is available 24/7. Please contact us on **(800) 658-1233** or email us at [support@filetime.com](mailto:support@filetime.com)

Click the **Chat** button at the top of the page to initiate a chat session with us.

### D. Knowledge Base

You can find answers to a wide variety of questions asked by customers about eFiling and eService. Go to the **FileTime Knowledge Base** and find the answers to your questions. If your question is not there, post a question and we'll get back to you with the answer.

Click this link to explore our knowledge base. <http://feedback.filetime.com/knowledgebase>

### E. Feedback

We welcome feedback and particularly look forward to suggestions for improving our product or service.

- After logging into [www.filetime.com](http://www.filetime.com) you will find a **Feedback and Support** tab in the upper right corner of the page. Click it to open a window in which you can enter your feedback
- **OR** email any feedback to [support@filetime.com](mailto:support@filetime.com).