filetime

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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I. The My Account Feature Overview

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

Personal Info	Notification	Preferences -	Change Passw	vord	
WORKSPACE	ADMIN	MY ACCOUNT	TRAINING	SUBMIT FILING(S)	



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
- Can optin to the eFileCA Public Service Contact List so that counsel can add you as a service contact on cases, and
- Can opt in and out of having the Welcome page open when you login to FileTime. The Welcome page provides shortcuts to many of the major functions and features in FileTime.

B. Notification Preferences

Under 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 eFileCA.
- 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 eFileCA 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 eFileCA 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 eFileCA system and set or change your security question.

Your will see more details about the above features in the following sections.





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.

ersonal						
My Information First Name			Middle	Name		
Thomas	A					
Last Name	A					
Schoolcraft		Bar Number *				
			Bar Nu			
Opt-in to accept	- Convice		- 2000	1000		
Email Address	eservice		Confin	m Email Address		
tom@filetime.com	i i	E	tom@	§filetime.com		

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 State Bar of Texas Bar Card 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. Non-attorneys probably should not check it but nothing prevents you from doing so.

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

C. Show Welcome Page at Login

The FileTime Welcome page contains shortcuts to many of the more popular and useful features in FileTime.

When this option is checked you will see the Welcome page when you login.

Unchecking this option suppresses that page.





III. Notification Preferences

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

In this section you will learn now 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 eFileCA and all the other emails:

- Notification of Service eMails These come directly from eFileCA 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 eFileCA 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 eFileCA system will deliver to a **Notification of Service** email to you each time you are eServed by counsel for the case.

The eFileCA 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 eFileCA.

filetime

Service Notification	on Copies					
dd namee and email ad		of additional firm staff to whom you want	sent copies of any e	Service Notific	cation er	nails
€ Add eService Notifie	cation	-				
Namo		Ernal Address				
Julia Griffin	Α	jbgriffin@mailnator.com	BOEdit	\times Delete	C	-
Jesse DeSpain		jdespain@mailinator.com	@ Edit	× Delete		

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 3-02, 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 the service contact you want to add is not displayed (Figure 3-02, A), you can add that person as 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.



Image: Normal Schoolcrafttom@filetime.comShannon Luckiesmluckie@mailinator.comRobbie Loverlove72@mailinator.comMichael Cobbncobb72@mailinator.comKindra Reesekindra.reese2@mailinator.comDonna Kruegerdkrueger72@mailinator.comBeverly Ackermannbeackermann@mailinator.comAllan Henryahenry72@mailinator.com	Is Checked	Name	Email Address	\odot
Image: Constraint of the constraint		Thomas Schoolcraft	tom@filetime.com	
Image: Construction of the second		Shannon Luckie	smluckie@mailinator.com	
A A Image: A construction of the construction		Robbie Love	rlove72@mailinator.com	
Image: Mindra Reese kindra.reese2@mailinator.com Image: Donna Krueger dkrueger72@mailinator.com Image: Deverly Ackermann beackermann@mailinator.com		Michael Cobb	mcobb72@mailinator.com	
Beverly Ackermann beackermann@mailinator.com			kindra.reese2@mailinator.com	
		Donna Krueger	dkrueger72@mailinator.com	
Allan Henry ahenry72@mailinator.com		Beverly Ackermann	beackermann@mailinator.com	
		Allan Henry	ahenry72@mailinator.com	
Alicia Delgado AliciaDelgado@mailinator.com		Alicia Delgado	AliciaDelgado@mailinator.com	

Figure 3-03, Select Firm Service Contacts

B. Administrative Copies

This feature enables you to designate that all eFileCA 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,



Use this feature to send, to the email addresses you	add below, copies of the notification emails for
C Add New Recipient	
Email Id	
CReynolds@mailinator.com	⊘ Edit × Delete
Brent Kuhn@mailinator.com	⊘ Edit × Delete

Figure 3-04, Administrative Copies

When you click the Add New Recipient button (Figure 3-04, B) you are presented a field (Figure 4-5, 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.

Use this feature to send, to the email address	ses you add below, copies o	f the notification emails for	you.
Add New Recipient			
Email Id			
A	B @ Save	⊗ Cancel C	
CReynolds@mailinator.com	@ Edit	× Delete	
Brent Kuhn@mailinator.com	@ Edit	× Delete	



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 eFileCA and from FileTime, if that is your desire.



Figure 3-06, Manage Notification Emails

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 proactively sends this daily email report to the administrator. It provides a firm-wide report of submissions that were returned for



correction.

2. eFileCA Notifications

These notifications are send by eFileCA:

a. Filing Accepted

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

b. Filing Submitted

When this option is checked you will receive notification emails from eFileCA 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 eFileCA 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 eFileCA 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 eFileCA 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 an IBCA notification amail 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 eFileCA 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.



IV. Change Password and Reset Security Question

You can change your password and/or Security Question 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 #.
- Your security question will be displayed if you have previously set one. If you have not previously set one you must choose one now (Figure 4-01, C).
- Answer your security question (Figure 4-01, D).

ange Pa	ssword	
urrent assword	Réquired A	
lew	Required	
assword	В	
onfirm	Required	
assword		(real)
ecurity Juestion	-Select- C	~
ecurity	Required D	

Figure 4-01, Change Password and Reset Security Question



V. Useful Features in FileTime - Case Tabs

The case tabs provide you valuable information about your cases and are just a few mouse clicks away.

A. Accessing The Case Tabs

When you login to FileTime you arrive at the Case Overviews page (Figure 5-01, A) by default.

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 listing (Figure 5-01, C).

-	ADAMA ADAMA	COUNT TRAINING SUBMIT FILM	ola)	
Falm	Filing(s) Case Overview	Genes Educencians Fillings Ed	evenes - Drafts Templates -	
Cas	e Overview	vs		
Case	25			
Search (Cases Sopreme Cour	* Add Cas	n Nomber Co	
My Cat	ues 🕑	1)		
	Client ID	 Case Number 	- Jumdiction	7
-B	FT2014-1110	13-DCV-209001	Fort Dend County - 328th Ju Court	LOUTDAT FIRE AFTERS
	Case Information	International Service Contexts	ervice Noblications 🗍 Service Contact Histo	ory scheresce biblios Documents

Figure 5-01, Case Tabs

We provide below a brief desciption 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.

Case Information Automation Service Co	nlachs allanvice Holdbastons Ilono	or Contact History Sonnon Infrom Door	ments
Subression M	Subrished Date	 Filing Desc 	
+ 114201	05/23/45	Nutrice	B ****
+ 115115	06/02/15	Motion to Remetate	View
+ 115506	05/05/15	Notice	Vana
 171530 	00/19/15	Motion (No Fee)	View

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.

Case Information Subr	nissions Service Conte		ntact History Service Inbox	Documents
Attach Case eService N	Millioution B			
Name		 Email Address 		
Gill Deocka	r	bbrooks@madinator.com	0	Edit X Delete
Alcia Dolgodu	c	AlicioDolgado([mailmator.com	0	Edit 🗇 Dolote

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.

Case Information	Submissions.	Service	Contacts	eService Notifications	Service	Contact History	A Service intox	Documents	
Date +			FileciAlter	ney		Film Firm			
11/10/14	В		Kodus Re	eise .		Law Office of Te	m Schoolcraft	C	Vew
11/10/14	-		Kindra Re	epsei		Law Office of Te	m Schoolcraft		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 eFileCA. eFileCA only provides eService information after a filer has submitted at least one eFing 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 an extended period of time; much longer than the 7 days for which they are available through eFileCA.

Additionally, we save the fiel marked document, not the initial non-file marked copy as submitted.

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 -	Туре	Filma Firm -	Filing altomey.	-
10/10/15	Service Only	Antercognitioners - Motor Vehicle: Accessed till	elienes	Law Office of Tem Scivenknaft	Wime Adair	C Part
007075	Proposed Celow	Order on Motion for Discovery Silf	of to A science	Law Office of Turn. Schoolcraft	Wilma Adler	Par
00/30/15	Propessed Order	Onter on Motion for Discovery till	of its & officere	Law Office of Tank Schoolcraft	Witten Adam	Pret
05/13/15	Service Only Service Only	Teoured.107	starve	Law Office of Taris Schoolcall	Witten Adam	Pred
wi0/15	Motion for Discovery	Motors for Discovery pdf.	of to A otherse	Law Office of Toris. Schoolmalt	Wirns Achie	Prez

Figure 5-05, The Documents Tab

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



VI. Getting Assistance and Giving Feedback

We provide a number of training options for you.

A. Video Training

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

See those videos at: 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.

- <u>eFiling Guide</u> Everything you want and need to know about eFiling.
- <u>eService Guide</u> Everything you want and need to know about eService.
- <u>Administrator Guide</u> Everything you want and need to know about administering your firm's FileTime eFiling account.
- <u>Searchable PDF Guide</u> This guide explains what a searchable PDF is and how to create them

C. Contact Us

Click the Contact Us button at the top of the page for our phone number or to send us an email.

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. <u>http://feedback.filetime.com/knowledgebase</u>

E. Feedback

We welcome feedback and particularly look forward to suggestions for improving our product or service. After logging into FileTime.com you will find a **Feedback and Support** tab on the extreme left margin of your monitor. Click it to open a window in which you can enter your feedback.

