

## Frequently Asked Questions

### Topics Covered

- ◆ General
- ◆ Efiling
- ◆ Fees
- ◆ E-serving
- ◆ Format Errors

### General

#### How do I access the Odyssey File and Serve system by Tyler Technologies, Inc.?

To access the Odyssey File and Serve website, go to <https://rhodeisland.tylerhost.net/>.

#### Do I have to register to use Odyssey File and Serve?

All users must register prior to using Odyssey File and Serve.

#### What is the role of the Firm Administrator?

A Firm Administrator registers a law firm to use Odyssey File and Serve and is responsible for setting up and maintaining all system users, credit card accounts, and attorneys at the firm.

When a new firm is registered, all users added to that firm are associated with the firm. If a firm has multiple locations, those users also can be added to the original firm. However, Tyler Technologies recommends that each firm administrator register his or her location as a new firm. In this way, each firm's users will only see filings for their specific location; otherwise, users will see all filings under the original firm.

#### How do I register to use Odyssey File and Serve and obtain a username and password?

You must perform the following steps below to register and receive a username and password:

1. Go to your Odyssey File and Serve home page.
2. Click the **Register Now** link.
3. Complete the **File and Serve Registration Wizard**.
4. Check the **Inbox** on your computer for an email confirmation with your username and password included.
5. Copy and paste the password received in the email confirmation when logging into Odyssey File

and Serve for the first time.

- ① **Note: If you cannot self-register to use Odyssey File and Serve, contact your Firm Administrator to obtain a username and password.**

## What if I forget my password?

You must perform the following steps to reset your password:

1. Go to your Odyssey File and Serve home page.
2. Click the **Forgot Password?** link on the login screen.

The **Reset Password** dialog box opens.

3. Enter your email address in the field provided.
4. Click the **Next** button.

Your password will be reset. A temporary password will be sent to your email address. Use the temporary password to log in and change your password to one of your preference.

5. Click the **Ok** button to close the dialog box.

This will take you back to the login screen.

**i Note:** Contact your Firm Administrator if you are unable to reset your password.

## Does my password expire or need to be changed periodically?

Passwords currently do not expire, and there is no requirement that users must change their passwords.

## Is support available for Odyssey File and Serve?

For Odyssey File and Serve support, training, and contact information, you may contact Tyler Technologies through the resources listed below or go directly to <https://rhodeisland.tylerhost.net/>. Support service is available from 8:00 a.m. to 10:00 p.m., Eastern Standard Time, Monday through Friday.

Resource	Contact Information
Odyssey File and Serve Support Chat	Chat with a Tyler support representative online through <a href="#">Support Chat</a> .
Odyssey File and Serve Email	Email Tyler's help desk at <a href="mailto:efiling.support@tylertech.com">efiling.support@tylertech.com</a> .
Odyssey File and Serve Telephone	Contact Tyler's help desk at 800-297-5377.
"Get Help"	Tyler support representative may assist you by sharing your screen using <a href="#">GoToAssist</a> .

## What are the computer requirements for using Odyssey File and Serve?

Odyssey File and Serve is a web-based system. The requirements are satisfied by your typical office workstation. There are no special setup or software installations required.

**i Note:** First time users to Odyssey File and Serve may be prompted to download and install Microsoft® Silverlight.

The recommended settings for your workstation are as follows:

- **Web Browser Requirements:** Odyssey File and Serve is a browser/cloud based solution. As the Odyssey File and Serve currently requires Microsoft Silverlight, Internet Explorer, Google Chrome, and Mozilla Firefox are recommended browsers. Safari is not compatible with Microsoft Silverlight. Macintosh users should download Firefox. Odyssey File and Serve is currently being programmed in HTML5. Once this programming is complete, Odyssey File and Serve will run on any operating system and browser.
- **Connection Requirements:** High-speed connection is recommended.
- **Minimum Screen Resolution:** For best results, a setting of 1024x768 is recommended.

### Is e filing mandatory?

Pursuant to Provisional Article X, Rule 1(b) of the Rhode Island Supreme Court Rules Governing Electronic Filing, electronic filing shall be mandatory for all parties except for self-represented litigants, incarcerated individuals or where a waiver is granted in accordance with Article X, Rule 3(c).

### Can I use Odyssey File and Serve if I am a self-represented litigant?

Self-represented litigants may electronically file documents in accordance with Provisional Article X, Rule 3(b) of the Rhode Island Supreme Court Rules Governing Electronic Filing but are not required to do so.

### Can Odyssey File and Serve be used to initiate cases or to file into existing cases?

Odyssey File and Serve can be used to initiate cases, efile into existing cases, or eserve documents. Attorneys and support staff as well as self-represented litigants can use the system under their own usernames.

### When can I use Odyssey File and Serve?

Odyssey File and Serve is available 24 hours a day, 7 days a week except for scheduled maintenance.

### Will I ever be automatically logged out of Odyssey File and Serve?

As long as you are entering data, submitting forms, or reviewing case information in Odyssey File and Serve, you will not be automatically logged off. However, Odyssey File and Serve will automatically log you off after a period of system inactivity for Internet security reasons.

### Why am I having difficulty viewing the entire web page on my screen?

Difficulty viewing the entire web page may be a screen resolution issue. To resolve this issue, you must perform the following steps:

1. On a clear area of your computer desktop, right-click and select **Properties**.
2. The **Display Properties** dialog box will appear; from there click **Settings**.
3. Under **Screen Resolution** or **Screen Area**, slide the bar to select 1024x768 pixels.
4. Click **OK**.

## Efiling

### What type of cases can I efile in the Rhode Island Judiciary?

Once e filing is implemented in each court, all documents, whether civil or criminal, will be required

to be efiled (except for Traffic Tribunal Summonses).

Pursuant to Provisional Article X, Rule 1(f) of the Rhode Island Supreme Court Rules Governing Electronic Filing, a civil case cover sheet shall be filed with any case initiating document and first responsive pleading. The document shall capture identifying information regarding the parties in a case to ensure proper identification within the Judiciary's case management system. Once the information is entered into the case management system by the court, the document shall be sealed by the court and it shall not be available to the parties or the public due to the identifying information contained therein. The most current civil case cover sheet is located on the Rhode Island Judiciary's website at [www.courts.ri.gov](http://www.courts.ri.gov) under the heading of Public Resources, Forms.

### How do I search for a case that I have filed using Odyssey File and Serve?

You can search for a case by entering the exact case number assigned by your court in the **Case Number** field at the top, right corner of your screen.

You must perform the following steps to search for an existing case using the court assigned case number:

1. Click the **FIND CASE** link at the top of the page.
2. Click the drop-down arrow to view the search options.
3. Select the **Case Number** option.

Odyssey File and Serve displays the phrase "Case Number" in the case search field.

**i Note: Case numbers vary by court. The format of the case number is relative to the type of case filed.**

4. Type the exact case number assigned by your court in the  field. No wildcards can be used in the **Case Number** field.

5. Click the **Go** button.

The result screen displays the cases meeting the criteria entered in the **Case Number** field.

6. Select an icon under the **Actions** column and perform actions as necessary.
7. Click the **Close** button when you are done.

You can also perform an advanced search and use a Party Name to search.

### Does the judge, magistrate, or clerk's signature have to be on efiled documents?

In accordance with Provisional Article X, Rule 7(a) of the Rhode Island Supreme Court Rules Governing Electronic Filing, any order or other court-issued document filed electronically and entered by a judge, magistrate, or court clerk per the order of a judge or magistrate shall reflect the judge, magistrate or clerk's signature as: /s/ NAME. A certified copy of an order or other court-issued document bearing the electronic signature of a judge, magistrate or duly authorized clerk shall have the same force and effect as if the document contained the handwritten signature of the judge, magistrate or clerk.

## What document formats does Odyssey File and Serve accept?

Documents filed in Odyssey File and Serve shall be in a searchable portable document format (PDF). Proposed orders only may be submitted in rich text format (RTF) so that a judge or magistrate can edit the document if necessary.

## Can scanned documents be submitted in color?

Only black and white images shall be submitted. Color documents submitted via Odyssey File and Serve are transformed into black and white images.

## Can I file multiple pleadings in one transaction?

Multiple filings can be submitted together by selecting the **Add Another Filing** option.

## I have several documents to submit. What should I do?

Filings may be comprised of several individual documents or one document with several attachments or exhibits. Document attachments or exhibits shall be submitted individually as separate documents within the same filing. Categories of items such as bills, receipts, invoices, photos, etc. may be submitted in one attachment.

## What is the maximum file size that can be electronically submitted?

A single electronic document should not be greater than 6 megabytes (equivalent to approximately 350 pages of text). A single filing should not be greater than 25 megabytes. Larger documents or filings may be filed in several parts.

## What if I need to withdraw an e-filing from being posted on Odyssey File and Serve?

After a filing has been submitted, but before the court's review has begun, you may utilize a **Cancel** button available for that filing in your **Filings** queue. As long as the **Cancel** button is present, the filing has been submitted by Odyssey File and Serve but has not been reviewed by the court. If the **Cancel** button is not available, please contact the respective clerk's office.

## Will I have access to the documents that I file in Odyssey File and Serve?

By using the **My Filings** feature located on the **Filings** tab, you will be able to find and view information concerning electronic filings that have been submitted to Odyssey File and Serve through your username or by any member of your firm.

Documents filed electronically are held for thirty (30) days in Odyssey File and Serve and are then purged. Once purged from Odyssey File and Serve, the documents are only accessible through the Rhode Island Judiciary's case management system. Access to case information is outlined on the Judiciary's website at [www.courts.ri.gov](http://www.courts.ri.gov) under the heading of Access to Case Information.

## Are hyperlinks permissible in PDF documents?

All electronic documents shall be self-contained and must not contain hyperlinks or shortcuts to external documents or websites.

## Is it acceptable to use the file attachments option within a PDF document?

It is not acceptable to use the file attachment option within a PDF document. If you create a PDF document that includes embedded file attachments, when you view the filing status after submittal, you

will see a “File Format Error.” If your filing contains a format error, it will be rejected by the system. The rejection reason will be available via the **Envelope Details** screen. You can click the  icon to view the filing details. Ultimately, you must correct the problem and resubmit the filing.

File attachments (not to be confused with hyperlinks) are actually files embedded within the PDF file by using the **Document > Attach a File** menu option within Adobe Acrobat. If you need to combine a number of separate PDF appendices into one document, you should create a single PDF document without any file attachments by choosing the **Document > Insert Pages** menu option instead.

## Fees

### Is there a fee to use Odyssey File and Serve?

In addition to the filing fees of the respective courts, there will be an additional **one-time** fee that shall be assessed on all civil cases when using Odyssey File and Serve. The additional fee is broken down as follows: \$17.50 electronic filing fee to be remitted to Tyler Technologies; \$3.25 technology surcharge to be remitted to the Judiciary; and a convenience (credit card) fee which is 3.25% of the amount of the transaction, which includes the filing fee, civil case processing fee to Tyler Technology, and the technology surcharge.

### What is the convenience fee?

A convenience fee is assessed to cover the processing of the credit card and varies in cost based upon the amount of the transaction.

### What payment options are accepted by the Rhode Island Judiciary?

Only credit cards shall be accepted through Odyssey File and Serve.

### Will there be a receipt for the fees paid?

The **Envelope Details** screen can be printed for use as a receipt. On the **Filings** tab, click the  icon to view the filing details. The **Envelope Detail** screen includes several lines devoted to communication from the bank, including a total amount and the status of the financial transaction.

### What information is on a file date stamped confirmation receipt?

The Odyssey File and Serve confirmation receipt issued by the system contains the following information:

- Payment amount
- Case name and number
- Date and time of filing
- Document title
- Document code
- Name of the Odyssey File and Serve service provider
- Name of the person or entity filing the document
- Page count of the filed document

## Eservicing

### What is eservice?

Eservice is a feature provided by Odyssey File and Serve where documents are electronically served to other parties in a case who are Registered Users of Odyssey File and Serve. Using this option, you will be able to track when each party received and opened the filing.

### Does opposing counsel have to consent to be eserved?

Pursuant to Provisional Article X, Rules 3(a) and 6(c), of the Rhode Island Supreme Court Rules Governing Electronic Filing, execution of a User Agreement constitutes registration as a user of the EFS and shall constitute consent to receive electronic service of all documents through the EFS.

### What are Firm Service Contacts?

Firm Service Contacts are a list of the firm's contacts that can be attached to the case and can be eserved.

### What are Case Service Contacts?

There are Case Service Contacts for every case. This list contains all individuals being served on the case.

**Note:** Registered Users are required to enter the Registered Users' own contact information in the Case Service Contacts list to ensure receipt of service of any documents.

### How do I serve case initiating documents?

Registered Users shall submit all filings, including case initiating documents (the first document filed in a case), through the Odyssey File and Serve. Case initiating documents such as subpoenas and summonses with complaints, petitions, or other documents that are required by statute or court rule to be hand-delivered, delivered in person, or mailed cannot be electronically served.

### Can I use eservice without filing a document with the court?

Odyssey File and Serve may be used to exchange documents between parties without filing the documents through the courts. Simply select the **Service** check box on the **Filings** screen, and make sure the **EFile** check box is not selected.

### Does Odyssey File and Serve send a service notice after a filing is submitted?

Odyssey File and Serve automatically generates a Notice of Electronic Filing for filing transactions after the filing is submitted if you have selected this option using the **Manage (Email) Notification** tab on the **My Account** screen.

**Note:** Check your spam or junk folder if you have not received a notification from Odyssey File and Serve.

### When is notice of service sent?

A Notice of Electronic Filing is generated after submitting a service only filing. For efile only or efile and serve filings, a Notice of Electronic Filing is sent only after the court has accepted the filing.

**Note:** Check your spam or junk folder if you have not received a notification from Odyssey File and Serve.

### What should I do if I receive a service notice?

When you receive a service Notice of Electronic Filing, you must complete the following:

1. Click the link within the email to access the file.
2. Print or save a copy of the documents for your files as the link is available for thirty (30) days.

## Format Errors

### I am receiving “Format Errors.” What does this mean?

When a filing is not successfully processed and identified as having a “Format Error,” this indicates that the filing has one or more document files that are not valid for filing document conversion. The underlying cause of the issue is typically either that the document was not successfully uploaded or the document has a characteristic that prevents the standard processing of the file.

As a start, errors of this type will be minimized if they comply with a standard format that includes the following:

- Size – 8½” x 11” or 8½” x 14” sizes with portrait orientation.
- Resolution - At least 200 dot-per-inch (DPI) resolution.
- Unintelligible Images - No unintelligible images (e.g., no all-black images).
- Access - Documents may not be secured, password-protected, or have other features limiting access.
- Documents shall be self-contained – Remove all hyperlinks or shortcuts to external documents or websites.

### What causes typical “Format Errors?”

Format errors are typically caused by the following submissions:

- Corrupt files (i.e., files with 0 bytes of data).
- Secured or password-protected PDFs.
- File types other than PDF.
- Files with non-standard image compression.
- A document that has optical character recognition (OCR) associated with it; usually determined by a larger file size.
- Any file that experienced an upload issue or time out on the file transfer on behalf of the filing party; usually appearing as an incomplete image or file when opened.
- A document scan that is in landscape orientation, noticeably off-center, or of an irregular size.
- Any PDF scan that is unreadable or has large black images in the document where pictures may have been.
- A file that contains an invalid table; usually a result of importing or pasting table data into a word processing application.

### How do I Identify “Format Error” issues?

There are several ways to identify format error issues within filed documents. This section will help identify documents with formatting issues.

#### Checking the Filing Queue

The first action is to determine whether the document uploaded successfully. To determine this, do the following:

1. Open the document files using the **Filing Queue** link on the left menu.

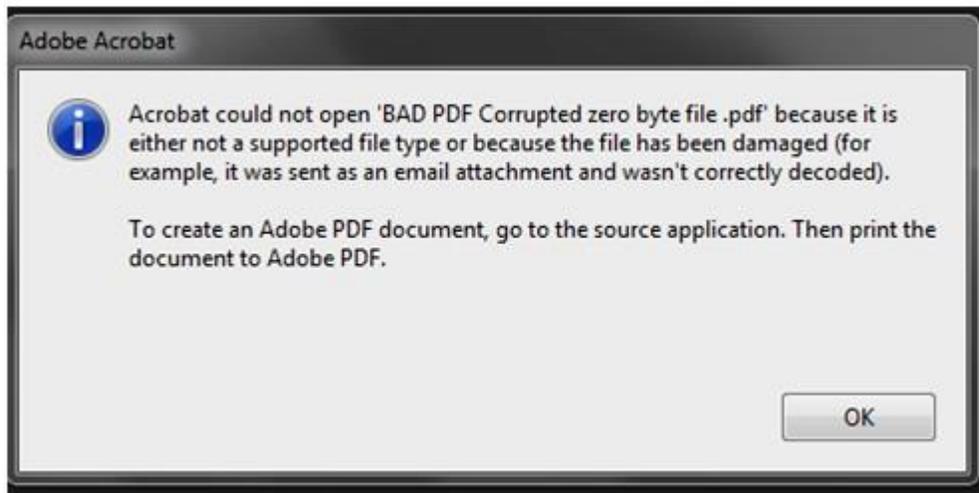
2. Click the  icon under the **Details** column for your case.
  3. Scroll down to the **Documents** section of the **Filing Details** page to locate the document uploaded.
  4. Click on the document link under the **File Name** column to open the document.
- i** **Note: If the file does not open using the original authoring tool, cancel this filing and create a new filing.**

Prior to uploading documents for new filings, confirm the document files will open successfully from their original source.

### Corrupt Files

Corrupt files, for example, files with zero (0) bytes of data are one of the many reasons a filing has format errors. Below are examples of corrupt file errors messages:

- A corrupted PDF document with zero byte file.



**Figure 1.1 – BAD PDF Corrupted File Message**

- A Word document corrupted with an invalid table.



**Figure 1.2 – Microsoft Word Corrupt File Message**  
**Document Security**

PDF files have security settings that can prevent documents from being efiled. A file with document security has a padlock icon on the document and/or has “SECURED” shown in the file name.



**Figure 1.3 – Document Security Message**

The document security can include a number of different options, any of which will prevent the document file from being processed. To ensure successful document processing, recreate the PDF with no security options.

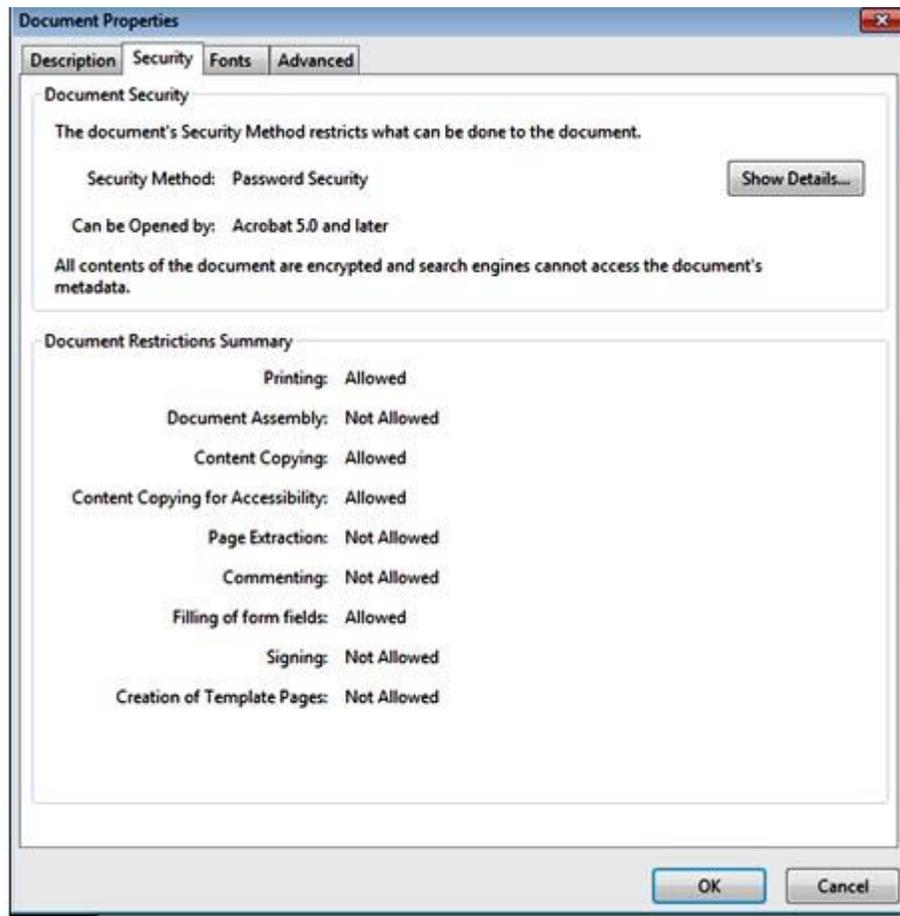


Figure 1.4 – Document Properties Security Tab

## Unsupported Fonts

Font resources are included in newly created documents. This is a standard with PDF/A files. Document generating tools use fonts not supported when creating documents, which results in the inability to convert the document into the standard efilng format.

There are multiple ways to examine the fonts embedded in the file. PDF viewers can show the fonts, or the file editors can allow you view the fonts used.

The JBig font is not a supported font. The following is an example of a PDF viewer identifying the fonts used by a PDF file.

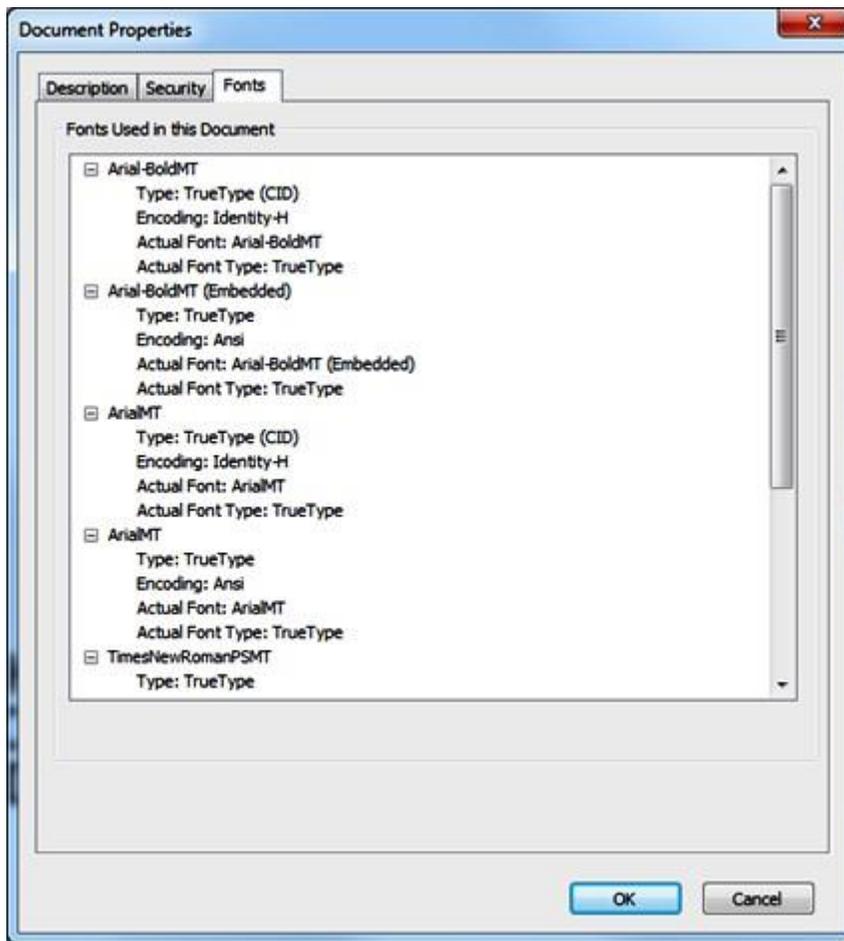


Figure 1.5 – Document Properties Fonts Tab