

South Dakota Unified Judicial System

Frequently Asked Questions

Topics Covered in this Chapter

- General
- E-filing
- Fees
- E-serving
- Format Errors

General

How do I access the Odyssey File & Serve system?

To access File & Serve, go to: <https://southdakota.tylerhost.cloud/OfsWeb>

How do I contact the South Dakota County Courthouses?

To access county courthouses, go to <http://ujis.sd.gov/>, click on Learn About the Courts and select the circuit you wish to contact or click one of the below links.

[First Circuit](#)

[Second Circuit](#)

[Third Circuit](#)

[Fourth Circuit](#)

[Fifth Circuit](#)

[Sixth Circuit](#)

[Seventh Circuit](#)

Do I have to register to use File & Serve?

Yes, all users must register prior to using File & Serve.

What is the role of the Firm Administrator?

The Firm Administrator registers the firm 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 can be added to the original firm also. However, Tyler 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 can I get a username and password?

You can get a username and password by registering to use File & Serve. Perform the following steps to register:

1. Go to your File & Serve homepage
2. Click the **Register Now** link

3. Complete the **File and Serve Registration Wizard**
4. Check your e-mail inbox for an e-mail confirmation with your username and password included
5. Copy and paste the password received in the e-mail confirmation when logging into File & Serve for the first time

Note: If you cannot self-register to use File & Serve, contact your Firm Administrator to get a username and password.

What if I forget my username or password?

Perform the following steps to reset your password:

1. Go to your File & Serve homepage
2. Click the **Forgot Password?** link on the login screen, in the **Reset Password** dialog box
3. Type your e-mail address in the field provided
4. Click the **Next** button
5. Type the answer to your security question in the field provided
6. Click the **OK** button to close the dialog box

This action takes you back to the login screen.

Your password is reset, and a temporary password is sent to your e-mail address. Use the temporary password to login and change your password to one of your preference.

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

Does my password expire or need to be changed periodically?

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

Is support available for File & Serve?

Yes, support is available 7:30 am CST to 5:00 pm CST, Monday through Friday, excluding state holidays. Contact the UJSeSupport by sending an email to UJSeSupport@uj.s.state.sd.us.

What are the computer requirements for using File & Serve?

The recommended settings for your workstation are as follows:

| Browser | Support |
|---|--|
| Microsoft® Edge® | Yes |
| Internet Explorer® 6–11 | Limited. Support is subject to limitations as set by the browser vendor. |
| Chrome™ (latest released version) | Yes |
| Mozilla® Firefox® (latest released version) | Yes |
| Safari® (latest released version) | Yes Note: Safari on iOS is not supported. |

- **Operating Systems** – The system supports Microsoft® Windows®, Linux®, Chrome OS™, Android™, and OS X® desktop class operating system software.

Note: iOS is not supported.

- **Minimum Hardware Requirements** – The system supports the following hardware:
 - Intel® Core™ Duo processors or Advanced Micro Devices, Inc. (AMD) processors manufactured in 2012 or later
 - 2 Gigabytes (GB) of Random Access Memory (RAM)
 - 1366 x 768 resolution screens for desktop computers, or 1280 x 720 resolution screens for mobile devices
- **Recommended Hardware Requirements** – Tyler recommends the following hardware:
 - Intel® Core™ i3 or AMD A6 processors with at least a 2.0 GHz clock speed
 - 4 GB of RAM
 - 1920 x 1080 resolution for both desktop computers and mobile devices
- **Connection Requirements** – A high-speed Internet connection is recommended.
- **Document Format** – The Adobe® PDF is the only format allowed for attaching documents in Odyssey File & Serve HTML5.

Can I use File & Serve if I am self-represented?

Self-represented litigants are currently not eligible to use the e-filing system.

Can File & Serve be used to initiate cases or to file into existing cases?

Yes, File & Serve can be used to e-file subsequent and initiate case filings.

When can I use File & Serve?

File & Serve is available 24 hours a day, seven days a week.

Will I ever be automatically logged out of File & Serve?

As long as you are entering data, submitting forms, or reviewing case information in File & Serve, you will not be automatically logged off. However, File & 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 webpage may be a screen resolution issue. To resolve this issue, perform the following steps:

1. Open **Properties** on your desktop
2. Select the **Settings** option
3. Under **Screen Resolution** or **Screen Area**, slide the bar to select 1024 x 768 pixels
4. Click **OK**

Clearing Cache Files and Cookies Instructions

As you browse the web, a lot of the information regarding the sites you've visited is stored on your computer. This information is your browser history. If you do not want to keep a history of the sites you have visited, you can clear your browser history.

[Instructions for Firefox, Chrome, Safari, Edge and IE](#)

E-filing

What type of cases can I e-file in the South Dakota Circuit Court?

The South Dakota Circuit Court currently accepts e-filings for most case types. See the [UJS Firm/Filer Instructions](#) for a list.

What document formats does File & Serve accept?

File & Serve only accepts documents in PDF format.

Can scanned documents be submitted in color?

No, all documents filed through File & Serve must be in black and white format to ensure legibility. Colored documents will be rejected. To retain the significance of a colored document, shaded document or photo, submit the document with the clerk of court.

Can I file multiple pleadings in one transaction?

Yes, multiple filings can be submitted together by selecting the **Add Another Filing** option.

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

The basic rule of thumb is that anything that will be docketed separately should be in its own separate PDF file.

To facilitate internal handling, the court prefers that an appendix or exhibit be created as a separate PDF document from the primary pleading and submitted as an attachment to the e-filing. Distinct documents, such as a docketing statement, should not be combined with another document into a single PDF file.

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

For optimal manageability, the court recommends that files do not exceed 5MB per document and 25MB per envelope. There are practical limits to the size of an electronic document that judges and staff can quickly and easily retrieve and read within the case management system.

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

After a filing has been submitted, but before the court's review has begun, a bold **X** is available for that filing in your **Filing Activity**. To withdraw or cancel the filing, click the **X**. The filing is available to cancel as long as the **X** is present. If the **X** is not available, you must contact the clerk's office.



Do I have access to the documents that I file in the system?

Yes, by using the **Filing Activity** feature, you can find and view information concerning electronic filings that have been submitted to File & Serve through your username or by any member of your firm. After a transaction is completed, you can access a PDF version of your filings through the system. This PDF version is read-only; it can no longer be modified.

Are hyperlinks permissible in PDF documents?

Internal links, which point to other places within the same document, are permissible and are accepted by File & Serve. However, external links, which point to other documents, websites, or other legal sources, can be risky and must be avoided in documents submitted to the court. Use of external links can result in format errors preventing your document from being accepted by File & Serve.

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

No, 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, a "File Format Error" message is displayed when you view the filing status after submittal. If your filing contains a format error, it will be rejected by the system. The rejection reason is available within the envelope. Select **View Envelope Details** from the Actions dropdown for the case. The rejection reason is located in the Filings Section. 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 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.

Can I e-file from my mobile device?

Yes. Cellphones using the Android operating system and versions of iOS are compatible with File & Serve. Please keep in mind that your document must be in PDF format. iPhones and iPads do not have the ability to house a pdf file, without use of a cloud drive. To file using an Apple device you will need to have a Dropbox, or similar account set up. If you are unable to upload your document with your mobile device, you will need to file using a computer.

Can briefs be e-filed?

Yes. They will be added in the court file docketable and included on appeals. See Rule 17.01.

Will my document be file stamped?

Yes. When the clerk accepts the filing the document is file stamped. The file stamp includes the date and time that the document was submitted, along with the county and case number. Proposed documents are not file stamped.

Initial Informal Probate cases will be file stamped with the date that the clerk accepts the filing.

Can more than one person be signed in to File & Serve at the same time?

Yes. More than one person can sign in with the same email address.

I would like my administrative assistant to be copied when I receive service, is this possible?

Yes. Under **Firm Service Contacts**, add the administrative assistant's email in the **Administrative Copy** field of your contact information.

What color ink should I sign my documents?

Sign documents in black ink. If you sign in blue ink it sometimes does not scan well and your document

might be rejected for no signature or not legible.

Fees

What payment options are accepted?

The State of South Dakota accepts debit cards, credit cards, drawdown accounts and eChecks. Credit cards accepted are MasterCard, Visa, and Discover.

Is it necessary to have a firm credit card?

Yes, a debit or credit card is required to pay for e-filing and statutory fees / costs. We accept all major credit cards. (MasterCard, Visa, and Discover). A 3.5% processing fee is added to the total amount to cover the credit card processing fees.

A waiver for an initial filing must be submitted over the counter with the Clerk's office for the judge's review. If your request for a waiver of statutory fees and costs is approved, your documents will be filed by the clerk.

Will there be a receipt for the fees paid?

Yes. When the envelope is submitted, a box displays with the envelope number and a link to print the receipt. The receipt may also be printed by clicking **Actions**, then **View Envelope Details**.

How can I reconcile my credit card?

There is an Order ID number listed in the filing details icon, this number will be on your credit card statement. Click the **Actions** dropdown and select **Reports**. Select the report to download, add parameters and click **run report**.

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

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

- Case name and docket number
- Envelope ID
- Date and time of filing
- Document title and document links
- Name of the person or entity filing the document

E-serving

What is e-service?

E-service is a feature provided by File & Serve where documents are electronically served to other registered parties in a case. Using this option, you can track when each party received and opened the filing. To view eService details from the case select **Actions**, then **View Envelope Details** the details are located in the Filings section:

| eService Details | | | | | |
|------------------|------------------|-------------------------|-------------------------------------|-------------|--------------------------|
| Status | Name | Firm | Served | Date Opened | Log |
| Sent | Danette Zickrick | Unified Judicial System | <input checked="" type="checkbox"/> | Not Opened | View Log |
| Sent | Suzy Tyler | Tyler Support | <input checked="" type="checkbox"/> | Not Opened | View Log |

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 e-served.

What are Case Service Contacts?

There are Case Service Contacts for every case. This list contains all individuals being served on the case. Attorneys must ensure they are on the Case Service Contact list for each case involved.

Note: It is necessary to enter your contact information in the Case Service Contact list to ensure you are receiving notification of any documents.

How do I serve other individuals with my e-filed documents?

The filers are responsible for accomplishing service of all filings as required by the applicable court rules. For this purpose, filers may use the mail service, serve by hand delivery, send an email, or use File & Serve as it offers the option of electronic service of each filing to the designated service contact.

Can I use e-Service without filing a document with the court?

Yes, File & Serve may be used to exchange documents between parties without filing the documents through the courts. In the **Filings Section**, select **Serve** as the **Filing Type**.

Does File & Serve send a notification after a filing is submitted?

Yes, File & Serve automatically generates notifications for filing transactions after the filing is submitted, accepted, and/or rejected, if you have selected these options in **Manage Notification** in the user account settings.

Note: Add no-reply@efilingmail.tylertech.cloud to your whitelist to prevent email notifications from ending up in your spam and/or junk folders.

When is a service notification sent?

Service notifications are generated when submitting an envelope. If an efile and serve filing is rejected, a notification will be sent stating that the document previously served has been rejected.

Note: Add no-reply@efilingmail.tylertech.cloud to your whitelist to prevent email notifications from ending up in your spam and/or junk folders.

What should I do if I receive a Service Notification?

When you receive a service notification, do the following:

- Click the link within the e-mail to access the document.
- Print and/or Save copy of the document for your files.
- The document link is available for 90 days.

What is the Master Service List (Service Contacts) used for in File & Serve?

The Master Service List, aka **Firm Service Contacts**, is a list of all contacts for your firm.

How do I delete non-firm users from the Public List as eService Contacts?

The purpose of the Public List is to allow firms to make their firm users available for all filers in the File & Serve system. By making a service contact available to the public list, the filer is stating that the service contact has consented to receive electronic service for all cases.

Important Note: *Firms should never add an opposing party to the public list.*

When adding a new service contact in the system check the box labeled “Make This Contact Public”. By checking this box, the service contact is now available to be selected by any filer in the system by searching through the Public Contacts list when adding a contact to a case.

NOTE: *If the firm has added contacts not in their firm to the public list, those contacts need to be removed. [Instructions](#)*

Format Errors

This section describes the format errors received when using File & Serve.

Format Errors Defined

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:

- Use 8.5 x 11-inch paper with portrait orientation
- Set the DPI resolution higher than 200 CPI
- Do not use unintelligible images (i.e. all-black images)
- Use non-secured document properties (i.e. not password-protected)
- Remove external references in the documents, such as URL and shortcuts
-

Causes of 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, standard is CCIT; this is usually a scanner setting
- 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 scan (PDF) 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

Actions to Identify the Form at Error Issue

There are several ways to identify format issues within filed documents. This section can 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

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.

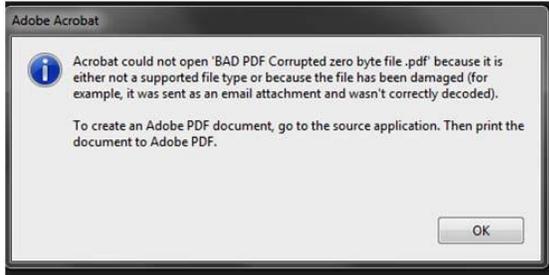


Figure1.7 – BAD PDF Corrupted File Message

Document Security

PDF files have security settings that can prevent documents from being e-filed. A file with document security has a padlock icon on the document and/or has "SECURED" shown in the filename.

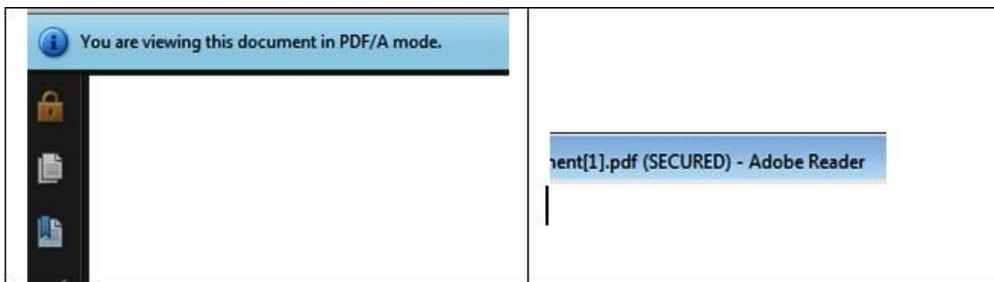


Figure1.8 – Document Security Message

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.

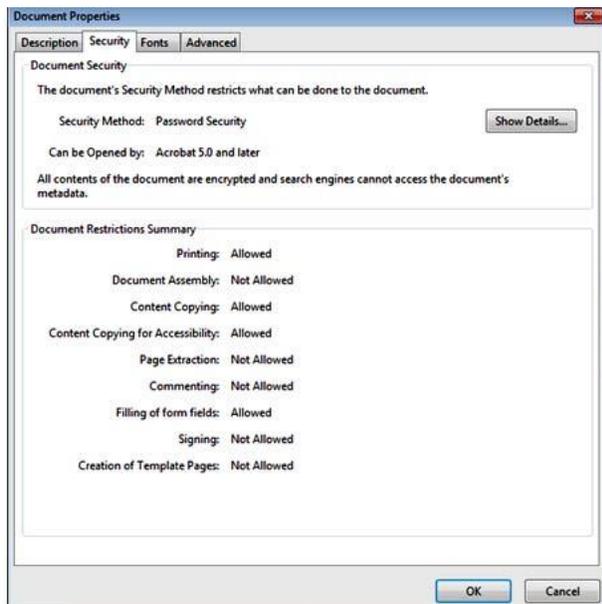


Figure1.9 – Document Properties Security Tab

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 e-filing 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.

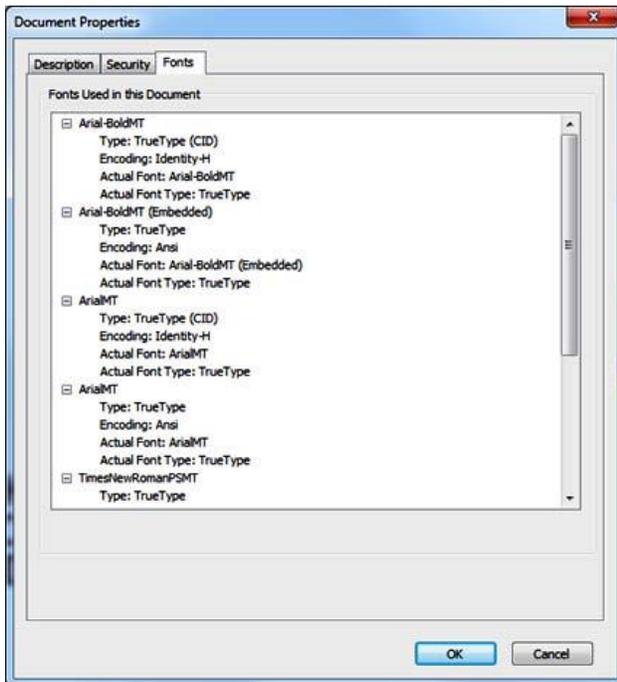


Figure1.10 – Document Properties Fonts Tab