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BASICS

Is this a mandatory or voluntary system?

Odyssey File & Serve is a voluntary system. Even if someone else in your case is using the Odyssey File & Serve system, you may still file in the traditional manner.

What are the computer requirements for using the E-Filing system?

Odyssey File & Serve is a web-based system. The requirements are satisfied with typical office workstations. There are no special setup issues or software installations required.

- *Web Browser Requirements:* Odyssey File & Serve is supported by current versions of the Windows operating system using Internet Explorer 5 or above.
- *Connection Requirements:* High-speed connection is recommended.
- *Minimum Screen Resolution:* For best results, a setting of 1024 x 768 or better is highly recommended.

Can the Odyssey File & Serve system be used to initiate cases and to file into existing cases?

Yes, the system can be used to open appeals or make filings in existing cases. Both attorneys and support staff can use the system under their own user names.

Can the system be used to file emergencies?

Yes, the system can be used to file emergencies, provided the filer calls the Clerk's Office during business hours **before** making the e-filing. Clerk's Office staff will not be available after 5:00 p.m. or on weekends to process emergencies. **A printed copy of the pdf filing(s) must be served by hand or mail unless opposing counsel has agreed to e-service.** You should also type the word "Emergency" in the document description field when completing the E-file form.

By what time does a document need to be e-filed to be considered filed that day?

A filing received by 11:59 pm on a business day is considered filed that business day under MCR 7.202(2). A filing received on a weekend or holiday is considered received on the next business day.

What case types are eligible for e-filing?

Currently, electronic case initiation, filing, and service of pleadings is available on a voluntary basis for all cases types, whether pending or newly filed.

(July 2010) How do I access the system?

Go to the following website: <https://wiznet.wiznet.com/appealsmi>. Prior to logging in, however, you will need to contact the person in your firm who has been registered as the Firm Administrator with Tyler Technologies, Inc. (Tyler). That person will have your firm ID, username, and password. If you attempt to register at the website, you will be directed to contact Tyler Technical Support at 800.297.5377 or

efiling.support@tylertech.com. Technical Support is available 8 am EST to 8 pm EST, Monday through Friday.

Will I ever be automatically logged off the Odyssey File & Serve system?

You will not time out as long as you are entering data, submitting forms, or reviewing case information in the system. Odyssey File & Serve will automatically log you off, however, after a one-hour period of system inactivity. While many people multi-task in challenging environments and might think that a longer period should be provided, this is an issue of Internet security.

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

You may need to adjust the screen resolution on your computer. To do this, follow the instructions below:

- On a clear area of your computer desktop, right click and select **Properties**.
- The Display Properties dialog box will appear; from there click **Settings**. Under **Screen Resolution** or **Screen Area**, slide the bar to select 1024 by 768 (or better) pixels.
- Click **OK**.

(July 2010) Is technical support available?

For any technical support issues, you should contact Tyler Technical Support at 800.297.5377 or efiling.support@tylertech.com. Technical Support is available 8 am EST to 8 pm EST, Monday through Friday.

Note: We would advise you to avoid filing after-hours the first time you e-file into the system. That way, if any problems arise, you can contact Tyler to confirm that your filing has arrived at the Court.

Is documentation available for using the Odyssey File & Serve system?

The User Guides, FAQs and Quick Start Guide are available from the Home page of the Odyssey File & Serve system: <https://wiznet.wiznet.com/appealsmi>. After you are logged in to the system, you can access these e-resources by clicking the Help Resources link in the status bar near the top of the screen.

How can I sign up for Odyssey File & Serve training?

You may sign up for training by contacting Tyler Technical Support at 800.297.5377 or efiling.support@tylertech.com. You may also click on the following link: [MI COA Training](#).

E-FILING DOCUMENTS

Does the Odyssey File & Serve system accept only PDF documents?

Yes, at present, all of your filings must be in PDF format. Filers should prepare required forms, pleadings, and other filings as detailed in the Court Rules, and their existing document templates and forms may be used for this purpose. Before filing, however, all documents must be converted by the filer to PDF format. While appendices and other non-original filings may be scanned and need not be searchable, the Court prefers to

receive original appellate pleadings in searchable PDF. To facilitate internal handling, the Court prefers that “appendices” to pleadings be created as separate PDF files and submitted as e-filing “attachments” to the primary document.

Can I file multiple pleadings – such as a brief and motion – in one transaction?

Yes. The system looks at a transaction as an “envelope.” A filing “envelope” can hold multiple documents and each document can have multiple attachments. Everything submitted in a filing envelope will have the same timestamp. The filing fees will be calculated accordingly. Transaction fees may vary depending on the contents of the envelope.

If I have several documents to submit, should I create a single PDF file that combines these documents, or would the Court prefer that I put each document in a separate PDF file?

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 should 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?

There are no technical file size restrictions. However, for optimal manageability, the court recommends that files do not exceed 5MB as there are practical limits to the size of an electronic document that judges and staff can quickly and easily retrieve and read within our case management system.

In the three fields for Trial Court Case Numbers, how do I enter an MPSC case number?

Enter an MPSC case number by leaving the “Year” field blank, entering the MPSC number in the “Case” field, and leaving the “Suffix” blank. Only the middle “Case” field is required.

When I file a pleading, I typically include a cover letter and Proof of Service. Should I continue to do that in this system?

No, those documents are not necessary. The electronic Cover Sheet form and an electronic Proof of Service are automatically generated by the system and are easily printed in hard copy. There is no need to include additional paperwork; in fact, doing so creates inefficiencies for you and for the Court. By Court policy, you should print the electronic Proof of Service from the Details screen for delivery to any recipients that you do not electronically serve via the Odyssey File & Serve system so that the parties and the Court of Appeals are in possession of the same documentation. As to a cover letter, if you believe that such a letter has a purpose in a specific case, please submit it as a separate filing within the transaction so that the Court’s electronic copy of the pleading does not have a cover letter as page one.

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

After a filing has been submitted, but before the Court's review has begun, a Cancel button will be available for that filing in your E-File Queue. As long as the Cancel button is present, the filing has been accepted by the Odyssey File & Serve system, but not yet reviewed by the Court. If the Cancel button is not available, contact your local Court of Appeals Clerk's Office.

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

Yes, by using the E-File Queue, you will be able to find and view information concerning electronic filings that have been submitted to the Odyssey File & Serve system through your username or by any member of your firm. After a transaction is completed, you will be able to access a PDF version of your filing through the system. This PDF version will be "read-only" – it can no longer be modified.

Note: You cannot view e-filings submitted by other parties on the case. However, parties who are electronically served through the Odyssey File & Serve system will receive an email notice that includes a link to the electronic document. You may wish to open and save the served document so that you have continued access to it.

General case information is maintained on the Court of Appeals website. The Case Inquiry option allows users to look up cases by attorney or party name, or by case number. This option provides access to full public docket information, including links to PDF copies of orders and opinions.

Are hyperlinks permissible in PDF documents?

Internal links, which point to other places within the same document, are permissible and will be accepted by the EFile&Serve system. 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 the EFile&Serve system.

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

No. 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 NOT be processed by the E-Filing system. On the e-filing queue screen, you can click the "Error" link next to the document name for more 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.

Note: You can tell if a PDF document includes file attachments by clicking the "Attachments" tab in the left-side navigation panel; a panel opens at the bottom of screen and displays any embedded files.

SIGNATURES

The e-filing transaction forms include a signature field that must be completed before a user clicks Submit Envelope. Can you clarify the use of this field?

The person who is completing the form should type his or her own name in this field. It does not need to be the attorney's name. This name appears on the cover sheet with a /s/ notation to show who actually e-filed the document into the Odyssey File & Serve system.

If I use an electronic form provided on the Court's website, such as a Claim of Appeal, Jurisdictional Checklist, Docketing Statement or Brief Cover Page, is it necessary to complete the form and then print, sign, and scan it?

No, it is not necessary to print, sign and scan the form. The Court's website features a set of electronic forms specifically for use with the Odyssey File & Serve system. Users will be able to open the form through the website link, complete it, type in their name, and save it to their own directory for later submission via E-Filing.

On a PDF document, is it acceptable to apply a Digital Signature using the features available within Adobe Acrobat?

No, Acrobat digital signatures are not allowed. Parties who are capable of applying digital signatures with or without enabled security must omit this process from electronic filings submitted through the Odyssey File & Serve system. If such a signature is applied, the document cannot be modified and thus the system cannot time-stamp the PDF document when it arrives. Documents that include this type of digital signature will be rejected.

FEES

Is there a fee to use the Odyssey File & Serve system?

Yes, the fee to use the Odyssey File & Serve system is paid directly to Tyler. The fee varies based on the type of e-filing transaction. In the "Initiate Case" process, the statutory fees for all filings are calculated and a fee is applied to the entire envelope. For filing transactions involving existing cases, the transaction fee is applied to each filing that will be docketed separately, with the exception of motions for immediate consideration.

The e-filing transaction fees are as follows:

Type of Filing	Fee
EFO (e-file only)	\$ 5.00
EFS (e-filing with service)	\$ 8.00*
SO (service only)	\$ 5.00

Note: For a limited time, Tyler is offering the EFS option at a reduced rate. To e-file and e-serve, there is a \$5.00 fee per transaction, which is the usual fee for e-filing only. During this trial period, we encourage you to take advantage of this feature and use it to track when each party received and opened the filing.

What is the service fee?

Tyler applies a 3% service fee to the total amount of the transaction to cover credit card processing fees.

Is there a transaction fee if a document, such as a brief, does not have a statutory fee?

Yes. You will be charged the standard transaction fee, along with the 3% service fee when a credit card is used.

Is it necessary to have a firm credit card?

Yes. The Firm Administrator will enter the specific card information in the system and provide a name for the account. It will be up to all other users in the firm to select the named account when they submit a filing envelope. The firm can choose to use American Express, Discover Card, MasterCard, or Visa.

Will there be a receipt for the fees paid?

Yes, the Details screen can be printed for use as a receipt. In the E-File Queue, click the Details link for the transaction. The Detail screen includes several lines devoted to communication from the bank, including a total amount and the status of the financial transaction.

E-SERVICE

What is E-Service?

E-Service is a feature provided by Tyler where documents are electronically served to other parties in a case. Using this option, you will be able to track when each party received and opened the filing.

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

The parties are responsible for accomplishing service of all filings as required by the applicable court rules. For this purpose, parties may use mail service, service by hand delivery, email pursuant to MCR 2.107(C)(4), or the Odyssey File & Serve system offers the option of electronic service of each filing to designated parties. A proof of service is generated as part of the Odyssey File & Serve transaction and will include the party's designation of how the filing was served on all parties to the case. By Court policy, you should print the electronic Proof of Service from the Details screen for delivery to any recipients that you do not electronically serve via the Odyssey File & Serve system so that the parties and the Court of Appeals are in possession of the same documentation.

(July 2010) Is it necessary to send courtesy copies to the COA?

Effective March 24, 2008, the Court of Appeals no longer requires paper filings of documents submitted through the Odyssey File & Serve system.

Can I use e-service without filing a document with the Court?

Yes, the Odyssey File & Serve system may be used to exchange documents between parties. Simply choose Service Only as the filing option on the submission screen. The transaction and service fees payable to Tyler will apply.

I do not know the email address of a specific attorney, but I want to electronically serve opposing counsel. How can I be sure that they receive service?

If you do not know the email address for a specific attorney, refer to the List of Generic Email Addresses on the main Odyssey File & Serve page under E-Service. Keep in mind that you are responsible for checking the service details in the E-file Queue to confirm that the e-service has occurred properly.

Once I have started filling out the e-filing form, I cannot navigate away without losing everything and then starting over. This happens, for instance, when I want to build the list of service contacts for the case. Is there a way around this?

This is a common problem. For instance, suppose you have nearly completed filling out the e-filing form (when e-filing documents into an existing case), only to discover that the service contacts are not there for you to select. If you were to go back to the Service Contacts area to build the list at this point, you would have to forfeit information entered on the form and start it over. We realize that this can be frustrating, but it is a constraint of form-based web applications.

Therefore, **before** e-filing a document into an existing case, make sure you have attached the appropriate service contacts to the case. This entails putting people on the list and then associating people from the list with the case before filling out the form. The critical steps are as follows:

- 1) Create or verify information in your Firm Service List. This is a list of all contacts that you or others in your firm have entered. Contact information must be up-to-date.
- 2) Attach contacts from your Firm Service List to the Master Service List for the case. The Master Service List shows everyone who is attached to the service list for a case. This will include your firm's contacts in addition to contacts entered from opposing counsel.

Keep in mind that when you are initiating a new case, you will enter the service contacts in the course of making your initial filing. You will not use the Service Contacts page until after the case has been initiated.

Chapter 2 in the Odyssey File & Serve User Guide provides explicit instructions for managing contacts in your firm service list and attaching and detaching contacts in the master service list for a specific case.

How much email can I expect to receive with this system and what do I need to do based on that email?

The Odyssey File & Serve system automatically generates a single “Service Notification” email for each filing immediately after the filing is submitted. This email is always sent by ccservice@wiznet.com and has a subject of “MCOA Service Notification” along with the case number and short title.

There are a couple of protocols to keep in mind related to the email that you receive from the system.

- 1) The first time you receive a Service Notification email related to a particular case, login to the Odyssey File & Serve system and attach yourself to the Master Service List for that case.

Information in the Master Service List is used by the system to:

- a) automatically pre-populate and generate a Proof of Service form and
 - b) send electronic service. As you attach yourself or other contacts to a case, the Master Service List dynamically changes.
- 2) With this Service Notification email and each subsequent email, verify the type of document that has been filed and the document title. You can click the link within the email to access the zip file, which provides you with all of the electronically filed documents in the filing envelope.
 - 3) You should print a copy of the all the documents for your files as the link will only be available for a limited period of time.

ADMINISTRATOR

What is the role of the Firm Administrator?

Every firm needs to designate a person to administrate the Odyssey File & Serve system. Even if there is only one user, there must be a designated Firm Administrator. The Administrator will initially register the firm with the system and will have administrative rights to set up and maintain all data as to users, credit card accounts, and attorneys at the firm. Note: The Firm Administrator will receive an email containing necessary startup information.

What is the Firm ID?

Each firm will be assigned a Firm ID during the registration process. The Firm ID serves as the common identifier of all users in the firm so that filing transactions can be accomplished and viewed by anyone at the firm. In firms with multiple office locations, it is possible to have a single Firm ID or multiple Firm IDs, according to firm preference. Because users with the same Firm ID can review everything filed by their firm, different Firm IDs might be desirable to avoid potential conflicts of interest.

Do the passwords expire? What if I forget my password?

There is no requirement that users must periodically change their passwords. The Firm Administrator is able to reset passwords, if necessary. Further, if you cannot remember your Firm ID, Username or Password, you may contact Tyler Technical Support at 800.297.5377 or efiling.support@tylertech.com for assistance. Technical Support is available 8 am EST to 8 pm EST, Monday through Friday.