TrueFiling™

User Guide – Settings, Notifications and Payment Accounts

ImageSoft, Inc.

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Favorites

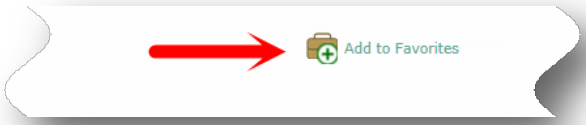
The Favorites page lists all frequently accessed cases and courts. Cases and courts must be manually added as favorites in order to display on the Favorites page.

Adding a Case to your Favorites

To locate a case and add it to your Favorites:

1. Launch the appropriate Case Details page.

   You can perform a case search, if needed, and select the Case Number from the search results to launch the Case Details page.

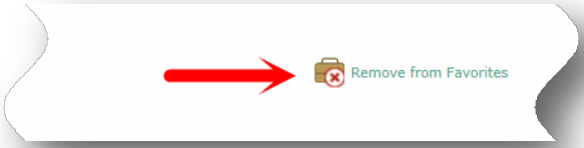


2. Click the **Add to Favorites** link to add this case to the list of your firm's favorite cases.

The Case Details page is refreshed.

Removing a Case Favorite from the Case Details page

When a case is added to your favorites list, the **Add to Favorites** link on the Case Details page is replaced with **Remove from Favorites**.



Click the **Remove from Favorites** option if you want to remove the case as a favorite.

You can also remove a case as a favorite through the Favorites page. See *Viewing your Favorites* later in this section.

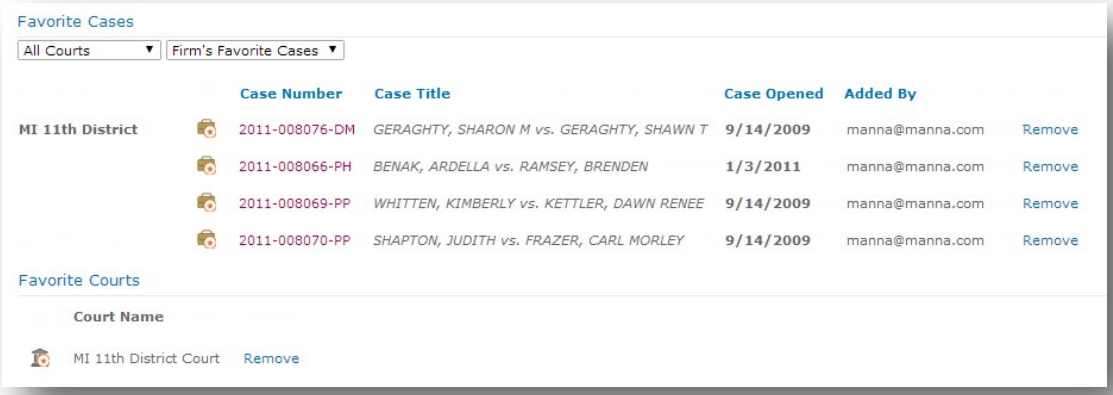
Adding a Court to your Favorites

Only a firm administrator can add a court as a favorite. Contact your firm's TrueFiling administrator if you need a specific court added as a favorite.

Viewing your Favorites

To view your firm favorites:

1. Select **Main Pages >> Favorites** in the navigation pane (located on the left side of the page). Your firm's Favorites page is displayed.



There are two sections –Favorite Cases and Favorite Courts.

A Favorite Case is a case that has been specified by any member of your firm as a favorite. You can specify how you view the favorite cases:

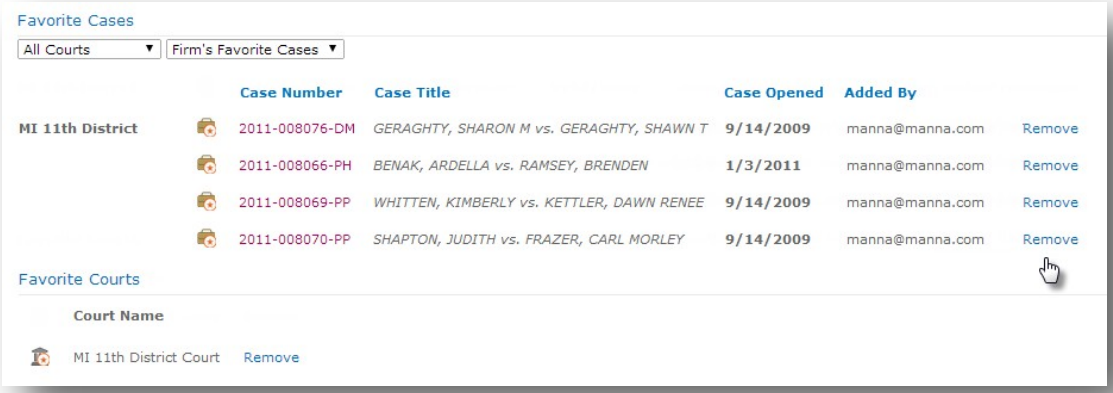
- When **All Courts** is specified in the drop-down list, the favorite cases of all firm members in all courts are displayed.
    - To display only <u>your</u> favorite cases for all courts, select **My Favorite Cases** from the drop-down list.
- If you choose a specific court in the drop-down list, all favorite cases for all firm users in that court are displayed. You cannot display only your case favorites for a specific court.

The Favorite Courts section lists courts that have been specified by your firm's TrueFiling administrator as firm favorites on this page.

Removing a Case Favorite through the Favorites Page

You can remove a favorite case through the Favorites page:

1. Select **Main Pages >> Favorites** in the navigation pane. Your firm's Favorites page is displayed.
2. Locate the case favorite to remove.



3. Click the appropriate **Remove** option.

The case will be removed as your favorite. If, however, that same case is identified as a favorite of another user, the case will still be listed as a Firm Favorite Case.

Settings

The Settings section provides access to these pages:

- The Support page is used to contact TrueFiling support through email or phone, as well as grant support specialist access to your firm's site.
- The Contacts and Attorneys page is used to add contacts, attorneys, and self-represented filers to your firm. You can select some or all of the contacts and attorneys for document servicing for a case. Administrators can use this page to issue an invitation to join the firm's TrueFiling Law Firm site as a Login User and enable those users to submit filings.
- The My Settings page is used to change your password, change your default page, and select email notifications. See *My Settings* in this section for details on changing your password and specifying your TrueFiling default page. See *Notifications* in this section for details on specifying your email notification settings.
- The Payment Accounts page provides credit card information for the payment of filings and fees. See *Payment Accounts* later in this guide for details.
- The Firm Settings page is used by administrators to specify the Firm Name that is used within TrueFiling, set the time zone for the firm's TrueFiling website, specify the firm's notification email address, specify an email address that is copied for all servicing notifications, and indicate if a Client Matter Number is required for new filings. See *Your Firm's Settings* in this section.

My Settings

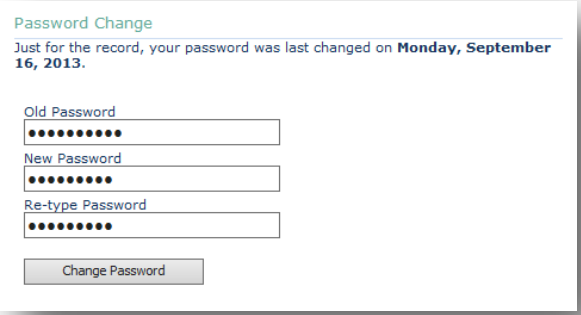
Access the My Settings page through the Settings option in the navigation pane. On this page you can change your password and establish preferences for your TrueFiling default page and email notifications. Details on changing your password and setting your default page are provided in the following section. Information on setting your email notification preferences is in *Notifications*.

Changing your Password

You can reset your password from the Account Logon page, which may be required if you forget your password and are not able to log on.

You can also change your password while you are logged on to TrueFiling. To change your password:

1. Select **Settings >> My Settings** in the navigation pane.



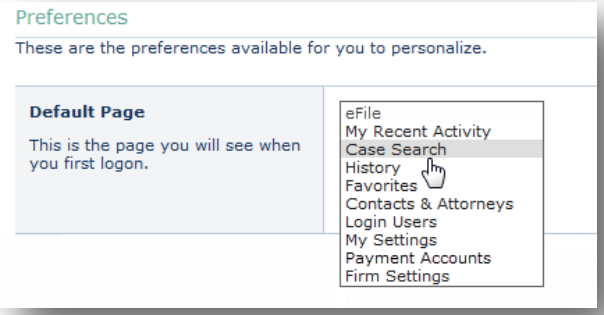
2. In the Password Change section, input your **Old Password**.
3. Input your **New Password**.
4. **Re-type Password** to confirm.
5. Click **Change Password**.

Your password has been changed. You must use your new password the next time you log on to TrueFiling.

Setting your Default Page

Your default page is the first page that displays when you log on to TrueFiling. To specify which page will display:

1. Access **Settings >> My Settings** in the navigation pane.



2. In the Preferences section, click the **Default Page** field drop-down arrow.
3. Select the appropriate page.
4. Click **Save Preferences**. The next time you log on to TrueFiling, the selected page will display.

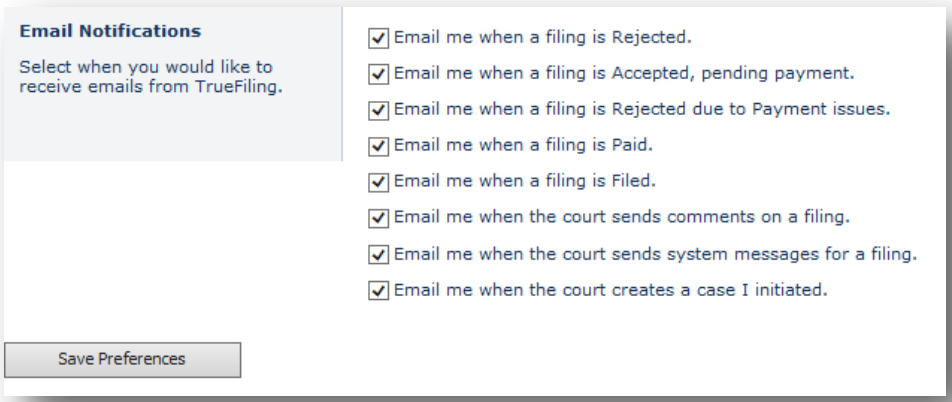
Notifications

All filings undergo a review and acceptance process before being officially filed or rejected by the clerk's office or Court. During this process, you can opt to receive notifications whenever the filing's status changes or activity is performed by the clerk's office or the Court.

Setting Preferences

To change the notification preferences, access **Settings >> My Settings** in the navigation pane.

On the page displayed, locate the Preferences section.



By default, these settings are unselected. Therefore, you will not receive any email notifications when a filing's status changes, including rejection notifications for improper filings or for payment failure, unless you select the required notifications.

Understanding Notification Messages

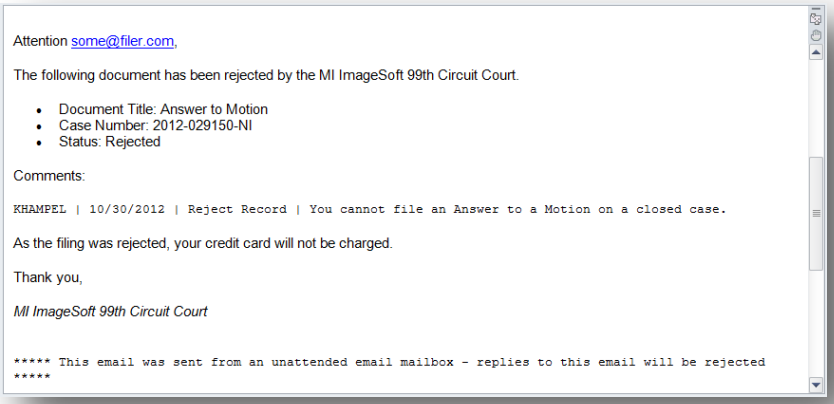
NOTE: Every filing should be considered NOT FILED until the Court has docketed the filing, and an official copy is available for you to download

Use the following to determine the level of notifications appropriate for you. An email notification should not be construed as validation that a filing has been officially filed.

- Email me when a filing is Rejected

  When this setting is enabled, you will receive an email whenever a filing is rejected by the clerk or the Court. The email message will contain information regarding the nature of the rejection.

A rejection notification email for a filing will resemble.



Attention some@filer.com,

The following document has been rejected by the MI ImageSoft 99th Circuit Court.

- Document Title: Answer to Motion
- Case Number: 2012-029150-NI
- Status: Rejected

Comments:

KHAMPEL | 10/30/2012 | Reject Record | You cannot file an Answer to a Motion on a closed case.

As the filing was rejected, your credit card will not be charged.

Thank you,

MI ImageSoft 99th Circuit Court

***** This email was sent from an unattended email mailbox - replies to this email will be rejected *****

This notification is an example and is not guaranteed to be the same for every court. For instance, some courts may elect to charge the credit card for some rejected filings as the Court performed required actions but ultimately did not docket the filing.

NOTE: The filing should be considered NOT FILED, and you will need to create a new filing with the appropriate changes and re-submit.

- Email me when a filing is Accepted, pending payment

  When this setting is enabled, you will receive an email whenever a filing has been accepted by the clerk or the Court but is waiting to be processed for payment by TrueFiling.

  NOTE: The filing should be considered NOT FILED as the Court has not yet docketed this filing. However, you are not required to perform any further actions as the filing is still in progress and awaits payment and official docketing.

- Email me when a filing is Rejected due to payment issues

  When this setting is enabled, you will receive an email whenever TrueFiling fails to authorize the payment for a filing that was accepted by the Court.

  NOTE: The filing should be considered NOT FILED as the Court has not yet docketed this filing.

  There are many reasons for a failed payment, including but not limited to:
  - Expired credit card
  - Closed account
  - Insufficient funds
  - Credit card deleted from TrueFiling by a firm administrator

Although there was nothing wrong with the filing with respect to the clerk, you must create a new filing and re-submit using a valid credit card.

- Email me when a filing is Paid

  When this setting is enabled, you will receive an email when a filing has been accepted by the clerk or the Court and has been authorized for payment but is waiting to be officially filed by the clerk and Court.

  NOTE: The filing should be considered NOT FILED as the Court has not yet docketed the filing. However, there is no further action you need to perform as the filing is still in progress and awaits official docketing.

- Email me when a filing is Filed

  When this setting is enabled, you will receive an email when a filing has been docketed by the clerk and payment has been processed. An official copy of the filing is available for download by accessing the Filing History through the Bundle Details page.

- Email me when the Court sends comments on a filing

  When this setting is enabled, you will receive an email whenever the clerk updates the status or adds comments for a filing. These messages are typically produced by a clerk with the intent of communicating with the filer.

  Opting in for this level of messaging will override any of the individual status changes listed above. Therefore, enabling this setting may provide you with the status updates listed above such as paid, rejected, and filed regardless of the specific setting selections. However, you will never receive two messages for the same correspondence from the Court based on the settings selected.

  NOTE: Every filing should be considered NOT FILED until the Court has docketed the filing, and an official copy is available for you to download by accessing the Filing History through the Bundle Details page.

- Email me when the Court sends system messages for a filing

  When this setting is enabled, you will receive an email whenever the clerk or the Court's backend system updates the filing's status. These messages are typically system generated and not produced by a Court employee.

  Opting in for this level of messaging will override any of the individual status changes listed above. Therefore, enabling this setting may provide you with the status updates listed above such as paid, rejected, and filed regardless of the specific setting selections. However, you will never receive two messages for the same correspondence from the Court based on the settings selected.

NOTE: Every filing should be considered NOT FILED until the Court has docketed the filing, and an official copy is available for you to download by accessing the Filing History through the Bundle Details page.

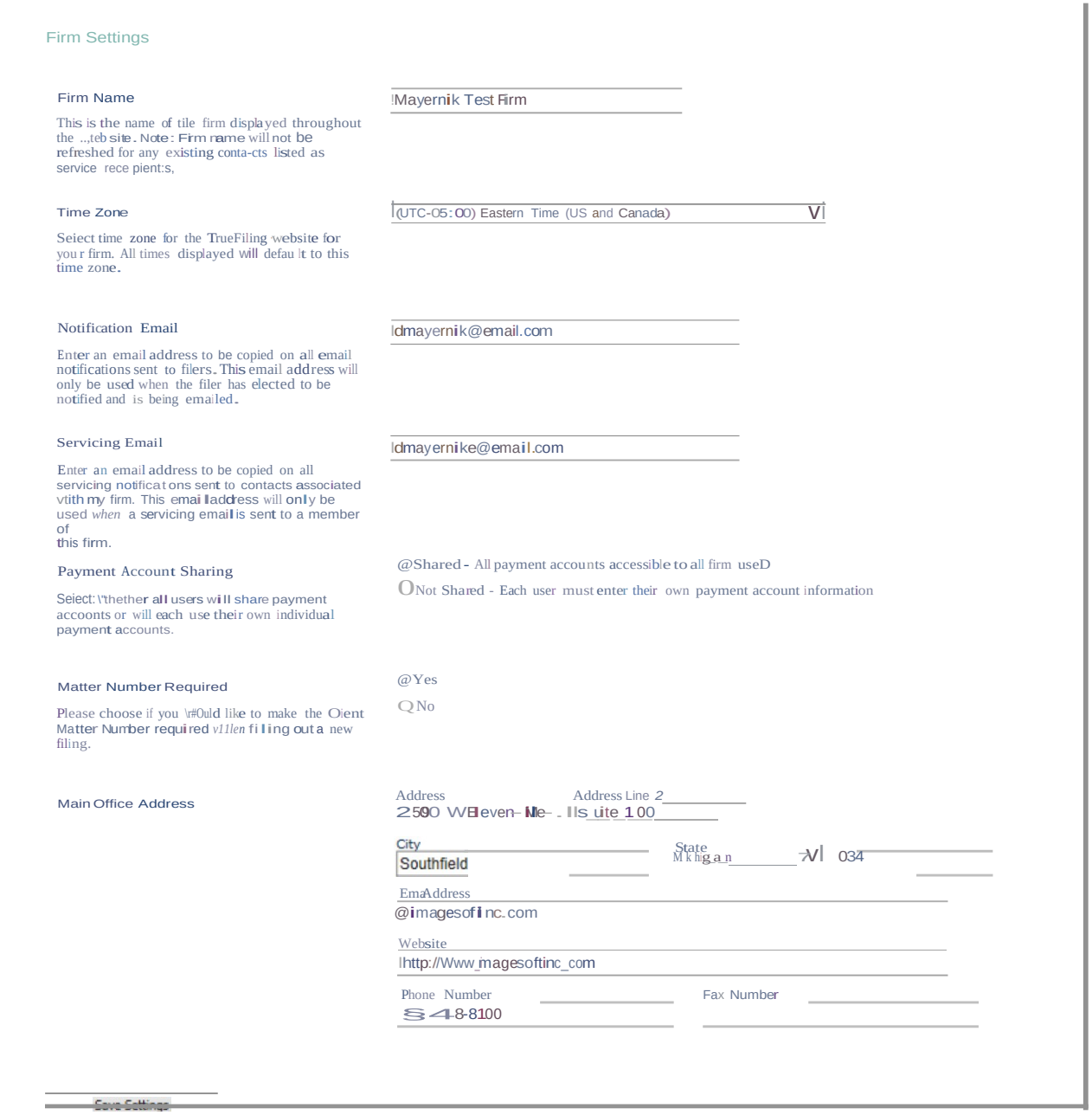
- Email me when the Court creates a case I initiated

  When this setting is enabled, you will receive an email when a case initiating filing has been accepted by the Court, and a case number is available.

Your Firm's Settings

Select **Settings » Firm Settings** in the navigation pane to view your firm's TrueFiling settings.

NOTE: Firm settings are set and managed by administrative users. These settings display as read-only to non-administrative users. Refer to the *TrueFiling Administrator Guide* for details on modifying these settings.



Firm Name

Specify how your firm's name is to display throughout the TrueFiling site.

NOTE: Be aware that if the firm name is changed, it is not updated in the Contacts section on the Case Details page.

Time Zone

Use the drop-down arrow and select the time zone to be used by the TrueFiling website for your firm. All times displayed in TrueFiling (for example, the Timestamps listed in a filing's history) default to the time zone specified.

Notification Email

All TrueFiling email notifications sent to filers will be copied to the email addressed specified here.

Servicing Email

All servicing emails sent to a member of the firm will be copied to the email address specified here.

Payment Account Sharing

Specify if all users can share all payment accounts or if they cannot share and must use their own payment account information.

Client Matter Number

Specify if a Client Matter Number is required when a new filing is created.

Main Office Address

Your firm's administrator specifies the following contact information for the firm:

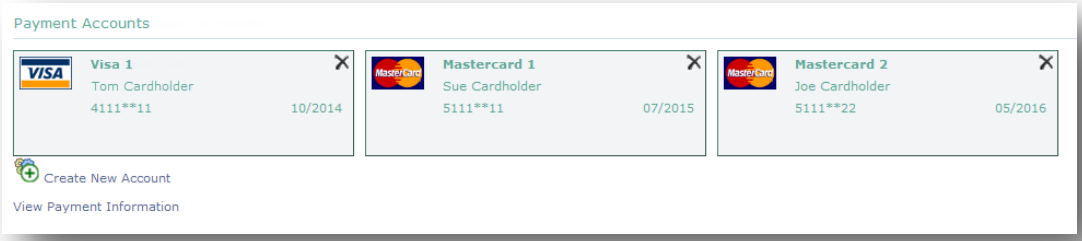
- Address
- Email address
- Website (if any)
- Phone and fax numbers

NOTE: The State specified in the firm's address will become the default state shown in the **State** field in all forms within TrueFiling. That is, whenever a TrueFiling form (for example adding a new attorney) requires a state to be specified, the **State** field is auto-filled with this default state in the form.

Payment Accounts

You can manage the credit card accounts used for payment when your firm submits a bundle to the Court. You can also track your firm's payment history.

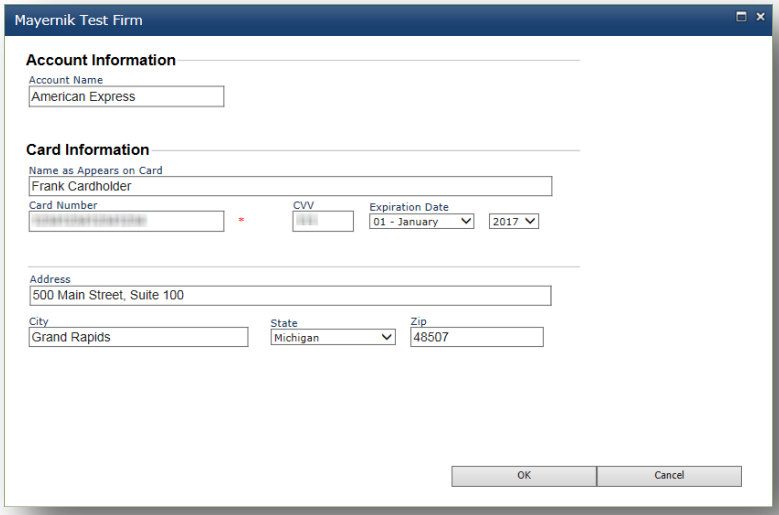
Select **Settings >> Payment Accounts** in the navigation pane. The Payment Accounts page is displayed.



Creating a New Account

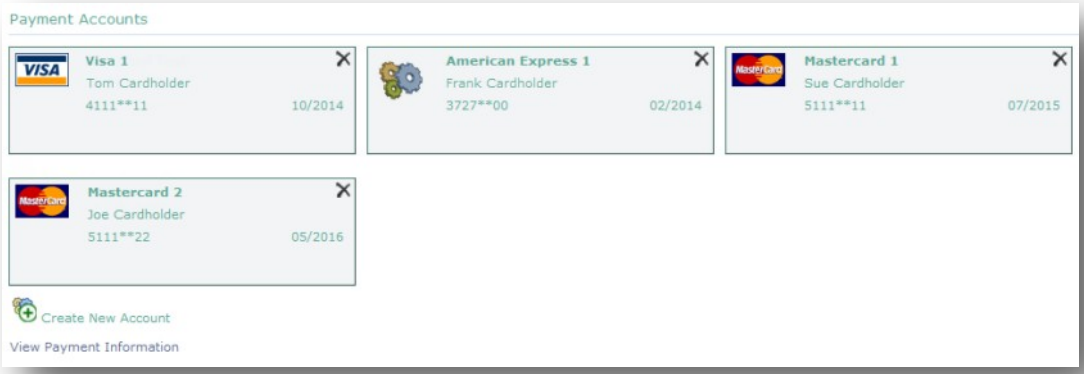
To create a new account:

1. Click **Create New Account** on the Payment Accounts page.



2. Input the Account Information and Card Information.
3. Click **OK** to complete and close the dialog window. The credit card will be validated for accuracy before being added as an account.

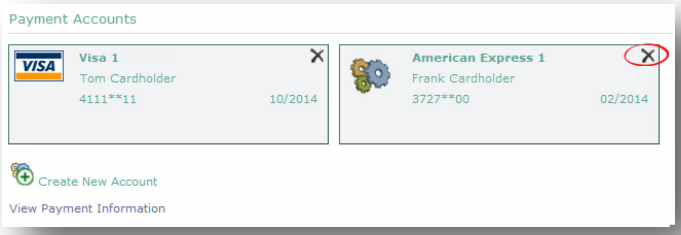
A placard for the new account is added to the Payment Accounts page.



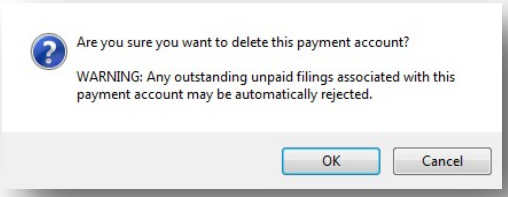
Deleting a Payment Account

NOTE: This functionality is available only to Firm administrators.

1. Access the Payment Accounts page.



2. Locate the account to remove and click the **X** in the upper-right corner of the account placard. A confirmation dialog window is displayed.



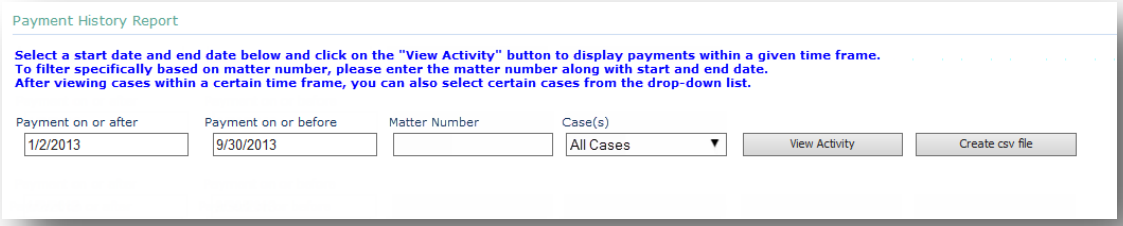
3. Click **OK** to delete the account; click **Cancel** to cancel the operation.

NOTE: As noted in the confirmation dialog window, if you have any unpaid filings that were submitted with this credit card, the filings may be rejected if you delete the payment account.

Viewing Payment History

You can view a comprehensive payment history for your firm for a specified time period, as well as print out receipts for selected transactions.

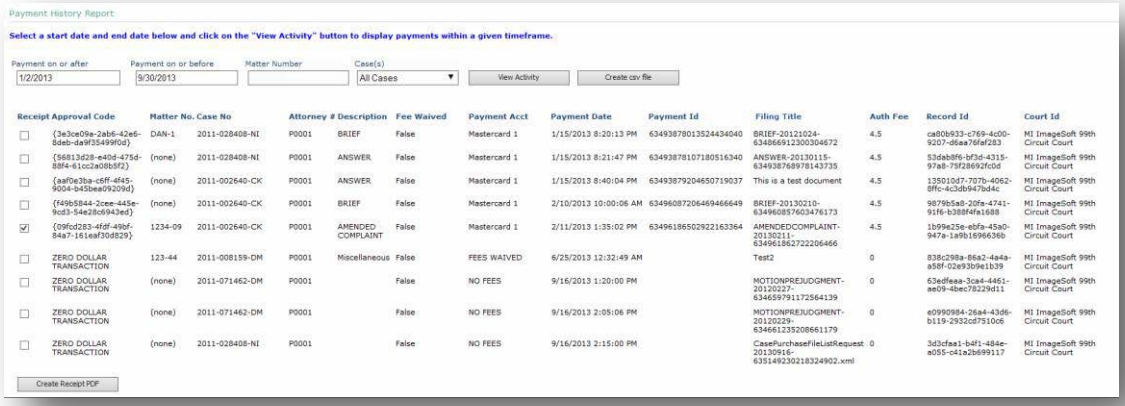
1. Select **Settings >> Payment Accounts** in the navigation pane to access the Payment Accounts page.
2. Click **View Payment Information**. The Payment History Report page is displayed.



3. Input both the start date (**Payment on or after**) and end date (**Payment on or before**).

   You can filter the payments that will be displayed based on **Matter Number** (optional).

4. Click **View Activity** on the Payment History Report page. The payment history is displayed.



5. You can select payment information for a specific case by selecting a case number from the **Case(s)** drop-down list.

Creating a Receipt PDF

To create a PDF file of selected transaction receipts.

1. After the Payment History Report is generated, select the check box in the **Receipt** column to print a receipt for a transaction.
2. Click **Create Receipt PDF**. A dialog window prompts you to open or save the document.

   Open – the document is opened in a separate window.

   Save: **Save** – the document is saved in the Downloads folder; a default file name is created.

   Save As – a Save As dialog window is displayed where you can specify the file name and location.

   Save and open – the document is saved in the Downloads folder and is opened in a separate window.

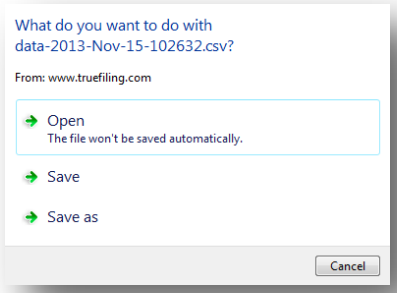
   Cancel – cancel the operation.

3. Specify how you want to access the PDF file.

Creating a CSV File

You can generate a CSV file that contains the transaction data.

1. After the Payment History Report has generated, click **Create csv file** on the Payment History Report page. A dialog window prompts you to open or save the file.



   Open – the document launches in Microsoft Excel in a separate window.

   Save – the file is saved to the local system's Downloads folder; a default file name is created.

   Save as – a Save As dialog window is displayed where you can specify the file name and location.

2. Specify how you want to access the file; click **Cancel** to cancel the operation.

Viewing Firm and Individual Activities

Viewing your TrueFiling Activities

You can view your recent TrueFiling activity. Summary information is available for cases, filings, and user updates. Select **Main Pages >> My Recent Activity** in the navigation pane.

Viewing your Firm's Filing History

You can view information on each filing made in your firm. Select **Main Pages >> History** in the navigation pane. A scrollable page lists the following—organized by filing status—for each filing filed through your firm:

- Bundle name
- Filing Title
- Case number
- Court
- Date submitted
- Case title
- Last activity date