



Vermont Supreme Court Odyssey eFiler Guide

V1 July 2021

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About This Guide

This guide contains general information about Vermont’s policies, requirements and filing procedures for use of the Odyssey File and Serve electronic filing system, as well as specific filing procedures for filing into Supreme Court cases. All filers are encouraged to review it thoroughly to insure they understand and comply with all requirements.

Policies are governed by the Vermont Rules for Electronic Filing, available at <https://www.vermontjudiciary.org/sites/default/files/documents/PROMULGATED%2012-10-19%20VREF%202020%20with%20amendments%20through%207-15-21%20%20with%20TOC.pdf>

and the Vermont Rules for Public Access to Court Records, available at <https://www.vermontjudiciary.org/sites/default/files/documents/PROMULGATED%20V RPACR.pdf>

This guide does not provide full detailed instructions for use of the eFiling system in all units and divisions of the Vermont Judiciary. Additional information is contained in division-specific Vermont filer guides available at <https://www.vermontjudiciary.org/about-vermont-judiciary/electronic-access/electronic-filing> and in system user guides and other training resources from Tyler Technologies available in the “Self Help” section on the OFS website. <https://odysseyfileandserve.zendesk.com/hc/en-us> .

eFiling System

Odyssey File & Serve (OFS) is a web-based platform for electronically filing documents in all units and divisions of Vermont Superior Court as well as the Judicial Bureau. eFiling in the Vermont Supreme Court will launch in August 2021. Electronic filing is accessible to all court users, including self-represented litigants.

OFS may be accessed from the “eFiling” link on the Court’s website or may be directly accessed here: <https://vermont.tylerhost.net/ofsw eb> . The system is accessible from most modern web browsers and from smartphones and mobile devices.

OFS is hosted by Tyler Technologies, which provides ongoing support and service for the system. More information about Tyler is available at <https://www.tyler tech.com/>.

Who must eFile

All attorneys and public agency personnel are required to file documents electronically through OFS.¹ Self-represented litigants and court-appointed non-attorney personnel can choose between filing electronically and filing documents in paper form. Once a filer has filed a document through OFS, the filer must notify the Court and parties if the filer intends to no longer efile.²

Documents that Cannot be eFiled

A few types of documents cannot be filed through OFS. The rules of electronic filing allow for filings by alternative means³ (hard copy or by email with the court’s permission) in these situations :

- After hours emergency filings that require immediate attention prior to the next business day, unless specific arrangements have been made with after hours personnel (court staff or judge).
- Documents that are sent to the court, but are not related to any specific case file. For example, invoices, records requests and other communications addressed to a staff member or judge.
- The item cannot reasonably be scanned and efiled because of its size, shape, or condition.
- The electronic filing system is unavailable.

Filing Fees

The Vermont Judiciary has a per case per party eFiling fee structure for the e-Filing system, effective **April 1, 2021**. This fee structure is the result of a collaborative effort and the culmination the e-Filing Fees Study Committee, as well as continued dialogue with the Vermont Bar Association and Tyler Technologies. The per case fee is \$14.00 per filer or firm, payable upon a party’s first filing. When a notice of appeal is filed, the Supreme Court opens a new case and the eFiling fee will be assessed. Convenience fees remain in place with a

¹ V.R.E.F. 3(a)

² V.R.E.F. 3(d)

³ V.R.E.F. 3(b)

2.89% processing fee for credit card payments and \$1.00 per case for eCheck payments. However, a number of exemptions remain in place. All criminal filings are automatically exempt from the case fee and for any case type where there is no court fee, the party filing will not incur the user fee either.

Please note:

- *The per case fee is \$14 per party, per filer within a firm, charged once upon first filing. If a party's representation changes from one firm to another, the fee will be charged again upon the new firm's first filing into the case. A self-represented litigant who chooses to use the eFiling system is also required to pay the fee upon first filing. If a self-represented litigant later seeks representation, the fee would be charged again upon the firm's first filing against the firm's payment account.*
- *Some filers may be erroneously re-assessed the \$14 charge as a result of merging of system entities in Odyssey (a process to correct duplicate records for the same individual). When a party entity for whom the per case fee has been paid is merged into another entity for whom the fee has not been paid, the fee will assess again. Filers in those situations may contact jud.efilingsupport@vermont.gov to initiate a refund.*

For the following exemptions, parties must still choose a waiver account when filing:

Statutory or rule exemptions

- Government and appointed filers, including mediators, pursuant to 32 V.S.A. § 1433 and Rule 10(d)(1) of the 2020 Rules for Electronic Filing

As applied economic hardship exemptions

- Fee waiver determination, pursuant to 32 V.S.A. § 1431(h)
- Fee waiver determination, pursuant to V.R.C.P. 3.1, V.R.P.P. 3.1, and V.R.A.P. 24

Government agency filers and others who are statutorily exempt from paying filing fees may file via a “waiver” account that can be set up for each registered user. There is a guide to creating a waiver account posted at <https://www.vermontjudiciary.org/about-vermont-judiciary/electronic-access/electronic-filing>.

A waiver account would also be used by anyone filing an Application to Waive Filing and Service Fees (*formerly IFP/In Forma Pauperis*). Filers upload the completed application in PDF format along with their other filing(s) and are notified after court review whether the application has been granted. If the request is denied, the filing will still be accepted but the filer will be sent a notice of a deadline for making payment of the appropriate fee.

Case filing fees paid to the Court are established by statute. Current fees and authorizing statutes are available at <https://www.vermontjudiciary.org/fees> .

The latest updates and answers to frequently asked questions regarding electronic filing are available on the Judiciary website at

<https://www.vermontjudiciary.org/about-vermont-judiciary/electronic-access/electronic-filing>.

Serving Documents on Other eFilers

The eFiling system’s “Serve” function can be used to serve documents electronically on other registered OFS users with service contacts. This function can be used on its own or concurrent with submission of documents to the court (“eFile and Serve”). There is no additional fee for using the serve function when eFiling. Service is sent to recipients as soon as a court clerk has accepted the filing into the case management system. Returned/rejected filings are not served.

Note: to serve documents through the eFiling system, the filing type of “eFile and Serve” or “Serve” must be selected. Selecting “eFile” alone will not result in service.

Service Obligations Under the Vermont Rules for Electronic Filing

At the time of registering and beginning to use OFS, all eFilers must create a Service Contact with one or more designated email addresses for receiving service of documents on cases, and must make their service contact available on the Public List for opposing filers to select.⁴

All eFilers are required to serve documents on opposing parties with service contacts through the eService feature of OFS, unless a statute or rule requires a different form of service for a particular case type, or unless the parties have agreed in writing upon an alternate form of service for the case and efiled that agreement with the court.⁵

More information and detailed steps for eService are in the Vermont eService Guide available at <https://www.vermontjudiciary.org/about-vermont-judiciary/electronic-access/electronic-filing>.

Serving Documents on non-eFilers

When the other party to the filing is not a registered OFS user, service must be completed via the applicable rules of procedure for the case type. OFS may not be used for service where a rule or statute requires personal service of documents.

Certifying Compliance with Service Obligations

⁴ V.R.E.F. 4(b)(3)

⁵ V.R.E.F. 11(d)

All eFilers must certify compliance with service requirements by completing a submission agreement checkbox as part of the filing submission process. By completing the checkbox, efilers attest that they have either (1) made service using the OFS Serve feature or (2) filed a certificate of service for any parties served through other means.⁶

An eFiler must file a Certificate of Service any time service of a filing is made by means other than through OFS upon a non-eFiler, an eFiler who has not provided a Service Contact, or a party with whom the filer has an agreement for an alternative method of service.⁷

Receiving Documents Served Through OFS

When a document is served through OFS, the recipient will receive an email containing a link to the document. The document will be available for download from the link for 30 days after the date of service. Beyond that time, the document will be available through the Public Portal. <https://publicportal.courts.vt.gov/Portal/>

User Registration

Every OFS user (including both attorneys and non-attorney public agency personnel who are required to eFile) self-registers with an individual username and password, but users within a firm, agency, or organization must register under a firm account managed by one or more firm administrators. They may then share payment accounts, service contacts, and other features, although every user within the firm maintains individual login credentials. Any organization, not only law firms, can and should register as a firm; one designated firm administrator must initially create the firm in the system. The firm admin will then be able to invite other attorney and non-attorney users to register directly into that firm account. Paralegals, administrative, and other support staff members may register as filers and may file documents on behalf of attorneys in their firm (the actual filed documents must be signed by the attorney).

Self-represented litigants and other filers not associated with a firm or organization may register for individual OFS accounts.

See user guides and resources on OFS website for registration instructions for all user types.

Once you and your firm are registered and are using OFS for filing in the trial courts, you do not need to register again for efilings into the Supreme Court.

Attorney Registration in OFS

⁶ V.R.E.F. 11(g)(1)

⁷ V.R.E.F. 11(g)(2)

Attorneys must be registered as attorneys in their firm's account in Odyssey File and Serve, and must be entered with their correct Bar Number (the 4 digit number assigned by the Attorney Licensing office, **not** the ERN number assigned by eCabinet). The Bar Number is labeled Attorney Number in the OFS Registration process.

A firm administrator can add and edit firm attorneys from the "Firm Attorneys" section in the Actions dropdown menu. Note that adding an attorney to the "Firm Attorneys" list does not negate the need for that attorney to also register into the firm as a user.

OFS requires at least one attorney entity be registered in each firm. For organizations without attorneys, there are instructions on the Judiciary website eFiling page at <https://www.vermontjudiciary.org/about-vermont-judiciary/electronic-access/electronic-filing> for setting up a workaround to this requirement.

Availability of OFS

OFS is available for filing and service 24 hours a day, seven days a week, except for times of regular and as-needed maintenance. Notice of such downtimes will be posted on the OFS homepage and on the Judiciary website.

Documents may be filed through OFS at any time. A document will be deemed filed as of a particular day if it has been successfully submitted by 11:59 p.m.⁸, unless it is subsequently rejected and returned by the court reviewer.

Electronic Signatures

The rules allow a variety of types of signatures on eFiled documents.⁹

- A scanned image of a document with an original signature affixed by hand
- A facsimile signature image electronically applied to a document
- A typographical signature containing the filer's typed-in name preceded by "/s/

A filing of any stipulation or agreement signed by multiple parties constitutes a representation by the filer that all signatures are valid and that all parties consented to the filing of the document.¹⁰

Notarized Documents

A document that would otherwise require notarization may be filed electronically by inserting the following language above the signature and date:

"I declare that the above statement is true and accurate to the best of my knowledge

⁸ V.R.E.F. 5(c)

⁹ V.R.E.F. 9(a)(2)

¹⁰ V.R.E.F. 9(b)

and belief. I understand that if the above statement is false, I will be subject to the penalty of perjury."

Alternatively, an electronic scanned copy of an original notarized document will also be accepted.¹¹

Public vs. Non-Public Information – Filer Responsibilities

Filers are responsible for appropriately designating each individual document filed as either public or confidential. This is done as a mandatory step in the filing process. Filers should be familiar with the Vermont Rules for Public Access to Court Records, as well as the rules for the applicable case type, to determine whether a filing is public or non-public. There are many categories of information that are considered not public (confidential). Filers should carefully review Vermont Rule for Public Access 6(b) and the Appendix to that rule in certifying their compliance with the VREF and Public Access rules.

A document may be confidential in its entirety, such as a medical or financial record. This should be identified as a confidential document. Alternatively, a particular document may include certain information, such as a social security number, that is confidential. In such situations, it is the filer's responsibility to redact or omit non-public information on public documents, and to separately file the complete or unredacted document as a confidential document.¹² When filing original and redacted versions of a document, filers are instructed to note the redaction actions taken in the "Comments to Court" field in OFS.

OFS requires filers to check a box certifying that their filings comply with all applicable rules. It should be noted that OFS requires users to check this box for documents that are served, but not filed, though the certification applies only to documents filed with the court.



****** Note: Checking this box meets the requirements for a certificate of compliance under Vermont Rules of Public Access to Court Records Rule 7(a)(1) and Vermont Rules of Electronic Filing Rule 7(a)(5). Checking the box once will apply to all documents within an envelope. No separate certificate of compliance needs to be filed.***

¹¹ V.R.E.F. 9(c)

¹² V.R.E.F. 5(b); V.R.P.A.C.R 7(a)(1).

Confidential Case Masking

Confidential case types will be available for parties to file into through OFS, but will be identifiable only by their case number – party names for these cases are not displayed in OFS. All parties filing into confidential case types will need to know the case number of the case.

Document Formatting Requirements

All electronically filed documents must be submitted in PDF format. If a situation arises in which a filer is required to submit a document in Word or other format, the Court may direct the filer to submit it through alternative means.

Filers are responsible for ensuring that scanned PDF documents are viewable and legible and are in a “flat” format; this means that fillable field forms and any other documents with objects or images added or embedded in it must be saved/printed as a “flat” PDF file before attaching and submitting. See directions below for flattening fillable forms.

Every individual document in a filing must be submitted as a separate PDF. Filings will not be accepted if multiple filed documents are scanned/uploaded together as one combined PDF. Multi-page documents should be submitted as one PDF.

OFS allows filers to submit multiple documents within the same “envelope” when filing. Documents that are related to each other should be filed as part of the same envelope. Documents that cannot reasonably be scanned and submitted as a PDF because of their size, shape or condition may be filed through alternative means.¹³

Form-Fillable PDFs

When e-filing a form-fillable PDF (which includes all of the posted court forms on the Judiciary website), you must first save it as a flat file. Otherwise, the filing will fail and you will need to refile.

Follow the steps below to “flatten” a completed PDF fillable form:

1. Open fillable form.
2. Add appropriate data.
3. Right click on document and select Print. NOTE: if document opens in Adobe, Select File and select Print.
4. Select the PDF printer. (The Adobe PDF printer is installed automatically with Adobe Acrobat. Other users may have “Microsoft Print to PDF”). Numerous free PDF printer drivers are available for download from the Internet.)

¹³ V.R.E.F. 3(b)(6)

5. Select OK.
6. Specify location to save the printed, "flattened" version of the form.
7. Select Save.

Supreme Court Filing Procedures

Filing New Cases

Most Supreme Court cases originate with an appeal from a lower court decision. Only a few limited types of Supreme Court cases can be initiated through OFS.

- A. When logged into OFS, select "File a New Case" from the dashboard.

A new case template will open up. *Please note: the filer must complete each section in order and cannot move on to the next section until the previous one is complete and changes are saved.*

- a. Case information Section:
 - i. For Location select "Supreme Court"
 - ii. For Category select "Appellate"
 - iii. Case Type: Select the appropriate Case Type. The following case types are available for initial case filings in OFS:
 - Administrative Agency Appeal
 - BBE Direct Appeal
 - Denial of Counsel Appeal
 - Extraordinary Relief
 - Foreclosure
 - Habeas Corpus Writ
 - ILOC Civil Other Appeal
 - ILOC Criminal Other Appeal
 - ILOC Environmental Appeal
 - ILOC Family Appeal
 - ILOC Felony Appeal
 - ILOC Habeas Corpus Appeal
 - ILOC Juvenile Appeal
 - ILOC Juvenile Delinquency Appeal
 - ILOC Juvenile Termination Of Parental Rights Appeal
 - ILOC Mental Health Appeal
 - ILOC Misdemeanor Appeal
 - ILOC Other Appeal
 - ILOC Post Conviction Relief Appeal
 - ILOC Probate Appeal
 - ILOC Relief From Abuse Appeal
 - ILOC Revenue (Tax)
 - ILOC Stalking Appeal
 - Other Original Jurisdiction

PRB Petition

- iv. Enter Lower Court Case Number and Lower Court Name if there is an associated lower court case, or type “Not Applicable” in both fields if there is no associated lower court case.
- v. Click “save changes” at the bottom of the Case Information section.

The screenshot shows a 'Case Information' form with the following fields: Location (Supreme Court), Category (Appellate), Case Type (Administrative Agency Appeal), Lower Court Case Number (Not Applicable), Lower Court Name (Not Applicable), Lower Court Case Judge, and Lower Court Case Description. There are 'Undo' and 'Save Changes' buttons at the bottom right.

b. Parties Section

- i. Each case type has one or more required party types that must be added in order to create the case. These will be listed in the “Party Information” section, which will open up by default to entry fields for the first required party:

To enter a business or other entity instead of an individual, check the “Party is a Business/Agency” button.

The screenshot shows a 'Party Information' form with a list of party types: Petitioner (Required Party) and Respondent (Required Party). Below the list, there are fields for 'Enter details for this Party', including 'Party is a Business/Agency' (checkbox), First Name, Middle Name, Last Name, Suffix, Date of Birth, Country (United States of America), and Address Line 1 and 2. An arrow points to the 'Party is a Business/Agency' checkbox.

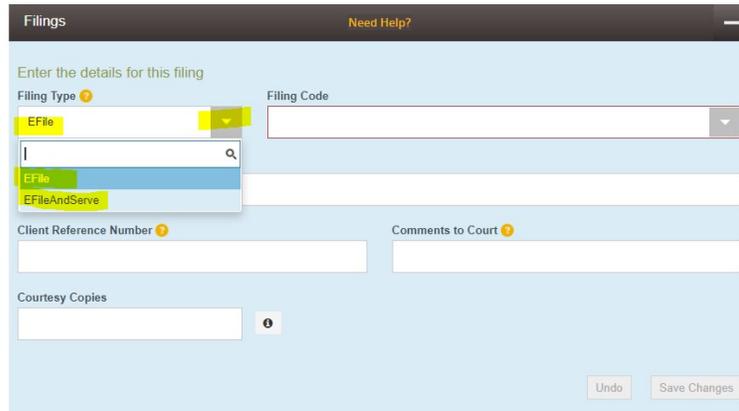
- ii. First and last name are required fields for individuals and Business name is required for businesses. Other fields are not required by the system in order to proceed, but filers are expected to enter all party information that is available to them in these fields. If information is unavailable, the fields may be left blank.
 - Do not put anything in the “Filer ID” field unless specifically instructed otherwise by the Court
 - The “lead attorney” field only lists attorneys within the filer’s OFS firm. Do not use this field for when entering opposing parties on a new case. (Note: You will still be able to electronically serve opposing counsel with the filing

if desired).

- iii. After entering all available information for one party, click “save changes” on the lower right, and then select the next party to enter.
- iv. Additional parties of any type, beyond those listed as default required parties, may also be added to the case by clicking the “add another party” button and save change after each addition.
- v. When all parties are entered, click “save changes” to move on to the next section.

c. Filings

- i. The filing type (1st dropdown field) will default to “EFile” on a new case. If the filer intends to electronically serve other parties through OFS, this must be manually changed to “EFile and Serve”.



- ii. Select the appropriate filing code from the Filing Code dropdown menu. Filing codes commonly used for new case initiations are:

Case Type	Filing Code
Administrative Agency Appeal	Board – Agency Appeal
BBE Direct Appeal	Notice of Appeal Filed – BBE
Denial of Counsel Appeal	Motion to Appeal from Denial of Counsel
Extraordinary Relief	Motion to Petition for Extraordinary Relief
Foreclosure	Motion for Permission to Appeal Foreclosure
Habeas Corpus Writ	Original Jurisdiction Petition
Interlocutory case types	Motion for Permission for ILOC - Trial Court Denied or Motion for Permission for V.R.A.P. 5.1 Appeal TC Denied
Other Original Jurisdiction	Original Jurisdiction Petition
PRB Petition	Motion for Disciplinary Petition

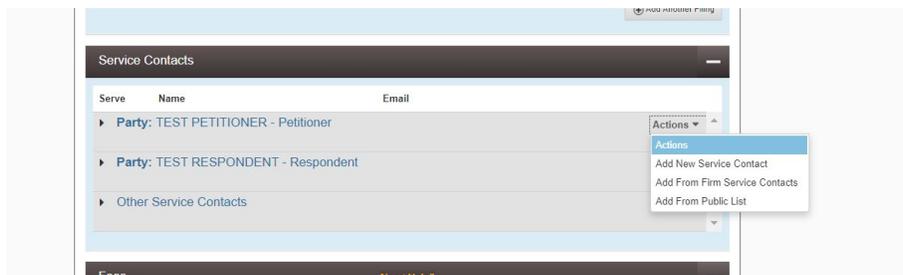
- iii. Filing Description field: Use this field to communicate any special information about the filing. For example, if the filing is time-sensitive. There is a character limit on this field.
- iv. Client Reference Number: This is for internal use by the efiler.
- v. Comments to Court: There is a character limit on this field.

- vi. Courtesy Copies: This feature can be used to send a copy of the filing to co-counsel or other individuals, but cannot be used for service on parties.
- vii. Documents:
 - ☐ Lead Documents vs attachments- The main request for relief should be the lead document and any documents filed in support can be submitted as attachments. The eFiling Rules require that motions requesting independent forms of relief by filed as separate documents. V.R.E.F. 5(g)(1). Each motion should be filed as a separate lead document.
 - ☐ Document Security: eFilers are required to review filings for compliance with the Vermont Rules for Public Access to Court Records.
- viii. Adding additional filings: An envelope in OFS may have multiple filings (multiple lead documents using different filing codes). To add additional filings, click the “Add Another Filing” button and repeat the steps above. **Remember to also select “EFile and Serve” on each filing for the envelope in order to serve all documents.*

d. **Service Contacts**

If the filer has selected “EFile and Serve” then the Service Contacts section will appear next. Using the small “Actions” dropdown next to a party, the filer can add:

- ☐ Themselves or another appropriate contact from their own firm or organization from the Firm Service Contacts list
- ☐ A service contact for an opposing party or counsel, if known, from the Public List.

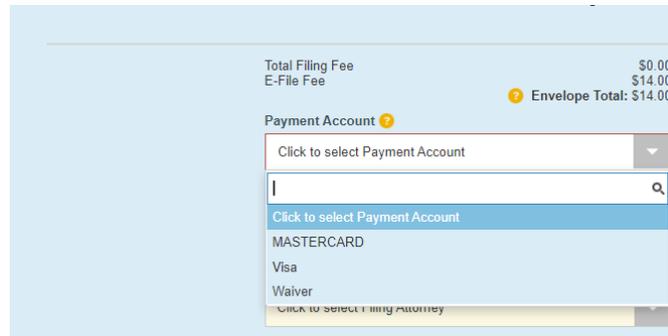


More information about creating individual and firm service contacts, using the Public List and other detailed steps for eService are in the Vermont eService Guide available at <https://www.vermontjudiciary.org/about-vermont-judiciary/electronic-access/electronic-filing>.

e. **Fees**

If an entry fee or other court filing fee is required for the case type or requested relief type it will be listed in the Fees section. In addition to these fees, the eFiling system will also charge a one time per filer per case use fee of \$14, and credit card convenience fees may apply. See fees section earlier in this guide for more detailed information.

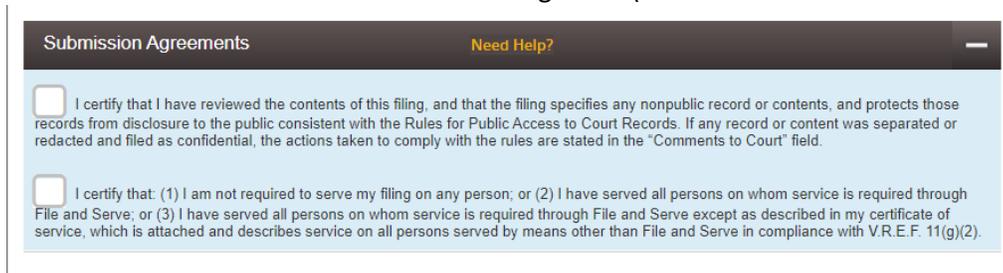
- i. The filer must select a payment account. Payment accounts can be set up by firm administrators for credit cards, eChecks and waiver accounts. For more details about these functions see Tyler individual and firm administrator guides at <https://odysseyfileandserve.zendesk.com/hc/en-us>, as well as resources at [Electronic Filing | Vermont Judiciary](#) about creating a Waiver account.



- ii. Party Responsible: Select the party on whose behalf the filing is being made. The actual fees are paid through the filer’s OFS payment account regardless of which party is selected in this field.
- iii. Filing Attorney: If the filing is not being submitted by or on behalf of an attorney this field may be skipped.

f. Submission Agreements

Filers are required to check off two submission agreement checkboxes before they can submit a filing. The first relates to identification and redaction of nonpublic information (see earlier section in this guide on Public vs Nonpublic information for more details), and the second relates to service-related obligations (see earlier section on Service for details).



g. Summary and Submission

After completing the checkboxes, the filer clicks the “Summary” button. All of the details of the envelope will be displayed for a final review. If edits are needed, click the “Back” button at the bottom (NOT the back arrow on your browser). Otherwise click “Submit” to submit the envelope.

The filer will receive a confirmation email when the filing has been successfully submitted. It will contain the envelope number, which can be used to reference the filing until a case number is assigned after acceptance.

A “Submission Failure” email notification indicates an automatic system rejection, usually because of a document formatting problem (see earlier sections in this guide about proper document formatting).

h. Review and Acceptance

Electronic filings do not go directly into the Court's case management system. Rather, they are received first into a Reviewer Queue where Supreme Court staff review them for compliance with rule and statutory requirements and then accept them into Odyssey.

When a Staff Reviewer accepts a filing, several things happen:

- For a new case, a case number is assigned and a case is created in Odyssey. Case events (docket entries) are placed automatically on the case corresponding to the filing code(s) selected in the filing.
- The filer's payment account is charged for any fees due.
- The filer receives a confirmation email notifying them of the acceptance and the case number.
- Any Service Contacts selected on the filing will receive "Notification of Service" emails with links to the document(s) filed.
- Any email addresses entered as "courtesy copies" will receive "Notice of Courtesy Copy" emails with links to the document(s) filed.
- The document will appear on the public portal for those with appropriate access.

i. Submission Failure and Rejections

Submission Failure. When an eFiling does not comply with the system requirements, it may fail to be submitted and the eFiler will get a notice that the submission failed. The most common reason is that there is a document size or formatting error.

Rejections. In addition, there are some limited circumstances in which the court staff may reject a filing and return it to the filer for corrective action. In this case, the eFiler will receive a notice of returned filing. Court staff may reject an eFiling for the following reasons:

- ❑ Noncompliance with Rule 7(a)(1) of the Vermont Rules for Public Access to Court Records
- ❑ Noncompliance with the word limits in Vermont Rule of Appellate Procedure 32(a)(4)
- ❑ Failure to include a word limit count
- ❑ Failure to sign a document

j. File Date

In general, the date of filing recorded on the case record is the date of submission, not the date of acceptance.

- i. **Filing Date for Rejected and Resubmitted Envelopes:** If a filer's envelope is rejected, the eFiler is given the option to copy the envelope, take the needed corrective action and resubmit the filing within 7 days to still receive the original filing date. This can only be done when the envelope is copied, not when a new envelope is created. For details on this process see [Tyler Firm and Individual Filer Guides](#).

k. Confirmation emails

The filer will receive confirmation emails when the filing is submitted and when it is accepted by the court.

A “Notice of Rejected Filing” email indicates that the filing did not comply with requirements or was unable to be accepted by staff for some other reason. The reviewing clerk will include a message explaining the problem and any corrective actions needed.

Filing into Existing Cases

1. To file into an existing Supreme Court case, select “File into Existing Case” from the OFS Dashboard.
2. To locate the case, select “Supreme Court” as the location and then type in the appellate docket/case number (NOT the case number of the lower court case being appealed). Party name searches are also allowed, but certain cases and case types are confidential with some or all party names masked (not visible) in the efilings system. If you are unable to locate an existing case by case number or party name, please contact the support resources listed in the Support section of this guide.
3. When the case is located in the search results, click the small “Actions” dropdown next to the case and select “File Into Case”.
4. The same filing template will open up as for new cases (with sections for Case information, Party Information, Filings, Service Contacts and Fees).
 - a. The Case Information cannot be edited.
 - b. The Parties section does not need to be touched unless a new party is being added to a case.
 - i. Please note that certain parties in certain case types are “masked” (not viewable to filers), so if a party’s name does not display it does NOT necessarily mean that they need to be re-added to the case.
 - c. Complete the filings, service contacts and fees section in the same manner as for new cases.
 - i. Note that on filings into existing cases, the filing type will default to “EFile and Serve” so the filer will need to manually change it to “EFile” if not intending to serve other parties through OFS.

Viewing Case Documents

Case records (docket sheets, document images) are not available for viewing in the efilings system. Case records may be viewed on the Vermont Judiciary Public Portal at [Vermont Judiciary Public Portal \(vt.gov\)](#). The Public Portal User Guide posted on the homepage explains how to register and request elevated access to cases.

Support

OFS is hosted by Tyler Technologies, which provides primary customer support to users about

the system itself. eFiling questions related to Vermont-specific procedures and policies should be directed to the Vermont eFiling Help Desk at JUD.EFileSupport@vermont.gov .

For general support using the eFiling system, Tyler Technologies provides the following support guidance (information also available on OFS website):

Although we would like to help in every situation, there are times when you will need to contact the court you are filing into for more information. Listed below are some examples of when it would be appropriate to contact technical support and when it would be best to contact the courts.

Vermont court contact information can be found at <https://www.vermontjudiciary.org/court-locations>

Technical Support	Courts
Site access	To suggest additions or modifications to data selection values available on the site
One-on-one training over the phone	Court specific procedures
Webinars	Questions related to filing codes
Desktop/Browser support	Court dates
Filing status	Changes to party information
Issues viewing stamped documents	Information about rejected filings beyond the rejection comments in the system
Financial reconciliation	Court portal/ Docket viewing
Internal errors	Court specific procedures for cancellations and refunds of accepted filings

Email Us: Efiling.Support@Tylertech.com Emails received during normal business hours are normally responded to within 24 hours, Monday - Friday between 7:00am and 9:00pm Central Time. E- mails received after 9:00pm Central Time or on a holiday will be responded to on the following businessday.

Click Here to Chat With Us :Start a chat for immediate assistance, and one of our trained specialists will assist. Normal business hours are Monday - Friday, 8 am - 7 pm Central Time. (Holiday hours may vary)

Call Us: We are available Monday - Friday, 7 am - 9 pm Central Time. (Holiday hours may vary)
1.800.297.5377

Users are also encouraged to consult all the resources available on the OFS website’s “Self Help” section, which contains user manuals, training materials and a knowledge base of troubleshooting questions and answers and other information. Additionally, there are many guides and resources available on the Judiciary’s eFiling page at <https://www.vermontjudiciary.org/about-vermont-judiciary/electronic-access/electronic-filing>. This page includes division-specific guides for filing new and subsequent case filings in all different dockets.