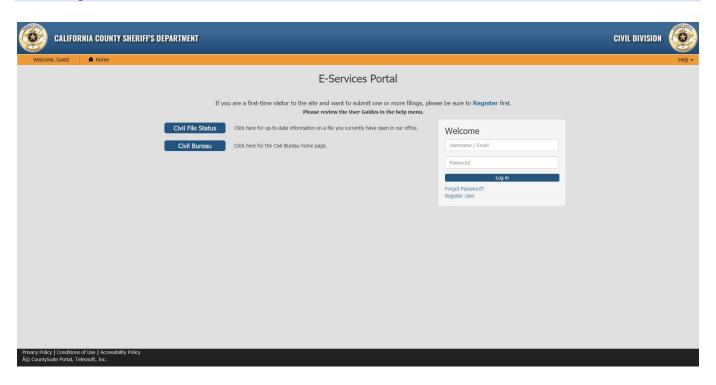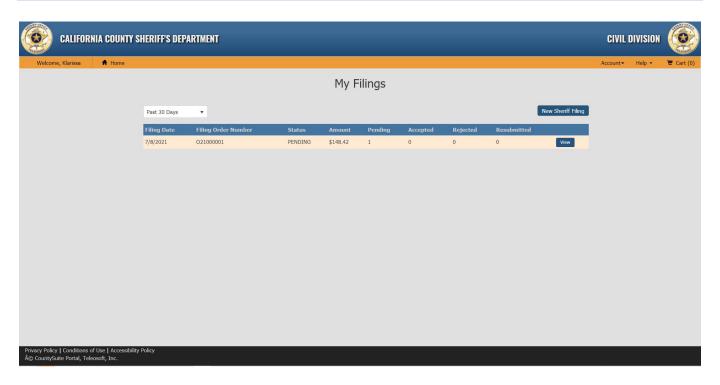**E-Services Filing User Guide**

Home Page

Welcome to the County Sheriff E-Services Portal!

In order to use the E-Filing capabilities of the E-Services site, you must login as a registered user. If you have not yet Registered, please see the **Registration User Guide** (accessible under the Help menu) for instructions on how to register.

If you are an existing user, please login with your Username and Password using the form on the right side of the page.

My Filings Page

This page will show the history of all the Filing Orders that you have submitted (filtered by the selected date range in the upper-left corner of the list).

Each Order will include the date it was Filed, the Order Number, and the current Status of the Order. This status can be PENDING (meaning that it has not yet been reviewed by the Sheriff's Office), ACCEPTED (meaning that it has been reviewed and approved by the Sheriff's Office), REJECTED (meaning that it has been reviewed and rejected by the Sheriff's Office), or RESUBMITTED (meaning that you have resubmitted a rejected order).

Since each Order can include multiple Filings (see the Shopping Cart section below for more details), columns are included to let you know which Filings were Accepted and which were Rejected. The Amount column will show the total fee that will be charged. If some filings are Rejected, this fee will be reduced by the appropriate amount.
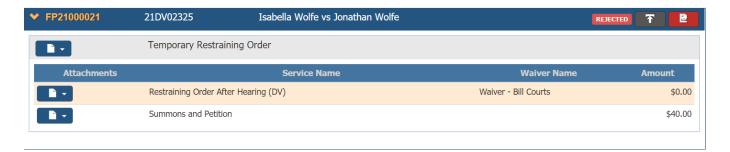
The View button can be used to see the details of the Order. This takes you to a page which shows each of the Filings within the Order, and all the details for that Filing (Case Number, Case Title, Service(s), Attached Documents) including whether or not the Filing is still PENDING review, or if it has been ACCEPTED or REJECTED. See the Order Details section below for more information.

Order Details Page

When you click on the View button on the My Filings page, you are taken to the Order Details page, which shows the specifics for each Filing within the Order. Initially, the list of Filings are collapsed, which allows you to see the Court Case Number, Case Title, and the current status of each Filing (PENDING, ACCEPTED, REJECTED, or RESUBMITTED). The total cost of the Order is shown below the list of Filings. The total cost of the Order is adjusted if any of the Filings are rejected. The cost for the rejected Filing is no longer included, and your credit card will only be charged for ACCEPTED Filings.
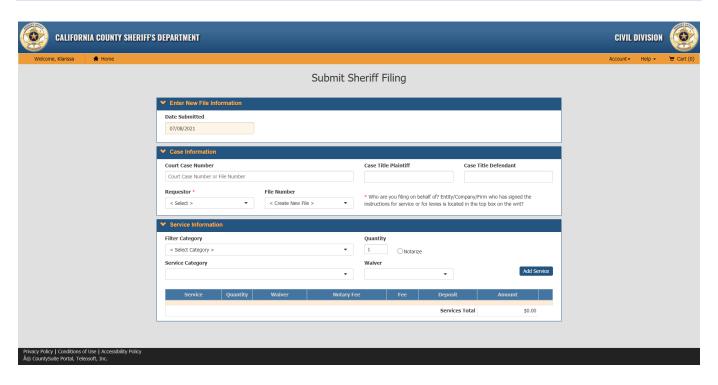
Expanding a Filing will show all the Services included in that Filing (along with the cost, or whether a waiver has been filed). The Service Documents and Waiver Documents are available for each Service, along with any documents that apply to the entire Filing (like Instructions, or a Writ, or other supporting documentation).

If the Filing has been REJECTED, the upper-right corner of the Filing will show a PDF document link (red button) that contains the reasons the filing was rejected, and generally what needs to be corrected in order to allow the Filing to be accepted. Next to that button is an icon that will allow you to RE-SUBMIT the Filing again. Clicking this button will pre-load the Submit Sheriff Filing page with all the information that was entered originally (including attachments), and you will have the opportunity to re-add this Filing (after making corrections) to your current Shopping Cart. The RE-SUBMIT button only remains active for 14 days. Additionally, once a Filing has been re-submitted, the button is also disabled.

Submit Sheriff Filing Page

This page allows you to submit a new Filing to the Sheriff's Office.

1. The Date Submitted is automatically set to the current day and cannot be changed.

2. Enter the Case Information, beginning with the Court Case Number. As you type the Court Case Number, if any existing Court Cases match the Number you are entering, you will see them listed in the type-ahead search results. Selecting one of the items from the list will fill in the Case Title information and allow you to add another File to that Case.

3. The type-ahead list will also show any Files that are already associated with the Court Case, and you should choose one of those Files, if your desire is to add Services to an existing File Number. A File Number can also be chosen from the File Number dropdown list as well, or by default, the choice is to "Create a new File" with what is being filed.

4. If during registration you chose to register as a Requestor, and that Requestor registration has been approved, your name will automatically be selected as the Requestor. If not, the default is to choose "Self."

NOTE TO INDIVIDUALS:
If you are filing as an individual, and your attorney is in the dropdown list, then you should select that attorney from the Requestor dropdown. If they are not in the list, you may want to ask them to Register as a Requestor so that you can select them in the future.

NOTE TO ATTORNEYS:
If you are filing as an individual attorney, but the attorney on the case is your attorney firm, then you should select the attorney firm name from the Requestor dropdown. If they are not in the list, you may want to Register the firm as a Requestor so that you can select them in the future.

NOTE TO REGISTERED PROCESS SERVERS (RPS):
If you are filing a case on behalf of an attorney (or firm), then you should select that attorney (or firm) from the Requestor dropdown. If they are not in the list, you may want to ask them to Register as a Requestor so that you can select them in the future.
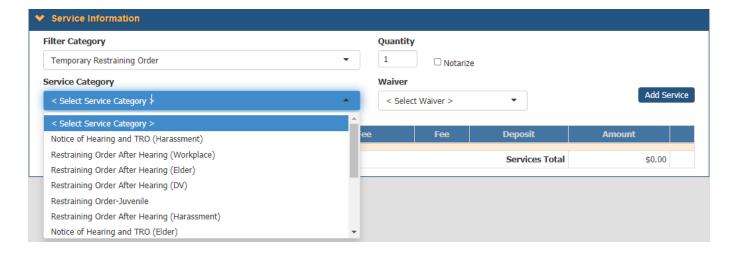
5. Next enter the Service information. The first dropdown (Filter Category) allows you to reduce the list of Service Categories based on certain groupings (like Evictions, Summons, EWO, etc.) Once you have filtered the list, select the desired Service Category from the list.
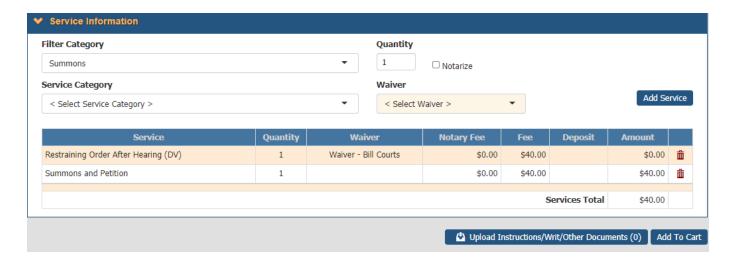
6.   Once a Service Category is selected, you can choose the Quantity of Services to add, whether or not the Proof of Service needs to be Notarized, and if you are filing a Waiver to eliminate the costs. NOTE: A waiver does not eliminate the Notary cost. However, if a waiver is selected, the credit card service fee will not be charged.

7.   If using a Waiver, please choose from the following waiver options:
   - No waiver – Keep selection on "Select Waiver".
   - Restraining Order for Domestic Violence – Choose **Waiver Bill Court**
   - Restraining Order for Civil Harassment with court ruled waiver within the Restraining Order document – Choose **Waiver Bill Court**
   - If you have a Court Ordered Fee Waiver (i.e., FW-002, FW-003, or FW-008) – Choose **Waiver Recoverable**, then click Upload Waiver Document to upload your scanned PDF file of the waiver.

8.   Then upload your scanned PDF file of the Service documentation (that of which needs to be served) by clicking on Upload Service Document.

9.   Once all of these options have been selected, and all necessary documents have been attached for the Service, click the Add Service button to add this Service to the grid. Please Note: Your Sheriff Instruction Letter will need to be scanned AFTER the Service is added. See next page for how to upload the instructions document.

   NOTE TO REGISTERED PROCESS SERVERS (RPS):
   Selecting a RPS Service will display a RPS Number textbox. Please enter the RPS # of the RPS who will serve the documents in this field.

10. You can add as many Services as necessary to your Filing, as long as they all will belong to the same File (same court case number). Just re-select all the options as described in the previous steps, and click Add Service when finished.

Service Information

Filter Category
Summons

Quantity
1   ☐ Notarize

Service Category
< Select Service Category >

Waiver
< Select Waiver >

Add Service

Service	Quantity	Waiver	Notary Fee	Fee	Deposit	Amount	
Restraining Order After Hearing (DV)	1	Waiver - Bill Courts	$0.00	$40.00		$0.00	🗑
Summons and Petition	1		$0.00	$40.00		$40.00	🗑
					Services Total	$40.00	

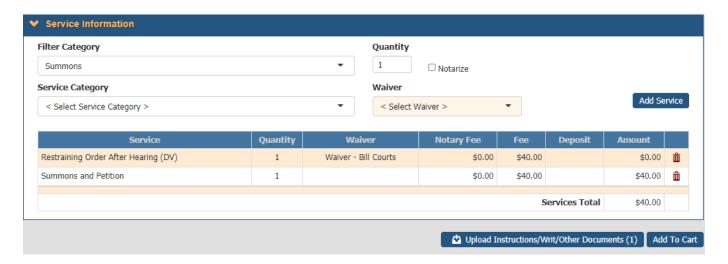⏏ Upload Instructions/Writ/Other Documents (0)   Add To Cart

11. When all Services have been added, click the Upload Instructions / Writ / Other Documents button to upload the additional necessary documents. This button will launch a dialog showing all of the required documents that must be uploaded, along with the option to attach any additional (optional) documents that you would like to include with your Filing.
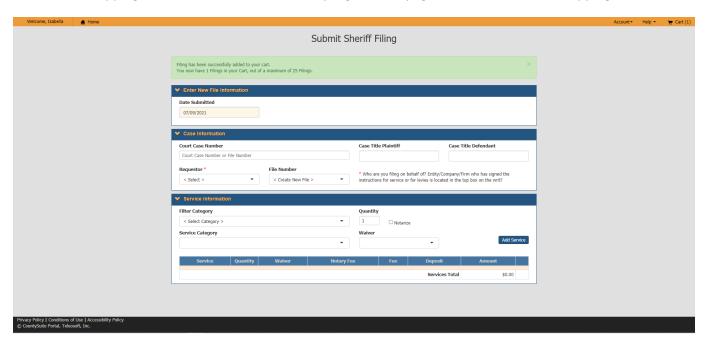
NOTE: The original Writ and Instructions must be maintained by you, and immediately forwarded to the Levying Office upon request. Please be sure the Instructions are signed in blue ink by the Requestor.

Attachments   ✕

NOTE: Only portable document format files (.pdf) are supported for upload.

📄 Upload Writ Documents   Upload

📄 Upload Instruction Documents **(MUST BE SIGNED BY REQUESTOR)**   Upload

Upload Additional Documents (optional)   Upload
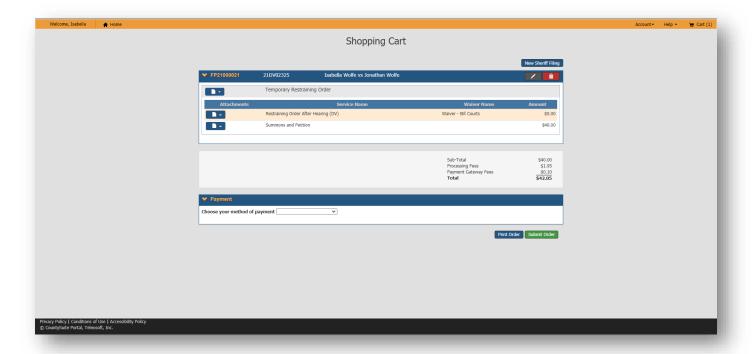
OK   Cancel

12. Once all details have been added, click Add to Cart to transfer your Filing to the Shopping Cart.

13. The page will then be reset, and you can continue to add another Filing (if desired). Otherwise, click on the shopping cart icon in the menu at the top-right of the page to view the current Shopping Cart.

14. Click on your Shopping Cart in the upper right corner of the page.

This page shows the list of all Filings that are currently awaiting submittal in your Shopping Cart. You can expand each filing by clicking on the greater than symbol to see the details within each one.

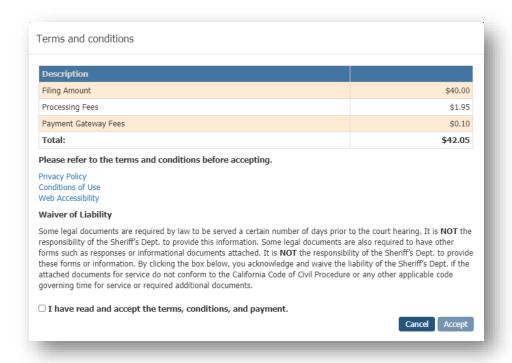**NOTE: You can have a maximum of 25 Filings in your Shopping Cart.**

The icons in the upper-right corner of each Filing allow you to edit the Filing (which will transfer all the details back to the Submit Sheriff Filing page) or delete the Filing (which removes it immediately).

The "Print Order" button will create a printable version of the page and will pop up the printer dialog to make it easy to print.

15. After review, if everything looks good, the next step is to select the Payment Method (a list of all payments methods you added under your Account will show in the dropdown). Click on Submit Order to send the information to the Sheriff's Office for review.

16. Before the information is submitted, a dialog will display a summary of your Order costs, along with Terms & Conditions that you must agree to. Clicking Accept will send the Order to the internal Filing Approval process.

Terms and conditions

Description	
Filing Amount	$40.00
Processing Fees	$1.95
Payment Gateway Fees	$0.10
Total:	**$42.05**

Please refer to the terms and conditions before accepting.

Privacy Policy
Conditions of Use
Web Accessibility

Waiver of Liability

Some legal documents are required by law to be served a certain number of days prior to the court hearing. It is **NOT** the responsibility of the Sheriff's Dept. to provide this information. Some legal documents are also required to have other forms such as responses or informational documents attached. It is **NOT** the responsibility of the Sheriff's Dept. to provide these forms or information. By clicking the box below, you acknowledge and waive the liability of the Sheriff's Dept. if the attached documents for service do not conform to the California Code of Civil Procedure or any other applicable code governing time for service or required additional documents.

☐ I have read and accept the terms, conditions, and payment.
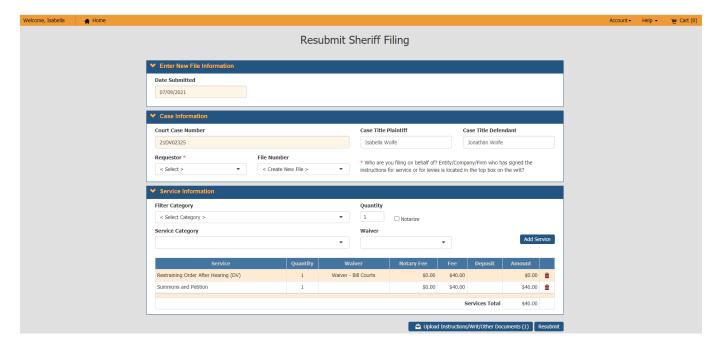
Cancel   Accept

Once submitted, you will be returned to the My Filings page, with an indication that the Order was submitted successfully (and you will be able to see the new entry in the list of Filing Orders). You can click on the New Sheriff Filing button to start another Filing process, or you can Log off if your session is complete.
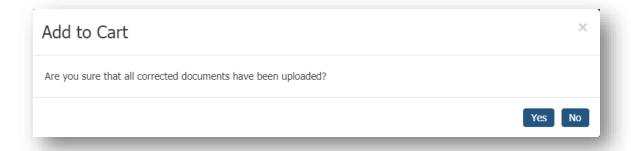
My Filings

Thank you for submitting your order. You will receive a confirmation email shortly.

Past 30 Days ▼   New Sheriff Filing

Filing Date	Filing Order Number	Status	Amount	Pending	Accepted	Rejected	Resubmitted	
7/9/2021	O21000019	PENDING	$148.42	1	0	0	0	View
7/9/2021	O21000018	PENDING	$42.05	1	0	0	0	View

Resubmitting a Filing

As mentioned above in the Order Details Page section, a REJECTED Filing can be resubmitted. This will reload the Submit Sheriff Filing page with all the information from the additional Filing. If any Services need to be changed (or new Service Documents uploaded, the Service will need to be removed from the Services grid and re-added (along with any necessary documents).

NOTE: If your filing is rejected, and there is an issue with any of the documents that you have attached, you must re-scan (and upload) the entire document (not just the page that may contain the error).

Once all corrections have been made, click the Resubmit button to add this information to your currently active Shopping Cart. When this button is clicked, you will be prompted to make sure that all corrections have been made. Click the Yes button.

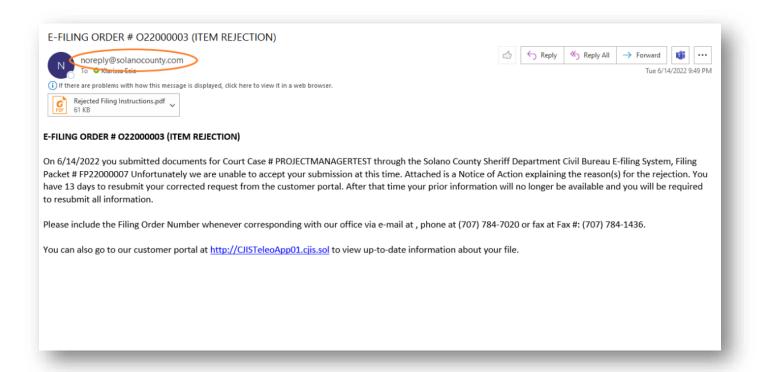Click on your Shopping Cart and follow step numbers 15-16 above on page 9.

Order Emails

Upon submitting a Filing, you will receive an e-mail indicating that your Order was received, along with the specific Files and Services that were added to that Order. NOTE: The E-Filing e-mail notifications will always come from your local sheriff's county mailbox. For example: noreply@solanocounty.com.
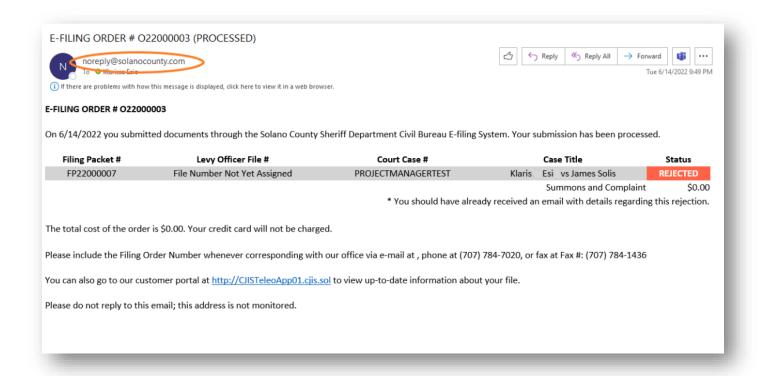
If any of the Filings in your Order were rejected, you will receive an email indicating what was rejected, with an attachment providing all the details as to why the Filing was rejected, and possibly how you can successfully re-submit the Filing. (You have 15 days to re-submit your filing).

NOTE: If your filing is rejected, and there is an issue with any of the documents that you have attached, you must re-scan (and upload) the entire document (not just the page that may contain the error).
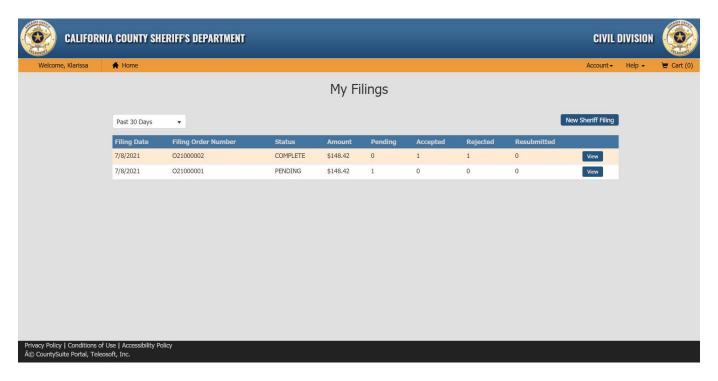
Once the Order has been completely processed by the Sheriff's Office, you will receive an email with complete details for each Filing within the Order (whether it was Accepted or Rejected), and the new total Amount that will be charged to your Payment Method.
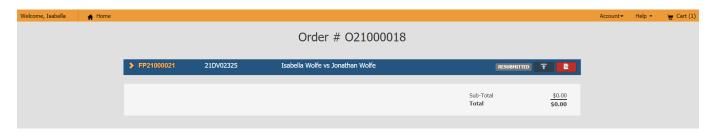
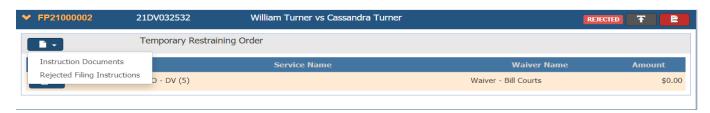## Status of Your Filing(s)

The external user can also view the status of their filings by logging into the E-Services Portal and going to the My Filings page.

To view the Order details, click on the View button (above) of the Order you want to view.

The external user can also expand each Filing Packet to view the submitted attachments as well as the Notice of Action (Rejection Instructions) if the Filing Packet was rejected.

Reactivate a User on the E-Portal

If you already have registered in the E-Services Portal but are unable to access your account, please call or e-mail the County Sheriff's Civil Office. The Civil Office can help you reset your activity status so you can use the site again.

Internet Explorer Not Supported

Internet Explorer is no longer supported by Microsoft effective June 15, 2022. If a public user tries to access the Portal using Internet Explorer, they will receive a message that this browser is no longer supported, and they should use a different browser.