

Commonwealth of the Northern Mariana Islands (CNMI) Superior Court

Helpful Information

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Note: additional guides can be found online.

Making sure an attorney's notifications are shared with others at the firm

Remember, the system is set up to where the attorney of record in a case gets an email, plus an item in their File & Serve Inbox, whenever the attorney of record is served electronically. If you want others in the firm (other attorneys or staff members) to get the same notification as the served attorney, do the following:

1. Sign on to File & Serve
2. Click on "Preferences" (top right of screen after you log on)
3. Click "User Profile"
4. Click "Notification Options"
5. Scroll down to see where you make the shared notification selection
 - if you are an attorney, use the "Notify [select a user] when I am served..."
 - if you are a staff member, use the "Notify me when [select a user] is served..."
 - Note: those who are already set up will see this reflected a little lower down the screen
6. Click "Save Email Options"

Setting up shortcuts to cases using "Tracked Items"

The following will enable you create 'shortcuts' to any case in File & Serve, whether you are involved in the case or not. Shortcuts include being able to be one click away from the case history, having Inbox items (service items) segregated out by case, and having a link that jumps directly to the document attachment segment of Filing & Service (you no longer have to go through the steps of finding the court, case, etc.).

Here's how you set up your Tracked Items:

1. Sign on to File & Serve and click the "Tracked Items" link
2. Click "Tracking Setup"
3. You can choose various details to appear for your Tracked Items. I recommend clicking the boxes for the following: Case Name or Case Group Name; Case Number; Court Name; Inbox; Sent Items; Rejected Documents; File & Serve Link
4. Select your jurisdiction
5. You have several options for pulling up cases to select for tracking:
 - If you select the button "All Cases" then click "Find," all of the online cases will pop up and you can click the box for any case you want to track
 - If you select the button "My Cases," the cases associated with an Attorney will pop up and you can click the boxes for the cases to track (this option is only for attorneys)
 - If you select the button "Firm Cases," all the cases associated with all the attorneys in your firm will pop up and you can click the boxes for the cases to track
 - Or you can pull up individual cases by typing in part of the Case Name or Case Number (no letters) and clicking "Find"
6. After you've made your selections, click "Add Tracked Item(s)"
7. Make sure you click "Save" (at the top of the screen)
8. Now you can click on the links you see in your list of Tracked Items. Whenever you sign on to File & Serve, just click on "Tracked Items" to get to the cases you've selected. You can remove your selections by clicking "Tracking Setup," then "Selected Items," clicking the box, then "Remove" and then "Save."

Ensuring Served Counsel is Registered for File & Serve

Remember when you are on the "Service/Notice" tab during the Filing & Service process to look at the "Method" of service (all the way to the right on the screen). If it says "E-Service" it means the recipient is registered for File & Serve and they will receive the online notification and electronic delivery of the document(s). If it says "Fax" it means they are not registered and File & Serve will need to send the document to the recipient via facsimile. This will cause additional fax charges to apply. If you see a Fax recipient, feel free to notify the applicable counsel that they need to register for File & Serve, or contact me to let me know about the unregistered counsel so I can follow-up.

Find a Court event on the Calendar in File & Serve

1. Sign on to File & Serve and click "Calendar"
2. Click the button "Search for events in a specific court and case class" (top button), click "Go"
-Note: although you will see "Add an Event," this option is not available to non-Court customers in the CNMI
3. Select Jurisdiction (Northern Mariana); Court, Case Class should appear, click "Continue"
4. You can fill in any of the fields that appear to tailor your search to a particular case or filing or court event type; you can leave these blank for a total calendar search
5. Type in a "From/To" date range; this can be a span of one day, week, month, etc.; Click "Go"
-You do need to type in date range, be it one day, a week, month(s), whatever range you want
-Having the filter set to "My Firm's Cases" will limit the result to calendar events for your firm's cases; setting the filter to "All Cases" will show the entire calendar for any case
-"List View" shows events in a table format; "Calendar View" looks like a calendar
6. Click "Go"
7. Click on the Transaction number to get background details on the filing related to the calendar event (remember if you click on "PDF Document" to open a document you will get the purchase prompt if you didn't file or get served with the particular document); click the case number for case party details.

Using "Case & Party Management" to update an online case service list

You can keep an online case service list up to date by using the "Case & Party Management" link on your home page. You have the ability to either: Add Party; Modify Party; Add Attorney; or Substitute Attorney.

Sign on to File & Serve and click "Case & Party Management"

If you want to "Add Party," click the button and do the following:

1. Select your Court (MP CNMI Superior Court) from the drawdown list
2. Type in part of the Case Name or Case Number (leave off letters) and click "Find"
3. Click the box for the case, then Click "Select Cases"
4. Select either "Organization" or "Individual" for the Entity Type, then type in the Party Name and click "Find"
-if you are adding a party who appears in another online case, it means the name is already in the system (Bank of Guam, for example). If after you click "Find" the party name (or a list of names) pops up, make sure to select the Party Type (drawdown list above the search result) and then click the party name
-if you are adding a completely brand new party (name hasn't appeared in another online case), select the Party Type and then click "Add New Party" then "Add Party" after the information appears again (when the screen resets)
5. You will then be prompted to select the attorney for the party
6. You will then be asked to review the information (shown on the left side of your screen); if it's correct, click "Add to Case(s)" You can edit any of the information by clicking the link at the top of the box containing the information on the left side of your screen

If you want to "Modify Party," click the button and do the following:

1. Select your Court (MP CNMI Superior Court) from the drawdown list
2. Type in part of the Case Name or Case Number (leave off letters) and click "Find"
3. Click the box next to the party you want to make the change, then click the button (above) for either "Party Dismissed," or "No Longer Represent This Party," then click "Update"
4. Because you are changing a party in a case, you will then be prompted to supply the basis for the change; you can reference the Transaction ID of the document that backs up the change (such as a court order or a stipulation), or you can attach a document. Then click "Submit"

(Case & Party Management guidelines continue on the next page)

If you want to "Add Attorney"

1. Select your Court (MP CNMI Superior Court) from the drawdown list
2. Type in part of the Case Name or Case Number (leave off letters) and click "Find"
3. Click the box for the case, then Click "Select Cases"
4. Click the party name where you want to add an attorney as representing the party
5. Select the Attorney and Attorney Type from the drawdown menus, then click "Select"
6. You have an opportunity to review the information then click "Add to Case(s)"

If you want to "Substitute Attorney"

1. Select your Court (MP CNMI Superior Court) from the drawdown list
2. Type in the Attorney Name and Firm Name (the attorney you want to substitute from), click "Find"
3. Click the attorney's name (it will pop up below, looking like a link)
4. Go back to where you typed in the attorney's name (it now says "Attorney to substitute to"); type in the attorney name and firm who you want to be the new attorney and click "Find"
5. Click the attorney's name
6. You can do a substitution case by case by typing in part of a case name or a case number (leave out letters) and then clicking "Find." If you leave any of the fields blank and click "Find" you will get all the cases associated with the attorney to be substituted
7. Click the box(es) of the cases where you want the substitution to occur, select the New Attorney Type from the drawdown list, then click "Select Cases"
8. Click "Submit"

Searching (no fee) for cases (and case histories) showing as assigned to your firm

The following you can do and it will involve no charge to do the search (only those firms with cases online will get a result):

1. sign on to File & Serve and click the 'Search' tab
2. making sure the default is on the 'Case History' search option, choose your Jurisdiction ("Northern Mariana") and your Court (CNMI Superior Court)
3. make sure the 'Filter' button for "Transactions in My Firm's Cases" is selected (the middle filter)
4. leave the case name or number blank
5. make sure 'All Documents' is selected, then click 'View'

If you click "view" next to the case number/name that appears, it will open up and show all the filings that have occurred online for that case. Clicking the case number will show the case parties (this is a good thing to do to check the accuracy of the online service list; if you see any errors in a particular case, let me know)

For anyone who wasn't served with a document that has been e-filed, you will get the one-time charge prompt when you go to open the document. After that one-time purchase (keep in mind part of the charge is a court fee) the document is yours at any time. This is why getting registered is so important, because registered counsel get online notification of service and the documents do not have a charge attached.

How to manage the firm's File & Serve account

Note: only a person with 'administrator rights' can do certain things (such as adding and removing users). If you don't know who your firm administrator is, do the following:

1. Sign on to File & Serve; click "Preferences" (top right of screen after you log on)
2. Click "Firm Profile"
3. Click "Modify Firm"
 - the names of the firm's administrator(s) will appear (a firm can have more than one administrator); if none appear, call Customer Support (1-888-529-7587)
 - a firm administrator has the ability to edit the firm's information at this screen
 - a firm administrator can make other people at the firm an administrator; see below, just before "C." items

Adding Users (done by administrators to get a member of your firm registered for a username and password)

1. Sign on to File & Serve
2. Click "Preferences" (top right of screen after you log on)
3. Click "Firm Profile"
4. Click "Add User"
5. Fill in the information, making sure to select "Attorney" from the User Type drawdown if adding an attorney (you will need the attorney's bar number)
6. Click "Submit"

Removing Users (done by administrators; you should do this when a registered person leaves your firm)

1. Sign on to File & Serve
2. Click "Preferences" (top right of screen after you log on)
3. Click "Firm Profile"
4. Click "Manage Users"
5. Click "Remove" (all the way to the right) for the user you want to remove

Editing User information, such as email address

1. Sign on to File & Serve
2. Click "Preferences" (top right of screen after you log on)
3. An individual can change their personal information, to include email address, by doing the following:
 - click "User Profile"
 - click "Personal Information"
 - make changes and click "Save"
4. A firm administrator can change anyone's information by doing the following:
 - click "Firm Profile"
 - click "Manage Users"
 - click "Edit" for the person you want to edit and make changes
 - click "Save"

Resetting a password (as done by firm administrator)

1. Sign on to File & Serve
2. Click "Preferences" (top right of screen after you log on)
3. Click "Firm Profile"
4. Click "Manage Users"
5. Click "Reset & Send"

To make other people at your firm an administrator (if you already have administrator rights)

1. Sign on to File & Serve
2. Click "Preferences" (top right of screen after you log on)
3. Click "Firm Profile"
4. Click "Manage Users"
5. Click "Set Permissions"
6. Click the first box to the right next to the name of person(s) to get administrator rights

How to Add a Case to File & Serve
(When a case is already filed but it's not in File & Serve yet)

It can sometimes happen when you go to File & Serve and an existing case you need to file in is not in the system. The steps below will guide you on how to add a case to the system so you can complete your filing.

1. Sign on
2. Choose your 'State' ('Northern Mariana') and your Court ('CNMI Superior Court').
3. To find a case that is online, do either of the following:
 - enter the Case Name (you need only enter part of the case name; after you click 'Find' it will look for all cases with that name in the case title), or
 - enter the Case Number (only type in numbers with the hyphen, example: 06-0123; do not enter any letters like "-CV" or A, B, C, D, or E (because either may be used and will throw off your search), or
 - don't fill in either blank and just click 'Find' and all loaded cases will pop up and you can sort by case number or name by clicking either heading (right now 120 cases will come up; as the e-filing project grows, this approach will be unwieldy because there will be a lot more cases)
5. If your case does not appear and you are certain it is not loaded in the system, click 'Add Case' (below your search result, where it asks "Can't find the case you are looking for?")
6. Select your Case Type by using the drawdown menu.
7. Type in the Case Name, then type in the Case Number; click 'Submit'.
9. The first screen that appears will ask you to enter the party information (items in red) for the party your firm represents
 - select the Party type using the drawdown menu
 - select the Entity type (Individual or Organization)
 - type in the Party Name
 - select the attorney from your firm who represents the party (use the 'Attorney' drawdown menu)
 - select the appropriate attorney type
 - click 'Add Party'
10. To enter the opposing party in the case, now click the button "Party unrepresented or represented by an Attorney from another firm"
 - select the Party type using the drawdown menu
 - select the Entity type (Individual or Organization)
 - type in the Party Name
 - if there is no attorney representation yet, leave where it says 'No Representation' then click 'Add Party'
 - if you know who represents the party, click the button that says 'Attorney'
 - enter information to search for the attorney and click 'Search'; if the name comes up, click the name then choose the 'Attorney Type' and click 'Add Party'
 - repeat these steps for any other additional parties in the case
11. After you are done adding the parties, click the 'Documents' tab and proceed like a regular filing (those steps are not repeated here; if you do not know how to submit a filing, please call Customer Support at 1-888-529-7587).
12. You may notice the party status as "Pending," but the filing will still go through as in a regular existing case. Once the clerk accepts your filing, the case you entered and the party details will appear in the system the next time you go in to file in the case.

How to e-file a new complaint on File & Serve

If you have any problems during the process below, remember there is a person who can help you via our 24-hour, 7-day-a-week Customer Support number: 1-888-529-7587.

1. Sign on
 2. Click the 'Filing & Service' tab
 3. Click the middle button 'File a New Case'
 4. Select 'MP CNMI Superior Court' from the Court drawdown menu, then click 'Find'
 5. Click the red arrow to the left of 'MP CNMI Superior Court'
 6. Click the 'Case Type' drawdown menu to select the appropriate case type
 7. Type in a case name (e.g., Mary Smith vs. Memorial Hospital), then click 'Submit'
 8. Click the Document Type drawdown menu to select the 'Complaint' document type
-Note that \$100 appears as a statutory fee; File & Serve will pay this fee on your behalf, and you will pay back File & Serve with the monthly invoicing
 9. Click 'Browse,' which will open up a window so you can double-click on your prepared document
 10. Type in a case name title and click 'Attach Document'
 11. To attach additional documents with the complaint filing (such as a Demand for Jury Trial or a Summons), repeat steps 8 to 10 above. Then make sure to use the 'Main/Supporting' drawdown on any attachments to click on the ID number of the main document (which is the complaint; look to the left of the complaint to see this number). This way the filing has the complaint as the main document, and any attachments as supporting documents.
- Note: the e-filed summons, after undergoing clerk review, will have an electronic court stamp affixed. You will be able to print this document with the court stamp and use it for service of process without having to go to the court to have the summons stamped.
12. When you are done adding your documents, click the 'Case Parties' tab at the top
 13. Starting with 'Initiating Party' (for Plaintiff), enter in the data fields that have an asterisk and are in red print. Use the drawdown menus as appropriate. Click 'Add Party' when fields are entered. You will see the party information appear to the right. Click on the name if you need to edit or remove the information.
 14. After you've entered all your plaintiffs, click the button for 'Additional Party' and then enter the defendant information, using the drawdown menus as appropriate. Click 'Add Party' after you enter information for each defendant party.
 15. When you are finished entering your party information, click the 'Review & Submit' tab and finish the filing as you would any other filing.