

## Electronic Filing Guide

- **Browser Requirements** – The system supports Internet Explorer® 10 or 11; Chrome™; Mozilla® Firefox®; or Safari® application program. If your browser does not meet these minimum requirements, please contact your network administrator.
- **Operating Systems** – The system supports Microsoft® Windows®, Linux®, Chrome OS™, Android™, and OS X® operating system software. Note: iOS is not supported.
- **Minimum Hardware Requirements** – The system supports the following hardware:
  - Intel® Core™ Duo processors or AMD processor manufactured in 2012 or later
  - 2 GB of RAM
  - 1366 x 768 resolution screen for desktop or 1280 x 720 resolution screen for mobile devices
- **Recommended Hardware Requirements** – Tyler recommends the following hardware:
  - Intel® Core™ i3 or AMD A6 processor with at least 2.0 GHz clock speed
  - 4 GB of RAM
  - 1920 x 1080 resolution for both desktop and mobile devices
- **Connection Requirements** – A high-speed Internet connection is recommended.
- **PDF Reader** – We recommend the most up to date Adobe Acrobat Reader available. This is free software. We have learned that older versions of this program may result in problems displaying file stamps on documents.
- **Document Format**
  - Portable Document Format (PDF) is the only format allowed for attaching documents when using the electronic filing system.
  - Unless excluded by court rule, the PDF document, must be in the form of a text-searchable PDF or a text-searchable PDF/A file.
  - The single PDF document must not exceed 50 megabytes. A document that exceeds the size limit must be broken down and submitted as separate files that do not exceed 50 megabytes each. Consult the electronic filing rule for guidance when your document does exceed 50 megabytes.
  - Your word processing document should have the ability to either save or print your document as a PDF file. Doing so will create a text searchable document as required by the Supreme Court's e-filing / e-service rule. You may need to utilize special software if you need to combine a file text searchable PDF pleading and a PDF scan (not text searchable) as an exhibit.
  - Use 8.5" X 11" paper with portrait orientation.
  - Set the DPI resolution higher than 200 DPI.
  - No unintelligible images (use black and white images, no color unless necessary to be legible)
  - Access - Documents may not be secured, password-protected, or have other features limiting access.
  - Documents shall be self-contained – Remove all hyperlinks or shortcuts to external documents or websites.

- Documents should contain standard fonts. Font resources are included in newly created documents. This is a standard with PDF/A files. Document generating tools use fonts not supported when creating documents, which results in the inability to convert the document into the standard efilng format. (CID and JBig fonts may lead to technical problems and rejection).
- How do I avoid emails from Odyssey File and Serve from going to my junk or spam folder?
  - Sometimes when e-mails are sent, they get stopped at the receiving e-mail server because the e-mail may not be recognized or thought to be possible spam or junk. In order to prevent e-mails from being stopped from delivery, white listing an e-mail address may be necessary. Whitelisting basically tells the e-mail server that an e-mail address is safe for delivery. You will want to add our email address of [efilingmail@tylerhost.net](mailto:efilingmail@tylerhost.net) and our IP address of 208.64.239.174 in order for our email not to be considered spam. For more information on Whitelisting please visit <http://onlinegroups.net/blog/2014/02/25/how-to-whitelist-an-email-address/>