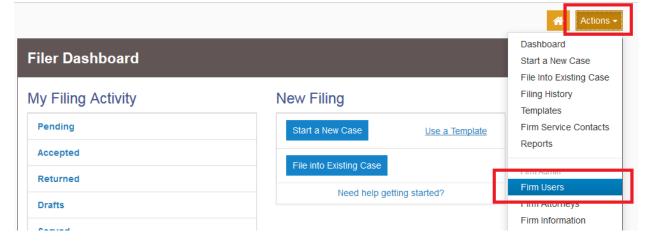
## APPROVING NEW USERS AS A FIRM ADMINISTRATOR

If, when creating your firm administrator account (see separate user guide for step-bystep instructions for creating this account) you leave box beside the "Require administrator approval of new user registration" text checked, you will have to manually approve users when they join your firm before they can access their accounts and submit filings under the firm name.

1. Click the orange "Actions" button. A drop down menu will appear. From this, select and click "Firm Users"



2. Check the "Firm Status" column under the list of Firm Users.

Firm Users						
First Name	Last Name	Email	Firm Status	Email Status	Roles	
Joe	Attorney	joe.attorney.fir	Approved	Active	Filer, Firm Admin	*
Jane	Attorney	jane.p.attorney	Not Approved	Active	Filer	Actions 🔻 🖕
ia a 1	▶ ▶ 10 v iten	ns per page				1 - 2 of 2 items

Should a user need to be approved, the entry under their name will be "Not Approved" under the "Firm Status" Column

Firm Use	rs					
First Name	Last Name	Email	Firm Status	Email Status	Roles	
Joe	Attorney	joe.attorney.fir	Approved	Active	Filer, Firm Admin	· · · · · · · · · · · · · · · · · · ·
Jane	Attorney	jane.p.attorney	Not Approved	Active	Filer	Actions 🔻
4 ∢ 1	▶ ▶ 10 <b>▼</b> ite	ms per page	$\bigcirc$			1 - 2 of 2 items

## Massachusetts Appeals Court Guide to Electronic Filing Procedure

3. Click the "Actions" drop down next to a user that needs to be approved:

First Name	Last Name	Email	Firm Status	Email Status	Roles	
Joe	Attorney	joe.attorney.fir	Approved	Active	Filer, Firm Admin	*
Jane	Attorney	jane.p.attorney	Not Approved	Active	Filer	Actions 🔻 🖕
4	• ► 10 • item	ns per page				1 Actions Remove Firm Use
Join My Firm: https://massachusetts-stage.tylerhost.net/OfsWeb/UserModule/Registration?firm=bc5055						Approve User Reset Password

To approve the user, click "Approve User." To reject the user, click "Remove Firm User."

4. When approved, the user will then appear as "Approved" in the "Firm Status" column:

Firm Use	rs					
First Name	Last Name	Email	Firm Status	Email Status	Roles	
Joe	Attorney	joe.attorney.fir	Approved	Active	Filer, Firm Admin	*
Jane	Attorney	jane.p.attorney	Approved	Active	Filer	Actions 🔻 🖕
H 4 1	► ► 10 v iter	ns per page				1 - 2 of 2 items
Join My Firm:	https://massachuset	ts-stage.tylerhost.ne	et/OfsWeb/UserMod	ule/Registration?fi	rm=bc5055	

Should you encounter any problems approving a firm user and you are sure you have followed the previous steps correctly, please call Tyler Support at 1.800.297.5377

<u>Please do not call the Clerk's Office with technical support related questions.</u>