



Guide on How to eFile at the Superior Court

Created by the Administrative Office of the Superior Court

<http://www.efilema.com>



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Disclaimer Regarding Legal Advice

Please note that the material in this Guide is intended only for instructional purposes to assist the reader with using the eFileMA.com electronic case filing application. Any sample legal documentation or content provided in this Guide is only for illustrative purposes to provide assistance with entering data into the application.

The information provided in this Guide does not, and is not intended to, constitute legal advice; all information and material in this Guide are provided for general informational purposes. Readers of this Guide should contact the Superior Court with any questions concerning case processes/procedures. Readers of this Guide should contact an attorney to obtain advice with respect to particular legal matters.

Content Creation and Use Statement

The Massachusetts Trial Court is responsible for the creation of all written materials in this Guide and the images on pages 2, 4, 5 & 25 - 33. Use of the content in this Guide, in whole or in part –, requires the express permission of the Administrative Office of the Superior Court.

Tyler Technologies, Inc. is responsible for the creation of all images on pages 4 - 22 in this Guide illustrating the [eFileMA.com](https://www.eFileMA.com) and Odyssey File & Serve software applications. These images are reserved for use exclusively in this Guide; no extraction or disassociated use is permitted.

Massachusetts Courts and Tyler Technologies, Inc. are credited with the logo image of [eFileMA.com](https://www.eFileMA.com).

Additional Resources

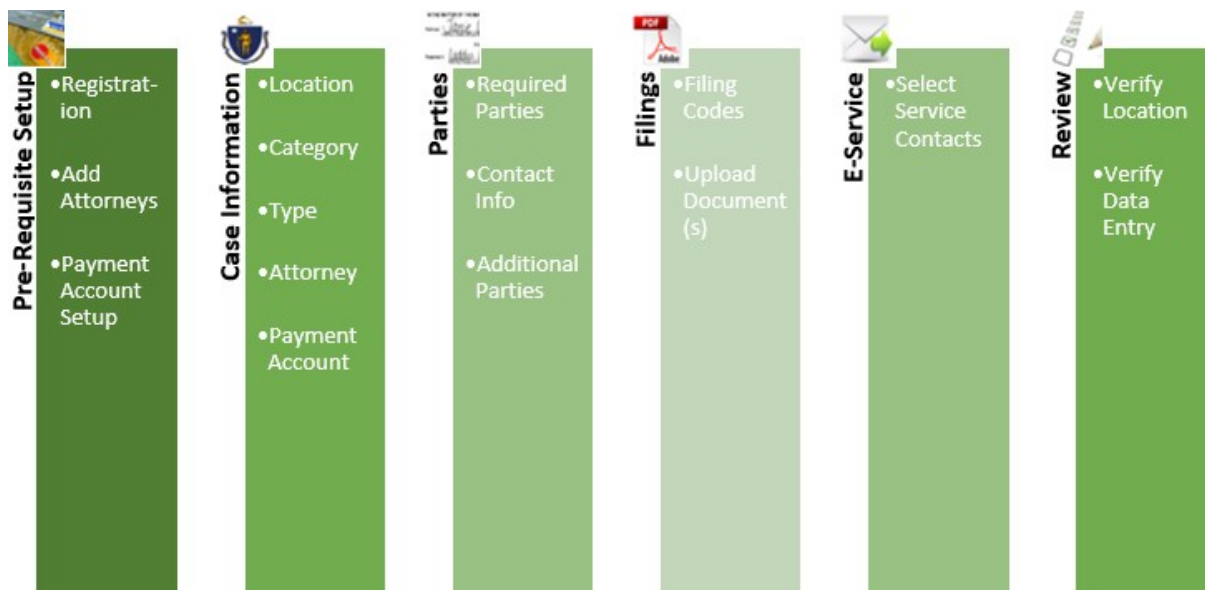
E-Filing Website: <https://massachusetts.tylerhost.net/ofswweb>

Send an email to the following address to be automatically added to the listserv email list: efilenews-join@jud.state.ma.us

Access this link for eFileMA information: www.eFileMA.com

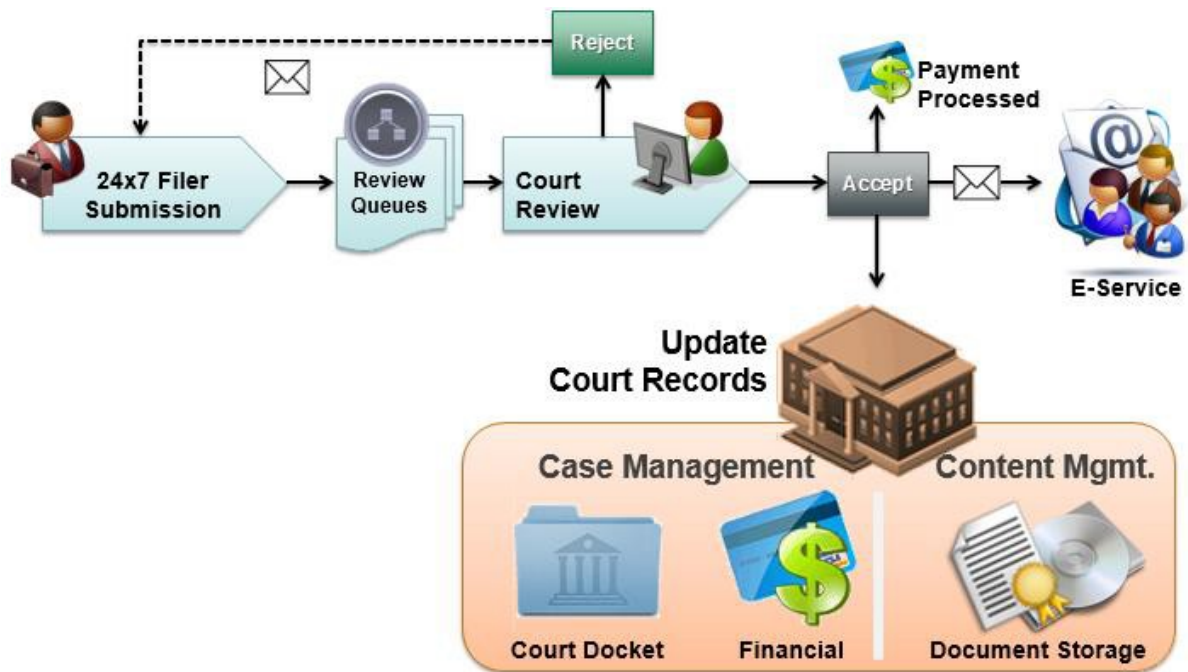
Contact Tyler Customer Support: 1-877-687-7870

OVERVIEW OF THE eFILING PROCESS



The diagram above demonstrates an example of the eFiling process.

- To initiate the filing process, the filer will need to register (e.g. provide firm and contact info) and set up a payment account.
- Next, the filer must input the case information (e.g. location: Superior Court County, Category: case type.).
- The next step is adding a party type (e.g. required Parties like Plaintiff/Defendant or Petitioner/Respondent, Contact information, any additional parties other than required).
- Next, the filer must upload the documents and choose the appropriate filing codes.
- This E-Service step is currently not active with the Superior Court, but may be available in the future. It allows the filer to electronically serve opposing counsel or party at a later time with subsequent filings.
- The final step is for the filer to review and verify the info and documents prior to submission.



This diagram provides a bird's eye view of the case filing process.

For the Massachusetts Rules on Electronic Filing, please refer to Supreme Judicial Court Rule 1:25; <https://www.mass.gov/supreme-judicial-court-rules/supreme-judicial-court-rule-125-massachusetts-rules-of-electronic>

REGISTRATION



Court Information

Helpful Information for E-Filing

- For an Overview of [E-Filing in the Massachusetts Courts](#).
- Review the [Massachusetts Rules of E-Filing \(SJC Rule 1:25\)](#).
- Standing Orders: [E-Filing in the Supreme Judicial Court](#) and [E-Filing in the Appeals Court](#).
- Instructions for Attorneys for [E-Filing 9A Motions in the Superior Court](#).
- How to [E-File in a Representative Capacity \(Trial Court\)](#).
- Find fillable forms here: [Trial Court E-Filing Forms](#) and [E-Filing & Forms at the Appeals Court](#)

Actions



Sign In



Register

Self Help

[Need Help?](#)

[Chat for Assistance](#)

[FAQ's](#)

[Web Training Sessions](#)

To register as a new user, begin by clicking on the 'Register' button in green. This will take the user to the appropriate screen.

Register – User Information

The Register page becomes available and all required fields must be completed in order to proceed.

Register

[User Information](#) » [Firm Information](#) » [Terms and Conditions](#) » Complete

First Name

Middle

Last Name

Email Address

Password

Security Question

Security Answer

Next

Note: A red box indicates that these are required fields.

First Name - User's first name.

Middle - User's middle initial. This field is optional.

Last Name - User's last name.

Email Address - User's email address, which will be used as the user id to log in.

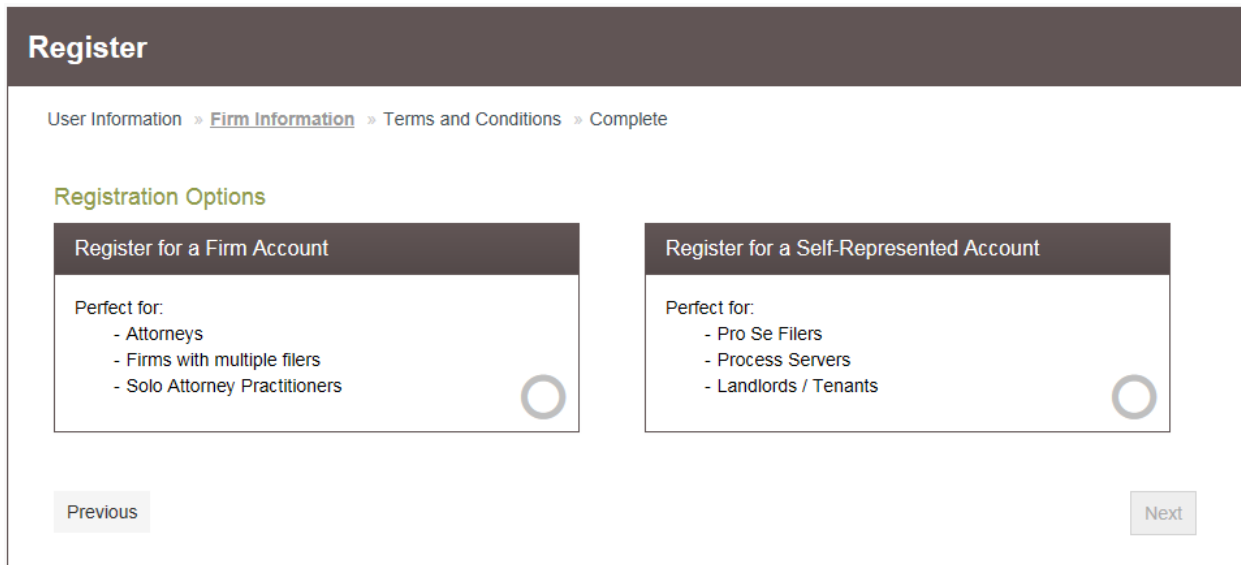
Password - Create a secure password that will be used to log in to the eFile site. The password must be at least 6 characters with a least one letter and one number or symbol.

Security Question - Create a question that can be answered by the user in the event of a password issue.

Security Answer - Answer to the security question.

Once complete, click on 'Next'.

Register – Firm Information

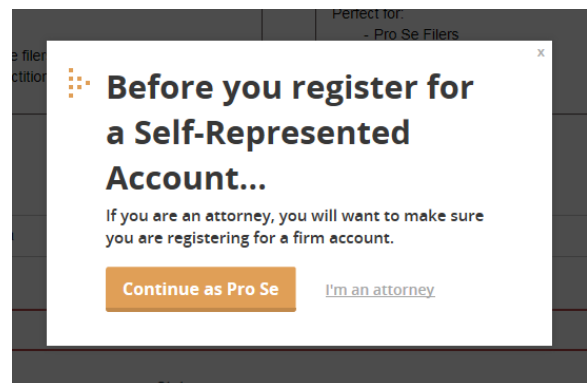


The screenshot shows a registration page titled "Register". The breadcrumb trail is "User Information » **Firm Information** » Terms and Conditions » Complete". Under "Registration Options", there are two boxes. The left box is titled "Register for a Firm Account" and lists "Perfect for:" with bullet points: "- Attorneys", "- Firms with multiple filers", and "- Solo Attorney Practitioners". The right box is titled "Register for a Self-Represented Account" and lists "Perfect for:" with bullet points: "- Pro Se Filers", "- Process Servers", and "- Landlords / Tenants". Both boxes have a radio button. At the bottom, there are "Previous" and "Next" buttons.

The user will need to choose if they are registering as a Firm Account or a Self-Represented Litigant (not an attorney). If the user is an attorney and accidentally selects the Self-Represented Account, the disclaimer box, on the right, will appear.

Select 'I'm an attorney' to close the message and select 'Register for a Firm Account' to continue registering as an attorney.

Note: *Before registering for a Firm Account, please check to ensure the firm's account has not already been created. If the firm account has already been created, the user must contact the firm*



administrator to request to be invited to join the firm. Directions on how to invite attorneys to a registered firm can be found on page 9.

Firm Information

Firm Name

Country

Address Line 1

City **State**

Zip Code **Phone Number**

Require administrator approval of new user registration

Firm Name - The filer’s Firm name.

Country – The subject firm’s country of business. This section is optional, but it defaults to the United States of America.

Address Line 1 - Enter the firm’s street address

City - Enter the city/town of the firm’s address

State - Enter the state of the firm’s address

Zip Code - Enter the zip code of the firm’s address

Phone Number - Enter the firm’s phone number

A box is automatically checked to require the firm’s administrator to approve the filer’s new user registration. Click ‘Next’ to continue.

Register – Terms and Conditions

By clicking on the “I Accept – Register Firm” button, the user is agreeing to be legally bound by all the terms and conditions in this agreement. This should be reviewed carefully.


After accepting the terms, a verification e-mail will be sent with a hyperlink to activate the user’s account. **The account must be activated in order to sign-in.**

Adding Firm Users

Only the firm's administrator will have the ability to add users. If adding a firm user, you may specify the Role(s) for that user: firm administrator, filer, and attorney. If you add a firm attorney, you will not be able to designate them as a filer

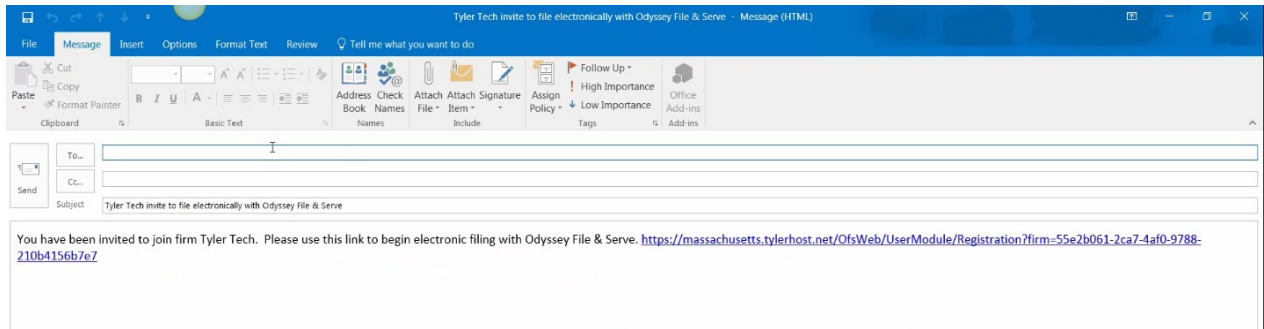
To add firm users to a registered firm, click on 'Actions' to open up the drop-down menu. From there select 'Firm Users'.

The screenshot shows the 'Filer Dashboard' interface. On the right side, there is an 'Actions' dropdown menu. The menu items are: Dashboard, Start a New Case, File Into Existing Case, Filing History, Templates, Firm Service Contacts, Bookmarks, Reports, Firm Admin, Firm Users, Firm Attorneys, Firm Information, Payment Accounts, Help, System Admin, and Filing History Search. The 'Firm Users' option is highlighted.

This will take the user to the Firm User page where it will show all the users that are currently registered with the firm. To invite someone, navigate to the bottom of the list where a URL link is displayed next to **Join My Firm**. Click on the envelope symbol: 

The screenshot shows the 'Firm Users' page. It features a table with the following columns: First Name, Last Name, Email, Firm Status, Email Status, Roles, and Actions. The table lists 10 users, including Ayu Arifin, Ashley Benson, Aaron Biggs, Songa Bolin, Amber Branch, Melissa Carroll, Zofie Chau, Kyle Doherty, Adam Earnheart, and Amanda Flack. At the bottom of the page, there is a 'Join My Firm' section with a text input field containing the URL: `https://massachusetts.tylerhost.net/OfsWeb/UserModule/Registration?firm=55e2b061-2` and an envelope icon.

This will open a new window to a new message where the user can send the hyperlink to join the firm.



Adding a Payment Account

To add a payment account to a registered firm, click on Actions to open up the drop-down menu. From there select 'Payment Accounts'. A payment account must be created in order to eFile a new case or file into an existing case.

Note: Only the firm administrator will have the ability to add payment accounts.

Payment Accounts			
+ Add Payment Account			
Payment Account Name	Payment Account Type	Active	
4610460935904284	Credit Card	No	Actions ▾
Waiver	Waiver	Yes	Actions ▾

To add an account simply click on **+ Add Payment Account**.

Payment Account Name

Payment Account Type

Click to select Payment Account Type

Click to select Payment Account Type

Credit Card

eCheck

Waiver

Undo Save Changes

Enter in the Payment Account Name that can be easily remembered (i.e. Visa exp.12/21). Then select the Payment Account Type, Credit Card, eCheck or Waiver. Once selected, click 'Enter Account Information' to proceed to fill out either the Credit Card or eCheck information.

Enter Account Information

Method of Payment

Credit Card

e-Check

Cardholder Information

Enter the information as it appears on the Cardholder Account. The fields marked with a red asterisk (*) are required fields.

Card Type *

Card Number *

Exp Month * Exp Year *

CVV Code * [CVV Help](#)

Name on Card *

Address Type US Foreign

Address Line 1 *
Street address, P.O. box, company name, c/o

Address Line 2
Apartment, suite, unit, building, floor, etc.

City *

State *

Zip Code *

After completion, click 'Save Changes' and the payment account is added to Accounts list.

FILING A CASE



Go To Assist

Show Me How To...



Filer Dashboard

My Filing Activity

- Pending
- Accepted
- Returned
- Drafts
- Served

[View All](#)

New Filing

- [Start a New Case](#)
- [Use a Template](#)
- [File into Existing Case](#)
- [Need help getting started?](#)

Please note, a payment account must already be set up prior to filing a case. If the filer checks off “waiver” for the payment option, then the Affidavit of Indigency must be included.

To initiate a new case for filing, click on the ‘Start a New Case’ link in the blue box to open the Case Information page.

To file a subsequent filing, click on “File into Existing Case”. You will be able to search by the party’s names or docket number. Once you find the case you can proceed to the “Filings” section of this document, Case Information and Party Information will not need to be filled out.

File Into Existing Case

Select a Location

Location

Search for a Case by

Case Number Party Name

Case Number

Please refer to Superior Courts mass.gov eFile page to find out the case types and counties where you can electronically filed in the Superior Court.

Case Information

The Case Information page becomes available and the filer must complete the following details for this new case form by using the provided drop-down list.

The screenshot shows a web form titled "Start a New Case" with a sub-section "Case Information". The form contains several input fields:

- Location:** A dropdown menu with the text "Click to select Location".
- Category:** A dropdown menu with the text "Click to select Category".
- Case Type:** A dropdown menu with the text "Click to select Case Type".
- Lower Court/Agency:** A dropdown menu with the text "Click to select Low..." and an information icon.
- Lower Court/Agency Case #:** A text input field with the text "Optional: Enter the lower c..." and an information icon.
- Short Title:** A text input field with the text "Optional: Enter the lower c..." and an information icon.

At the bottom right of the form, there are two buttons: "Undo" and "Save Changes".

Note: A red box indicates that these are required fields.

Location - Select the appropriate Superior Court county in which you want your case to be heard.

Category - Select the case category, what type of case you are filing.

Case Type - Select the case type for this category. The associated fees are listed next to each option.

The following 3 fields are only required to file an appeal.

Lower Court/Agency - Enter the name of the lower court/agency, if applicable.

Lower Court/Agency # - Agency case number, if applicable.

Short Title - Agency case title, if applicable.

Once the filer has entered information in the required fields, click on [Save Changes](#) to move on to the next section.

Party Information

The Party Information section becomes available and the following details must be completed for this new case. This section displays only two party types, but multiple parties can be added by clicking on 'Add Another Party'.

Party Information
Need Help?
—

Party Type	Party Name	Lead Attorney
Plaintiff		Required Party ▲
Defendant		Required Party ▼

Enter details for this Party

Party is a Business/Agency

First Name	Middle Name	Last Name	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> ▼

Country

▼

Address Line 1	Address Line 2
<input type="text"/>	<input type="text"/>

City	State
<input type="text"/>	<input type="text" value="Click to select State"/> ▼

The Plaintiff's information, or the one who is filing the complaint, will always default as the first to be entered. Please note that if the filer is a business/agency they must check off the box (right) in order to enter the business' name.

Enter details for this Party

Party is a Business/Agency

First Name - Plaintiff's First Name

Middle Name - Plaintiff's Middle Name

Last Name - Plaintiff's Last Name

Suffix - Select the appropriate suffix, if any, for the Plaintiff

Country - Select the country of the Plaintiff's address, this is automatically defaulted to USA

Address Line - Enter the Plaintiff's street address

City - Enter the city/town of the Plaintiff's address

State - Enter the state of the Plaintiff's address

Zip Code - Enter the zip code of the Plaintiff's address

Phone Number - Enter the Plaintiff's phone number

Lead Attorney - Select the lead attorney for the Plaintiff, if any, for this case

Note: *In order for an attorney's name to appear as a choice in the Lead Attorney drop down, the Firm Administrator must have set this up beforehand. Otherwise, the only selectable entries will either be "Pro Se" or "Click to select Lead Attorney". This field is optional.*

After the information has been entered, click on **Save Changes** to begin entering the Defendant's information. Once complete, click on 'Save Changes' once more. Should the filer need to add any additional parties, they can click on **+ Add Another Party**

If one of the parties has a Representative Capacity, the filer must add the represented party and a capacity to demonstrate this on the case. Please refer to the following section of the guide for instructions: [Adding a Party in a Representative Capacity to a Case.](#)

After the information on the parties is entered, the filer will move on to the filings. Before completing the filings section, the filer must have a PDF document(s) to upload.

Filings

The 'Filing Code' in this section determines the content that the user wants to submit to the Superior Court. Once the filing has been accepted by the reviewer, the filing will become a docket entry in the case record.

Filing Type - Select either EFile or EFileAndServe

- **Efile** Choose this option for electronic filing, without electronic service.

- **Efile and Serve** This option allows for electronic filing and service of the submitted documents. **DO NOT SELECT** this option, electronic service is not yet accepted in the Superior Court.

Service Contacts —

Please select at least one service contact for service.

Only contacts checked below will be served electronically.

Note: If “Efile and Serve” is selected, the filer will be required to enter the service contact for at least one of the Parties listed in the Service Contacts section. If the contact does not appear in the list, it must be created by navigating back to the homepage and selecting Actions.

Filing Code - Select from the drop down of the different document types. If this case is accepted, the Tyler Filing Code will become a part of the Court’s Docket Entry. If the filer does not use the correct code with the corresponding document, the entire filing will be rejected. If the filer is unsure which filing code to use, they should contact the Superior Court’s Clerk’s Office for assistance.

Filing Description - Enter the purpose of the document being filed. This field is optional.

Client Reference Number - Enter the client’s billing code or firm tracking number if applicable. This field is optional.

Comments to Court - Enter any information of which the filer would want to inform the court. This comment is optional and will not be a part of the case record. This field allows up to 32,000 characters.

Courtesy Copies - Enter an email address, or multiple by separation of a comma, to send a copy of this filing to interested parties. This feature does not constitute or substitute service.

Filing on Behalf of – The filer selects from the drop down and choose the party (plaintiff or defendant) they are filing on behalf of.

The filer must have the PDF of the required documents in order to upload to Tyler.

Lead Document (Required)

Computer

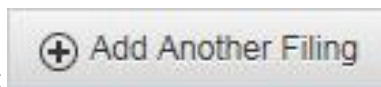
↑
i

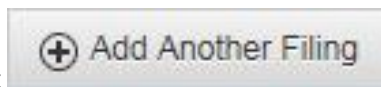
To upload a file, click on the gray bar. This will prompt the filer to browse the computer to select the appropriate file to upload. Upon uploading the document, the document name will appear with the size of the file (maximum size is 25MB). The description box will automatically populate the file name. This field is may be edited, but there is a limitation of 60 characters.

Select Filing Code* ⓘ

- Affidavit
- Application
- Attorney appearance
- Certificate/Certification
- Civil Action Cover Sheet
- Complaint electronically filed
- Discovery Motion
- Dispositive Motion
- Equitable Motion
- Exhibits/Appendix
- Memorandum (optional)

[← Dismiss](#)



To **add another document**, select . The filer should separate, and upload documents based on the filing code, but if there are exhibits they may file them all under one filing code.

Some additional guidance regarding documents, Filings, and Filing Codes:

Each document must be included in the to-be-eFiled envelope/draft as a separate Filing. The envelope/draft may include as many Filings as desired (there is no maximum number of Filings).

*Each component document of the **9A package** must be a separate Filing within the to-be-eFiled envelope/draft. Please be sure to select the Filing Code that best matches the type of document in the Filing.*

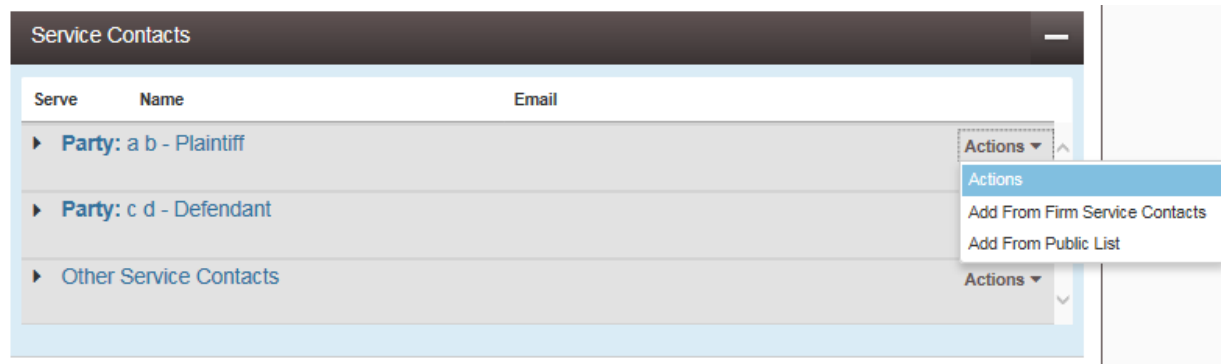
If the filer checks off waiver for the payment option, then the Affidavit of Indigency must be included with the entry package.

Some common reasons that an eFile may be rejected include, but are not limited to, un-timely filings, lack of jurisdiction (e.g. filed in the wrong county), and an incomplete submission. If rejected by the Court, the filer may refile the case after necessary corrections, based on the Superior Court staff comments.

After completing this Filings portion, click on 'Save Changes' to proceed to the Service Contacts section.

Service Contacts

In this section, the filer may choose from the Actions drop down of the parties who should be electronically served. Please note the Superior Court is not using this function at this time.



Add From Firm Service Contacts - This will display the names and e-mails of individuals who are associated to the firm.

Add From Public List - This displays the names, e-mails and firms of individuals who are public users in Tyler. Typically this list is much more extensive and the individual must have a registered eFile account to be a part of this list.

After choosing service contacts for the respected parties, the filer can move on to the Fees section.

Fees

Note: A payment account must be set up prior to filing a Superior Court Case in Tyler. See section Adding a Payment Account, page 10.

The Payment Service Fee charge for using a credit card (American Express, MasterCard, VISA) to E-File is 2.89% of the combined Total Filing Fee + E-File Fee.

The Payment Service Fee charge for using eCheck (ACH) is \$0.25.

There is an eFile Fee of \$22.00 that is added to the Court Case Fee on all envelopes that are the first filing that initiates a case. There are no eFile Fees on any envelope (subsequently) filed into an existing case.

The total amount due is displayed as the Envelope Total.

Select from the Payment Account drop down and choose the payment account that has already been set up. Select the party responsible for the fees and the filing attorney.

Once the section has been completed, click on 'Submit' and the envelope has been sent to the designated Superior Court for review. This case will be assigned an Envelope number for tracking purposes. If the Clerk's office accepts the envelope, a docket number will be assigned. If the file is rejected, the filer will not be charged.

To review what has been filed, go to the Filer Dashboard and underneath the option of My Filing Activity select 'Pending'.

The screenshot shows the efileMA Filer Dashboard. At the top left is the efileMA logo with the text "Massachusetts Court System" and "File & Serve". To the right are buttons for "Go To Assist" and "Show Me How To..." with a user icon. Below these is a navigation bar with a home icon and an "Actions" dropdown. The main content area is titled "Filer Dashboard" and is divided into two sections: "My Filing Activity" and "New Filing".

My Filing Activity (with a help icon):

- Pending
- Accepted
- Returned
- Drafts
- Served

At the bottom of this section is a [View All](#) link.

New Filing (with a help icon):

- Start a New Case (with a help icon) [Use a Template](#) (with a help icon)
- File into Existing Case (with a help icon)

Below these options is a link: [Need help getting started?](#)

REPRESENTATIVE CAPACITY

Adding a Party in a Representative Capacity to a Case

Note: Representative capacities have three parts-

First Part: Representative (Individual or Business)

Second Part: Represented Party (Individual or Business)

Third Part: Capacity

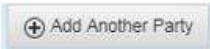
The following steps demonstrate how to add a **Representative**, **Represented Party** and finally the **Capacity** which links the representative and party together.

In the **Party Information** section add the **Representative** as a party to the case (plaintiff, defendant, petitioner, or another party type).

- a. If the party is an individual, fill in the first and last name.
- b. If the party is a business, check the box to indicate that it is a business and enter the name of the business.

Enter any optional fields. Click the 'Save Changes' button.

The following steps are to add the represented party, which will include the **Represented Party** and **Capacity**.

Click the  button and take the steps below. Check off the box 'This is a represented party', once checked the Party Type automatically defaults to the Representative Capacity.

Enter details for this Party

Party Type Party is a Business/Agency

This is a represented party

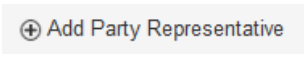
Enter details for this Party

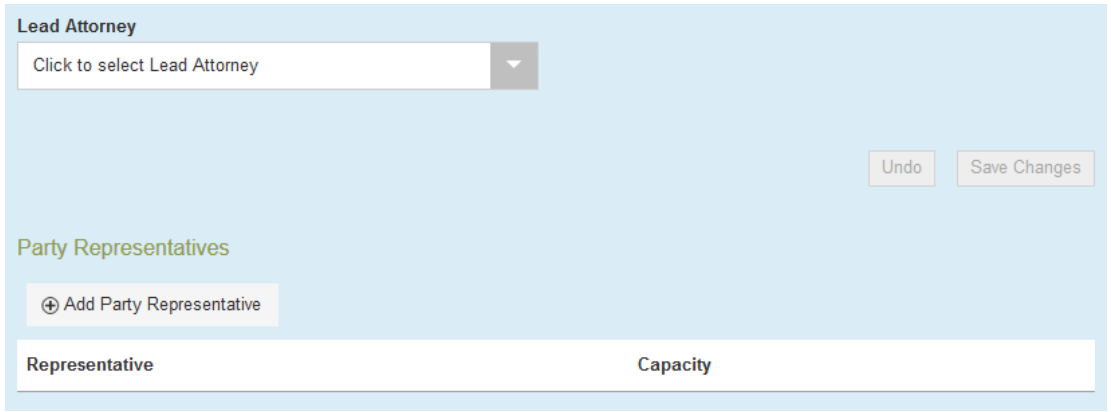
Party Type Party is a Business/Agency

This is a represented party

If the represented party is a business, check the box labeled **Party is a Business/Agency**. Enter the **Represented Party** (individual or business), name and information. Click on 'Save Changes'.

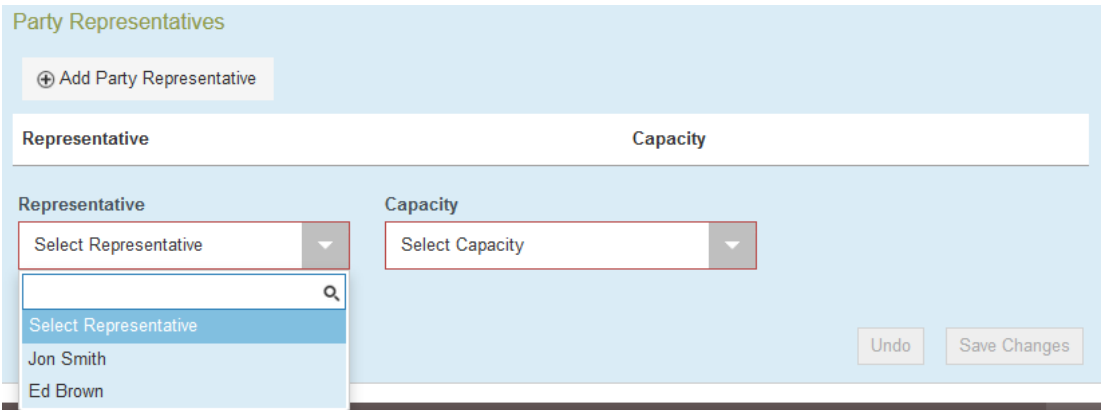
The following steps are how to add the connection between the two (the **Representative** and the **Represented Party**). Notice that the Tyler application has moved you to the **Filings** section. Scroll back up to the **Party Information section** and click on the Represented Capacity to re-activate the details.

A new button has appeared below the Lead Attorney. Click on 



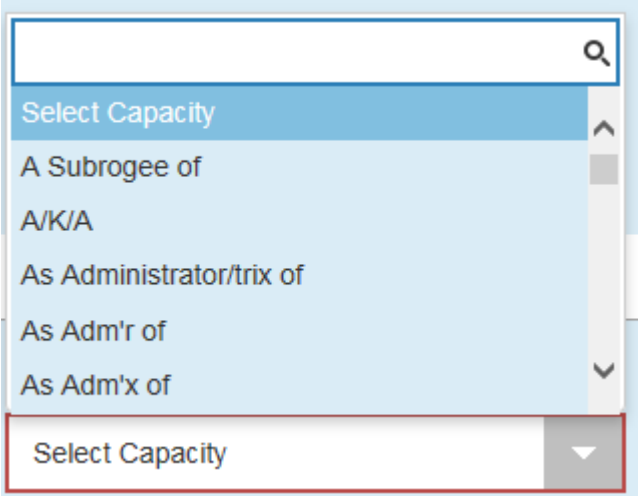
The screenshot shows a form titled "Party Information". At the top, there is a "Lead Attorney" section with a dropdown menu that says "Click to select Lead Attorney". Below this, there are "Undo" and "Save Changes" buttons. The "Party Representatives" section is highlighted in green and contains an "Add Party Representative" button. At the bottom of this section, there are two columns: "Representative" and "Capacity".

The **Representative** drop-down box and the **Capacity** drop-down box appears. For the representative, click the **Representative** down arrow.



This screenshot shows the "Party Representatives" section with the "Add Party Representative" button. Below it, the "Representative" and "Capacity" columns are expanded. The "Representative" dropdown menu is open, showing a search bar and a list of names: "Select Representative", "Jon Smith", and "Ed Brown". The "Capacity" dropdown menu is also open, showing "Select Capacity". "Undo" and "Save Changes" buttons are visible at the bottom right.

For the capacity, click the **Capacity** down arrow. Select the **Capacity** from the list. Click on 'Save Changes'.



Party Information

Party Type	Party Name	Lead Attorney
Plaintiff	Jon Smith	Required Party
Defendant	Ed Brown	Required Party
Representative Capacity	ABC Home Inc	Actions

[+ Add Another Party](#)

Enter details for this Party

Party Type: Representative Capacity Party is a Business/Agency

This is a represented party

Business Name: ABC Home Inc

Country: United States of America

Party Representatives

Representative	Capacity	Actions
Jon Smith	D/B/A	