Transcript for the Housing Court eFiling Training Video

0:00 Introduction – Overview of the homepage

Welcome to the Massachusetts Housing Court's Webinar on eFiling.

Before we start, I would like to point out some additional resources located within the Court Information window, such as 'message of the day' which informs you if there's any website maintenance for Tyler, and other additional resources such as the Massachusetts Rules of eFiling - SJC Rule 1:25.

The Actions window is self-explanatory where you can either Sign-in or Register as a new user.

And the Self-Help window provides links to additional assistance if you have any technical questions regarding the Tyler system. If you have questions regarding Housing Court process, please refrain from using these links and contact the court directly.

To register as a new user, begin by clicking on the 'Register' button.

00:47 Register – User Information

The Register page becomes available and all required fields must be completed in order to proceed. Please note that a red box indicates that these are required fields.

Enter First Name, Last Name, Email Address

Password; when creating a secure password it must meet the criteria of the disclaimer below. The password must be at least 6 characters with a least one letter and one number or symbol. Once the password meets the criteria, the disclaimer will disappear.

Go ahead and create a security question and answer that can only be answered by you.

Once complete, click on 'Next'.

The user will need to choose if they are registering as a Firm Account or a Self-Represented Litigant. We are going to register as a Firm today.

A red disclaimer appears so that you can double check with your firm to ensure a duplicate account does not already exist. If your firm already exists, you should contact your firm administrator to send you a hyperlink to join.

We are going to go ahead and create a new firm.

This box is automatically checked off to require the firm's administrator to approve the filer's new user registration. Click 'Next' to continue.

2:47 Register – Terms and Conditions

Here we have the terms and conditions created by Tyler. This should be reviewed carefully. By clicking on the "I Accept – Create My Account" button, the user is agreeing to be legally bound by all the terms and conditions in this agreement. Go ahead and accept.

And now we get a confirmation that the firm has been created and we will now go to our e-mail account to complete the verification process.

Once logged on, a disclaimer will appear indicating that we need to add a payment account and an attorney. You will not be able to file anything until these two actions have been completed. Please be advised only the firm admin will have this functionality.

We will first add a payment account;

4:05 Adding a Payment Account

To add a payment account, go to Actions and Payment Accounts. There will be a message that will alert you about credit card processing, click on I understand.

To add an account simply click on Add Payment Account.

Enter in the Payment Account Name that can be easily remembered (i.e. Visa exp.12/21).

In addition you should also include a waiver account type so that the option is available for payment. Just be advised when filing, the Affidavit of Indigency must be included and approved for the waiver to be accepted.

Once the account has been applied and it shows as Active that means its all set.

6:00 Adding Firm Attorney's

Go to Actions, Firm Attorney's. Go to Add New Attorney and enter their BBO number, click verify and their information will populate. Click 'Save Changes'.

6:40 Adding Firm Users

Adding Firm Users, select Actions and Firm Users.

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, you would navigate to the bottom of the list where a URL link is displayed next to Join My Firm. Click on the blue envelope.

This will open a new window to a draft message where the user can send the hyperlink to join the firm. Please be advised, only the firm admin will have the ability to issue this link.

7:26 Filing a New Case - Case Information

Now let's initiate a new case for filing! Click on the 'Start a New Case'. At this time only Summary Process and Small Claims cases can be electronically filed.

The Case Information page becomes available and the filer must complete the following details. Again a red box indicates that these are required fields.

Location, Category, Case Type

The following 3 fields, after Case Type, are only required to file an appeal.

8:30 Filing a New Case - Party Information

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 in order to enter the business' name.

Lead Attorney - Select the lead attorney for the Plaintiff, if any, for this case. You do have the ability to add additional attorney's as well.

Go ahead and save changes, now you can go ahead and enter the Defendant's information.

The Filings section is now available, before completing this you must have the document scanned and saved on your desktop in a PDF format.

9:54 Filing a New Case - Filings

Filing Type - Select either EFile or EFileAndServe

The only difference is that EFileAndServe, when the filer wants to electronically file with the court AND provide copies electronically to email addresses that the filer choose.

We are just going to simply select EFile, the filing code in this case will be Summary Process (SP) Summons and Complaint, Affidavit of Compliance and the Notice to Quit.

The filing description is the name of the document you are filing.

Client Reference number is the firm's client billing code or firm tracking number

Comments to the court are any comments you would like to submit to the reviewer, this will not be a part of the actual case.

Courtesy Copies, you may enter in additional e-mail addresses here if you would like a copy of this filing sent to them.

Then finally choose the individual you're filing on behalf of for this case.

Click on 'Save Changes', and be sure to click on 'Add Another Filing'.

Once you complete your filing portion, you can now go on to your Service Contacts.

13:15 Filing a New Case - Fees

As you can see there is a breakdown of the fees for this filing case that you are submitting.

Select from the Payment Account drop down and choose the account that has already been set up. Determine the party responsible for the fees and the filing attorney. Click 'Save Changes'.

You must check off both Submission Agreements to allow you click on 'Summary'. Review your envelope before your submit it. The confirmation alert will appear with your envelope number. Go on and click here to view the receipt. A summary of what you submitted to the Court appears.

And that is a brief overview on how to register as well as eFile a new case. Should you have any questions or would like a written guide on this process, please refer to the Housing Court website on Mass.gov.