File & Serve Firm Administrator

File & Serve Firm Administrator Responsibilities

When registering to use the Minnesota Judicial Branch File & Serve application, each registered firm must identify a firm administrator.

Administrator Requirement

1. Every firm needs to designate a person to administrate their File & Serve system.
2. Even if there is only one user, there must be a designated Firm Administrator.
3. A firm may have multiple Administrators but, rather than having separate accounts, they may share the username/password combination for the firm administrator account.
4. However, only one person may be logged in as the Administrator at any given time.

Overview of Firm Accounts

1. Firm Name
   a. Serves as the common identifier of all users in the firm.
   b. Filing transactions can be accomplished and viewed by anyone at the firm.
   c. In firms with multiple office locations, it is possible to have a single firm name or multiple firm names, according to firm preference.
   d. Because administrators with the same firm name can review everything filed by their firm, different firm names might be desirable to avoid potential conflicts of interest.
2. User Account
   a. Users of the File & Serve system may include anyone within the firm that may be filing on behalf of the firm; legal assistants, paralegals, or attorneys.
   b. The name of the individual who submitted the transaction and the name of the attorney will both appear in the details for the filing.
   c. The firm administrator is responsible for entering or approving new users and deleting users that are no longer with the firm.
3. Attorneys
   a. The Administrator must enter or approve the attorneys in the firm who will be filing documents through the system.
   b. Then ensure that the address, email address, telephone number,and other information for each attorney is correct.
   c. The attorney name will be placed in a dropdown box on the E-Filing form.
   d. When entering a filing, a user will select the attorney name from this list indicating who the user is filing on behalf of.
4. Service Contacts
   a. Users included in the service contacts list will be available to be added to receive e-service on cases in File & Serve.
   b. The Firm Contact List is a list of all contacts that the firm administrator or others in the firm have entered; this list is available for all cases.

Getting Started

1. The Administrator will initially register the firm with the system by selecting and creating a firm name.
2. Create attorney and firm user accounts and passwords manually or by allowing users to self-register.
    a. It is recommended that the require firm administrator approval for new user registration feature be used when self-registration is allowed.
    b. A password must be a minimum of 6 alphanumeric characters. It must include at least one number.

3. Set up a payment account.
    a. Each firm must have at least one credit card registered in the system for a payment account.
    b. The credit card will be used to pay court filing fees and e-filing system fees when filing court documents.
    c. Valid credit cards are Visa, Mastercard, Discover.
        i. American Express will not be accepted in the File & Serve system.
    d. Firm users will not have access to the credit card numbers; they will only see the name that is given to the payment account.
    e. Multiple payment accounts may be setup; each user will be able to choose from the list of payment account names when filing a document.

4. Set up service contacts. This step may be completed by either the firm administrator or users themselves.

Administrator Tasks

1. The Administrator will be responsible for on-going management of:
    a. Firm user accounts.
    b. User passwords.
    c. Registered payment accounts.
    d. Sending user notifications and communications.
    e. Acting as a resource for firm users by keeping current with File & Serve training, notifications, and processes.

Decisions

1. Will your firm have single or multiple firm names?
2. The roles will users need, so that the appropriate rights can be added as their user accounts are approved.
3. How will your payment accounts be named for users to identify which card to use?