

FAQ's...



- 1. How do I access the Odyssey File and Service system?** To access the Odyssey File and Service website, go to <https://illinois.tylerhost.net/ofswb>
- 2. Do I have to register to use File & Serve?** Yes, all users must register prior to using File & Serve.
- 3. What if I am a pro se, can I use the File & Service system?** Yes, a pro se can register as an **Independent User**. Check with your local court for the use of this feature.
- 4. When can I use File & Serve?** File & Service is available 24/7. Consult your local court rules for review timelines and schedules.
- 5. Can I use my iPad or Kindle to access this website?** Devices that can connect to the internet using the Android operation system and versions of IOS are compatible with this website. However, an iPad or iPhone does not have the capability to hold a pdf file, which is required for filing. To file using an Apple device you will need to have your document saved into a Dropbox or Cloud account. If you are unable to upload your document with your mobile device you will need to file using a computer.
- 6. How long are file-date stamped documents available?** File-date stamped documents are available for 30 days.
- 7. Is there a fee to use File & Serve?** Yes, the fee to use File & Service called a service fee, is paid directly to Tyler Technologies. The fees vary by court and on the type of e-filing transaction.
- 8. What is the convenience fee?** A convenience fee is assessed to cover the credit card processing fees and may vary by court.

Visit:

<https://illinois.tylerhost.net/ofswb>

in the Self Help section for more information.



Support for eFileIL...

Contacting eFileIL Support

Filer Support Email:

efiling.support@tylertech.com

Filer Support Phone Number:

800.297.5377

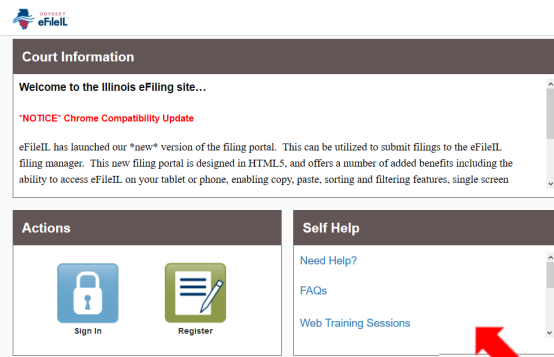
Filer Support Hours:

7am-9pm Central Mon-Fri
except Tyler Technology holidays

Visit:

<https://illinois.tylerhost.net/ofswb>

for self-help



Rhonda Wilson

Cumberland Co. Circuit Clerk

circuitclerk@cumberlandco.org

217-849-3601

How To and Support

<https://illinois.tylerhost.net/ofswb>

PLEASE NOTE: The Circuit Clerk's Office, by law, cannot instruct you on how to select or complete your court documents nor can they provide legal advice.



Register...

1. Visit <https://illinois.tylerhost.net/ofsw eb>
2. Click "Register"
3. Enter your information and click "Next"
4. Mark "Register for Self-Represented Account" (Pro Se)
5. Click "Continue as Pro Se"
6. Enter "Contact Information" and click "Next"
7. Click "I Agree – Create My Account"
8. You will get a confirmation that you successfully registered, you will need to complete the verification process by going to the email
9. You will need to Activate Account by opening the email and click "Activate Account"
10. Activated screen will show in browser

If you do not have an email address, you may call Tyler Technologies at 800.297.5377 for support.

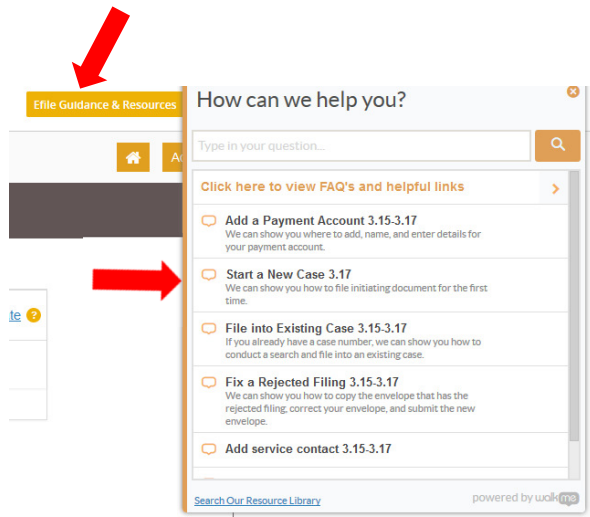
By providing your email address, you agree to receive email communications from the Court.

Open New Case...



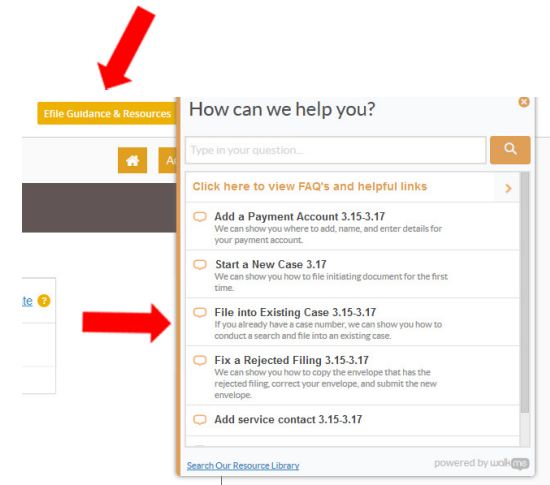
You must be a registered user before continuing with New Case.

- Visit <https://illinois.tylerhost.net/ofsw eb>
- Click "Sign In"
- Sign In
- Add Payment Account before beginning (add eCheck, credit, or debit card information)
- Click the Efile Guidance & Resources at the top of the screen for a step-by-step walk through in opening a new case.



File into existing case...

- Visit <https://illinois.tylerhost.net/ofsw eb>
- Click "Sign In"
- Sign In
- Click the Efile Guidance & Resources at the top of the screen for a step-by-step walk through in file into existing case.



Please check your email after filing for any copy of documents, notices, or any other communication provided by the Court.