SERVICE CONTACTS GUIDANCE FOR EFILEMAINE USERS

Under Rule 36 of the Maine Rules of Electronic Court Systems, lawyers and self-represented parties using eFileMaine (the "EFS") are required to receive electronic service of filings made by other parties through the EFS. A lawyer's "service contact" should be created on the *Firm Service Contacts* list in the firm's eFileMaine account. That service contact must be added to the case *Service Contacts* list in each case in which the lawyer is representing a party. The form used to create a service contact on the *Firm Service Contacts* list includes a field for *Administrative email(s)*. Law firm staff assisting a lawyer in a representation (*e.g.*, paralegals and legal assistants) may be added to the lawyer's service contact using this field. Use of the *Administrative email(s)* feature eliminates the need to separately add assisting staff to the case *Service Contacts* lists in the lawyer's cases. In addition, if the lawyer withdraws or the lawyer's client is dismissed from the case, deletion of the lawyer's service contact from the case *Service Contacts* list will also remove the assisting staff. Follow the steps below to add a lawyer to the lists of service contacts for the firm and for each of the lawyer's cases.

1. Log onto the firm account on eFileMaine.

2. Choose the "Service Contacts" icon ▢ in the menu bar on the left (second from the bottom) or click on the three bars in the upper left of the dashboard ☰ ⬤ Maine Courts File & Serve   *eFile - Maine* to expand the menu bar and choose the "Service Contacts" option:
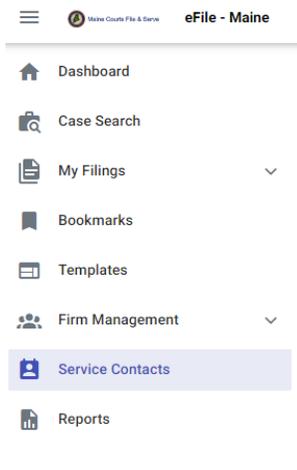
Your **Firm Service Contacts** list will be displayed.

3. Click the button on the right to add a service contact: **+ Add Contact** . The **Add Service Contact** dialog box will open:

Enter the information in the required fields marked with the red asterisk. The mailing or physical address fields will become optional when an email has been entered. In the optional field for *Administrative email(s)*, you may add up to ten addresses (separated by semicolons or commas) that will receive any documents served on the principal service contact named on the form.

4. Click SAVE . The service contact has now been added to the **Firm Service Contacts** list.

5. To add the service contact from your **Firm Service Contacts** list to a **Service Contacts** list in a case in which the lawyer or your firm are counsel of record, return to the dashboard and locate the case on the EFS using the cards for **Case Search**, **Filing History**, or **Bookmarks**.

6. When you have located the case, click on the Actions ▾ button on the right side of the screen and choose the third option to "**View Service contacts**" in the case:
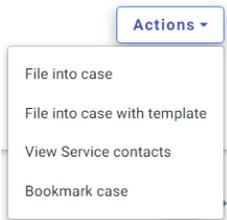
7. The **Service Contacts** list for the case will be displayed in a dialog box:
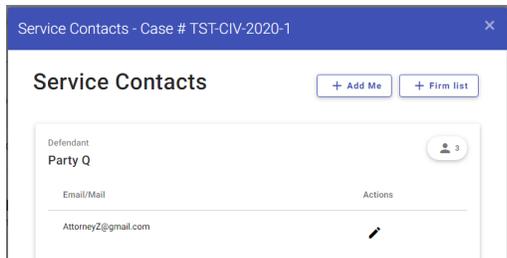
Click the button labeled + Firm list in the upper right of the dialog box to add a service contact from your firm list; another dialog box will open to **Add Existing Firm Contact:**
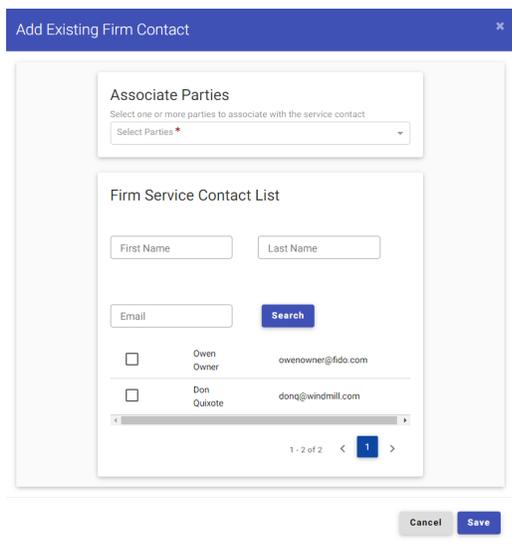
Choose the party represented by the lawyer or firm from the drop-down list in the **Associate Parties** field; choose the appropriate service contact from your firm list by checking the box next to the name; and click [**Save**] to close the **Add Existing Firm Contact** dialog box.

8. The system will return to the case **Service Contacts** dialog box. Click [**Save**] in the lower right corner to close the dialog box. The service contact has now been added to the case **Service Contacts** list.

You have completed the process of adding a service contact to your firm service contacts list and to a case service contacts list. Other parties using the EFS to file documents in the case will now be able to electronically serve the lawyer you added and the administrative emails entered in the service contact will also receive service of the documents. For technical assistance with creating, adding, and deleting service contacts, please contact Tyler Technologies user support by telephone, email, or chat.

NOTE: Parties who must be served but are not on the case **Service Contacts** list cannot be served through the EFS and must be served by any other method provided by rule or law.