

E-Services Filing User Guide

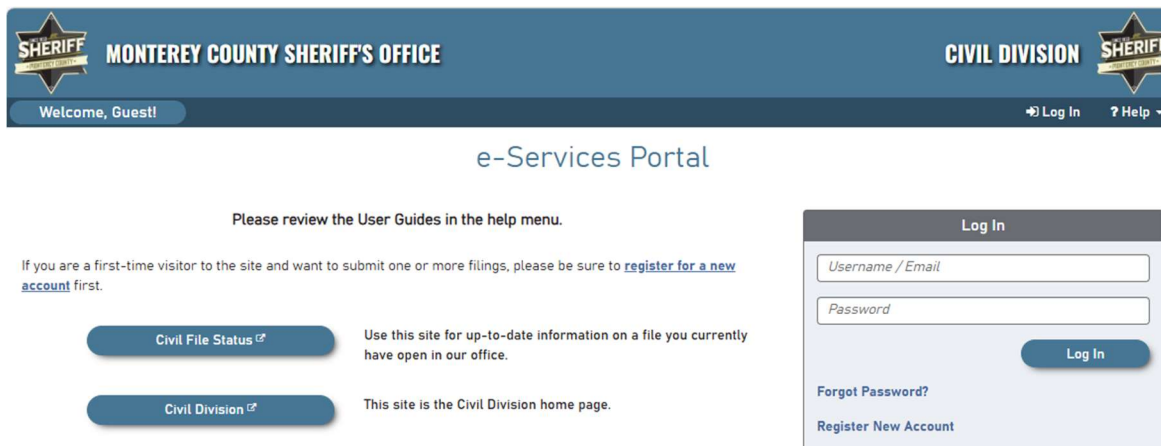
Attorneys and Registered Process Servers

Note to Attorneys: If you are filing as an individual attorney, but the attorney on the case is your firm, select the firm name from the Requestor drop-down. If it is not listed, you may want to register the firm as a Requestor so you can select it in the future.

Note to Registered Process Servers (RPS): If you are filing a case on behalf of an attorney or firm, select that attorney or firm from the **Requestor** drop-down. If they are not listed, you may want to ask them to register as a Requestor so you can select them in the future.

How to Submit a Filing

1. Login to your E-Services account.



The screenshot shows the top navigation bar with the Sheriff's Office logo, "MONTEREY COUNTY SHERIFF'S OFFICE", "CIVIL DIVISION", and a "SHERIFF" logo. A welcome message "Welcome, Guest!" is on the left, and "Log In" and "Help" links are on the right. The main heading is "e-Services Portal". Below it, there is a message: "Please review the User Guides in the help menu." A note states: "If you are a first-time visitor to the site and want to submit one or more filings, please be sure to [register for a new account](#) first." There are two buttons: "Civil File Status" and "Civil Division". To the right is a "Log In" form with fields for "Username / Email" and "Password", a "Log In" button, and links for "Forgot Password?" and "Register New Account".

2. From the My Filings page, click the **New Sheriff Filing** button.



The screenshot shows the "My Filings" page. The top navigation bar is the same as the previous page, but the welcome message is "Welcome, Hunt & Henriques!". There are links for "Home", "Account", "Help", and "Cart (0)". The main heading is "My Filings". A "New Sheriff Filing" button is highlighted with a red box. Below it is a "Date Range" dropdown menu set to "Past 30 Days". A table with columns: "Filing Date", "Filing Order Number", "Status", "Amount", "Pending", "Accepted", "Rejected", and "Resubmitted" is shown. The table is empty, and a message "No filing orders found." is displayed in red text below the table.

- The **Date Submitted** field defaults to today's date and is locked.
- Complete the **Case Information** section by entering your court case number and case title (**Case Title Plaintiff** and **Case Title Defendant**) as shown on your court documents. The system will recognize your court case number if it is already in the system. If it is, ensure that you select the same case. From the **Requestor** drop-down menu, select **Self**, or, if you are filing and serving a levy as a registered process server, select the appropriate Requestor. If you are submitting a service or levy for an existing file, select the corresponding file number from the **File Number** drop-down. You cannot submit levies to a closed file.

Filing Information

Date Submitted *

Case Information

Court Case Number	Case Title Plaintiff	Case Title Defendant
<input type="text" value="26CIV123456"/>	<input type="text" value="JANE DOE"/>	<input type="text" value="GEORGE JONES"/>
Requestor *	File Number	
<input type="text" value="< Select >"/> <ul style="list-style-type: none"> < Select > Self Harvey, Jacqueline 	<input type="text" value="< Create New File >"/>	

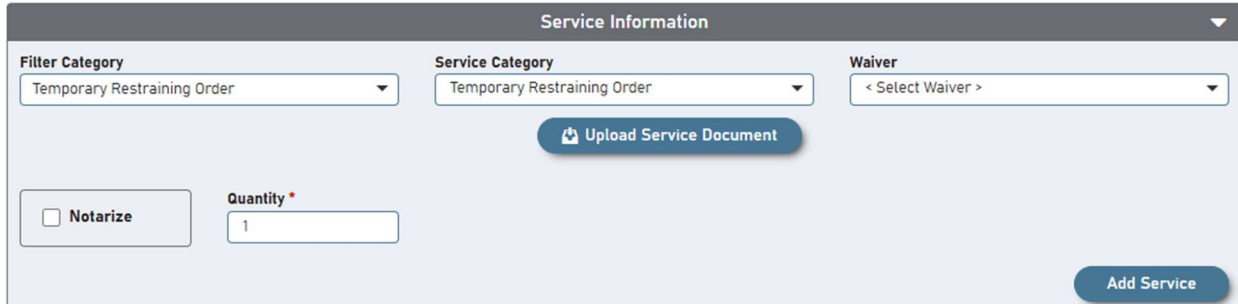
- Complete the **Service Information** section by selecting the appropriate file category. For example, if your document is a **Summons and Complaint** (or any summons), select **Summons** from the **File Category** drop-down menu. Then, from the **Service Category** drop-down, select the **Summons and Complaint**. These drop-down menus are type-ahead fields, so that you can enter a keyword to see matching items. If your document is related to a restraining order, select **Temporary Restraining Order (TRO or Protection Order)** from the **File Category** menu, then choose the appropriate option from the **Service Category** menu. File and service category names may vary by county. Based on the file category selected, the **Service Category** menu will display the available types—select the one that applies.

Service Information

Filter Category	Service Category	Waiver
<input type="text" value="Temporary Restraining Order"/>	<input type="text" value="TEMP"/> <ul style="list-style-type: none"> Temporary Protective Order Temporary Restraining Order Temporary Restraining Order & Notice Temporary Protective Order (Cl & Deliv) Tro & Order Setting Hearing for Temp 	<input type="text" value="< Select Waiver >"/>
<input type="checkbox"/> Notarize	Quantity * <input type="text" value="1"/>	

Service	Quantity	Waiver	Notary Fee	Fee	Deposit	Amount
Services Total						\$0.00

- When submitting a process, you are required to upload the complete court document to be served. Click **Upload Service Document**. If you are submitting a levy, you may also be required to upload a completed and signed **Electronic Writ Declaration** and/or **Address Declaration**.

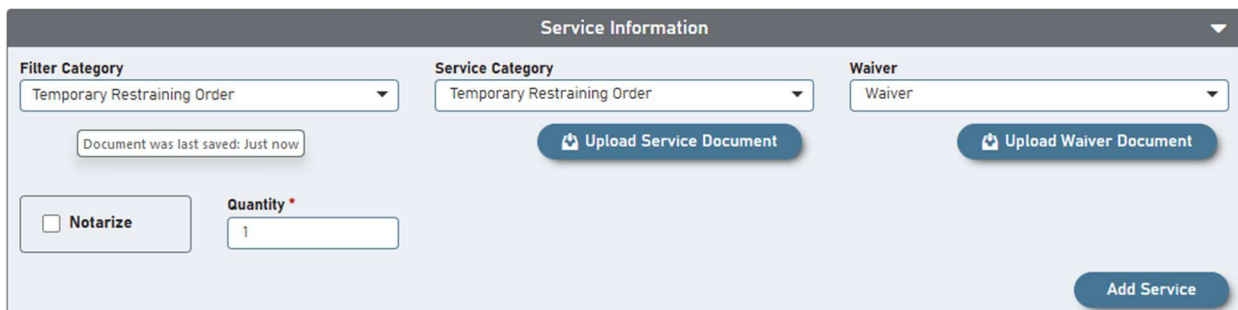


The screenshot shows the 'Service Information' form. It has three dropdown menus: 'Filter Category' (Temporary Restraining Order), 'Service Category' (Temporary Restraining Order), and 'Waiver' (< Select Waiver >). Below these is an 'Upload Service Document' button. There is also a 'Notarize' checkbox and a 'Quantity' field with the value '1'. An 'Add Service' button is in the bottom right corner.

- Listed below are the various types of waiver types. Select the appropriate option from the **Waiver** drop-down menu. If you select the **waiver** option, you will be required to upload a copy of your valid fee waiver.
 - Waiver – Bill Courts (WBC or Waiver – Protection Order):** Restraining order waiving Sheriff’s service fee.
 - Waiver – Free Government:** No charge when a public entity submits the service or levy.
 - Waiver – Recoverable (Form FW-003):** Court order fee waiver.
 - Waiver – Use Deposit:** Use when the fee is already on deposit with the Sheriff.

NOTE: exact names and options for waivers may vary by county.

- Click **Add Service** to add the service or levy.



The screenshot shows the 'Service Information' form with the 'Waiver' dropdown menu now set to 'Waiver'. A new 'Upload Waiver Document' button has appeared. A status message 'Document was last saved: Just now' is displayed. The 'Add Service' button remains in the bottom right corner.

If you are serving multiple garnishees or responding parties, follow above Steps # 5-8. You will need to add **one service per defendant, or levy per garnishee/debtor**.

- Upload **Instructions** and **Writ** (if applicable) by clicking **Upload Instructions/Writ/Other Documents**.

Service Information

Filter Category
 Temporary Restraining Order

Service Category
 < Select Service Category >

Waiver
 < Select Waiver >

Notarize

Quantity *

Add Service

Service	Quantity	Waiver	Notary Fee	Fee	Deposit	Amount	
Temporary Restraining Order	1	Waiver	\$0.00	\$50.00		\$0.00	
Services Total						\$0.00	

Upload Instructions / Writ / Other Documents (0)

Add To Cart

- From the **Attachments** window, you will be required to upload your completed and signed instructions. If you are submitting a levy, you will also be required to upload a valid writ. To replace an uploaded file, click **Upload** and select the correct PDF; this will overwrite the original file. Click **OK**.

Attachments ×

NOTE: Only portable document format files (.pdf) are supported for upload.

Upload Instruction Documents
(MUST BE SIGNED BY REQUESTOR)
Upload

Upload Additional Documents (optional)
Upload

Cancel

OK

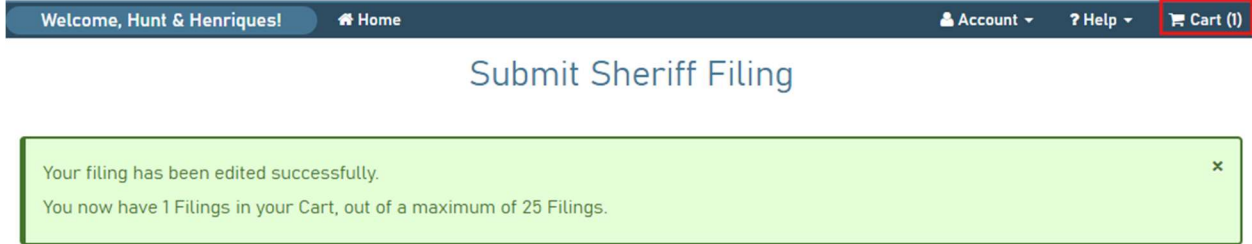
- Click the **Add to Cart** button.

Service	Quantity	Waiver	Notary Fee	Fee	Deposit	Amount	
Temporary Restraining Order	1	Waiver	\$0.00	\$50.00		\$0.00	
Services Total						\$0.00	

Upload Instructions / Writ / Other Documents (1)

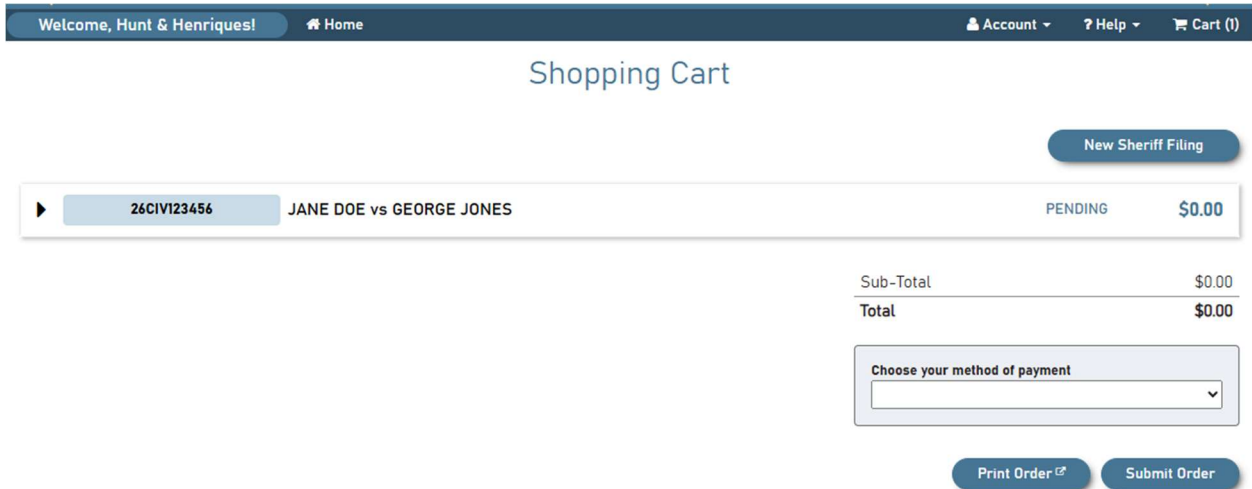
Add To Cart

12. You can submit a maximum of **25 filings per submission**. For example, if you are a registered process server and you are submitting multiple filings for different customers, you may do so up to this maximum. After all filings have been entered, click the **Shopping Cart** icon in the upper-right corner.

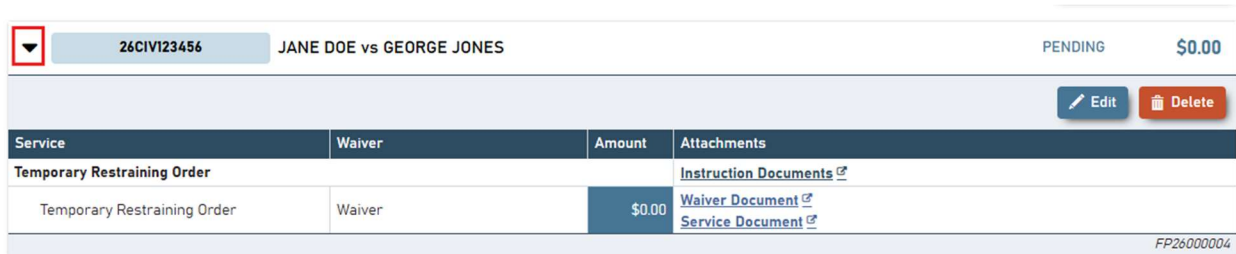


The **Shopping Cart** page lists all filings added from the Sheriff Filing page. If you submit filings for different cases, each filing in your cart is assigned a unique Filing Packet # (e.g., FP26000014). For each filing, you can view uploaded documents, edit the filing, or delete it.

13. Review your filings prior to submitting your order.



If you click the triangle to the right of the case number, the section will expand and display hyperlinks to view the uploaded attachments. Click the link to view and the document will open in a new tab.



Service	Waiver	Amount	Attachments
Temporary Restraining Order	Waiver	\$0.00	Instruction Documents Waiver Document Service Document

To make changes to the uploaded documents or edit the filing, follow the steps below. If no changes are needed, skip to Steps 16-17 below to submit your order.

14. To edit the filing, click the **Edit** button from your Shopping Cart page. If you need to correct the court case number, you will have to delete the filing and start over.

26CIV123456		JANE DOE vs GEORGE JONES		PENDING	\$0.00
				Edit	Delete
Service	Waiver	Amount	Attachments		
Temporary Restraining Order			Instruction Documents		
Temporary Restraining Order	Waiver	\$0.00	Waiver Document Service Document		
FP26000004					

The application will redirect you to the **Edit Sheriff Filing** page.

- Update case caption: Update the Case Title Plaintiff and Case Title Defendant fields appropriately, select the appropriate option from the Requestor drop-down menu and then click **Update Cart**.
- Change service or levy type: Click the service's Trash icon. Select appropriate option from Requestor menu. Select the appropriate Filter and Service Category. Upload service documents and click **Add Service**.
- Update uploaded service document or waiver document: Same as Step **b** above.
- Update uploaded instructions: Click **Upload Instructions/Writ/Other Documents** button. Click **Upload**. Confirm that you want to replace the document and upload the correct file. Click **OK**.

15. After completing your updates, click **Update Cart** and return to your **Shopping Cart**.

Service	Quantity	Waiver	Notary Fee	Fee	Deposit	Amount	
Temporary Restraining Order	1	Waiver	\$0.00	\$50.00		\$0.00	
Services Total						\$0.00	

[Upload Instructions / Writ / Other Documents \(1\)](#)
[Update Cart](#)

16. Select the credit card you want to use (if more than one is available), then click **Submit Order**.

26CIV123456	JANE DOE vs GEORGE JONES	PENDING	\$50.00
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Sub-Total	\$50.00
Processing Fees	\$2.10
Total	\$52.10

Choose your method of payment	
<input type="text" value="Discover ending in 0012"/>	
Print Order	Submit Order

17. From the **Terms and Conditions** window, select the checkbox and click **Accept**.

I have read and accept the terms, conditions, and payment.

Cancel

Accept

You will get a message confirming the submission and will receive a confirmation email.

My Filings

Thank you for submitting your order. You will receive a confirmation email shortly.

[New Sheriff Filing](#)

My Filings

The **My Filings** page displays, by default, the filings submitted within the past 30 days. The grid lists all previously submitted orders, with each row showing the **Filing Date**, **Filing Order Number**, **Status**, **Amount (Paid)**, and a count of individual filings included in that order by status category.

The different order statuses are listed below with brief descriptions:

- **PENDING:** Not yet reviewed by the Sheriff's Office.
- **ACCEPTED:** Reviewed and approved by the Sheriff's Office.
- **REJECTED:** Reviewed and rejected by the Sheriff's Office.
- **RESUBMITTED:** A rejected order has been resubmitted.

The hyperlink on the **Filing Order Number** displays detailed information about the order, including the service and/or levy types and submitted documents.

Welcome, Hunt & Henriques!
Home
Account ▾ Help ▾ Cart (0)

My Filings

[New Sheriff Filing](#)


Date Range

Past 30 Days ▾

Filing Date	Filing Order Number	Status	Amount	Pending	Accepted	Rejected	Resubmitted
4/29/2026	026000003	PENDING	\$130.24	1	0	0	0
4/29/2026	026000002	COMPLETE	\$52.10	0	1	0	0

Clicking the hyperlink takes you to the **Edit Order** page which allows you to view the details of the filing and resubmit any rejected filings.

Edit Order # 026000003

	26CVV98989898	LINDA HESS vs MARK WARNER	REJECTED	\$125.00
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Sub-Total	\$0.00
Processing Fees	\$5.24
Total	\$0.00

Click the triangle to the right of the Case Number to expand the details for the filing. If a filing packet is rejected, a PDF of the **Notice of Action** is available. Click the button to view the attachment. If still within the allowed timeframe, the user may resubmit a rejected filing by clicking the **Resubmit** button. You can only resubmit a filing within 14 days after it is rejected.

Edit Order # 026000003

▼	26CVV98989898	LINDA HESS vs MARK WARNER	REJECTED	\$125.00
			<div style="border: 2px solid red; padding: 2px; display: inline-block;"> ↻ Resubmit 📄 Notice of Action </div>	
Service	Waiver	Amount	Attachments	
Hearing Date			Instruction Documents	
			Rejected Filing Instructions	
Claim & Delivery		\$125.00	Service Document	
FP26000005				

Sub-Total	\$0.00
Processing Fees	\$5.24
Total	\$0.00

Click the **Attachment hyperlinks** to view the submitted documents. The document will display on a new browser tab.

Resubmitting a Filing

If the Filing has been **REJECTED**, the Edit Order page will have a button to view the **Notice of Action** document that contains the reasons the filing was rejected, and generally what needs to be corrected to allow the Filing to be accepted.

Edit Order # 026000003

▼ 26CVV98989898 LINDA HESS vs MARK WARNER		REJECTED	\$125.00
		<div style="border: 1px solid red; padding: 2px;"> ↻ Resubmit 📄 Notice of Action </div>	
Service	Waiver	Amount	Attachments

Click the **Resubmit** button to load the **Resubmit Sheriff Filing** page with all the information that was entered originally (including attachments). You will have the option to add this Filing to your current Shopping Cart after making corrections. The **Resubmit** button only remains active for 14 days. Additionally, once a Filing has been re-submitted, the button is disabled.

Resubmit Sheriff Filing

Filing Information

Date Submitted *

Case Information

Court Case Number:
 Case Title Plaintiff:
 Case Title Defendant:

Requestor *:
 File Number:

Who are you filing on behalf of? Is the Entity / Company / Firm who has signed the instructions for the services or levies located in the top box on the writ?

Service Information

Filter Category:
 Service Category:
 Waiver:

Notarize
 Quantity *

Service	Quantity	Waiver	Notary Fee	Fee	Deposit	Amount	
Claim & Delivery	1		\$0.00	\$125.00		\$125.00	<div style="border: 1px solid red; width: 15px; height: 15px; display: inline-block;"></div>
Services Total						\$125.00	

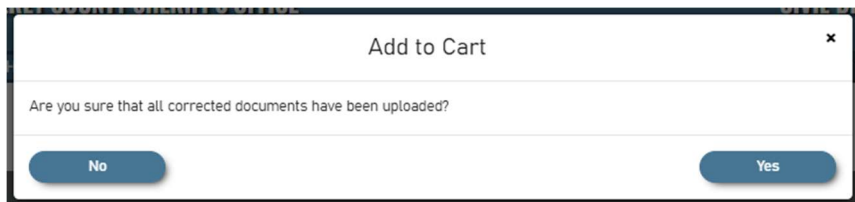
Upload Instructions / Writ / Other Documents (1)

Resubmit

If any Services need to be changed and/or service documents changed, the Service will need to be removed from the Services grid using the **trashcan** icon and re-added (along with any necessary documents).

NOTE: If your filing is rejected, and there is an issue with any of the documents that you have attached, you must re-scan (and upload) the entire document (not just the page that contains the error) using the **Upload Instructions/Writ/Other Documents** button.

Once all corrections have been made, click the **Resubmit** button to add this information to your Shopping Cart. You will be prompted to make sure that all corrections have been made. Click **Yes** to add the order to your Shopping Cart or click **No** to return to making edits.

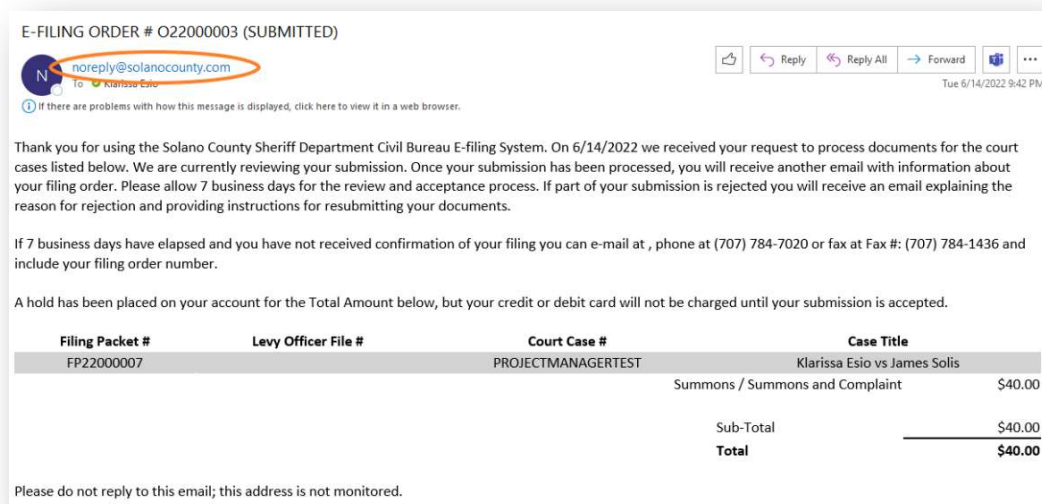


Click on your **Shopping Cart** and follow the steps above to complete your order.

E-Filing Email Notifications

Upon submitting a Filing, you will receive an e-mail indicating that your order was received, along with the specific Files and Services that were added to that order. **NOTE:** The E-Filing e-mail notifications will always come from your local sheriff's county mailbox. For example:


noreply@solanocounty.com.




If any of the Filings in your order were rejected, you will receive an email indicating what was rejected, with an attachment providing all the details as to why the Filing was rejected, and possibly how you can successfully re-submit the Filing. (You have 14 days to re-submit your filing).


NOTE: If your filing is rejected, and there is an issue with any of the documents that you have attached, you must re-scan (and upload) the entire document (not just the page that contains the error).

E-FILING ORDER # O22000003 (ITEM REJECTION)

 noreply@solanocounty.com
To: Klaris Esi

Tue 6/14/2022 9:49 PM

 If there are problems with how this message is displayed, click here to view it in a web browser.

 Rejected Filing Instructions.pdf
61 KB

E-FILING ORDER # O22000003 (ITEM REJECTION)


On 6/14/2022 you submitted documents for Court Case # PROJECTMANAGERTEST through the Solano County Sheriff Department Civil Bureau E-filing System, Filing Packet # FP22000007 Unfortunately we are unable to accept your submission at this time. Attached is a Notice of Action explaining the reason(s) for the rejection. You have 13 days to resubmit your corrected request from the customer portal. After that time your prior information will no longer be available and you will be required to resubmit all information.

Please include the Filing Order Number whenever corresponding with our office via e-mail at , phone at (707) 784-7020 or fax at Fax #: (707) 784-1436.


You can also go to our customer portal at <http://CJISTeleoApp01.cjis.sol> to view up-to-date information about your file.

Once the Order has been successfully processed by the Sheriff’s Office, you will receive an email with complete details for each Filing within the order (whether it was Accepted or Rejected), and the total amount that will be charged to your selected Payment Method.

E-FILING ORDER # O22000003 (PROCESSED)

 noreply@solanocounty.com
To: Klaris Esi

Tue 6/14/2022 9:49 PM

 If there are problems with how this message is displayed, click here to view it in a web browser.

E-FILING ORDER # O22000003

On 6/14/2022 you submitted documents through the Solano County Sheriff Department Civil Bureau E-filing System. Your submission has been processed.

Filing Packet #	Levy Officer File #	Court Case #	Case Title	Status
FP22000007	File Number Not Yet Assigned	PROJECTMANAGERTEST	Klaris Esi vs James Solis Summons and Complaint	REJECTED \$0.00

* You should have already received an email with details regarding this rejection.

The total cost of the order is \$0.00. Your credit card will not be charged.

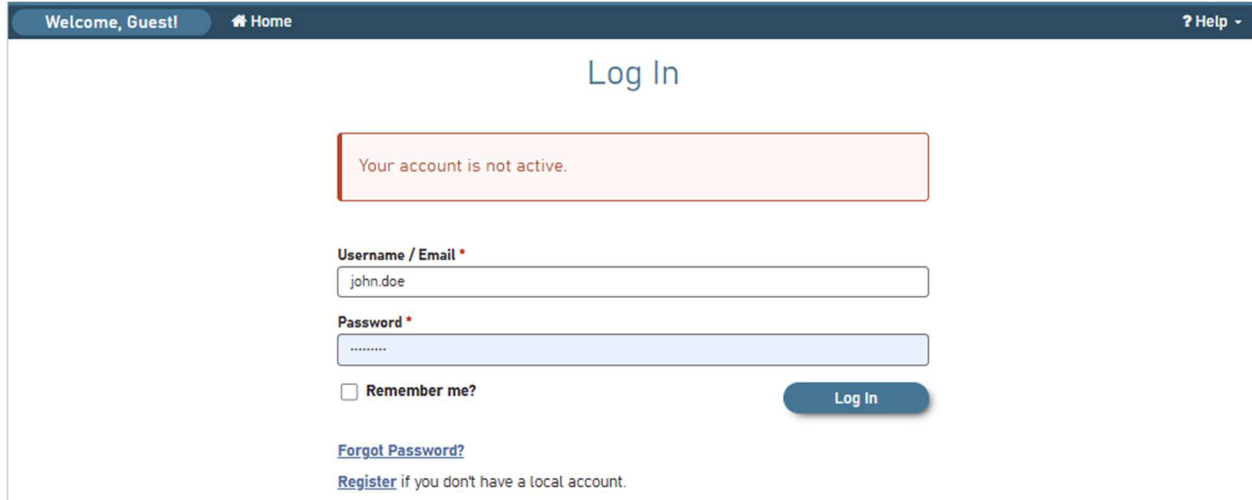
Please include the Filing Order Number whenever corresponding with our office via e-mail at , phone at (707) 784-7020, or fax at Fax #: (707) 784-1436

You can also go to our customer portal at <http://CJISTeleoApp01.cjis.sol> to view up-to-date information about your file.

Please do not reply to this email; this address is not monitored.

Inactive Account

When logging in, if you receive the error message “Your account is not active”, please contact the Sheriff’s Civil Office for further assistance.



The screenshot shows the login interface of the CountySuite portal. At the top, there is a dark blue navigation bar with the text "Welcome, Guest!" on the left, a "Home" icon in the center, and a "Help" icon on the right. Below the navigation bar, the page title "Log In" is centered. A prominent red-bordered box contains the error message: "Your account is not active." Below this message are the login fields: "Username / Email" with the value "john.doe", and "Password" with a masked input. There is a "Remember me?" checkbox and a "Log In" button. At the bottom, there are links for "Forgot Password?" and "Register if you don't have a local account."

Internet Explorer is Not Supported

Internet Explorer is no longer supported by Microsoft. If a public user attempts to access the Portal using Internet Explorer, they will receive a message indicating that the browser is no longer supported and that they should use a different browser.