



## Attorney File & Serve

Marking a significant milestone in the transition to electronic records, the Kentucky Court of Justice (KCOJ) has entered into an agreement with Tyler Technologies to implement a new trial course case management system. As part of this transition, a new eFiling solution with a redesigned user interface will also be introduced – File & Serve.

File & Serve Implementation begins in **Fall of 2025** with Jefferson and Fayette counties. Statewide implementation will continue in regions starting in **February and ending in May 2026**.

KCOJ's transition to Tyler Technology's Enterprise Justice platform will modernize the judicial streamline processes for attorneys.

Stay up to date with all of the latest news by visiting KCOJ's website, Attorney Resources – [https://www.kycourts.gov/AOC/Information-and-Technology/Pages/File\\_Serve\(eFiling\).aspx](https://www.kycourts.gov/AOC/Information-and-Technology/Pages/File_Serve(eFiling).aspx).

### Training

Per [Amended Supreme Court Order 2025-02](#), eFiling training is no longer required.

Tyler Technologies will host 60-90-minute instructor-led interactive online training sessions for File & Serve beginning in **August 2025**. There will be three (3) sessions per week offered for four (4) weeks on Monday, Wednesdays, and Fridays. Morning and afternoon sessions will be conducted to accommodate attorney and staff schedules. Sessions will be recorded and posted for reference. Following training, attorneys and staff will be able to register accounts to prepare for the transition, although eFiling will not yet be available.



**Registration information will be posted here**  
[https://www.kycourts.gov/AOC/Information-and-Technology/Pages/File\\_Serve\(eFiling\).aspx](https://www.kycourts.gov/AOC/Information-and-Technology/Pages/File_Serve(eFiling).aspx).

### Dual Systems: Legacy (eFiling) vs. File and Serve

- Users will create envelopes in both legacy eFiling and File & Serve until fully implemented statewide.
- Filers will receive notifications from dual systems.
- CourtNet will remain the same and can be accessed through KYeCourts.

### Firm Accounts

- Firm accounts are used for law firms with one or more practitioners, and staff.
- Users can share payment accounts as entered by the Account Administrator.
- The attorney's bar number must be verified to eFile.
- The original creator of a Firm Account is the default Account Administrator, although others may be delegated this role.

### Payment Accounts

A payment account is required to be added to an account to submit filings even if the filing fee is zero.

Frequently used payment methods including 'Filing in Name of Commonwealth,' 'Indigent/In Forma Pauperis,' or 'Probate Exemption' must be set up as waiver accounts.

### Additional Fees

Provides the ability for the filer to add additional fees (i.e., Jury demand fee, GAL & WOA attorney fee & bond filing fee for probate matters).

### Attorney Support Services

File & Serve technical issues will be handled by Tyler Technologies. Submit an email/Submit Ticket to <https://odysseyfileandservecloud.zendesk.com/hc/en-us/requests/new>. Telephone: 1-800-297-5377

File & Serve business process questions should be directed to [ecourtsupport@kycourts.net](mailto:ecourtsupport@kycourts.net) or 502-573-2350 ext. 50109.

**For additional questions, please contact Support Services at (502) 573-2350 ext 50109.**

# Fast



# Facts

## Frequently Asked Questions (FAQs)

<b>What is a Filing?</b> Answer: Each attachment in an envelope is considered a standalone filing. Filings are processed by the clerk in a review queue. Notifications are distributed when a filing is accepted.	<b>Can I cancel a filing in an envelope after it has been submitted to the court?</b> Answer: Yes! <u>Only</u> filings with a status of 'Submitted' can be cancelled.
<b>Will staff be able to eFile?</b> Answer: Yes! Staff can create and submit envelopes using a registered account. However, the attorney is accountable and responsible for the veracity of the filing.	<b>What happens if I cancel my filing?</b> Answer: If a filing is cancelled, neither the filing date nor the filing charge are preserved. The filer must initiate a new filing in this instance.
<b>What notifications will be generated by the system?</b> Answer: Notifications that will be generated include Filing Submitted (NEF) and Accepted/Rejected (NCP). To receive notifications, practitioners must opt-in by eFiling a new case or file subsequently into an existing case. Being opted-in to the legacy eFiling system does not opt the attorney into the case in the File & Serve application. Users may receive notifications from both systems until the transition to File & Serve is complete.	<b>Why are there references to Tyler Technologies' 'Odyssey' in materials/links?</b> Answer: Odyssey is the legacy name for Tyler Technologies court-related applications. This name may be referenced both in training materials, links, and on other states' websites. The legacy name may persist for a period. For reference, the Kentucky eFiling solution replacing eFiling is <i>File &amp; Serve</i> and the case management system, replacing KYCourts, is <i>Enterprise Justice</i> .
<b>How will File &amp; Serve be implemented?</b> Answer: The statewide rollout will begin in 2026. Four regions comprised of 28-30 counties will transition to File & Serve simultaneously during a given month. All counties will be live on the product by <b>May 2026</b> .	<b>How do I know what counties are live on File &amp; Serve and what counties have eFiling?</b> Answer: To review the list of live File & Serve counties visit <a href="https://www.kycourts.gov/AOC/Information-and-Technology/Pages/File_Serve(eFiling).aspx">https://www.kycourts.gov/AOC/Information-and-Technology/Pages/File_Serve(eFiling).aspx</a> .
<b>When can I create my File &amp; Serve Account?</b> Answer: Firm accounts, which include attorneys and non-attorneys, may be created following training prior to go-live.	<b>What happens with my existing cases in eFiling (the legacy system)?</b> Answer: Envelope information, including notifications will continue to be available on the eFiling dashboard until the transition to File & Serve is complete.
<b>How do I file into a Case?</b> Answer: Users may eFile from the KCOJ website eFiling or File & Serve tiles or through KYeCourts.	<b>What methods of payment will be available?</b> Answer: Payment Methods include Credit Cards (Visa, MasterCard, American Express, Discover), waivers and eCheck.
<b>What happens if the Clerk rejects an eFiling?</b> Answer: Rejected eFilings will be returned to the filer to correct deficiencies. Attorneys may file returned envelopes <u>after</u> the grace period expiration, but current filing date persists.	<b>Is there a convenience fee charged when filing?</b> Answer: Yes, the convenience fee is a percentage, when using an eCheck, it's a flat rate of \$1.00.
<b>How do I look up a case?</b> Answer: Case search will be available by <i>jurisdiction</i> within File & Serve. However, CourtNet will continue to be the source for <i>statewide</i> case search/review.	<b>Do I need to use the case number when searching for a case?</b> Answer: Yes! Filers must enter the exact case number structure.

For additional questions, please contact Support Services at (502) 573-2350 ext 50109.