



Registered Users,

This past weekend, Tyler Technologies implemented a security enhancement designed to protect court documents. The policy change was implemented as an emergency remediation solution and as a result, we were unable to provide advance notice. The additional security measure requires e-filers to validate their email address before opening a link to a filed/served document.

We have been told that the requirement to enter an email address for retrieval of every document is a temporary solution and Tyler Technologies is working on an alternative method of validation.

Please follow the following guidelines and use only an allowable email address when completing the validation to access a document link.

Allowable email addresses for links within service emails

- Service contact email address specified on the filing
- Admin copy email address specified on the service contact settings
- For firms using a general service email address, users must enter the general email address; not an individual's work email address

Allowable email addresses for links within submitted, accepted/rejected, or courtesy copy emails

- Submitting filer's email address
- Firm Admin's email address
- Courtesy copy email address

Allowable email addresses for links within the Odyssey File and Serve tool

- Submitting filer's email address
- Firm Admin's email address
- Courtesy Copy email address

The requirement to enter an email address pertains to links in Tyler Technologies' emails and links within the OFS tool. You do not need to enter an email address if you are accessing documents in the Maryland Record Search Portal.

If you have any questions, please call Tyler Technologies Technical Support at 800-297-5377 or Maryland Judiciary Customer Services at 410-260-1114.

