Getting Started with Maryland Guide & File
QUICK REFERENCE GUIDE (QRG)

Maryland Court Help

GUIDE & FILE easy court forms

General Information

Maryland Guide & File is a web-based tool that helps fill out court forms. The program takes answers from the interview questions to fill the form. You can then print the form and file with the court in person or by mail. *Electronic filing is now available for some interviews. Completed forms can be e-filed directly from the interview based on the type of case and court location.*

The purpose of this guide is to assist you in using Maryland Guide & File program. Topics include:

- How to Register with Guide & File
- Starting a New Interview
- Navigating Through an Interview
- Features of Guided Interviews
- Completing an Interview

Maryland Guide & File does not provide legal advice. It is not a substitute for having an attorney.

How to Register with Guide & File

- You do not need an account to use the program to complete your form and print it without saving.
- You must register if you want to file electronically (e-file) at the end of the interview from Guide & File, when the option is available. **To register:**

① From the Guide and File program homepage – maryland.tylerhost.net/SRL, select **Register** from the 👤 icon drop-down box in the top righthand corner.

Log In
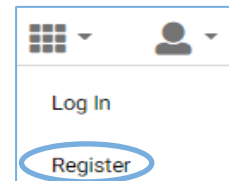
Register

② Fill in the contact information fields, including: name, email address, password, phone number, address, and password question and answer (in case you forget your password, you can answer the security question you choose to reset). A registration video is also provided to guide you through the process. *Passwords must be at least eight characters with at least one lower case, at least one upper case, and at least one number or symbol.*
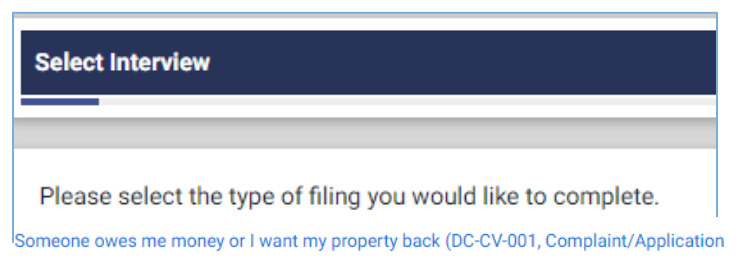
③ Once you have filled out the necessary information and agreed to the terms, click **REGISTER**.

## Starting a New Interview

④ Click **Start Your Legal Process**.

Start Your Legal Process ›

⑤ Select the interview you would like to complete.

Select Interview

Please select the type of filing you would like to complete.

Someone owes me money or I want my property back (DC-CV-001, Complaint/Application

NOTE: The current list of all interviews will be available at: mdcourts.gov/guideandfile. Not all forms are available, but more interviews will be added as they become available. If you cannot find the form or legal topic you are looking for, go to: mdcourts.gov/forms for fillable forms.

Navigating Through an Interview

⑥ DO NOT USE the back and forward arrows at the top of the browser window.
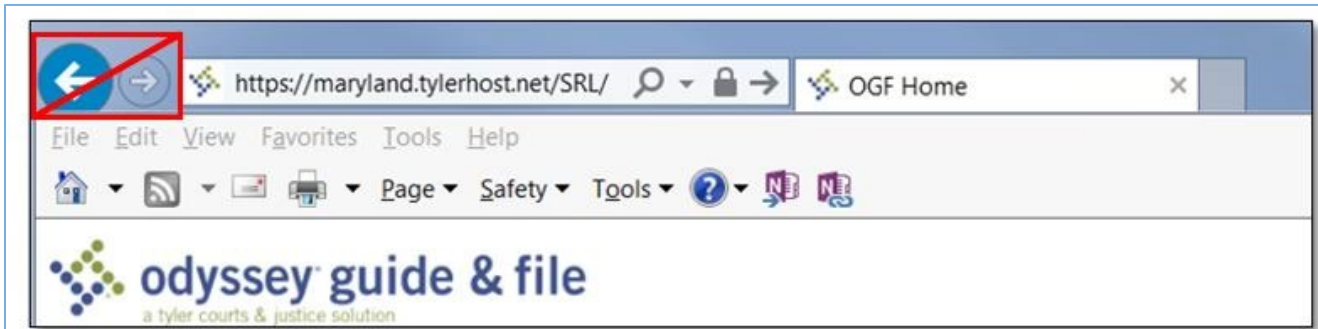
⑦ You can use either the **Go to drop-down menu** or the **Previous** and **Next buttons** to go to a different page:
- Use the **Previous** or **Next buttons** to go back and forth from the current page.
  - You will not be able to go to the next page if a required answer is missing or there are formatting errors displayed.
- Use the drop-down menu at the bottom of the page in the middle to go to a specific page.
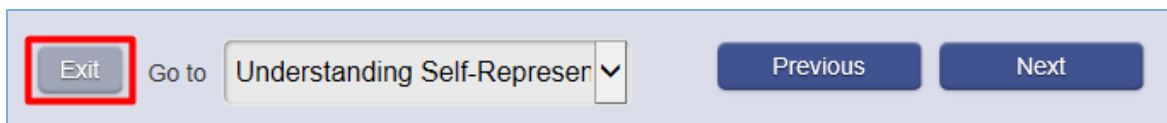 - Only the pages you have completed will be available in the Go to menu.

NOTE: Review all entered responses to make sure they are correct, especially if you needed to use the navigation buttons at any point.
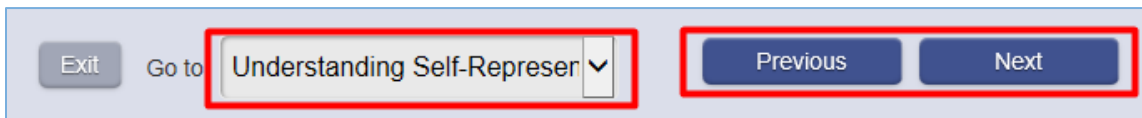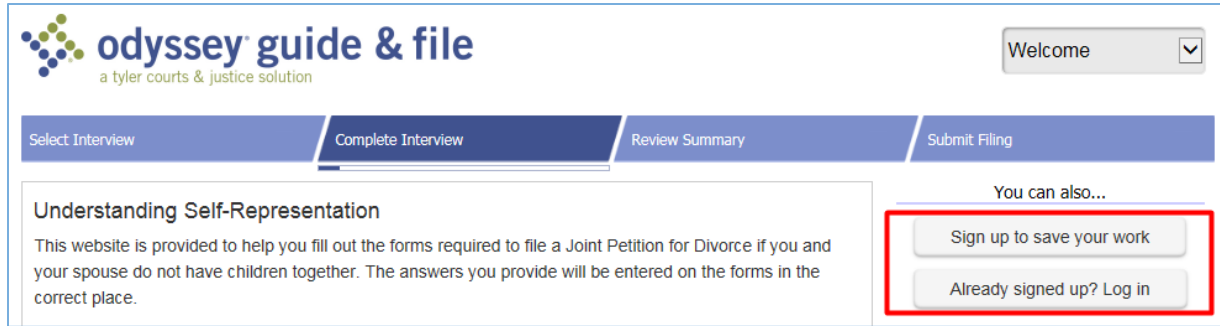

⑧ If you need to exit the interview, **DO NOT USE** the X in the top right corner of the browser window.

⑨ Instead, use the **Exit** button at the bottom left of the page.

⑩ If you need to exit before you finish the interview, you can only save your answers if you have an account and sign in.

Return to your interview later by logging in and selecting "**My Draft Interviews**" from the menu in the top right corner.

⑪ **If you are using a public computer to take an interview, when you finish, you must:**
- Log out; **AND**
- Close the browser window by clicking on the X in the top right corner.

If you do not, your personal information may be available to the next person who uses the public computer**.**
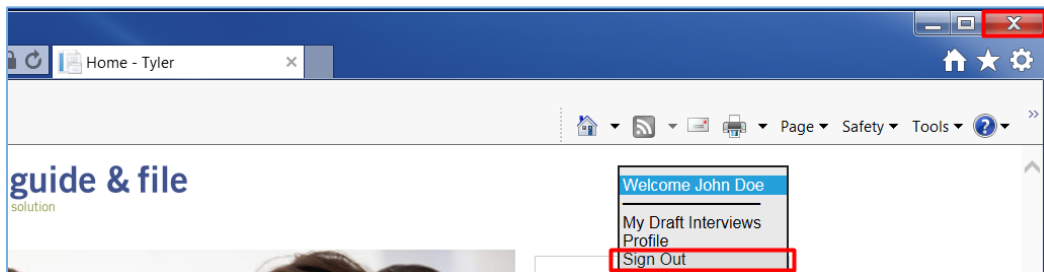

Features of Guided Interviews

<u>Welcome Page</u>

After you select the interview you want to complete; the **Welcome Page** will appear. This page contains:
- General information about the Guide & File program;
- A summary of the legal issue you have;
- The title and number of the form;
- Any other form(s) available (depending on your answers to the interview questions);
- What information and documents you may need to complete the form(s); and
- Applicable filing and service fees.
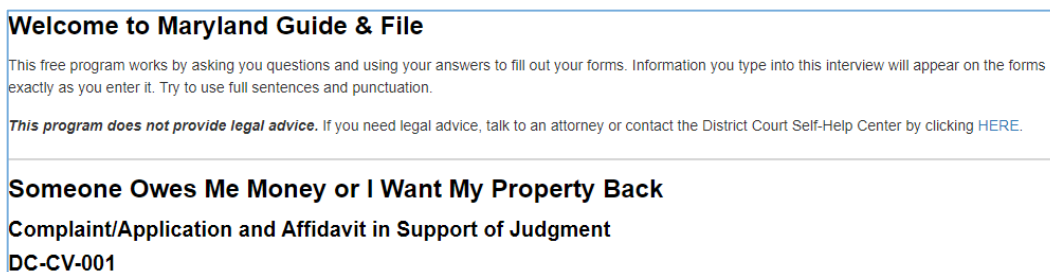
Help Content

"i" Question Button

If there is helpful content that relates to a specific question, you will see this symbol 🛈 .

When you click the button, a popup will appear, giving you more information.

Question Help

General Civil Statute of Limitations

Generally, a civil action must be filed within three (3) years from the date of the incident or the discovery of harm.

- Examples include the date:
  - a contract or agreement was broken;
  - your property was not returned or damaged; or
  - you were injured.

Calculating the length of time that you have to file a lawsuit is dependent on many factors and exceptions, including what events or circumstances

Right Sidebar

On the right side of each page you will find help content related to the information and questions on that page. This may include definitions to legal terms or links to resources.

Additional Resources - Self-Help

- o **Self-Help Centers**. Talk to a lawyer for free: in-person, on the phone or by live chat.
- o **Legal Help**. Instructions and information on different legal topics.
- o **People's Law Library**. Maryland's legal information website.
- o **Legal Services Directory**. Find a free or low-cost lawyer in Maryland.
- o **Self-Help Videos**. Videos on a wide range of Maryland legal topics.

Completing an Interview

Answering Interview Questions

Respond to the questions so that your answers are complete and accurate. Information you type into the interview will appear on the forms exactly as you enter it. Use full sentences and correct capitalization and punctuation. If a question has a red asterisk (*), you must provide an answer to continue.

Address

Street Address *

City *   State *   Zip Code *
             MD

Phone Number *   Fax Number
410-555-1234   410-555-1234
Please include dashes.   Please include dashes.

Review of Documents

After finishing the interview, the program will create your form(s). Review the documents to make sure all information is accurate and complete. You will also be able to download the "Next Steps" document, which tells you what to do next in the process.
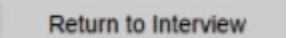
⑫ Click **Select…** under Actions to **View** and **Download** your completed form(s).

Party Information

Name	Party Type
James Smith	Plaintiff
Jane Doe	Defendant

Documents

Document Name	Actions	Reviewed
Small Claim Complaint	Select… / View / Download	✓

⑬ Make sure all the information on your form is correct and complete. To make changes or add information, close the form and click [Return to Interview] .

⑭ Review the "Next Steps" document which may include deadlines for completing certain steps for your case.

Maryland Court Help
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NEXT STEPS Someone Owes Me Less Than $5,000.00 – Contract – Small Claims
DC-CV-001 - Complaint/Application and Affidavit in Support of Judgment

What do I do with these forms?
1. **Review your forms.** It is your responsibility to make sure the information is correct.
2. **Save, email, or print** a copy of the forms to keep for yourself.
3. **Sign the printed forms. Instructions for where to sign are included below.**

Filing Your Form(s) with the court

- Review your forms. It is your responsibility to make sure the information is correct.

- Save, email, or print a copy of the forms to keep for yourself and another set to file with the court.

- Sign the printed forms.

- File your forms with the clerk of the court by mail or in-person. See the Court Directory for location and contact information at: mdcourts.gov/courtsdirectory.

E-filing with the court

- Review your forms. It is your responsibility to make sure the information is correct.

- Save, email, or print a copy of the forms to keep for yourself.

- Your form will show your electronic signature.

- You will get an email confirming the court got your form(s). The email has links to the form(s) you E-filed. Check your Junk or Spam folder if you don't see the email.

- Pay the filing fee. For a breakdown of specific civil costs, see the table on the Welcome page (first page of interview) or check the District Court's Civil Cost Schedule (DCA-109). If you have filed a fee waiver request, you may not have to pay.

- Give notice (serve) the defendant(s) by: certified mail; private process; or sheriff or constable. When the defendant is served, a "Proof of Service" must be filed with the court.

Who should your contact if you need help while using Maryland Guide & File?

It depends on the type of issue you are having to determine the best resource to assist you. Please see the chart below for the most common issues and the resources available:

General Guide & File System Help
▪ Quick Reference Guide (QRG) mdcourts.gov/sites/default/files/import/guideandfile/qrg_gettingstarted.pdf ▪ Frequently Asked Questions (FAQs) mdcourts.gov/sites/default/files/import/guideandfile/faqs.pdf
Technical Help
System Maintenance / Outages - Maryland Guide & File may be unavailable for necessary system maintenance or unplanned system outages. Current system status will be available at: mdcourts.gov/mdec/systemstatus.
Performance Issues - Issues with the application display and performance may be due to the internet browser used. Maryland Guide & File works best in Google Chrome.
Error Messages - The system displays several error messages to alert users when required information is not entered or is not in a valid format. For any other error messages, record the message and contact Tyler Technologies at 1.800.297.5377 (Monday - Friday, 8 am - 10 pm Eastern Standard Time) press 5 when prompted or by email at: support@odysseyguideandfile.zendesk.com.

Password Reset Issues - To reset the password for your account, you will need to provide the email address for the account using the "Forgot Password" prompt. A password reset link will then be sent to the email address associated with your account (check your spam folder). **NOTE:** Passwords are case-sensitive and must be at least 8 characters with 1 uppercase, 1 lowercase and either 1 number or special character. If you are still having issues accessing your account due to a password issue, contact Tyler Technologies at 1.800.297.5377 (Monday - Friday, 8 am - 10 pm Eastern Standard Time) or by email at: Efiling.Support@Tylertech.com.
Interview Specific (non-legal) Help
If you have issues with how an interview is working, create a ServiceNow ticket by emailing your issue to: mdcourts@service-now.com. Be sure to include the Maryland Guide & File interview you are having issues with and be as specific as possible.
Legal / Case Specific Help
Maryland Guide & File **does not** provide legal advice. It is not a substitute for having an attorney. The following resources are available to help: ▪ Maryland Court Help Toolkit mdcourts.gov/courthelp   ▪ People's Law Library of Maryland: peoples-law.org/ ▪ Finding Legal Help: mdcourts.gov/legalhelp/findinglegalhelp   ▪ Thurgood Marshall State Law Library: mdcourts.gov/lawlib ▪ Common Legal Topic Information: mdcourts.gov/courthelp/lawtopics