



Maryland Court Help

GUIDE & FILE easy court forms

FREQUENTLY ASKED QUESTIONS (FAQs)

What is Maryland Guide & File?

Maryland Guide & File is a web-based tool that helps users fill out court forms. The program adds answers from the interview questions into the form. Users can then print the form and file with the court in person or by mail. Electronic filing directly from the interview will be available in the near future, based on the type of case and court location.

What are the benefits to using Maryland Guide & File?

- The interviews help to make legal issues easier to understand.
- Help content based on the questions in the interview.
- Users can complete forms anywhere with internet, 24 hours a day, 7 days a week.
- Creates court forms that are complete and legible.
- The “Next Steps” document outlines what filers need to do next in the process.

How much does it cost to use Maryland Guide & File?

It is free to use Maryland Guide & File to create, save, and print your court forms. Users must still pay any filing fees before the court will open the case. If the user is unable to pay the court filing fees, they may file a [Request for Waiver of Prepaid Costs \(CC-DC-089\)](#) (available in [PDF](#) or [Guide & File interview](#)).

What forms can be completed using Maryland Guide & File?

The current list of all interviews is available at: mdcourts.gov/guideandfile. Interviews are not available for every form or legal matter, 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.

Do users need to register to use Maryland Guide & File?

No. A user account is not required to create and print court forms in Maryland Guide & File. But, the user’s information is not saved unless they have an account and are signed in. Users must register if they would like to file electronically (e-file) at the end of the interview, if the option is available.

What are the benefits of having a user account in Maryland Guide & File?

- Guide & File saves the person’s work at the end of every page;
- Users may go back to finish answering questions, or edit what was already answered; and
- A user account is necessary to electronically file (e-file) at the end of the interview, if the option is available.

Who can use Maryland Guide & File?

Anyone with internet access and a need to complete court forms may use the system. Users who do not have an attorney may find the program most helpful.

Is use of Maryland Guide & File mandatory?

No. Maryland Guide & File is a tool to help individuals complete court forms. Fillable forms are still available online for free at: <https://mdcourts.gov/forms>. Also, two (2) free copies of most forms are available from a District Court clerk. Extra forms may cost \$.50 each.

What hardware/software is needed to use Maryland Guide & File?

A computer is required. Users must have Internet access, a web processor (Google Chrome is preferred), and the ability to print forms if filing in person or by mail.

What should the user have available before they begin an interview?

The list of documents needed to answer the questions is available at the start of each interview. All interviews will need:

- Contact information (name, address, telephone number) of the parties; and
- Court location where filing the case.

What are the options available to file forms completed using Maryland Guide & File?

Once a user has completed the interview and reviewed their form(s), they may:

- Print the forms, then file with the court in person or by mail; **or**
- Save or print and scan the forms, then file electronically (e-file)* through [Maryland Odyssey File & Serve](#).
- **Coming soon:** Save the forms, then file electronically (e-file)* directly within Maryland Guide & File.

* **NOTE:** When a user e-files a court form in Maryland, they MUST continue to e-file for all filings in the current case AND in any future case. For more on the e-filing requirements visit: mdcourts.gov/mdec/efilingpublic

How long is the user's information kept in Maryland Guide & File?

If a user logs in to take an interview, the program saves the information for 30 days. If a user does not log into the system, interview answers are not saved.

Will my personal information or email be shared?

No. The Maryland Judiciary does not share users' information nor does the company (Tyler Technologies) that supports this system. View Tyler Technologies' privacy statement at: <https://www.tylertech.com/privacy>. Court records are generally open and accessible to the public. Find out more about court records at: mdcourts.gov/legalhelp/courtrecords.

Can court staff access a user's account?

No. The username and password used allow for specific access.

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, please contact Tyler Technologies – Odyssey Guide and File at: odysseyguideandfile.zendesk.com/hc/en-us/requests/new.

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, please contact Tyler Technologies – Odyssey Guide and File at: odysseyguideandfile.zendesk.com/hc/en-us/requests/new.

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
- Finding Legal Help:
mdcourts.gov/legalhelp/findinglegalhelp
- Common Legal Topic Information:
mdcourts.gov/courthelp/lawtopics
- People's Law Library of Maryland:
peoples-law.org/
- Thurgood Marshall State Law Library:
mdcourts.gov/CCLL