

Fast



Facts

Justice Partner

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

File & Serve Go-Live Implementation is scheduled to begin in **2027**. Statewide implementation will continue thereafter. However, project timelines reflect the most current information available and are subject to change as the project evolves.

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 prior to initial go-lives in designated counties. 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).

Support Services

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

File & Serve business process questions must be directed to ecourtsupport@kycourts.net or 502-573-2350 ext. 50109.

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

- Filers will use the applicable system for each county until File & Serve is implemented statewide. Counties will not operate both systems concurrently.
- 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 assigned or removed from this role upon the firm administrator’s request.

Agency Accounts

- Agency accounts allow an agency to be added to a case and receive case notifications without requiring the agency to eFile into a case, similar to legacy Dropbox accounts.
- Agency Account Administrator can add users to the agency account.
- Users can view notifications of filings in cases where the agency has been added.
- Users can be granted access to eFile on behalf of the Agency Account Administrator.

Payment Accounts

A payment account is required to be added to an account to submit filings even if the filing fee is zero (0).

Frequently used payment methods including ‘Filing in Name of Commonwealth,’ ‘Indigent/In Forma Pauperis,’ ‘No Cost Subsequent Filing’ or ‘Probate Exemption’ must be set up as waiver accounts.

Fast Facts

At a Glance

Justice Partner	Impact/Change	What you Need to Know
All Justice Partners	Case Number Format	The case number format will change, and partners must be prepared.
County Attorney	Agency Account	The County Attorney's Office will manage its own users and filing access. Authorized staff can file on behalf of the office, and case notifications will be available to all authorized users through the Agency Notification Center.
Commonwealth Attorney	Agency Account	The Commonwealth's Office will manage its own users and filing access. Authorized staff can file on behalf of the office, and case notifications will be available to all authorized users through the Agency Notification Center.
DPA	Firm Account	Responsible for managing users within the firm. Any authorized staff member may have an account and file on behalf of DPA.
CHFS	Firm Account	Responsible for managing users within the firm. Any authorized staff member may have an account and file on behalf of CHFS.
Child Support	Firm Account	Responsible for managing users within the firm. Any authorized staff member may have an account and file on behalf of the Child Support Office.
KSP/LE	No Change	eCitation, eWarrants, eSearch Warrants and eEPO processes remain the same.
Master Commissioners	Firm Account	Responsible for managing users within the firm. Any authorized staff member may have an account and file on behalf of the Master Commissioner.
Sheriff	Warrant of Possession Process Change	The Warrant of Possession process will no longer be handled as an electronic process through the eService application. The Return of Service will continue to be conventional. The Clerk's Office will be responsible for printing the <u>Warrant of Possession</u> package and distributing it to the Sheriff. Note: Services Packages (Initial, Alias) will continue to be retrieved, printed, and returned through eService eCourts Account just like today.

Please note: This is not a comprehensive list of all Justice Partners. At this time, non-eFiling Justice Partners are not expected to experience changes to their current processes as a result of the transition to Next Generation eCourt.

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