



E-Services Registration User Guide

Home Page

WELCOME, GUEST Home Help

E-Services Portal

If you are a first-time visitor to the site and want to submit one or more filings, please be sure to [Register](#) first.
Please review the User Guides in the help menu.

[Civil File Status](#) Click here for up-to-date information on a file you currently have open in our office.

[Civil Bureau](#) Click here for the Civil Bureau home page.

Welcome

[Log in](#)
[Forgot Password?](#)
[Register User](#)

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Welcome to the County Sheriff E-Services Portal!

If you are a first-time visitor to this site, and you wish to register as a new user (which is required to submit Filings to the Sheriff’s Office), please click the Register hyperlink. See the instructions below which will walk you through the Registration process.

If you are an existing user, please login with your User Name and Password using the form on the right side of the page.

If you are a Registered Process Server, your client needs to register as a Requestor prior to you submitting any filings, so you are able to select them from the Requestor dropdown. (See the **Filing User Guide** under the Help menu for more information).

It is not necessary to register as a user to access the File Status page, or to visit the Civil Bureau Home page. Simply click on the buttons to be taken to those sites.

Register User Page

The screenshot shows the 'Register User' page. At the top, there is a blue header with the California County Sheriffs Department logo on the left and 'CIVIL DIVISION' on the right. Below the header is an orange navigation bar with 'Welcome, Guest', a 'Home' icon, and a 'Help' dropdown menu. The main content area is light gray and features the title 'Register User'. Below the title, there is a heading 'Please choose the type of account you are creating'. Two columns of text provide instructions: the left column says 'If you are not an attorney or law firm, click **Individual / Business** to register with your own name. This option includes filing on behalf of a business.' and the right column says 'If you are filing as an attorney or law firm representing a client, click **Attorney** to register with the name of the firm.' Below each column is a corresponding button: 'Individual / Business' and 'Attorney'. At the bottom of the page, there is a dark gray footer with links for 'Privacy Policy', 'Conditions of Use', and 'Accessibility Policy', and a copyright notice: '© CountySuite Portal, Teleosoft, Inc.'

1. The Registration process begins by selecting the type of account you are creating. If you are registering as an attorney, you will be required to enter additional information related to your Bar Number.

This is an identical screenshot of the 'Register User' page as described above, showing the navigation bar, the registration options, and the footer.

- You will be required to accept the Terms & Conditions of the site. Please read the information contained in the hyperlinked pages and confirm your acceptance by checking the box and clicking Accept.

Please refer to the terms and conditions before accepting.

[Privacy Policy](#)
[Conditions of Use](#)
[Web Accessibility](#)

Waiver of Liability

Some legal documents are required by law to be served a certain number of days prior to the court hearing. It is **NOT** the responsibility of the Sheriff's Dept. to provide this information. Some legal documents are also required to have other forms such as responses or informational documents attached. It is **NOT** the responsibility of the Sheriff's Dept. to provide these forms or information. By clicking the box below, you acknowledge and waive the liability of the Sheriff's Dept. if the attached documents for service do not conform to the California Code of Civil Procedure or any other applicable code governing time for service or required additional documents.

I have read and accept the terms and conditions.

- Next enter basic information about yourself. Your name and email are required, with optional entry of Driver's License and Alias information. If you are registering as an Attorney, the Register as a Requestor check box will be automatically marked.

Information

Last Name/Business Name *		Driver License Number	
<input type="text"/>		<input type="text"/>	
First Name	Middle Name	Email *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Register as a Requestor <input checked="" type="checkbox"/>		Alias(es)	
<small>This is automatic if you are registering as an attorney. It is only recommended to use this option if you are planning on filing five or more times in a 12 month period. The registration will need to be approved before you will be listed as a requestor.</small>		<input type="text" value="add alias..."/> <input type="button" value="Add"/>	

- At this point in the process, you can choose to Register as a Requestor. If you choose this option, your name will appear in a dropdown when E-Filing Orders are submitted, and any Registered Requestor can be selected as the Requestor for that filing. This is, for instance, how a Registered Process Server (RPS) can select the attorney on a case as the Requestor, even though they are the ones E-Filing. (See the E-Services Filing User Guide for more information on this.)

NOTE TO ATTORNEYS:

If you are working for a FIRM, then generally the FIRM will be used as the Requestor when E-Filing (and not you individually). In this case, make sure you Register the FIRM separately, and select this option to

Register as a Requestor. Then, register yourself as an individual Attorney, but do NOT select this option. When E-Filing, you (and others) will then be able to select the FIRM as the Requestor.

If you are not working for a FIRM (or you want to be able to also file as yourself individually), then you can select this option, so that you (and others) can select your name as the Requestor when E-Filing.

NOTE TO BUSINESSES OR INDIVIDUALS:

If you plan to submit E-Filing Orders on a regular basis, please select the option to Register as a Requestor, so that your name can also be selected from the Requestor dropdown list when E-Filing.

5. If you are an attorney, you will next enter information about your Attorney type, and Registration / Expiration dates related to your State License and Bar Number.

Attorney Information

Type	Registration Date	Attorney Bar Number
Domestic	<input type="text"/>	<input type="text"/>
		Expiration Date
		<input type="text"/>
State License		
CA		

6. Next enter your Billing and Mailing address information. If both addresses are the same, select the checkbox "Use Billing Address" to copy your information to the Mailing Address fields. Unchecking this box does not clear the Mailing Address fields, but it will make them editable so that you can make any small variation from the Billing Address (if the addresses are similar, this is easier than re-typing all the information that you already entered the Billing Address fields.)

Address Information

Address 1 *		
<input type="text"/>		
Address 2		
<input type="text"/>		
City *	State *	Postal Code *
<input type="text"/>	CA	<input type="text"/>

7. Next enter your Username and Password. If your selected Username and/or email address has already been used, you will be prompted to select another name and/or email.

Security Log in Information

Username *

Password *

Confirm password *

* Passwords must be at least 8 characters long and contain 1 upper, 1 lower, 1 numeric and 1 special character.

[Review and Complete Registration >](#)

- Next you will be prompted to confirm your Registration by reviewing all the information that was entered. (This information can be printed if you wish to save it for your own records). Upon confirmation, you will be sent an email which contains a hyperlink that must be clicked in order to confirm your email address.

Confirm Registration

Confirm Registration.

Create a new account.

First Name	
Middle Name	
Last Name/Business Name	Hunt & Henriquez
Email	<input type="text"/>
Driver License Number	
Username	kdg91688
Mailing Address	P.O. Box 852, San Francisco, CA 94115
Type	Domestic
Registration Date	06/01/2021
Expiration Date	07/31/2021
State License	CA

Confirm your account

teleosoft.smtp@gmail.com

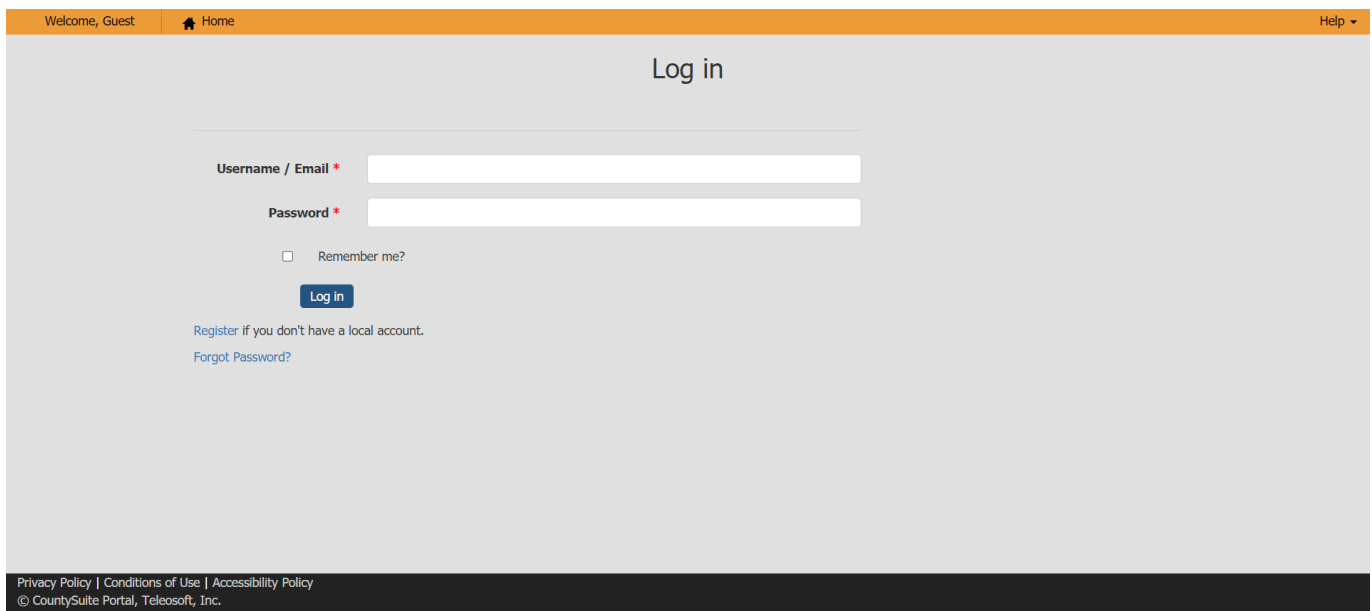
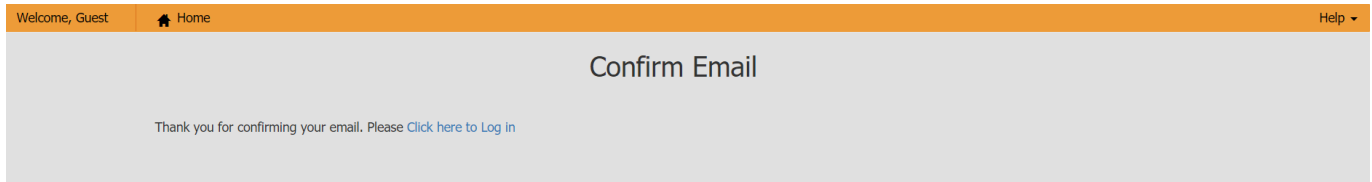
To

Fri 7/9/2021 12:04 AM

Thank you for registering on the E-Services Portal.

Please confirm your account by clicking [here](#)

- When you confirm your e-mail, you will be taken to a page showing that your confirmation was successful, and a hyperlink is provided to take you to the login page. You can also login from the Home page at any time. Your request for registration will not be submitted to the County Sheriff's Civil Office until you have confirmed your e-mail.



If you have submitted your user registration as a Requestor, the Sheriff's Civil Office will first have to review your registration before you can submit your filings. If you have submitted your user registration as a Non-Requestor, you will be able to submit your filings right away after you have confirmed your e-mail.

My Filings Page

My Filings

Past 30 Days New Sheriff Filing

Filing Date	Filing Order Number	Status	Amount	Pending	Accepted	Rejected	Resubmitted	
7/8/2021	O21000002	COMPLETE	\$148.42	0	1	1	0	View
7/8/2021	O21000001	PENDING	\$148.42	1	0	0	0	View

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Whenever you login to the E-Services Portal, you will be taken to this page as your default “landing” page. This page shows the history of all the Filing Orders that you have submitted (filtered by the selected date range in the upper-left corner of the list).

If this is the first time you have logged in, you will be prompted to Manage your registration details by adding Payment Information. Until a valid Payment Method is associated with your account, you will not be able to submit filings to the Sheriff’s Office. See the Manage Registration instructions below for more details.

My Filings

NOTE: A payment method must be added using the **Manage** page before filing.

Past 30 Days New Sheriff Filing

Filing Date	Filing Order Number	Status	Amount	Pending	Accepted	Rejected	Resubmitted	
No filing orders found.								

Once a valid Payment Method has been entered, a new button will appear on the top-right side of the Order List called “New Sheriff Filing”. See the **Filing User Guide** under the Help menu for more details on the Filing process.

Manage Account Page

Manage Account

Information

Save

Last name/Company Name *

Hunt & Henriquez

Driver License #

First name

Middle name

Email *

Alias(es)

add alias...

Add

Address Information

Address 1 *

P.O. Box 852

Address 2

City *

San Francisco

State *

CA

Postal Code *

94115

Payment Information

There are no available payment methods.

Please click the Plus button to add a payment method.

Attorney Information

Type	Registration Date	Attorney Bar Number
Domestic ▼	06/01/2021	9517538
State License	Expiration Date	
CA ▼	07/31/2021	

Change Password

Old Password

New Password

Confirm password

* Passwords must be at least 8 characters long and contain 1 upper, 1 lower, 1 numeric and 1 special character.

[Change password](#)


The Manage Account page allows you to update information about yourself, which includes updating your name, email, address, or login information. (Keep in mind, your username and email must still be unique, or you will be prompted to make another choice). If you do change your email, you will be required to confirm the new email address by clicking the hyperlink in the email that is sent.


The primary new section on this page is the area for entering Payment Information. This allows you to enter one or more Payment Methods, which can be used to process filing fees. Please select a Name for each Payment Method and enter the appropriate credit card details. (Credit/Debit Cards are the only Payment Method currently supported).

NOTE: The Payment Name is just a user-friendly name to help you differentiate the payment methods you may have on file (i.e., “Business Credit Card”, or “Capital One Card”, or “Chase Credit Card”).

Payment Information 

There are no available payment methods.
Please click the Plus button to add a payment method.

Add Payment Method 

 Card Number *


Exp. Date *

Card Code *

Billing Address

First Name

Last Name


Country
USA 

Zip

Street Address

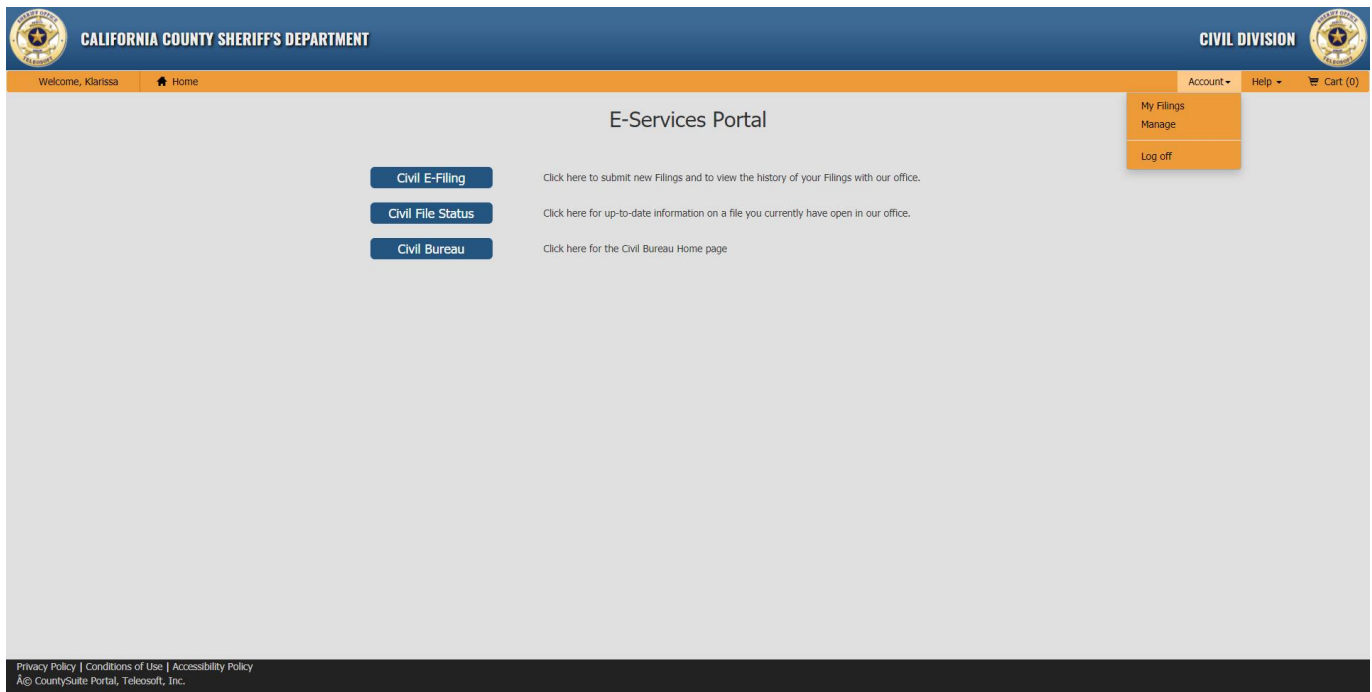
City

State



Once a valid Payment Method has been entered you will be authorized to submit Filings to the Sheriff's Office.

Log Off



Once logged in, an Account menu option will become visible. Under this menu is the option to Log Off from the site.

Congratulations! You have successfully registered and set up your account to be able to E-File with the Sheriff's Office. Please see the **Filing User Guide** under the Help menu for further information on how to Submit Sheriff Filings, manage your Shopping Cart, understand your Order History and more.