



Home Page

WELCOME TO THE SACRAMENTO COUNTY SHERIFF'S DEPARTMENT 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.

[Public Search](#) 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**

Username

Password

[Log in](#)

[Forgot Password?](#)

[Register User](#)

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Welcome to the Sacramento 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 an RPS, 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 Public Search 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 registration page for the Sacramento County Sheriff's Department Civil Bureau. The page has a blue header with the department logo on the left and the text 'SACRAMENTO COUNTY SHERIFF'S DEPARTMENT' and 'CIVIL BUREAU' in the center. On the right is another logo. Below the header is an orange navigation bar with 'Welcome, Guest', a home icon, 'Home', and a 'Help' dropdown. The main content area is white and titled 'Register'. It contains the instruction 'Please choose the type of account you are creating' and two columns of text. 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.' Below this is a blue button labeled 'Individual / Business'. 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 this is a blue button labeled 'Attorney'. At the bottom of the page is a dark footer with links for 'Privacy Policy', 'Conditions of Use', and 'Accessibility Policy', and the 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 a close-up of the registration form's account type selection section. It features the heading 'Please choose the type of account you are creating'. Below the heading are two columns of text. The left column reads: '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.' Below this text is a blue button labeled 'Individual / Business'. The right column reads: 'If you are filing as an attorney or law firm representing a client, click **Attorney** to register with the name of the firm.' Below this text is a blue button labeled 'Attorney'.

2. 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.

The screenshot shows a dialog box for accepting terms and conditions. It has a white background and a grey border. At the top, it says 'Please refer to the terms and conditions before accepting.' Below this are three blue hyperlinks: 'Privacy Policy', 'Conditions of Use', and 'Web Accessibility'. Underneath is a bold heading 'Waiver of Liability' followed by a paragraph of text: '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.' At the bottom of the dialog box is a checkbox followed by the text 'I have read and accept the terms and conditions.' To the right of the dialog box are two blue buttons: 'Cancel' and 'Accept'.

- Next enter basic information about yourself. Your name and email are required, with optional entry of Drivers License and Alias information.

**Information**

<b>Last Name/Business Name *</b> <input style="width: 95%;" type="text"/>	<b>Driver License Number</b> <input style="width: 95%;" type="text"/>
<b>First Name</b> <input style="width: 60%;" type="text"/>	<b>Middle Name</b> <input style="width: 60%;" type="text"/>
<b>Register as a Requestor</b> <input type="checkbox"/>	<b>Email *</b> <input style="width: 95%;" type="text"/>
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. The registration will need to be approved before you will be listed as a requestor.	<b>Alias(es)</b> <input style="width: 95%;" type="text"/> <span style="float: right; background-color: #2c5e8c; color: white; padding: 2px 5px;">Add</span>

- 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.

- 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**

<b>Type *</b> <input style="width: 95%;" type="text" value="Domestic"/>	<b>Registration Date *</b> <input style="width: 95%;" type="text"/>	<b>Attorney Bar Number *</b> <input style="width: 95%;" type="text"/>
	<b>Expiration Date *</b> <input style="width: 95%;" type="text"/>	<b>State License *</b> <input style="width: 95%;" type="text" value="CA"/>

- 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 into the Billing Address fields.)

### Address Information

Billing Address	Mailing Address
<input type="checkbox"/> Use Billing Address	
<b>Address 1 *</b> <input type="text"/>	<b>Address 1 *</b> <input type="text"/>
<b>Address 2</b> <input type="text"/>	<b>Address 2</b> <input type="text"/>
<b>City *</b> <input type="text"/> <b>State *</b> <input type="text" value="CA"/> <b>Postal Code *</b> <input type="text"/>	<b>City *</b> <input type="text"/> <b>State *</b> <input type="text" value="CA"/> <b>Postal Code *</b> <input type="text"/>

- Next enter your Username and Password, along with selecting two Secret Questions and answers (something the Sheriff's Office can use to uniquely identify you should you lose access to your account). Please record the questions and answers you picked in a secure location. 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

<b>Username *</b> <input type="text"/>	<b>Secret Question #1 *</b> <input type="text" value="What was the last name of your favorite teacher?"/>
<b>Password *</b> <input type="text"/>	<b>Secret Answer #1 *</b> <input type="text"/>
<b>Confirm password *</b> <input type="text"/>	<b>Secret Question #2 *</b> <input type="text" value="What was the last name of your favorite teacher?"/>
<small>* Passwords must be at least 8 characters long and contain 1 upper, 1 lower, 1 numeric and 1 special character.</small>	<b>Secret Answer #2 *</b> <input type="text"/>

[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.

Create a new account.

**First Name** [REDACTED]

**Middle Name** [REDACTED]

**Last Name/Company Name** [REDACTED]

**Email** [REDACTED]

**Driver License #**

**Username** [REDACTED]

**Secret Question #1** What was the name of your favorite pet?

**Secret Question #2** What was the last name of your favorite teacher?

**Business Address** 1700 7th Ave Suite 150 [REDACTED]

**Mailing Address** 1700 7th Ave Suite 150 [REDACTED]

Cancel Registration

Edit

Print View

Submit Registration

## Confirm Email.

Thank you for confirming your email. Please [Click here to Log in](#)

9. When you confirm your Registration, 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.)

The screenshot shows a login interface with the following elements:

- Log in**: Centered at the top of the form area.
- User Name**: A text input field.
- Password \***: A text input field.
- Remember me?: A checkbox with the label "Remember me?".
- Log in**: A blue button.
- [Register](#) if you don't have a local account.: A blue link.
- [Forgot Password?](#): A blue link.
- Thank you for registering**: A heading on the right side.
- You must confirm your registration via the email that was sent before you can submit any filings.: A message on the right side.

## My Filings Page


**SACRAMENTO COUNTY SHERIFF'S DEPARTMENT**
**CIVIL BUREAU** 

Welcome, Luke [Home](#) My Filings Account ▾ Help ▾ Cart (1)

### My Filings

Past 30 Days ▾ [New Sheriff Filing](#)

Filing Date	Filing Order Number	Status	Amount	Pending	Accepted	Rejected	Resubmitted	
8/28/2018	O18000004	COMPLETE	\$42.05	0	1	0	1	<a href="#">View</a>

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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 ▾

Filing Date	Filing Order Number	Status	Amount	Pending	Accepted	Rejected	Resubmitted
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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

**SACRAMENTO COUNTY SHERIFF'S DEPARTMENT** CIVIL BUREAU

Welcome, Luke Home My Filings Account Help Cart (1)

### Manage Account

**Information** Save

Last name/Company Name \* Gatchell Driver License #

First name Luke Middle name T Email \* luke.gatchell@teleosoft.com

Alias(es) add alias... Add

**Address Information**

**Billing Address**  Use Billing Address

Address 1 \* 1700 7th Ave Suite 150

Address 2

City \* York State \* PA Postal Code \* 17403

**Mailing Address**

Address 1 \* 1700 7th Ave Suite 150

Address 2

City \* York State \* PA Postal Code \* 17403

**Payment Information** +

Business ...1111 🗑️

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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** +

Business ...1111 ✖

### Payment Method

<b>Payment Name *</b>	<input type="text"/>	
<b>Card *</b>	<input type="text" value="American Express"/>	
<b>Expiration Date *</b>	<input type="text"/> 	
<b>Credit Card # *</b>	<input type="text"/>	
<b>CVV * </b>	<input type="text"/>	
<b>Name on Card *</b>	<input type="text"/>	

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

## Log Off

The screenshot displays the Sacramento County Sheriff's Department E-Services Portal. The header includes the department logo, the text "SACRAMENTO COUNTY SHERIFF'S DEPARTMENT", and "CIVIL BUREAU" with its logo. A navigation bar contains "Welcome, Luke", a "Home" icon, "My Filings", "Account" (with a dropdown arrow), "Help" (with a dropdown arrow), and "Cart (1)". The "Account" dropdown menu is open, showing "Manage" and "Log off" options. The main content area is titled "E-Services Portal" and features three buttons: "Public Search" (with text: "Click here for up-to-date information on a file you currently have open in our office."), "Civil Bureau" (with text: "Click here for the Civil Bureau Home page"), and "My Filings" (with text: "Click here to view the history of your filings with our office."). The footer contains links for "Privacy Policy", "Conditions of Use", and "Accessibility Policy", along with the copyright notice "© CountySuite Portal, Teleosoft, Inc."

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.