



OREGON JUDICIAL DEPARTMENT  
Office of the State Court Administrator

January 11, 2024

MEMORANDUM

TO: Members of the Oregon State Bar

FROM: Sam Dupree, Senior Assistant General Counsel  
Office of General Counsel

RE: File & Serve electronic service change and an electronic notification reminder

---

This memo covers two topics 1) a change to how attorneys and their staff retrieve documents that have been electronically served through File & Serve and 2) a reminder that attorneys and their staff should whitelist the [noreply@notify.ojd.state.or.us](mailto:noreply@notify.ojd.state.or.us) email address and [@notify.ojd.state.or.us](https://notify.ojd.state.or.us) domain name to ensure they receive electronic court notifications.

More details are included below.

**File & Serve Electronic Service Change**

The electronic filing vendor for Oregon's circuit courts and the Oregon Tax Court, Tyler Technologies, has changed how individuals who are served through File & Serve access documents. Previously, after the court accepted a document, File & Serve would send the individuals served by the filer an email with a direct link to the filed document. Now, after the court accepts a document, File & Serve will send an email that includes a field that requires the individuals served by the filer to enter their email address before they can download the document. As of right now, the courtesy copy feature is not working correctly, so please be aware that only the individual served by the filer will receive the email to download the document. We will follow-up when we have more information.

This is a recent change, and we are still gathering more information from our vendor. If you encounter issues, please contact Tyler Technologies' support team <https://odysseyfileandserve.zendesk.com/hc/en-us/requests/new>. If, after contacting Tyler Technologies' support team, you still have questions or concerns, please reach out to me ([L.S.Dupree@ojd.state.or.us](mailto:L.S.Dupree@ojd.state.or.us); (971) 283-1133).

## Electronic Notification Reminder

The Oregon Judicial Department sent out a notice in late September to inform attorneys that the email domain used by the Oregon's circuit courts and the Oregon Tax Court to send electronic notices of court hearings, orders, and judgments changed to [@notify.ojd.state.or.us](mailto:@notify.ojd.state.or.us). If you have not already done so, please whitelist the domain name [@notify.ojd.state.or.us](mailto:@notify.ojd.state.or.us) and the email address [noreply@notify.ojd.state.or.us](mailto:noreply@notify.ojd.state.or.us) to ensure electronic court notifications aren't directed to your spam folder.

Over the past few months, we have received several questions relating to email routing rules, and wanted to share the following additional information with you. Some firms and agencies have email routing rules designed to automatically forward court notices to other attorneys and staff within their offices. If your colleagues and staff are not receiving notifications related to your cases, please check to see if you have internal email routing rules within your office and whether they need to be updated. Additionally, some attorneys have personal email routing rules that send court notices to specific email folders. If court notices are not appearing in the correct email folder, you may need to update your email routing rule.

If you have any questions or concerns, please reach out to me ([L.S.Dupree@ojd.state.or.us](mailto:L.S.Dupree@ojd.state.or.us); (971) 283-1133).