



SOUTH DAKOTA UNIFIED JUDICIAL SYSTEM

eFile & Serve – Quick Reference

This document provides quick access to the most frequently used resources, troubleshooting steps and support links for the UJS eFiling System. Use it as a reference when preparing filings, resolving common errors or updating firm information.

Self Help

Tyler Technologies Self Help is a great resource – perfect for common questions, including tasks such as how to cancel a filing. Open the Help menu (question mark icon), then select Support.

UJS eSupport

All assistance requests must be emailed to UJSeSupport@ujs.state.sd.us. When submitting a ticket, please include the envelope number and/or case number, what the issue is and any applicable screenshots of errors and what you were doing when the issue occurred.

Latest Updates

On the landing page, download the [Latest Updates Document \(PDF\)](#) for recent system changes, fee updates and availability notices.

Clear Cache

If you are missing an action or a button, clearing cache resolves this and numerous other issues. Download the [Clearing Cache Instructions \(PDF\)](#). Weekly reboots are also recommended.

Documents

Confirm that the document being filed is under the size limit, doesn't exceed the page size and is in black and white. Download the [Troubleshooting Document Issues Guide \(PDF\)](#) for additional information.

Red Error Resolutions

Did you receive a red error?

Download the [Error Resolution Guide \(PDF\)](#) for steps to resolve common issues.

- Avoid special characters in PDF names
- Limit Party names to 40 characters (first/ last) or 80 characters for businesses

Document Security

Always select security based on the filing code description. If the description has (CONFIDENTIAL) at the end, select security of confidential. Download the [Security Instructions \(PDF\)](#) for detailed instructions.

Notifications

Download the [Notification Guide \(PDF\)](#) to troubleshoot when you do not receive notifications. Remember to keep your emails up to date to prevent failed service.

New Firm Checklist

New to eFiling? Download the [Firm Checklist \(PDF\)](#) to assist with setting up your firm. This checklist also includes information on how to register for the UJS Attorney and eCourts sites.

Update Firm and/or Attorney Information

If your firm's address or any firm emails change, download the [Update Attorney Information Guide \(PDF\)](#). This guide assists you with which sites will need to be updated.

Clerk of Courts Information

Download the [Clerk of Courts Phone Numbers and County Codes Document \(PDF\)](#) for any procedural questions. All technical questions must be sent to UJSeSupport Help Desk.