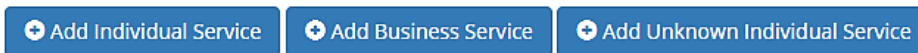




Add A Service

1. After clicking the "Create" button on the *Create a New Case Page*, you will be brought to the *Add Service Page*. Please select the type of service for the Case entered in the previous step by selecting one of the following buttons:
 - a. *Add Individual Service*
 - b. *Add Business Service*
 - c. *Add Unknown Service*



ADD SERVICES TO YOUR E-FILE

Select what type of service you'd like by clicking the add service buttons above. If you need to schedule multiple services or multiple service types on a single case, add multiple services or service types on this page. There is an option to remove a service if one is added inadvertently.

Individual Service – Use this for service upon a named defendant. This selection should be used for service upon a person and should not be used for service upon a business or registered agent.

Business Service – Use this option for service upon a Business, Corporation, Company, etc. If you need to service a named individual as a registered agent, there will be a field for that in this selection.

Unknown Individual Service – Use this service when the named party is unknown but is an individual and not a business (i.e. Unknown Occupants, Unknown Owners, Unknown Heirs, etc.)

Submit

Service Type Descriptions are displayed on the *Add Service Page* to assist users with selecting the appropriate Service Type:

Note: *You may add multiple services by continuing to select the Service buttons; additional service forms will appear upon additional selections. There is also an option to remove a service if one is added inadvertently.*



You may enter multiple services/
service types for a single case

The screenshot shows a web form for adding a service. The top section is titled "INDIVIDUAL SERVICE" (circled in red). It contains the following fields: FIRST NAME, MIDDLE NAME, LAST NAME, TITLE (dropdown menu), ADDRESS, APT / UNIT #, CITY, STATE (dropdown menu), and ZIP. Below these is a large text area for "SERVICE NOTES" and a "SERVICE DOCUMENT UPLOAD - ONLY PDF LESS THAN 5MB" section with a "DOCUMENT" field and a "Browse..." button. A red "Remove Service" button is at the bottom left of this section. The bottom section is titled "BUSINESS SERVICE" (circled in red). It contains fields for BUSINESS NAME, REGISTERED AGENT, CARE OF, and SERVICE ADDRESS (with sub-fields for ADDRESS, APT / UNIT #, CITY, STATE (dropdown menu), and ZIP).

You must provide an address to the Sheriff's Office for service. If the defendant is named but the address is unknown, our office cannot assist in the service attempt nor the investigation to locate an address for the named individual.

Do not create a new case for each service type for a single case number.

- For example, if Case Number 2018M001234567 requires both an Individual Service and a Business Service, **ADD BOTH** service types at this step.
- Additionally, if Case Number 2018M001234567 requires three separate individual services, **ADD ALL** three individual services at this stage and enter the information for each individual. **Do not create three separate E-File cases for each individual service on a single case number.**



Cook County Sheriff's Office

User Instruction Guide: Add a Service

The required fields for **Individual Service**:

- *First Name*
- *Middle Name*
- *Last Name*
- *Title*
- *Address*
- *Apt/Unit #*
- *City*
- *State*
- *Zip*
- *Service Notes*
- *Document Upload*

The required fields for **Business Service**:

- *Business Name*
- *Registered Agent*
- *Care Of*
- *Address*
- *Apt/Unit #*
- *City*
- *State*
- *Zip*
- *Service Notes*
- *Document Upload*

The required fields for **Unknown Individual Service**:

- *Served On*
- *Apt/Unit #*
- *City*
- *State*
- *Zip*
- *Service Notes*
- *Document Upload*

IMPORTANT NOTE

- ***Punctuation should not be included. For example, the last name O'Malley should be entered as OMALLEY***
- ***Do NOT put a period in a name or title, including the titles JR/SR/ESQ etc.***