



New Mexico Courts

Arlene Baca <abaca@nmcourts.gov>

JID University - File & Serve Review Tool Error Workaround

1 message

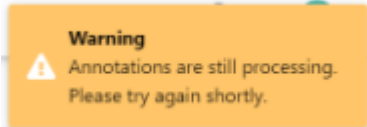
Laura Orchard <lorchard@nmcourts.gov>
Reply-To: lorchard@nmcourts.gov
To: "Laura M. Orchard" <lorchard@nmcourts.gov>
Bcc: nmcourts-grp@nmcourts.gov

Tue, Mar 22, 2022 at 10:55 AM



File & Serve Reviewers,

Currently, you may be experiencing an issue with adding an annotation to a filing in the Review Tool, having an orange error display, and not being able to accept the envelope.



When you apply an annotation, a blue box outline appears to indicate the annotation is "active".



The "active" annotations are preventing the envelope from being accepted. The workaround is to click your cursor somewhere in the grey area outside the visual edge of the document, which will "deactivate" the annotation and make the blue box outline go away. Then you can accept the envelope.

Tyler Technologies is aware of the issue and we will let everyone know when it has been fixed.

Please continue to send your issues to support@nmcourts.gov so we can work with you and Tyler Technologies to resolve them.

Laura Orchard

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3/25/22, 2:29 PM

New Mexico State Judiciary Mail - JID University - File & Serve Review Tool Error Workaround

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This email was sent to the entire judiciary. Please DO NOT use REPLY-ALL to reply to this email. This could cause
unneded spam to all court employees. Thank you.