

A Mediator's Guide on how to Register for a Firm Account with File & Serve

Dispute Resolution Commission

2026

You must have a File & Serve Account to file your DRC Annual Renewal Certifications and the Report of Mediator forms.

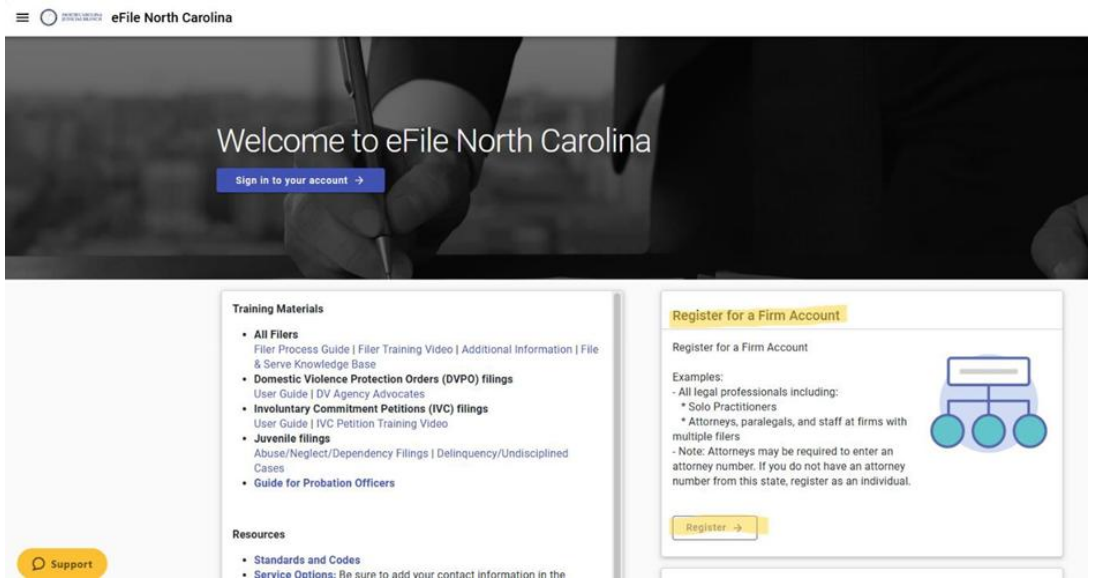
- It is recommended that mediators, attorney and non-attorney, register for a Firm Account. This Guide will walk you through How to Register for a Firm Account with File & Serve. Please click on the File & Serve website to get started!

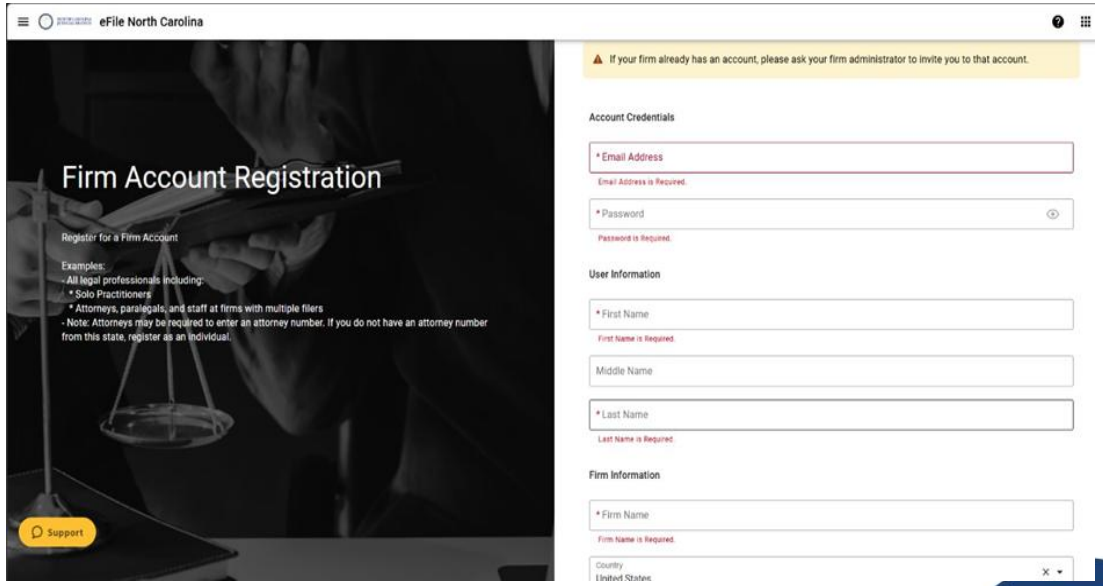
  - Judicial Standards provides that North Carolina Judges (active, emergency status, and retired) must register for an individual account to avoid confusion on who is filing documents in File & Serve. Please visit DRC's webpage, Mediator Certification Renewal, to view A Mediator's Guide on how to Register for an Individual Account with File & Serve.

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On the File & Serve website, click on the "Register" button under the "Register for a Firm Account" box.

Complete the required fields, click on "Register". You will receive an email with a link to activate your account.

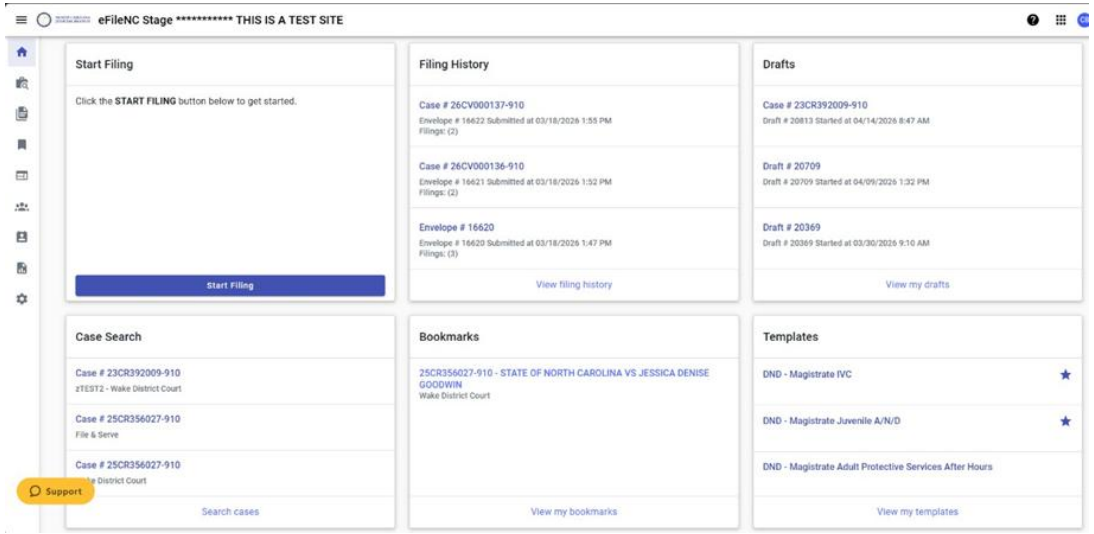


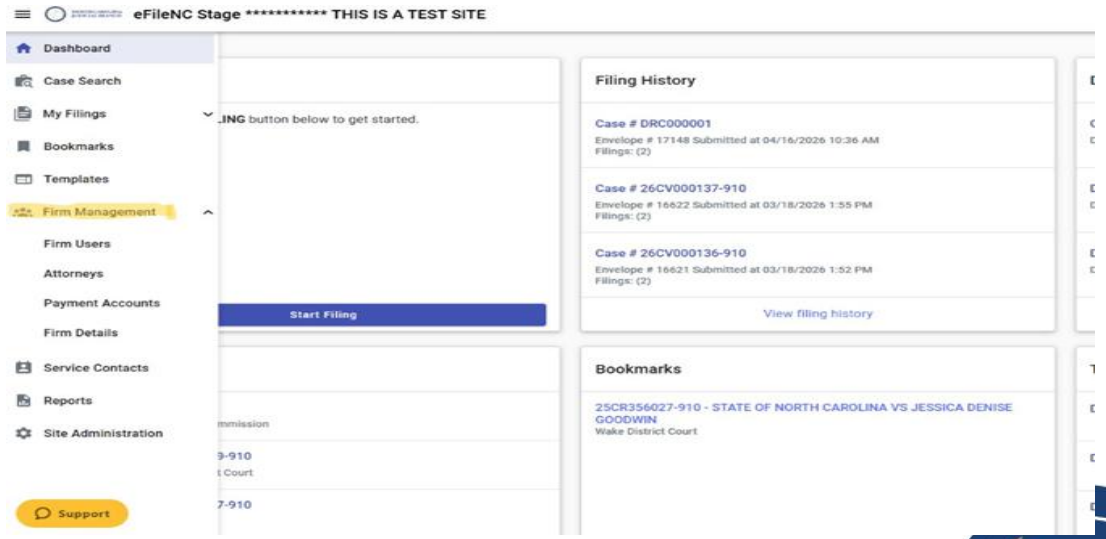


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Sign-in from the landing page or the link in your email using the username and password you established during registration. After sign-in, you will be viewing the dashboard.

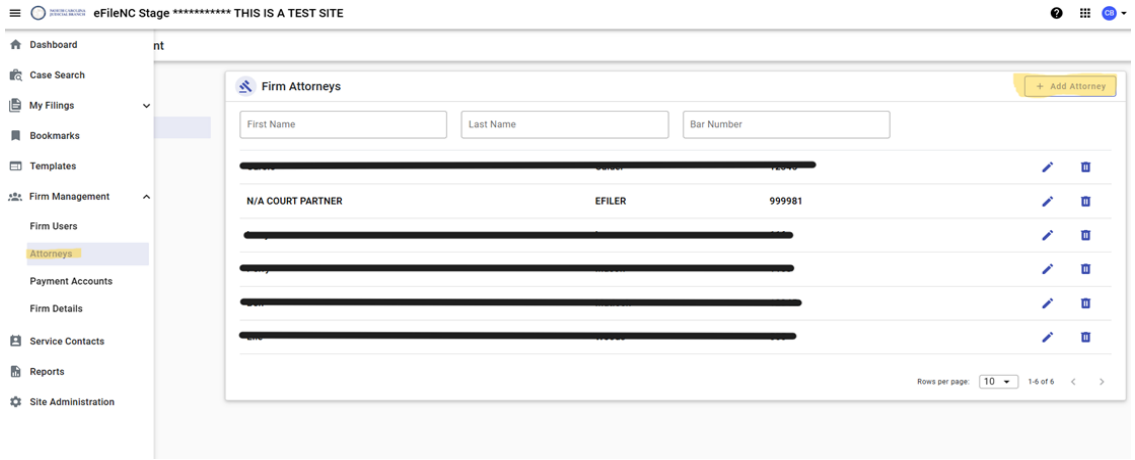
Click on the “Hamburger” menu in the **top-left corner of the screen** to expand list and select “Firm Management”. This will give you four options, select the second option, “Firm Attorneys”.





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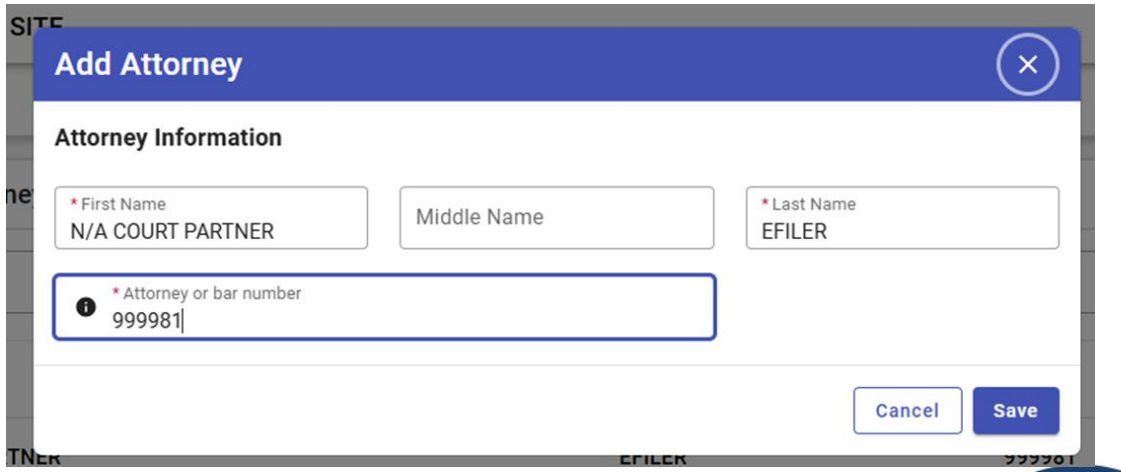
Use the “Add Attorney” link to add yourself.



Enter your first name, last name, and bar number

If you are a non-attorney mediator, use the following:

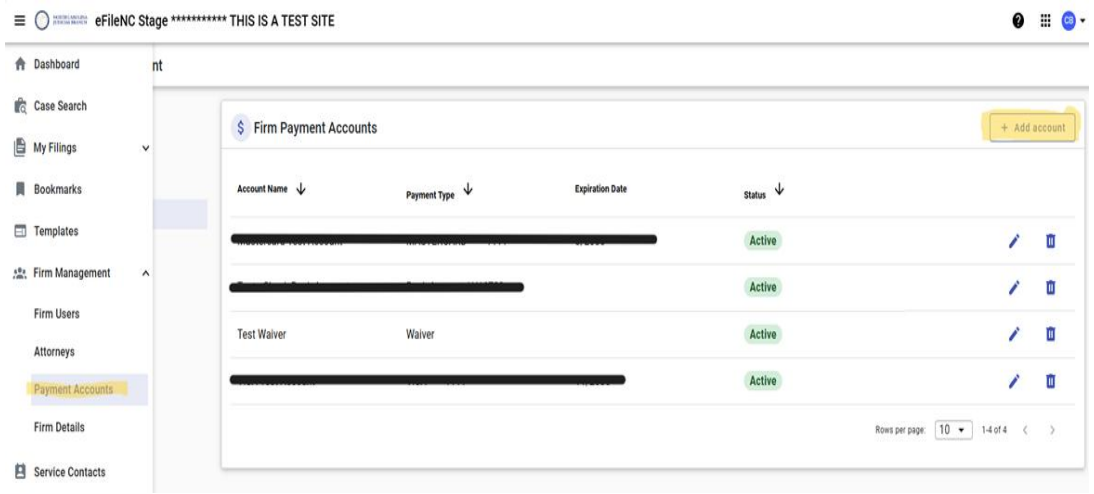
- First Name: N/A COURT PARTNER
- Last Name: EFILER
- Bar Number: 999981



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Select the third option under “Firm Management” – “Payment Accounts”

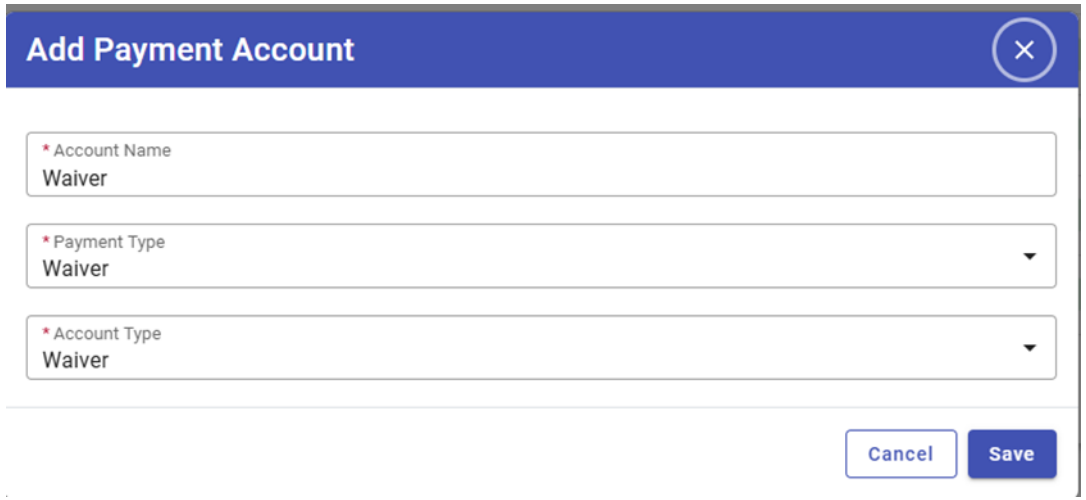
Select the “Add Account” button to add at least 1 payment account.



You do NOT need to add a credit card, debit card, or bank account to complete mediator renewals, or file the Report of Mediator.

YOU MUST HAVE A WAIVER ACCOUNT!

Select the “Add Account” button and add a “Waiver” type account. Name it “Waiver”.



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Viola!

You have now established a Firm Account with File & Serve.

Please visit the DRC's Mediator Certification Renewal page for a Guide to Mediator Certification Renewal.

Please visit the DRC's File & Serve page under the Mediator Toolbox for a Guide on How to File a Report of Mediator.

Please contact the DRC if you have any questions!

919-890-1415

OR

email at: DRCMediators@nccourts.org


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