

RESIDENTIAL MORTGAGE FORECLOSURE MEDIATION PROGRAM
9TH Judicial Circuit Court
Orange County, Florida

PLAINTIFF ATTORNEYS

FOR TECHNICAL SUPPORT:

Please contact Rick Witcher, our software provider, at support@rmfmp.com
or by phone at 904-378-4449

Borrower Information

We appreciate your cooperation in this Program by working with our software and providing us with as much contact information for the borrowers as you can provide, including email and all alternate phone numbers you may have for the borrower.

Payment

Form "A" and the borrower's contact information should be entered electronically through this platform. Fee payment should be made by check and mailed directly to the:

Orange County Bar Association
880 North Orange Avenue
Orlando, FL 32801

Please remember to include a photocopy of Form "A" with your check to the Orange County Bar Association.

We are not set up to accept checks from the Orange County Clerk of Courts office.

Bulk Uploading

If you plan to file 5 or more cases, please send the names and contact information of your liaisons to us so that we can work with you to make this transition a smooth one.

Our system will accommodate bulk-uploading of cases (5 or more cases at a time). The cases will need to be entered into an Excel spreadsheet in a specified format, and the initial upload will be screened by our software provider. For more information, please contact Rick Witcher, our software provider, at support@rmfmp.com or by phone at 904-378-4449.

All Form "A" filings are to be through our web-enabled IT platform that will be used to manage this program (see below for access). www.rmfm.com and follow the links.

Instructions for logging on the web-enabled IT Platform:

Authorization: Each user of this system will need to be authorized before being given access to the system.

1. Go to www.rmfm.com and follow the links.
2. There will be a Main Menu to the left-hand side, with a line for Orange County.
3. Click on the login in the upper right corner of the site.
4. When the login screen comes up, click on register and complete the information. (Note: your user name must be alphanumeric characters, with no spaces. Your password must be at least 7 characters long with at least one non-alphanumeric character.)
5. The completed registration information will start the authorization process.
6. Once authorized (which may take up to 24 hours), cases can be entered into the system and managed.

Entering a New Case

1. Obtain authorization
2. Log onto the IT Platform
3. After logging on, the second box on the top left-hand corner is "Forms."
4. Click on "Forms" and go to "New Case Wizard."
5. Input information; press the floppy disc icon to save and the green arrow to go to the next screen.
6. Continue adding information, saving, and going forward.

**After entering the Plaintiff and the law firm information one time, you can search for that information again and the software will enter it automatically for the new case.

**After entering the Plaintiffs, Plaintiff lawyers, or Defendants, each one should be added using the "+" sign.

At the end of entering new case information, the software will generate **Form "A"** for this case that can be filed with the court. **Please remember to include a photocopy of Form "A" with your check to the Orange County Bar Association.**