



ECOURTS PORTAL ELEVATED ACCESS ROLES

March 6, 2023

What is elevated access?

Elevated access is available for users with a verified business need and authority granted by statute to view generally restricted case information and non-public information. Elevated access requests are initiated by the user and processed by the North Carolina Administrative Office of the Courts.

Is there training and information available for Elevated Access?

YES. There are multiple Portal training resources, including Quick Reference Guides, Advanced User Guides, FAQs, and Videos available on the [eCourts website](#).

Who is eligible for Elevated Access?

- An Odyssey **ACTIVE Attorney of Record** who represents a juvenile case
 - including a GAL Attorney Advocate, or an Attorney for the mother, father (father-legal; father-putative), guardian, or custodian
- An Odyssey **ACTIVE Attorney of Record** who represents a Special Proceeding Confidential Case (SPCC)
- An Odyssey **ACTIVE Attorney of Record** who represents a Protective Order Case (DVPOFBA/DVPOFBO/NDRO)
- An Odyssey **ACTIVE Attorney of Record** from the Public Defender's Office/IDS who represents a Juvenile, SPCC, and/or Protective Order Case
- An Odyssey **ACTIVE DSS Social Worker of Record** assigned to a juvenile case
- An Odyssey **ACTIVE Juvenile Court Counselor (JCC) of Record** assigned to a juvenile case
- An Odyssey **ACTIVE GAL Program Volunteer of Record** appointed to a juvenile case
- **ACTIVE eWarrants** User for Protective Order Cases and Criminal Warrants Unreturned
- Domestic Violence Agencies for Protective Order Cases
- Government Agencies refer to the [Portal Government Agency Elevated Access FAQs](#)
- Contact the NCAOC Help Desk at (919) 890-2407 to submit a request for one of the following role requests:
 - An Odyssey ACTIVE Juvenile Parent, Guardian, or Custodian of record
 - A person named in the Petition as the Juvenile
 - The Respondent of a Special Proceeding Confidential Case (SPCC)





How do I request Elevated Access?

- Attorneys: Complete an [AOC-A-264 Form](#) and submit through [File & Serve](#). Only one submission is required, however, requestor must be an **Odyssey ACTIVE Attorney of Record** on at least ONE case within the authorized case categories of Juvenile, SPCC, or Protective Order Cases. If approved, the Elevated Access Attorney Role applies to all three case categories.
- Non-attorney users: [Register](#) on Portal. User will be prompted to select an Elevated Access role, affirm attestation statements, and complete validation questions when applicable.

How long does the approval/denial process take?

Elevated Access requests are typically processed within TWO business days of submission (excluding weekend and holiday submission dates). A requestor can expect real time email notification upon the denial or approval of a submission.

How is a requestor notified when Elevated Access has been approved or denied?

- Non-Attorney Roles receive email notification when processing is complete, whether approved or denied.
- Attorneys receive a F&S “rejection” with explanation. Incomplete submissions are rejected, particularly if the Bar Number is missing or the form is not signed. All wet or PDF electronic signatures are accepted.
- An “accepted” F&S submission implies approval. A reset password link email notification is sent if the Attorney registered through. Attorneys are not required to register through Portal in advance.

