



E-COURTS PORTAL ELEVATED ACCESS ROLES

October 27, 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?

- All Odyssey **Attorney Parties**
 - To access restricted case types (e.g., Juvenile, Special Proceeding Confidential Commitment (SPCC), Protective Order Cases) and **confidential case information in cases where they are an active ATTORNEY OF RECORD**
- An Odyssey **ACTIVE DSS Social Worker of Record** assigned to a juvenile case.
 - Requestor must Register and request elevated access with the email issued by his/her federal, state, or local government employer.
- An Odyssey **ACTIVE Juvenile Court Counselor (JCC) of Record** assigned to a juvenile case.
 - Requestor must Register and request elevated access with the email issued by his/her federal, state, or local government employer.
- An Odyssey **ACTIVE GAL Program Volunteer of Record** appointed to a juvenile case.
 - Requestor must Register and request elevated access with their @ncgalvolunteer.org email address.
- **ACTIVE eWarrants User** for Protective Order Cases and Criminal Warrants Unreturned.
 - Requestor must Register and request elevated access with the email issued by his/her federal, state, or local government employer.
- Domestic Violence Agencies refer to the [Portal Domestic Violence Agency Elevated Access FAQs](#)
- Government Agencies refer to the [Portal Government Agency Elevated Access FAQs](#)
- Contact the Clerk of Court in the assigned county to request the appropriate case number, then 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](#). To view restricted case information in counties that have gone live with Odyssey, the attorney must be an Odyssey **ACTIVE Attorney of Record** for the case which they wish to access.
 - If the attorney is unable to see the expected case information, s/he should:
 - Ensure the [AOC-G-312](#) has been filed through File & Serve
 - Contact the CSC in the county where the case is assigned to verify, they are listed as an ACTIVE Attorney of Record on the case
- Non-attorney users: [Register](#) on Portal. User will be prompted to select an Elevated Access role, affirm attestation statements, and complete applicable validation questions.

Once I have Elevated Access, can I see restricted information for every case?

No. Portal uses Role Based Security, so you will only see information as entitled by statute, based on your role. Attorneys, Court Counselors, DSS, and other Party ID-based roles will ONLY see restricted information for cases which they have been appointed/assigned by Party ID.

Do I need to request Elevated Access for each case I would like access to?

No. Odyssey is a Party-based system so once Elevated Access is granted you will have access to restricted information on all cases in which you are listed as an active Party/Participant.

How long does the approval/denial process take?

Processing time is contingent upon volume of requests received; however, Elevated Access requests are *typically* processed within two (2) business days of submission (excluding weekend and holidays). 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 from No_Rely@tylerhost.net, when processing is complete, whether approved or denied.
- Attorneys receive an email from File & Serve (no-reply@efilingmail.tylertech.cloud) with subject of “Accepted Filing Notification...” or “Returned Filing Notification...”
 - Incomplete submissions will be returned to the filer, particularly if the Bar Number is left blank or the form is not signed. All “wet” or PDF electronic signatures are accepted. An “accepted” File & Serve (F&S) submission implies approval.
 - Attorneys are not required to register through Portal in advance. However, if they have taken this action, upon approval of Elevated Access, a password reset link email notification is sent to minimize log-in issues.
 - If the attorney has received an “Accepted Filing Notification...” email from File & Serve but is not seeing the case(s) expected, the attorney should contact the Clerk in the county where the case is assigned to confirm the attorney has been added as an **Odyssey ACTIVE Attorney of Record** for the case(s).

Once the notification is received, the users must sign into Portal to complete the Registration process.

I am not seeing the information I was expecting.

Please review the [Portal Overview Guide](#) and [Portal Advanced User Guide](#) for specific details on searching by name and required file number format.

Portal works best with the Edge and Chrome internet browsers. If you are using one of these preferred browsers, you may need to clear cache, use another browser (Edge or Chrome), or a browser incognito window.

If after reviewing the guides, you still have questions, contact the Clerk of Court in the county where the case is assigned.

