

# eCourts FAQs for Attorneys: Portal

Updated March 9, 2023



Type	Question	Response
Registration / Accounts / Access	Is there a way to register for the Portal now, and will they have to re-register when eCourts goes live?	Registration for Portal is not possible until after go-live, and re-registration is not needed.
Portal	Is the File & Serve product linked to Portal in any way?	Filings using File & Serve are made into the court system (ICMS) which in turn displays information in Portal as defined by Rights and Roles, case and document security.
Registration / Accounts / Access	For those members of the bar who need elevated access to Portal, how do they register? Is there a link? How does one know whether or not he/she needs elevated access?	Attorneys who practice juvenile law will need elevated access due to the confidential nature of this case type. A link will be made available on go-live.
Portal	Are there Portal limitations for payment?	In Portal, only the payment amount is shown for supervised probation. A litigant can pay just the amount due. Civil judgment payments cannot be paid via Portal.
Portal	Are there fees for printing from home or my office?	There are no fees to view or print documents in Portal.
Case Search	How do I search for a case number?	Case numbers in Odyssey can be broken down into four parts:  EX 21CR000003-910  Year: The first two numbers signify the year in which the case was established. Case type: The two letters signify the case type. Sequence number: The set of numbers signifies the sequential order or numbering (must equal 6 digits). County Identifier: The hyphen plus the last three numbers is the county identifier. Each county has their own.

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Confidentiality	How are documents in all case types limited for public view if not admitted to the case or ruled to be sealed?	Documents attached to the case but not attached to events will not be shown in Portal. Document security groups can further restrict a document from showing on Portal when the rest of the case record is public.
Confidentiality	How will personally identifiable information (PII) and other sensitive information (such as confidential informant names) be redacted from Portal access?	Odyssey Rights and Roles, along with Case Security and Document Security Groups, restrict PII and non-public documents from displaying through Portal.
Portal	What reports will the external users be able to run in Portal?	Users can use the search function to create a listing, which can then be exported as a PDF. There is no specific report function in Portal.
Portal	Can a litigant obtain a certified copy from Portal?	A copy can be printed from Portal but a clerk would have to certify it.
Misc	What does an attorney need to bring with him/her to court to access a court file and participate in a trial or hearing? What does an attorney need to bring with him/her to the clerk's office to access a court file?	If an attorney would like to access Portal to view cases and documents, they can bring a laptop / tablet / phone to access Portal in the courtroom from their device. *Devices should be able to connect wirelessly in the court facility. **Devices should be sufficiently charged because generally power outlets are not available in the courtroom. Current plans include providing tablets for attorneys or self-represented litigants who need to access information in Portal.
Portal	Are subpoenas / returns going to be uploaded into the court file online? This is often very helpful information for the defense counsel to determine whether the subpoenas were sent out, came back unserved or was served and the witness didn't show up to court. Additionally, multiple attempts will be considered by the judge when determining whether or not to continue a case.	A returned subpoena is viewable in Portal. For Adult Criminal cases, the returned subpoenas would be attached to the Subpoena Returned event in Odyssey. We have yet to come to a decision if those should be docketable or not because of all the PII on a subpoena.

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Portal	Will the defense bar have access to the Odyssey Navigator in order to be on the same footing as the Public Defender's office regarding the automatic updating / jail credit info, etc.? If not, where can we find this information? Will there be a computer monitor available at the Defense counsel table for access purposes? Attorneys are required to bring their laptops, but if they can't access the system for whatever reason, will there be an alternative option for them to access it in the courtroom? How will pro se people be able to access this information in the courtroom?	No. The contract with Tyler Technologies provides for Attorney Manager for attorneys and staff in Public Defender offices. Current plans include providing tablets for attorneys or self-represented litigants who need to access information in Portal.
Portal	Can jurors access files on Portal and see all the documents that haven't been admitted yet or parts of the documents that haven't been suppressed?	Jurors should not be able to see a ruling until it has been made.
Portal	What about motions for CIs and motions to suppress?	Jurors should not be able to see a ruling until it has been made.
Support for Bar / Help	Where can attorneys go for issues with Portal / elevated access?	Attorneys who are noticing issues in Portal and/or with their elevated access request may contact NAOC: Via email: <a href="mailto:ecourts@nccourts.org">ecourts@nccourts.org</a> Via the NCAOC Help Desk: 919-890-2407 For information relating to the case information and/or the documents, please contact the appropriate county Clerk of Court.