



eCourts FAQs for Attorneys

Updated November 21, 2022

#	Type	Question	Response
1	Background Checks	How will attorneys run a statewide background check (they currently do this in ACIS)? What are the costs?	Attorneys will be able to run background checks. Until all 100 counties are live on Odyssey both ACIS and Odyssey Portal will have to be used. In counties that have gone live with Odyssey (beginning with Wake, Harnett, Johnston, and Lee December 2022/January 2023), information they currently get out of ACIS will be in Odyssey Portal free of charge. For counties that have not gone live with Odyssey yet, attorneys will still use ACIS. Please continue to check back on nccourts.gov for further information on when counties are going live.
2	Background Checks	Will attorneys be charged for an ACIS and Odyssey check separately or is this one charge/fee?	One charge per county.
3	Condemnation Actions	With the filing of a condemnation Complaint and Declaration of Taking, a condemnor deposits with the Clerk of Court its estimate of just compensation for the takings described in the Complaint and Declaration of Taking. In most condemnation cases initiated by the City of Raleigh, the deposit is in the tens of thousands of dollars, and in some circumstances in the hundreds of thousands of dollars. Given that, it seems impractical to require that the deposit in a condemnation case be made by credit card payment. Is it possible, in the filing of a condemnation Complaint and Declaration of Taking, for the filing fees and deposit to be paid to the Clerk of Court by check as is the current process? If so, when would the filing fee and deposit need to be paid into the Clerk's Office relative to the time when a condemnation Complaint and Declaration of Taking is e-filed? Can such payment be made in person on the same day that the Complaint and Declaration of Taking is e-filed with the Court?	Filer can pay online with an e-check. Since File & Serve does not limit payments only to e-check, if a credit card payment comes through we would have to refund. DOT has assured us they would not pay by credit card. We are not sure about other agencies.
4	Condemnation Actions	When a condemnation Complaint and Declaration of Taking is filed, a condemnor also files a Memorandum of Action that is then to be recorded in the land records of the applicable county to place the public on notice of the acquisition of the property rights taken with the filing of the condemnation action. In order to record the filed Memorandum of Action with a local Register of Deeds Office, a certified true copy of the file-stamped Memorandum of Action is required. With the e-filing of a Memorandum of Action in a condemnation action, what will be the process for a condemnor to obtain a certified true copy of a file-stamped Memorandum of Action in order to record the same?	The filer can choose the option to get Certified Copies - E-Filing in Additional Services when filing through File & Serve. File & Serve only assesses the fees and charges the payment account based on the number of certified copies requested. The certified copies will be provided by the clerk's office.
5	Condemnation Actions	Condemnors traditionally cite the filed stamp date on the Complaint and Declaration of Taking as evidence of the "date of taking" in a condemnation lawsuit. What substitute information can the City of Raleigh rely upon as evidence of the "filed stamp date"?	File & Serve has a file stamp "Electronically Received Date" at the footer of the ACCEPTED copy.
6	Condemnation Actions	When it files a condemnation Complaint and Declaration of Taking, the City of Raleigh attaches as an exhibit to the Complaint and Declaration of Taking a map that depicts the easements taken with the filing of the condemnation action. Will the e-filing system accept multiple document formats if exhibits (such as a map or photographs) attached to filings are in formats other than Adobe? If so, what formats will the e-filing system accept? Or will the e-filing system only accept the Adobe format?	Adobe is preferred but MS Word can be used to save a PDF. Images can be converted to a PDF as well or can be copied into MS Word and then be saved as a PDF. NCAOC has asked Tyler if additional file formats can be uploaded for conversion to PDF.
7	Condemnation Actions	After a condemnation action is initiated, a condemnor is required by statute to file a takings plat in the case which serves as both direct and illustrative evidence. Typically, the City files in person with the Court a signed original of a takings plat that is 24" x 36" in size. With the advent of e-filing, how will takings plats be filed with the Court in accord with statutory requirements? Will condemnors be permitted to continue to file in-person with the Clerk's Office, separate from the e-filing system, signed originals of takings plats that are, for example, 24" x 36" in size?	Filers would need to deliver a copy of plats to the clerk's office to file.
8	Condemnation Actions	Condemnation cases, if settled pre-trial, are resolved by a Consent Judgment signed by the attorneys representing the parties and a Superior Court Judge. Currently, we submit proposed Consent Judgments by email to the Wake County Superior Court Judges' Office to obtain the signature of a Superior Court Judge. Once signed by a Superior Court Judge, the Superior Court Judge's Office has the Consent Judgment filed. The file-stamped Consent Judgment is then emailed to the attorneys for the parties with the condemnor's attorney then serving the file-stamped Consent Judgment on all of the parties to the lawsuit. How will this process for obtaining a Superior Court Judge's signature on a Consent Judgment, and having the Consent Judgment filed, change with e-filing?	A consent order can be submitted via File & Serve as a proposed order filing and the clerk/reviewer could route it according to the judge for signature. The Pilot County Process Builder teams have worked processes to address proposed orders where they can be filed through File & Serve and routed to the judge (or judge's office) for review/signature if needed.

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9	Confidentiality	<p>How are confidential documents handled?</p> <p>Ex: Affidavit of indigency requests PII on the form; who will be responsible for redacting before scanning into Odyssey?</p>	<p>File & Serve: There are two ways a filer can handle confidential information in a document.</p> <ol style="list-style-type: none"> 1. Redact the document if auto-redact feature is available (available on applicable documents). This redacts portions of the document and only the redacted document is available in Portal regardless of whether the general public or individuals with elevated access view the document. The clerks can see the original and redacted transmitted version of the document in the File and Serve Reviewer site and Odyssey. 2. Set the security of the document to Confidential instead of choosing public. This makes the entire document unavailable in Portal for the general public; however, anyone with elevated access in Portal or clerks and others who have access to Odyssey can view it from there as well. <p>The above options can also be combined. The clerk can also manually redact the document or change the document security in Odyssey.</p> <p>See Q&A #2, #3, and #17 in the Town Hall Meeting FAQs, posted on www.nccourts.gov/eCourts.</p> <p>Anyone wishing to file a document under seal or move the court for a protective order must follow General Rules of Practice (GRP) - Rule 27.</p> <ul style="list-style-type: none"> • See GRP Rule 27 (a)(3) Open Courts. A person who appears before the court should strive to file documents that are open to public inspection and should file a motion to seal a document only if necessary. • See GRP Rule 27 (a)(4) Scope. This rule does not apply to documents that are closed to public inspection by operation of statute or other legal authority, nor does it apply to search warrants and other criminal investigatory documents. This rule does not affect a person's responsibility to omit or redact private information from court documents pursuant to statute or other legal authority. • See GRP Rule 5(b)(e): Private Information. A person should omit or redact nonpublic and unneeded sensitive information in a document before filing it with the court.
10	Confidentiality	<p>What happens if an attorney or party accidentally uploads to Odyssey an item that is confidential? Can it be removed? What is that process?</p>	<p>Attorneys and parties do not have direct access to Odyssey. Only clerks can upload directly to Odyssey. If the question pertains to accidentally uploading a confidential item in File & Serve, please find response below:</p> <p>Accidental uploads of documents in File & Serve can be reversed (i.e., documents removed) up until the filing has been submitted/eFiled. If the filing is submitted, then the document goes to the Clerk/Reviewer who can change the Document Security to Confidential before it gets to Odyssey. Regardless of whether the Clerk/Reviewer changes the Document Security, once filed, it becomes part of the case record.</p> <p>Additionally, there is a document security within Odyssey to address any confidentiality that is needed. A document can be sealed or confidential by order of a Judge, pursuant to GRP Rule 27. This security works with the Odyssey Rights and Roles and only allows those users with the correct rights to see the documents. A clerk can set a document to confidential at a later time if necessary.</p>
11	Confidentiality	<p>If we have clients who provide us their substance abuse treatment on the day of court, and we submit it, will that information be marked "confidential" due to the personal medical records of the client? Usually, in this situation, Counsel provides the proof to the court, and we are given the client's materials (SAA Tx/Driving Record/Other mitigation) back once the judge has had the opportunity to review those materials. That still seems to be the best practice.</p>	<p>The filer can mark a filing confidential but a judicial official can change the security. If a document is public per Public Records Law but is sensitive it can be classified as <i>Public</i> not <i>Portal</i> and it will not be viewable on line but would be viewable at a public access device in the courthouse.</p>
12	Criminal Cases	<p>How will criminal defense attorneys receive discovery from the DA's Office? Is there a time limit for an attorney to access the link/eDiscovery sent by the DA's Office?</p> <p>Note: This question replaces and expands on the prior question regarding eDiscovery options for attorneys.</p>	<p>This will be accomplished via eDiscovery once it is implemented in each pilot county. Plans are currently underway for implementation and training. Webex sessions will be offered and communicated as soon as they are available. (We will provide a recorded training for those that can't attend the trainings that will be offered).</p>
13	Criminal Cases	<p>How will an attorney make an appearance in a criminal case?</p> <p>Ex: Currently, in traffic court, an attorney who represents a client, shows up and writes his/her name on the shuck and that is their notice of appearance; they're being told they will have to file a notice of appearance for every case. Completing a notice of appearance such as the AOC Notice of Appearance by Counsel form is not efficient.</p>	<p>G.S. 15A-141 lists the five ways for an attorney to enter a criminal proceeding. Odyssey has a mechanism in place for the clerk to record an attorney making an appearance in court similar to how a clerk would write the attorney on the shuck.</p>
14	Criminal Cases	<p>There are currently 3rd party vendors who provide criminal case information (criminal history) for a charge. How will this information be updated to those vendors? How quickly will the information be updated?</p> <p>Ex: If charges are dismissed against someone, how will that information be shared with the 3rd party vendors and how quickly?</p>	<p>AOC will provide Remote Public Access (RPA) customers with access to Odyssey data for go-live counties. The customers that receive data extracts will receive parallel files, one from legacy for the non-live county data and another file from Odyssey for the counties live on Odyssey. Customers that screen scrape ACIS screens will need to use ACIS and the process in place to request real-time data from Odyssey. Time frames are not anticipated to change for updating the data.</p>

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15	Criminal Cases	How does CJLEADS import into Odyssey? What information can the public view in Portal that was transferred from CJLEADS?	No data from CJLEADS is imported into Odyssey. AOC sends criminal court data to GDAC which is used in CJLEADS and other downstream applications managed by GDAC. We will continue to send data to GDAC but now they will receive two files - one from the legacy system for non-go-live county data and one from Odyssey for the go-live county data.
16	Criminal Cases	How are we to know in the system whether a Motion to Continue was attributed the Defense, the State, the Court, or a Joint Motion? Will there be additional notes/comments regarding last markings? (This is a very important part of Wake District Court Criminal practice).	There is an option to select if the continuance is requested by the state or by the defense. Odyssey contains a NOTE function that a Judge can put a NOTE on who to attribute the motion to continue. Portal does not display Odyssey notes, but the judge and clerk would have access to the information in Odyssey.
17	Criminal Cases	Will we still have "gold sheets" to pull up a file from the clerk's office to resolve it? Or utilize a "gold sheet" between courtrooms? If a judge doesn't want to accept the negotiated plea in a given courtroom, they will often give us the opportunity to "shop" around and ask other judges on the same floor. How are we to be able to move a case down the hall to a different courtroom for resolution?	NCAOC does not recommend "paper" outside of Odyssey. If a Judge/DA from another courtroom agrees to hear a case from another courtroom, they can send a task to the original courtroom queue requesting the case be added to their session.
18	Criminal Cases	Will the defense bar have access to the Odyssey Navigator in order to be on the same footing as the PDs 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 attorney's and staff in Public Defender offices. Current plans include providing tablets for attorneys or self-represented litigants who need to access information in Portal.
19	Criminal Cases	Are subpoenas/returns going to be uploaded in to 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.
20	Criminal Cases	How are notices of judgments sent to combined records for calculation of appropriate jail credit, especially for people who are receiving time served sentences in order to process them out in a timely fashion?	Per 7A-109.3 for a District Court case, the clerk has 48 hours to submit a signed order of commitment. For Superior Court cases, the clerk has 72 hours. Since local sheriff's office and DPS do not have access to ODY, commitment orders will still be a paper copy.
21	Criminal Cases	Expunctions/LDPs/Civ Revocations/Restitution Payment of Fees: Assuming that expunctions/LDPs will be uploaded via File & Serve, how will attorneys pay the filing fees using trust funds and upload those documents? Will you upload first and then it won't be processed until there is a later payment in the system made by attorneys in person via Trust check at the courthouse? We do not utilize operating funds to pay for client fees; we only use the IOLTA entrusted funds and the payment/filing occur contemporaneously. Expunctions require the DA's office to accept service before it can be filed. How will that be handled?	Petitions that require payment have been set up in OFS. The petitioner has the ability to serve and file simultaneously.
22	Filing	If an attorney uploads a time-sensitive motion, how quickly does it get in front of a judge? Ex: Motion to strike a C&F – the current practice is to bring the motion to the judge's office, after being signed by DA, and a judge reviews it, so the person doesn't get arrested.	Once a filing is done in File & Serve, it will appear in the clerk queue for review and acceptance. Once the filing is accepted, then time standards and task queues can be created (and in most instances are already created) to facilitate the filing/flow within Odyssey. (It is recommended that filings are reviewed and accepted within a 24 hour turn around time.)
23	Filing	How will an attorney know where a document is in the process / how can they track the progress of what they submitted?	If documents have been filed using File & Serve or Guide & File, the filer will get email notifications when the submissions are successful and when the clerk accepts or returns the filing. After the clerk accepts the filing, File & Serve is no longer involved and handoff to ODY occurs. Filings can be viewed in Portal once the filing is in Odyssey (elevated access is required for confidential), documents, etc.
24	Filing	Can the attorney's track the progress of where the filing is in the workflow queue after the handoff to ODY occurs?	If documents have been filed using File & Serve or Guide & File, the filer will get email notifications when the submissions are successful and when the clerk accepts or returns the filing. After the clerk accepts the filing, File & Serve is no longer involved and handoff to ODY occurs. Filings can be viewed in Portal once the filing is in Odyssey (elevated access is required for confidential), documents, etc.
25	Filing	City of Raleigh police attorneys are required to respond to Petitions for Law Enforcement Recordings on a regular basis. As part of the response, we are required to provide video and audio recording to the Superior Court. Currently, we are required to hand deliver two AOC documents (Forms) along with the recordings for the judge to review. Will this process change at all after implementation? If so, what will those changes be and will the Court provide a way for us to upload the recordings, which can be significant in size?	File & Serve does not support uploading of video recordings.
26	Filing	For purposes of filing deadlines, when is a document considered filed?	See General Rules of Practice: Rule 5(b)(4) (Time). When it is submitted to the electronic filing system.
27	Filing	What is the contingency plan for filing if an attorney can't eFile?	See General Rules of Practice - Rule 5(b)(5) (Relief if Emergency Prevents Timely Filing).
28	Filing	How will the e-filing system work for cases involving self-represented litigants?	See General Rules of Practice: GRP 5(b)(2). "A person who is not represented by an attorney is encouraged to file pleadings and other documents electronically but is not required to do so."
29	Filing	What are the megabit limits for court filings when e-filed? Are there limits per page or per filing, including all exhibits?	The file size limit is 26.21 MB (per filing). There can be multiple filings within a single envelope (i.e., per submission).
30	Filing	What will be the process for issuing summons when a case is initiated by e-filing?	Service/delivery of summons will be done in paper. (Even for summons generated for Odyssey).

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31	Filing	Once e-filing goes live, does it apply to all cases in the Tenth Judicial District, including cases that have been filed previously? Or does it apply only to new cases initiated after the date e-filing goes live?	Yes. It applies to all cases, including cases commenced prior to go live.
32	Filing	The Recommended System Requirements eFiling User Guide (2021) states that Adobe PDF document format is supported. Is this only for the registered / licensed version of Adobe or can documents converted into PDF that are not on the Adobe system work as well?	Adobe is preferred but MS Word can be used to save a PDF. Images can be converted to a PDF as well or can be copied into MS Word and then be saved as a PDF. NCAOC has asked Tyler if additional file formats can be uploaded for conversion to PDF.
33	Filing	If notice of appeal is given, either orally in court or later in writing, will the clerk's office still prepare a hard copy of the Appellate Entries form and will it be filed by the clerk electronically?	Appellate activities will continue outside of Odyssey.
34	Implementation	Once the ACIS system goes "dark" for the 4 pilot counties, will it be accessible at all, even for historical data (pre-implementation)?	During the conversion period (approximately 4 days), all ACIS data will be available in inquiry only. For counties that have been converted to Odyssey, the case data in ACIS will be removed from ACIS and available only in Odyssey.
35	Misc	What is the process by which an ex parte communication may occur with a judge? Ex: An ex parte witness application submitted by a criminal defense attorney.	The pilot counties process builder committees have worked on a process to address these filings where they can be filed through File and Serve and routed to the judge (or judge's office) for review/signature if needed; these are only for ex parte requests that are permitted by law. The system shall not be used to attempt impermissible ex parte communication.
36	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 to access Portal in the courtroom from their device (laptop/phone). *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.
37	Registration/Accounts/Access	How will legal assistants to private attorneys access Odyssey? Will they have their own access ID?	See General Rules of Practice - Rule 5(b)(1) (Registration to Use Odyssey). File & Serve allows paralegals to file on behalf of attorneys. Paralegals (or other Firm Users) are required to indicate the attorney they are filing on behalf of. All Firm Users and Attorneys can have their own access ID once they are added to their registered Firm by their Firm Administrator (Admin). Once added, they will receive two (2) emails. One email will indicate they were added to their Firm Account, and one email to change the default password (by clicking on the individual link in the 2nd email).
38	Registration/Accounts/Access	Will the government agency have a single username, or will each attorney require an individual username?	A government agency will need to first create a Firm Account by the Firm Admin. The Firm Admin can then add individual Firm Users and attorneys to the Firm Account. Once added, they will receive two (2) emails. One email will indicate they were added to their Firm Account, and one email to change the default password (by clicking the individual link in the 2nd email). In short, there is one Firm Account that houses the Payment Account information, User List, Admin List, Attorney List ,etc. and there can be multiple individual registrations tied to that single Firm Account.
39	Registration/Accounts/Access	Is there a way to register for the Portal now, and will they have to re-register when eCourts goes live? My understanding from the training on "File & Serve" is that they will have to "refresh" only, in the event there are additional updates that have taken place. Is the File & Serve product linked to Portal in any way?	Registration for File & Serve can happen before go live from this website: https://efilenc.tylertech.cloud/OfsEfsp/ui/landing . Registration for Portal is not possible until after go-live. Please note that you cannot begin to eFile until go-live. File & Serve and Portal registrations are separate. File & Serve is linked to Portal indirectly. 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.
40	Registration/Accounts/Access	When do members of the bar register? On the go-live date? Or before?	Registration for File & Serve can happen before go live from this website: https://efilenc.tylertech.cloud/OfsEfsp/ui/landing . Registration for Portal is not possible until after go-live. Please note that you cannot begin to eFile until go-live.
41	Registration/Accounts/Access	What is the actual website address/URL for eCourts/Odyssey? In other words, on day one, what website does one visit to actually register and then file something?	You can register for an account with File and Serve here: https://efilenc.tylertech.cloud/OfsEfsp/ui/landing Please note that you cannot begin to eFile until go-live. This is not a test site. It is a production ready website that you can use to e-file on day one.
42	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? Is there a Fact Sheet or something spelling what information is available to anonymous users and what information requires elevated access?	Attorneys who practice juvenile law will need elevated access due to the confidential nature of this case type.

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43	Registration/Accounts/Access	For users that have to submit filings in File & Serve but do not file financials, do they have to file a waiver every time since they don't file financials? (Example: Probation, Child Support Enforcement).	Yes, a Payment Account has to be selected for every filing. A 'Waiver' account is a dummy payment account that needs to be setup before filings without fees can be submitted.
44	Support For Bar/Help	What type of assistance is available to the Bar?	Tyler File & Serve support tools: https://odysseyfileandservecloud.zendesk.com/hc/en-us . Tyler File & Serve technical support: https://odysseyfileandservecloud.zendesk.com/hc/en-us/requests/new .
45	Support For Bar/Help	Will there be after-hours assistance available to the Bar?	Tyler support via: - Chat is Monday - Friday 8am-7pm CST - Email is everyday 7am-7pm CST - Call is everyday 7am-7pm CST
46	Support For Bar/Help	What is the expected response time for assistance to the Bar?	Typical reply time is: Documentation, videos, etc. are available online Chat is within seconds Email is within a day Call wait time is 3 to 5 minutes
47	Support For Bar/Help	Who will be the main point of contact to answer e-filing questions after the program goes live?	Tyler acts as the primary source to intake and triage questions. Tyler will respond to technical issues and may redirect business questions to NCAOC Help Desk. It is not expected for the File & Serve filing community to contact NCAOC Help Desk directly.
48	Rights and Roles	Who is responsible for establishing rights and roles? How are rights and roles granted in Odyssey?	Rights and Roles are assigned initially mirroring legacy roles and have been requested by the Hiring Authority (e.g., chief district court judge, clerk of superior court, etc.). The Hiring Authorities can request changes, for example, a clerk of superior court could request civil clerk access for a deputy clerk who might already have criminal clerk access. Rights and Roles are being granted by BAPM. Requested changes to Rights and Roles at Go Live will follow a controlled reporting method and reviewed by the BAPM team, ensuring the requested access aligns with the user's position and sensitive requests are verified with Hiring Authorities. After the initial on-site support period we will transition to the usage of IDWEB entitlements for tracking the changes to user Rights and Roles.
49	Courtroom Practices	How do judges file orders they type themselves in Microsoft Word other than having the clerk or member of JSS scan the printed order? How do attorneys submit proposed orders?	Judges can upload documents into Odyssey and sign them there. Attorneys can file Proposed Orders using File & Serve. There they can upload a required PDF version (for the clerk to review and accept the filing) and attach an optional Word document that the Judge can modify in Case Manager and sign.
50	Filing	How are items such as search warrants or other documents "sealed" in Odyssey?	Cases and documents both have security groups which can be assigned either by default on the case or manually by the Clerk staff. Documents added to cases with a case security group will automatically have the corresponding document security group attached. These security rights are only provisioned to those within the county with authorization to access the case/document.
51	Filing	Will the court's/clerk's copy of search warrants prior to execution continue to be on paper? If not how will their existence be addressed?	Search Warrants will be in paper prior to execution.
52	Implementation	Is scanning of juvenile records (DSS and DJJ) allowed?	Yes, by go-live scanning of juvenile records will be allowed. We are in the process of developing eRules of Recordkeeping that will clarify policies and will not include a prohibition against scanning confidential records via desktop scanners.
53	Implementation	Will Public Defenders/Assistant Public Defenders have access to anything that private criminal defense counsel will not?	Public Defenders and their staff members will have access to Attorney Manager-Defender, though private criminal defense counsel will not. This is similar to today where Public Defenders and their staff are provided access to CCIS-PD, since they are Judicial Branch employees.
54	Courtroom Practices	Will there be dual monitors on the bench to flip between Odyssey and Judge's Edition?	If requested by local officials and there is space to install them, yes.
55	Implementation	Will anyone other than judges have access to Judges' Edition?	There are no plans, at this time, for others to use Judge Edition.
56	Equipment and Tech	What sort of backup equipment will be available if any equipment should fail?	ATS support staff are regionally located across the state and are staffed accordingly to provide rapid response should a device fail. Devices have a priority warranty to address hardware failures All non-assigned equipment will be stored in the AOC warehouse All of ATS monitor queues and respond according to the priority assigned We will not stock equipment on-site for replacement laptops.
57	Equipment and Tech	Will scanners be available to the public and/or attorneys in the courthouse to scan documents to submit through efile or Portal?	The new kiosks have been spec'd with the ability to scan.
58	Courtroom Practices	Will the Proposed Odyssey Judge Edition Document Types be revised to include "Pleadings?"	A separate discussion on this topic is pending.
59	Courtroom Practices	How will defendants' initial changes to plea transcripts during the taking and entry of a plea? Electronically or on paper?	If changes are made to an electronic copy, a clerk or prosecutor with a signature pad could allow the defendant to initial changes. If the changes are made to a paper copy, the prosecutor could scan in the document and submit it electronically for the judge to sign.
60	Criminal Cases	Will criminal judgments remain "in fieri" while session remains open (DC – one day, SC – one week) consistent with current NC law?	Operationally, judgments will be available in Portal and/or from the Clerk's office when they are provided to the Clerk – like they are today.

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61	Reports	Can Odyssey produce a pending issues report currently available in VCAP? It appears the reports feature in Odyssey does not allow filtering by issues (causes of action), only case type.	The list manager feature does allow filtering by cause of action but will only produce a list of open cases where a particular issue has been filed. JSS need a pending issues report for Civil and Equitable Distribution case management purposes. Depending on the particular business need, the Case Activity report may be a resource. This report can be generated to produce a list of pending cases in an Excel document that could be filtered by column headings, including activity type.
62	Implementation	Will JSS have access to individual judge task queues?	Individual task queues are limited to the individual user. Group Task queues may have multiple users. The decision to allow additional users access to Judge's task queues (or any queue) would be a local decision.
63	Implementation	If a judge authorizes JSS to sign an order in their absence, how is the esignature accomplished in Odyssey?	The JSS would use their signature and use the annotate feature to indicate they are signing on behalf of said Judge.
64	Calendars	Will court calendars continue to be posted online?	Yes. Portal, unlike static published calendars, includes real-time updates, including upcoming court dates. In addition, we are currently working to develop a calendar report static document and researching publishing options on nccourts.gov.
65	Calendars	Will attorneys and the public have access to view the entire calendar, not just their assigned cases? If courtroom location or defendant name is unknown, how does the public or attorneys find an entire court session calendar through Portal?	Yes. Calendars are accessible to attorneys and the public through Odyssey Portal. Hearing searches can be completed by the Case Number, Party Name, Business Name, Attorney Name, Attorney Bar Number, Judicial Officer, or Courtroom.
66	Implementation	Family Financial Settlement cases – How will JSS manage FFS cases in Odyssey? Will JSS use the same codes as they did in CaseWise? Are there FFS time standards reports available?	Odyssey FFS and MSC codes are similar to those in CaseWise. BAPM consulted with DRC & Court Management Specialists to configure existing and expanded events for FFS/MSC. Time standard reports are available in Odyssey.
67	Forms	Is there a forms committee or other committee consisting of stakeholders being established to address ongoing and future issues related to Odyssey use?	Yes, a forms committee that will consist of stakeholders is being established to assist with the review of local forms that are being recommended for statewide use in Odyssey. This committee will begin its work for Track 2.
68	Implementation	Out of county probation violations – will the underlying out of county case be related/linked to the probation violation case in Odyssey such that the judge can view the original charges?	Related cases will not be automatically linked. Clerks will be trained to manually link related cases. However, in the event that does not occur, the original case file number should be listed in the probation violation file and a judge can access that.
69	Implementation	Will judges have access to proposed exhibits in Odyssey (that they normally wouldn't view) prior to being admitted, i.e., blood test results in DWI cases?	Exhibits are part of the case once filed and a judge would see this information if they looked for it. This would be the case now if they went to the clerk's office and viewed the shuck.
70	Portal	Portal demo during training – When searching for a court session by location and selecting a particular county (Johnston), the sessions drop down list shows every court session in the State rather than just those in Johnston County. This makes it difficult to find, especially if you don't know the courtroom number. How can this be simplified?	This is functioning as it has been designed by Tyler. The county selection simply limits the data beings searched for the returns. It does not tailor the courtroom selection. The filter does have a search feature which takes a user to the courtroom. Tyler's Portal team recommendation has been for configuration to be applied with a consistent naming convention that begins with the county name. This will group the courtrooms since they sort alphabetically. Please see Odyssey Public Portal (https://indd.adobe.com/view/832dae5f-0376-4df0-a8a6-65c3cdf9717) for additional information.
71	Rights and Roles	During Odyssey training, we were told that marking a note as private would make the note visible only to the user/author. However, it appeared that marking a note as private was still viewable to others but just not editable.	There is a right in Odyssey that allows certain level users the ability to see all Private Notes on the case. Depending on the training attended this right is provisioned to all users to see the functionality OR was provisioned at the request of the business SMEs to restrict scenarios where important notes are added to a case but not visible to all staff when that staff member leaves. Notes can further be restricted to specific user lists (groups of users). User lists are set up by county per user type (ex. Judge, Criminal Clerk, etc.).
72	Calendars	Flexible calendars do not appear to be fully configured. Some information is repeated unnecessarily, e.g. county name. However, the name of the session appears to be omitted, e.g., "Peoples court." Formatting and spacing appears to be an issue.	Known formatting issues are being addressed. Calendar formats have been shared with Implementation Team Members.
73	Courtroom Practices	Can judges batch sign orders using list manager or some other feature in Odyssey? May be useful in Disposition or IV-D court. If so, does the judge need to enter their password for each individual order?	Batch sign is not currently an option.
74	Rights and Roles	Who has access to enter/modify court sessions? If a session is deleted in error, can it be retrieved?	Users designated in a county as a Local Configurator will be able to manage sessions in that county. Sessions with cases scheduled in them cannot be deleted in Odyssey. If you should delete an empty session by mistake, it is not reversible; but you could copy and recreate the same "empty" session. Choose the same session on another date, right click and choose "Copy Session." Insert the date of the session that you accidentally deleted and save. You now have the session visible again. Example: If the same session ran every Tuesday and you deleted this week's session by mistake, go to next Tuesday's session on the calendar and copy it back onto this week's date. It is a quick fix.
75	Courtroom Practices	How does AOC envision the completion of the indigent form in the courtroom setting?	The party will fill out the paper document and it will be scanned in by the clerk.
76	Portal	Will ALL of the VCAP historical information - at least 20 year judgments, estates (decedents and guardianships), special proceedings (foreclosures, partitions, etc.) - be available through Odyssey Portal going back in time? Or will counties have 2 systems to search? Or how will title examiners be able to look back in time for their searches?	Portal is web-based and goes live as counties go live. As Odyssey rolls out, Portal will replace legacy applications such as CIPRS, Juvenile-CIPRS, ACIS inquiry, VCAP, PayNCTicket, and OCAP, county by county. Unregistered users have the basic form of public visibility. These anonymous users will have access to records for cases which are considered public record and are not confidential or sealed.

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77	Portal	In the real estate title industry, we are VERY concerned about the portal and access to information, real-time, and how we will deal with a gap if things are being filed and we are unable to access the indexes to search (the "portal" as I understand it).	Judgment Search (part of Portal) will replace VCAP for Index purposes. All legacy converted data will be available as each county implements with Odyssey. There will be dual look up until the state is 100% transitioned to Odyssey, i.e., counties that are on Odyssey will be searched via Portal and counties that are still in VCAP will be searched in VCAP.
78	Criminal Cases	How will the judge/court receive paperwork from litigants in jail?	Paperwork signed by incarcerated individuals will come to county in the jail folder. Prisoners will sign paper copies (blue sheets).
79	Courtroom Practices	What about appointing attorneys?	The affidavit of Indigency will be a paper document that will be batch scanned into ODY. The Order of Assignment will be merged in ODY and sent to the Judge for an electronic signature. The event CAAA will prompt the clerk to select an attorney to email the notification.
80	Misc	Who can annotate a waiver?	The judge and the clerk can annotate waivers.
81	Misc	How do we get a summons?	The party submits the summons when they file their complaint and coversheet.
82	Courtroom Practices	How do attorneys and litigants review Orders from judge before signing?	The Judge will prepare, sign, and serve a copy to both parties.
83	Exhibits	How will exhibits handed up during court be logged?	The case-specific log that used to be the G-150 can be logged in the Exhibits tab of the Odyssey case.
84	Courtroom Practices	If the judge is drafting the order and wants the litigant to sign, how does this happen?	If the judge is drafting a consent order and needs both parties to sign before he signs, unless if it for a prosecutor and public defender (who have access to Odyssey), the judge will circulate the order to the parties outside of Odyssey for their signatures. The judge can either have the last party who signed it submit it electronically through File & Serve or the judge (or Clerk) can scan the order signed by the parties into Odyssey so that the judge can electronically sign the final order.
85	Criminal Cases	How will affidavits from the jail be processed? (Is paper still allowed?)	Paperwork signed by incarcerated individuals will come to county in the jail folder. Prisoners will sign paper copies (blue sheets).
86	Calendars	Do clerks have the ability to create calendar sessions?	They can create, modify and delete calendar sessions contingent on their rights/roles they're issued.
87	Misc	Can a litigant obtain a certified copy from the clerk?	They can request a certified copy when they file a pleading through file and serve or they can go to the Clerk's office and pay for a certified copy.
88	Filing	Who receives the credit card convenience fee?	Our current Merchant Vendor is NIC. When a County goes live, the merchant vendor will be Chase Bank.
89	Filing	Pro-se people will be allowed to scan and eFile from kiosks but attorneys are not allowed to use kiosks?	We are still working to configure the kiosks to determine if there is a secure way to scan so that one user's scanned files will not be available to the next kiosk user. Any kiosk functionality that is available will be available for both self-represented litigants and attorneys.
90	Calendars	Will the juvenile calendar be sent through an encrypted file to attorneys and DSS?	This will have to be a local practice decision. While distribution of the JA/JT/JB calendars by the clerk through confidential, secure electronic methods (confidential scanning, liquid files) to the parties designated in RRK12.10 is permitted, it is the decision of the elected clerk as to how the calendar is ultimately distributed.
91	Misc	Would it be possible to have line numbers added in Clerk Edition? Line numbers would assist clerks and other judicial officials correctly identify the correct person/defendant.	No, line numbers are not possible in clerk edition as it would be a change to the core functionality. Clerks can filter by name, case number, attorney name, etc.
92	Criminal Cases	Where is it noted in Criminal Disposition case that is now a civil judgment?	This is noted on the disposition tab, as well as the financial tab, when they will see - Civil behind the fee schedules used.
93	Courtroom Practices	How will litigants sign paperwork in court?	It is recommended litigants use signature pads although a hard copy may be signed in some instances.
94	Forms	If there is a discrepancy between the system and a form, which one is the record?	The system (Odyssey) version is the record.
95	Filing	Once an order is signed and sent to the clerk, what happens?	The document lives on the case. The judge sends a task back to the clerk (to verify the document has been signed), the clerk only clocks it in, relates it to the order event and clicks apply to make the order the most current version.
96	Misc	How often should a judge empty his/her queue?	A judge should make sure the documents in his/her courtroom queue are completed by the end of court daily.
97	Misc	How do you know if there are unsigned judgments in the court queue?	Others in shared queue will see tasks and can take action. If items are forwarded to a personal queue, documents may remain unsigned. A clerk could include notes on the queue that the order needs to be signed.
98	Courtroom Practices	Will clerks be maintaining minutes on the recording log via LCR?	Yes. Liberty Court Recorder is still being used as it is currently used today.
99	Courtroom Practices	How does service work when a litigant is served in court?	The clerk can go ahead and enter a service event but they will not enter the service on the tab until the paper document comes back from the sheriff. For criminal cases, the officer that serves the defendant with an outstanding process would need to update in eWarrants.
100	Confidentiality	Whose responsibility is it to redact information on documents submitted to court?	Documents should be eFiled if submitted by an attorney and the attorney acknowledges that they are responsible for redaction. If it is a Pro Se defendant, the clerk would complete manual redaction. Doc security and/or auto redaction may play a role with different cases as well.
101	Calendars	Who adds court dates on first appearances?	The clerk would add the new hearing when completing the minutes since the new date was issued in open court.
102	Misc	Where can a DA add a note to a waiver?	The Judge can annotate on behalf of a DA or add a note in Odyssey. Note: Notes in Judge Edition do not transmit to ODY. BAPM can also add frequently used annotations as events for clerks to more easily post. Example: For "Defendant waives 15 days for PC hearing," we added the event code of W15. The clerk can add the event to document what occurred in court.

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103	Calendars	Can we add the speeding details of the charge to the calendar?	No. Speeding details can be viewed by opening the charging document and cannot be added to the calendar.
104	Calendars	Can DA staff have access to re-order calendars?	Yes. Most districts/counties sort calendars by defendant's last name and/or case number. If calendars are sorted differently, that would be a local decision.
105	Misc	What happens to previous versions of documents?	The previous versions are saved in the documents tab. You can view them by checking the View Previous Version box.
106	Misc	Who can edit an order once a judge has signed and submitted it?	This is dependent on rights & roles. Similar to the current process, anyone can pull the document from the shuck and edit/white-out/update any document. Odyssey is more secure because it keeps a version history.
107	Criminal Cases	How are search warrants handled in Odyssey and does this change if they're sealed?	Search warrants are their own case type on the civil side. They will start as a locked case until the search warrant is returned and then the clerk will change the security of the search warrant case and relate it to the appropriate criminal case(s). If the search warrant ordered is sealed, it will be under sealed security.
108	Criminal Cases	Can criminal clerks have access to search warrants?	Yes, this is rights & roles related. Similar to how a Bond Forfeiture clerk would need access to both civil and criminal.
109	Criminal Cases	For assault on a female, how do I know if it's domestic violence or not? I don't see this on the calendar?	There is a domestic case flag that is on the case.
110	Criminal Cases	If a bond has posted and the person is not in custody and a condition is added later, how do I know this has happened?	The clerk will add a bond modification event and attach the 305. This has to also be updated in eWarrants for the LEO to see.
111	Filing	How are juvenile petition numbers changing and what is the best practice recommendation for DAs?	Relate cases so you can see related cases on the Summary tab. BAPM will define this procedure for DAs.
112	Criminal Cases	Who enters time to pay in disposition court?	The clerk enters time to pay.
113	Costs	Can we give payment check to the cashier at any time?	Yes. Money shows as owed in Odyssey before the judge signs the order. File numbers should be recorded on checks given to cashiers.
114	Costs	What if someone wants to make partial payment today to the cashier?	They can make partial payments. Money shows as owed in Odyssey before the judge signs the order. File numbers should be recorded on checks given to cashiers.
115	Registration/Accounts/Access	Will the jail have access to Odyssey?	No, but magistrates will. The clerk will send certain items and updates to the jail as is practice now.
116	File & Serve	Can private attorneys use File & Serve to serve the DA?	Yes, for subsequent filings on existing cases.
117	Confidentiality	Can an attorney make a document confidential?	An attorney can make a document initially public or confidential when eFiling. Note: A judicial official can have the clerk change the security level of a document.
118	Filing	If the system goes down, can we revert back to doing things in paper and add it later?	Yes
119	Courtroom Practices	What if you're in a trial and can't access any of the needed documents in the virtual file?	We recommend you access documents in Portal.
120	Misc	What PDF is the system most compatible with?	Adobe is preferred but MS Word can be used to save a PDF.
121	Filing	What about time sensitive documents?	Clerks have 24 working hours to process. Documents will be stamped as to time submitted and there will be a records of when it is accepted by the clerk. For timely filing considerations, the date and time the filing is submitted to the electronic filing system is the filed date and time.
122	Misc	What about Federal Court? Did they have problems with the PACER system?	AOC is not affiliated with this system.
123	Filing	If we do a Rule 65 Order and wet sign, how does that get processed? Or any document that is not an AOC document?	Submit as a PDF of the order and the judge will sign the order electronically in document viewer.
124	Misc	How do clerks apply the certified copy stamp?	The certified true copy stamp is in the Stamps field of the Document Viewer and can be applied and the document can be printed without saving the document with the certified true copy stamp on it.
125	Exhibits	Can attorneys scan exhibits to Odyssey?	The new eRRK will discourage scanning exhibits. According to OGC, the whole point of Rule 14 is to avoid long-term exhibit retention by the clerk – scanning them into a system from which they can't be deleted will keep the clerk on the hook to produce these exhibits indefinitely.
126	Filing	Are outside agencies like Child Support required to eFile?	Attorneys are required to eFile. The agency as a whole isn't required to eFile but attorneys filing pleadings on behalf of the agency are required to eFile.
127	Calendars	Can two clerks be in the same calendar session but on different cases?	Yes.
128	Child Support Actions	How many clerks do you recommend for child support court?	Two (2) initially. One to work solely on the financial tab.
129	Misc	Can the DA see cases in Attorney Manager or Case Manager if the public can't see it?	Yes, if the security has been set for this.
130	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.
131	Portal	Can a litigant obtain a certified copy from Portal?	Not directly. A copy can be printed from Portal but a clerk would have to certify it.
132	Portal	Are there Portal limitations for payment?	Yes. In Portal, only the payment amount is shown for supervised probation shows. A litigant can pay just the amount due. Civil judgment payments cannot be paid via Portal.
133	Filing	Are there fees for printing from home or my office?	There are no charges to print pages that can be viewed on Portal. To prevent an overload of Portal by those interested in bulk download of documents, there might be a page limit established for free documents in Portal.
134	Confidentiality	How will 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.

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135	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.
136	Portal	What about motions for CIs and motions to suppress?	Jurors should not be able to see a ruling until it has been made.
137	Confidentiality	How will discovery between the parties be handled, especially confidential info?	Discovery will be transmitted through eDiscovery for Juvenile Delinquency cases.
138	Courtroom Practices	Affidavits of Indigency and Waiver of Counsel – wet signature or electronic in the courtroom?	It is recommended that the defendant's signature be "wet" and Judge's signature be electronic.
139	Courtroom Practices	Will the issuance of tablets in high volume courtrooms be available for signature and/or review of documents?	Due to this being an unaccounted for requirement in the initial equipment assessment, AOC will discuss options that meet AOC security compliance policies.
140	Courtroom Practices	How does AOC envision the completion of the indigent form in the courtroom setting?	The party will fill out the paper document and it will be scanned in by the clerk
141	Courtroom Practices	What are AOC recommendations for times that the system goes down, internet goes down, or VPN is unavailable? What are the expected courtroom procedures?	This would be based on the type of court being held as there may be instances court can proceed. It is recommended a Help Desk call/ticket be placed to log the issue, triage and obtain an ETA on the fix.
142	Calendars	How will calendar publishing work and what will the published calendars look like? (Keeping in mind that we have requirements to publish calendars to the public within specific time frames)	If pertaining to Court calendars published on NCCourts.gov aka (Web Calendars), which lists a list of cases scheduled for a given court date, then in the new eCourts system, Portal provides a feature to search for Hearings by case number, party, attorney, judicial officer, etc. within a given date range. Unlike in legacy Web Calendars application, the clerks need not generate and publish a calendar like they do today as data is available in real-time. Also unlike the legacy Web Calendar application, Portal does not have a feature to provide a list of cases heard on a particular day without providing search criteria such as Case number, Party, etc. information.
143	Equipment & Tech	During JSS eCourts training, it was mentioned that all JSS should have desktop scanners. Is this true and, if so, will every person receive a desktop scanner or just a select few?	This will be based on job responsibility and roles. Not every desk will have a scanner, as a network scanner may suffice - due to the need and frequency of scanning. A preliminary assessment was initially made as to the number of scanners; however, once implemented there may be a need for a follow-up assessment.
144	Filing	What are the filing fees for filing electronically?	The fees in addition to the filing fee would be as listed below depending on method of payment: 1. Credit Cards (Visa, Mastercard, Discover) - 2.89% transaction fee/with minimum \$1.00 per transaction; 2. eChecks - \$0.25 transaction fee.
145	Misc	What is the plan for documenting defects and/or enhancements?	Issues, defects and enhancements can be emailed to eCourts@nccourts.org so that the issues can be logged and we can work toward a solution; OR for immediate assistance, the Help Desk can be called (919-890-2407) or emailed to assist. To submit a Help Desk ticket via email (employees): On Juno menu bar (at the top of Juno) - click Help to be routed to the Help Options for submitting an online Help Desk Request Form.
146	Courtroom Practices	Attorney Appearance (a): Ex - currently in traffic court, an attorney who represents a client, shows up and writes his/her name on the shuck and that is their notice of appearance; they're being told they will have to file a notice of appearance for every case. Completing a notice of appearance such as the AOC Notice of Appearance by Counsel Form is not efficient. Who can add an attorney to associate with the attorney's client in Odyssey?	G.S. 15A-141 lists the five ways for an attorney to enter a criminal proceeding. Odyssey has a mechanism in place for the clerk to record an attorney making an appearance in court.
147	Training	How / when will Resident Court Reporters receive training?	Court Reporters will receive notification on training opportunities and will be trained on File & Serve.
148	DVPO	It is my understanding that the clerks will continue to complete the caption for a EX Parte and DVPO. The names and case number will be populated by Odyssey but the demographic information and expiration date of the ex parte would be entered by the clerks. Is that correct?	If there is demographic information entered on the party record, when the form is generated, the system will pull it over onto the form.
149	DVPO	Can the judge change the return date (DVPO) that was populated by the clerk before submitting it?	Once a form is generated by the CLERK and attaches it to a case in Odyssey, the form becomes a PDF document. The JUDGE would have to use the annotations to make any changes to the form. However, if the JUDGE generates the form, the JUDGE can make any necessary changes/entries on the form prior to attaching it to the case.
150	DVPO	Regarding Ex Partes, if we deny the request, does the system clear out anything that has been accidentally checked and does it remove the prepopulated expiration date, or would the judges have to remember to delete those things?	The forms are all manual entry so the Judge would have to remove everything that is not wanted on the form. It is not automatic.
151	DVPO	Will the system allow up to including notes in Paragraphs 11 and 15 on Ex Parte? Similar, can we place findings in Paragraphs 8 and 14 in One year DVPO when it has been denied?	Yes. The fields in the paragraphs listed have been tokenized on the form to allow for free text.
152	DVPO	Consent DVPO – how would we accomplish having parties sign the document? Print it out, add wet signatures, and then scan it in?	It is recommended for the form to be printed out, all parties apply wet signatures and the clerk to scan back in.
153	Civil Actions	Are 50C orders also going to be in the system?	Yes. 50C orders will be in Odyssey and they will flow just like a 50b except they are considered a "Civil" filing instead of "Family" since there is no domestic relationship.
154	Portal	Will ALL of the VCAP historical information - at least 20 year judgments, estates (decedents and guardianships), special proceedings (foreclosures, partitions, etc.) - be available through Odyssey Portal going back in time? Or will counties have 2 systems to search? Or how will title examiners be able to look back in time for their searches?	Portal is web-based and goes live as counties go live. As Odyssey rolls out, Portal will replace legacy applications such as CIPRS, Juvenile-CIPRS, ACIS inquiry, VCAP, PayNCTicket, and OCAP, county by county. Unregistered users have the basic form of public visibility. These anonymous users will have access to records for cases which are considered public record and are not confidential or sealed. Judgment Search (part of Portal) will replace VCAP for Index purposes. All legacy converted data will be available as each county implements with Odyssey. There will be dual look up until the state is 100% transitioned to Odyssey, i.e., counties that are on Odyssey will be searched via Portal and counties that are still in VCAP will be searched in VCAP.

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155	Portal	In the real estate title industry, we are VERY concerned about the portal and access to information, real-time, and how we will deal with a gap if things are being filed and we are unable to access the indexes to search (the "portal" as I understand it).	Judgment Search (part of Portal) will replace VCAP for Index purposes. All legacy converted data will be available as each county implements with Odyssey. There will be dual look up until the state is 100% transitioned to Odyssey. Judgment Search with Odyssey will be the parallel search for Odyssey counties to the VCAP judgment search for VCAP counties. Portal Smart Search is the mechanism available to display a complete public record.
156	Equipment & Tech	How will litigants see what they're signing when using the signature pad?	Laminate a copy and put by signature pad.
157	Courtroom Practices	If a defense attorney needs to scan something in court, what happens?	We recommend defense attorneys eFile ahead of time or scan in court if it's an item that isn't known prior to court. Prosecutors will have the ability to scan into Attorney Manager-Prosecutor and send the document to Clerks.
158	Courtroom Practices	What about scanning for pro se litigants?	Pro se litigants are not required to eFile and can file over the counter if necessary.
159	Equipment & Tech	Why is the scanner attached to the DA table and not the defense table?	The scanner has direct access to Odyssey.
160	Equipment & Tech	What about self-represented indigent individuals?	Self-represented individuals should use PAKS or personal devices to access Portal.
161	Courtroom Practices	How are documents signed in the courtroom?	If there is a signature pad in the courtroom, litigants may sign this way but they will not see the actual document unless displayed on a large screen. For waiver, etc., there will be laminated forms for litigants to read and attest to on the electronic signature pad.
162	File & Serve	If a private attorney doesn't have a scanner, how do they efile orders?	A smartphone can be used to take a picture of the paper documents and turn them into PDFs. There are apps that can be downloaded and which will let you use your smartphone's camera for this purpose.
163	File & Serve	Can we take pictures using our phones and then upload?	A smartphone can be used to take a picture of the paper documents and turn them into PDFs. There are apps that can be downloaded and which will let you use your smartphone's camera for this purpose.
164	File & Serve	Will File & Serve accept photos?	A smartphone can be used to take a picture of the paper documents or file photos as part of supporting documents and turn them into PDFs. There are apps that can be downloaded and which will let you use your smartphone's camera for this purpose.
165	Equipment & Tech	If attorneys get scanners, can they tie into the judicial wifi?	No, there is not a secure way to do this that could be supported by the AOC.
166	File & Serve	Can attorneys scan to clerk queues?	Attorneys cannot scan directly to the clerk's queue. They will have to efile and attach a document that was previously scanned or upload an electronic file to get it to the clerk's review queue.
167	Filing	Can clerks make the local decision to require agencies to eFile?	The statute and rules are clear that attorneys must efile. Clerks should not adopt varying local rules.
168	Child Support Actions	How are purge payments entered in Odyssey on civil cases?	Civil Clerks will set up the payments in Odyssey for the Payor to make the payment with the cashier. (MC)
169	Forms	AOC sent out a Judge's guide that showed how to protect a Word document so only certain forms are fillable. Is AOC going to upload all the AOC forms in a fillable format? If so could judges add text as needed?	Hundreds of NCAOC forms are in Odyssey now as ICMS forms, and these can be generated ('merged to') from a case and edited just as any other Word document might be prior to an electronic signature being affixed or the document being attached to the case. There is no way for us to lock down the ICMS forms from editing, to restrict editing as one might do with a standalone Microsoft Word document. The use of editing restrictions through Microsoft Word is not supported in Odyssey. As such, judicial officials have the ability to modify the forms documents that are generated. The NCAOC generally does not encourage that this be done with respect to the substantive preprinted language on the form, where it is done, the person doing so does this at peril (of omitting important information, etc.) and should take steps (removing the AOC copyright, adding an annotation that it is an altered form) to make it clear that the revised document does not track 100% the official NCAOC form.
170	Forms	Are there plans to put motion to show cause, motion to modify and set asides?	Motion forms are party-initiated and as such, to the extent these are in Odyssey, these would not be generated as ICMS forms but would rather be introduced into Odyssey through File & Serve, Guide & File, or scanned in. The notable exception is any motion forms in the Attorney Manager product center that an APD or ADA would have access to.
171	Forms	Will forms be modified so we can search by name or keyword?	Yes, the Forms Manager has compiled a number of keywords and has identified which keywords will go with each form in Odyssey. Because of character limitations in the Form Name field, the actual form names are not able to be included verbatim. Rather, keywords particular to each of the case types (e.g., additional findings, appearance bond, appellate entries, bill of costs, bond forfeiture, capacity to proceed, citation, conditional discharge, contempt, continuance, counsel, deferred prosecution, delinquent, detainer, dismissal) will be included. These will be set up in the production environment prior to Odyssey go-live and will facilitate the identification of form selection when merging to a form from a case.
172	Misc	What can we do to make Family Court more effective?	Due to being a pilot county, we anticipate eCourts will naturally project Family Court to become more effective; however, we appreciate any partnership and patience as we learn and make possible business process recommendations for effectiveness.
173	Filing	Are there any revisions to the local rules necessary given e-filing? Any specific rules that we need to address?	eFiling rules have been adopted for statewide use. Local rules should not be adopted related to eFiling.
174	Filing	If an attorney does not use File & Serve and files in person at the courthouse, what is the clerk's office to do? Do they still have to accept the filing?	The Clerk should point to one of the letter size posters we have offered to print that state that eFiling is required by attorneys. They could also hand out one of the business cards with the same information on it. The statute and rules are clear that attorneys must efile. Clerks should not adopt varying local rules.
175	Filing	Can the clerk set their own local rules on how they want to handle filings and eFilings from attorneys?	The statute and rules are clear that attorneys must efile. Clerks should not adopt varying local rules.
176	Calendars	Is there anything with the online calendaring system that we need to address with Tyler Technologies? Does the online calendaring system have any deficits?	The Wake County online calendaring system will not be converted to Odyssey.
177	Filing	Can you pay with a check or is it credit/debit only?	Filer can pay online with an e-check or credit card.

#	Type	Question	Response
178	Filing	Who gets notified of a filing? Specifically, is there a mechanism for e-filed documents to automatically flow to the case coordinator or a sheriff or an adoption clerk.	Once a filing is done in File & Serve, it will appear in the clerk queue for review and acceptance. Once the filing is accepted, then time standards and task queues can be created (and in most instances are already created) to facilitate the filing/flow within Odyssey. (It is recommended that filings are reviewed and accepted within a 24 hour turn around time.); If documents have been filed using File & Serve or Guide & File, the filer will get email notifications when the submissions are successful and when the clerk accepts or returns the filing. After the clerk accepts the filing, File & Serve is no longer involved and handoff to ODY occurs. Filings can be viewed in Portal once the filing is in Odyssey (elevated access is required for confidential), documents, etc.
179	Filing	Do all documents get e-filed even documents previously requiring an original (such as a Petition for Adoption)	Yes. With the exception of those that are specifically statutorily required.
180	Filing	What if you need to submit a document to the clerk but not have it file stamped (Mtn for Ord. to Continue, clerk's divorce, report to vital records)? Can this be done in File & Serve?	File & Serve does allow for the acceptance of documents that will need to be file stamped after a judge's signature. The clerk would accept the filing without adding the additional FILED stamp.
181	Filing	How are emergency custody cases handled?	Same way as they are today; however, filings submitted via File & Serve.
182	Calendars	How are scheduling court dates handled?	The Family Court Bar will still have access to the external calendar that they presently use to see available Family Court court dates. An attorney will submit a calendar request via File & Serve. The clerk will accept the calendar request and route it to the Family Court Case Coordinator who will schedule the hearing.
183	File & Serve	After the summons and complaint have been filed electronically, who is responsible for getting those documents to the sheriff's office for service and is that still by paper documents? Or, will the sheriff get documents electronically from the clerk or lawyer?	Service/delivery of summons will be done in paper. (Even for summons generated for Odyssey).
184	File & Serve	Same question re: service by PI or publication. I assume the attorney still delivers paper docs to PI or newspaper?	Yes. Service/delivery of summons will be done in paper. (Even for summons generated for Odyssey).
185	Courtroom Practices	In the courtroom, in a hearing, will the judge have any hard copies of filings or deal exclusively with his/her computer?	It is expected that cases filed after implementation; filings will be electronic. Cases filed on or after the implementation date will be electronic. Clerks should endeavor to scan in pending cases that are on upcoming dockets so that those cases can be handled electronically.
186	Courtroom Practices	Will the lawyers be expected to bring any paper docs to court? Should the lawyers bring paper docs as backup "just in case" there's some SNAFU?	It is not expected for the attorneys to bring paper docs to court as all case files will be done electronically. If an attorney would like to access Portal to view cases and documents, they can bring a laptop to access Portal in the courtroom from their device (laptop/phone). *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.
187	Exhibits	Will exhibits be introduced electronically? Any exceptions allowed for paper exhibits?	UCP 111: Keep all records solely in Odyssey except for oversized exhibits/filings. These items will be maintained in a protected vault or file room in accordance to RRK No. 6.8, which states items will be maintained until 30 days after the final judgment in a trial court, but retained for 60 days after certification of a final decision from appellate court. All the aforementioned items will be logged within Odyssey; however, they will also be kept onsite. The oversized items will be maintained onsite until they are able to be recorded/digitized/scanned within Odyssey. Once these oversized items are scanned then the clerks may dispose or return items in accordance to the Rules of Recordkeeping and the Records Retention and Disposition Schedule.
188	Calendars	If a user does not have access to Add a Case, will the user still be able to schedule a hearing for the case? (E.g., clerk receives initial filing, but refers filer to Caseflow Management or Family Court Administration to schedule the hearing).	Yes. The ability to add a hearing to a case type is a separate right from the ability to add that case type.
189	Process Builder	Can we see the history of our created tasks?	Task history is available in the "Task" tab for a particular case and task history is available for a queue that a user is assigned to; however, task history is not available per user.
190	Misc	Can we sign on behalf of someone else (e.g., judges)?	Users cannot attach someone else's signature to a document. We do not advocate sharing user IDs and passwords.
191	Misc	Can signatures be attached to documents other than PDFs?	No. We have discussed the following as an alternative: If a proposed order was eFiled in doc format so it could be edited by the judge (or a judge started a doc from scratch), the judge would open and make edits then SAVE AS pdf. Judge then attaches the pdf to the case. If the judge has the software/knowledge/desire they could sign the PDF before attaching otherwise they'll sign in the Odyssey document viewer.
192	File & Serve	Are documents converted to PDFs that are attached or submitted during File and Serve?	No. Documents are not automatically converted to PDF when attaching to a filing via File & Serve. The filer will have to make sure to select a PDF version of the document before attaching. All AOC forms are a .pdf file.
193	Misc	How would judicial officials send orders they generate (e.g., judges presiding over civil matters write their own multiple page orders using Word) in Odyssey?	Judges can upload orders to the documents tab and send to the clerk via a task to clock in/relate to an event. Whether the order is a proposed order submitted by another party or an order initiated by the judge the process would consist of the judge saving the final version of the document as a PDF, attaching the PDF to the document tab, signing the document (if not signed prior to attaching), sending the task to the appropriate clerk queue for processing.

#	Type	Question	Response
194	Misc	Can the ability to "tag a document for signature" be added to the rights and roles for TCA staff? We routinely submit documents to judges for signature	Yes. Tagging documents for signature can be granted and will require a configuration change to the relevant roles.
195	Registration/Accounts/Access	Does the local Sheriff's Office have access to Odyssey ICMS for service purposes?	As far as access, the Sheriff Departments will not have access to Odyssey. The issue of the paperwork flow of service processes is still being discussed. As far as payment, the Clerk's Office can still accept the fees through Odyssey and remit to the Sheriff's Office as is done today.
196	Calendars	Will users be able to modify the types of hearings populated in the drop-down menu when scheduling hearings?	Users have the option to select a different hearing type from the dropdown when scheduling hearings but will not be able to edit the wording of the hearing types. Hearing types are populated by assigned case categories (Appellate, Civil, Criminal, Family, Probate or Mental Health). Mediation has been added to hearing types drop down. Note: Hearing types are currently configured at the statewide level.
197	Forms	Can forms and notices populated in Odyssey be translated to other languages?	Unfortunately, forms and notices are not able to be translated into other languages in Odyssey. Forms translated into other languages will still be available on the NCAOC external website. Once data has been entered on the form, the form can be printed and then scanned into Odyssey.
198	Rights & Roles	What roles will have the "rights" to create or schedule sessions? To create calendars?	The current configuration has access to this right provisioned to Clerks and Judicial Support Staff.
199	Rights & Roles	Can persons without rights to create a session add or delete resources from a session?	The right to manage the resources in a session is inherited from the ability to add or modify a session in Odyssey. It is not an independent right.
200	Rights & Roles	Do judges have the "rights" to email documents?	Yes.
201	Criminal Cases	How are probation violations recorded in Odyssey? Will the probation violation be entered as a separate case or part of the underlying case?	Probation Violations will be recorded as additional charges to the underlying case in Odyssey. So if there are already 3 charges for on the case, then the probation violation would become charge number 4. Out of County probation violations will be handled the same as now in that the county of supervision will need to create the case number and create the case in Odyssey but will relate to the originating case in Odyssey.
202	Child Support Actions	Will Child Support Enforcement (CSE) agencies have access to Odyssey Case Manager to add CSE cases and schedule hearings in those matters?	No - Child Support Enforcement (CSE) agencies will not have access to Odyssey. Access to Odyssey for the two CSE employees that are deputized as deputy clerks in Mecklenburg will have to be a local decision that will need to be made.
203	Calendars	Is there a way to copy calendars in CM "between" calendars?	We are not familiar with any way to copy a calendar. Sessions can be copied but only within that calendar. Sessions cannot be copied between calendars.
204	Misc	Will coversheets be required upon implementation of Odyssey?	In counties without Odyssey, GRP 5.1(c) requires the submission of a cover sheets in civil actions, special proceedings, and estates. The estates cover sheet is the AOC-E-650. There is currently no electronic filing in estates in any county, the rule requires cover sheets, so Rule 5.1(b) is not applicable to estates. In counties that eventually have Odyssey, the cover sheets are still required in GRP Rule 5(c) when self-represented litigants file paper filings with the clerk and not electronically through Odyssey. The cover sheet requirement is not new in the General Rules of Practice, and is intended to assist the clerk with data entry." After further discussion and researching with our Office of General Council, below identifies the distinction between GRP 5 (Counties with Odyssey) and GRP 5.1 (Counties without Odyssey) GRP 5 - Counties with Odyssey GRP Rule 5(b)(2) requires attorneys to file pleadings and other documents electronically through Odyssey in counties with Odyssey. Self-represented litigants will not be required to file documents electronically in Odyssey. For filings that are presented to the clerk in paper format for filing (and not electronically filed in Odyssey by the filer), Rule 5(c) requires the submission of a cover sheet with the paper filing in civil actions, special proceeding, and estates. If the attorney or self-represented litigant is registered to file electronically in Odyssey and files a document through File and Serve or Guide and File, the cover sheet is not required by this rule. Ultimately, all filings will be ingested into Odyssey and are technically "electronic filings." However, the key here is that if the filer is not registered in Odyssey and filing it through that account but, instead, brings the paper to the clerk to file (for the clerk to ingest into Odyssey), the cover sheet is required. GRP 5.1 – Counties without Odyssey When filing paper documents in civil actions, special proceedings, or estates, the cover sheet is required. For both counties with and without Odyssey, Rules 5(c) and 5.1(c) of the General Rules of Practice both provide for what should happen when a document is filed without the required cover sheet. If a litigant/attorney fails to submit a required cover sheet, these rules provide, in part, that "[t]he clerk of superior court may not reject the filing of a document that does not include a cover sheet. Instead, the clerk must file the document, notify the party of the omission, and grant the party no more than five days to file the cover sheet. Other than dismissing the case, the court should not act on the document before the cover sheet is filed." There is no authority for a clerk to initiate a contempt proceeding to compel the cover sheet. Additionally, it was verified that current Estate forms have been updated to reflect any PII information removed. However, if the general statute required any personal information, then it remained on the form as statutorily required.

#	Type	Question	Response
205	Equipment & Tech	What is the bandwidth size for each attachment in eDiscovery?	Tyler has indicated that users (LEO and Prosecutor) would be able to upload multiple attachments and those attachments can be up to 5TB and then of course the users upload pipe would take effect. LEOs will have their own upload pipe provided by city/county and of course Prosecutor offices will rely on the AOC eCourtNet upload pipe.
206	Reports	What reports will Judicial Branch end users be able to run and who has access to those reports?	Reports in Odyssey fall into two categories –“canned” reports and enterprise custom reports (ECR). While both are designed for statewide needs, the canned reports are “out of the box” with Odyssey and an ECR requires development using the underlying databases. The ability to see/run either type of report, and the results it returns, have dependencies on nodes, rights and roles of a particular user, as well as configurations. For example, a report used by CSC bookkeepers/cashiers would be viewable and executable by all bookkeepers/cashiers in the state but no other users. Reports are still being tested and rights/role configurations are ongoing, but a list of reports currently planned for pilot go-live is attached. Again, not all users will see all reports. In addition, although not a report, the Odyssey List Manager tool allows users to generate local case lists with limited user-defined specifications. Reporting functions was demoed on June 1st to key leadership. Additional questions were presented - those individual questions have been added to the report for tracking.
207	Reports	Is there a capability in File and Serve for bulk entry?	No. Filings can only be done one at a time but File & Serve does help with reducing repetitive data entry for similar filings. One could create and save templates that can be used to do multiple but separate filings with only minor tweaks for each filing.
208	Portal	What reports will the external users be able to run in Portal?	Portal does not allow users to generate Odyssey canned or enterprise custom reports however searches can be conducted in Portal. For example, a Portal user can narrow search results by parameters such as attorney name and court date. And this can be exported as a PDF.
209	Reports	What will be the clerks responsibility for providing info to the media/external entities on info they request? If we have access to info (via reports) what is clerks duty to give it to them?	While the NCAOC Office of General Counsel could provide guidance on specific public records inquiries, in general, just as today, if a record exists that meets a request for public record then it should be provided but there is not an obligation to create a record that does not currently exist.
210	Reports	How will GAL Reports be submitted for Juvenile Cases once we are live on Odyssey?	GAL staff and/or Attorney Advocates will submit their court reports to the clerk through File & Serve. The clerk will electronically file stamp the report which will place it on the Documents tab of the case file. The GAL staff can then access and download the file-stamped version of the report through their Odyssey CM access and serve it onto the other parties (if serving a file-stamped copy is local practice).
211	Criminal Cases	How will Public Safety Assessment (PSA) reports that are used by judges during first appearances in criminal cases be transmitted to the court once Odyssey goes live?	The submission of these reports will not change with the implementation of Odyssey.
212	Misc	When is the expectation that we will do away with paper files?	As time goes by and the current paper files/cases have been processed and disposed of.
213	Equipment & Tech	For discovery, is it REALLY true we can upload a TB of data? So no problem with phone dumps?	The ability will be there, but limitations on network resources will be the determining variable.
214	Reports	Can reports be generated by the Judge?	Yes, as long as the judge is listed for a case, the judicial officer can be used as a filter.
215	Reports	Can reports be generated in the courtroom?	Yes, as long as location is listed for the case, the location can be used as a filter.
216	Reports	What is the difference between canned reports and ECR reports?	ECR Reports are custom for statewide use in NC. The canned reports are broader than ECR reports, and end users will have to fill in more fields. ECR reports are more narrow than canned reports and end users will have to fill in specific fields because the other fields are already filtered (e.g., CIP 1 - Permanency Achieved).
217	Reports	Can reports aggregate by case type?	Yes, through Pending Case Reports (not through Time Standards reports).
218	Misc	Is there an email in batch function?	No. There are several batch functions available (e.g., a batch scheduling function). Email notice is not available for these functions.
219	Reports	Can reports be generated to track time between case events?	There is not a report to determine time between events. There is a case inactivity report that may be of assistance in some instances.
220	Civil Actions	Can you assign mediators and dates in List Manager?	At this time list manager functionality does not include mediator assignment.
221	Misc	Will time standards be changed to reflect current practice?	Time standards are configured at a state level. At this time the time standard functionality is not able to effectively track service.
222	Reports	Does the volume/size of a report impact the ability to email reports? Is there a size limit on what reports can be mailed?	The processing time to execute a report can be impacted by the parameters selected by a user. For example, large date ranges may take longer to finish or potentially time out. Once a report is complete, the email functionality from Odyssey utilizes the existing Judicial Branch Outlook accounts so the same rules regarding sending files should apply.
223	Criminal Cases	Does Odyssey have the ability to pair legal assistants to their assigned attorneys for automated tasks within the system, for instance, our automated process for Superior Court Calendar Notices?	Per Dean Wolff (TT): Multiple individuals can be assigned to a case, but Odyssey does not automatically pair individuals together. After individuals are assigned to a case, tasks can be automatically triggered for those individuals based on a number of different business rules.
224	Calendars	With attorney calendars, will it contain all case information, i.e., case number, defendant name, court date, court room, etc.? Is there also an option to merge with Outlook to see the attorney's appointment calendar along with their cases in court?	Yes, calendars will contain case number, defendant name, court date, and court room. Calendars are also customizable. Possibly yes to merging with Outlook calendar in the future.
225	Criminal Cases	Will we be regaining control of entering attorney name when an attorney withdraws from a case(s) and have the option to enter PD/WD or PD/WD-R (name of attorney retained if known).	Yes.
226	Misc	What is the capacity of the database?	There is no fixed capacity. Additional storage can be added as needed.

#	Type	Question	Response
227	Process Builder	Performance of the system/response time: Will there be statewide queues that will impact the speed of processes or is the system cloud based making this a non-issue?	The system is cloud based, so this is a non-issue.
228	Misc	How are financial matters being audited within Odyssey?	Auditors have specialized reports they run when needed to retrieve financial information. We will still keep Magistrate Handwritten receipts, bank documentation, and any other non-case-specific documents in paper form for audit purposes. (Examples: 1099's, Escheat Reports, bank reconciliations.)
229	Rights & Roles	Will judges have the same rights and roles in Odyssey for Juvenile or other confidential matters?	Yes. Juvenile and other confidential matters should be a simple 'add-on' role that the AOC rights and roles team grants that would allow Judges access to those cases and documents
230	Exhibits	How will the clerk handle letters to the court?	Letters to the court will be scanned and added to the case in Odyssey.
231	Courtroom Practices	Can a Judge see obsoleted documents?	Yes, they can see them on the documents tab of a case.