



PORTAL

DOMESTIC VIOLENCE AGENCY ELEVATED ACCESS

FREQUENTLY ASKED QUESTIONS

July 15, 2026

Most external legacy system users should be able to meet their business requirements as a Portal Public User.

Elevated Access Roles are reserved for statutorily permissible access to PII and/or Restricted Case Types. Domestic Violence Agency Elevated Access permits access to Domestic Violence Protective Order Restricted Case Types.

Each agency should identify ONE primary contact for the agency. This Agency Representative should complete the **Domestic Violence Agency Access Request Form**, providing a copy of the 501c3 documentation (or similar), identifying the primary service of the agency as support to domestic violence victims. The completed elevated access form and supporting documentation should be submitted via email to elevatedaccess@nccourts.org.

This process allows the NCAOC Portal Administrators to work directly with the identified Agency Representative to ensure the location of the victim of domestic violence remains protected in accordance with North Carolina General Statutes, and the Federal Violence Against Women Act (VAWA).

If approved, the Agency Representative listed on the elevated access form is assuming responsibility for ensuring the appropriate security measures are in place to maintain protection of the domestic violence victim information, such as ensuring the Portal password is provided to only those agency personnel who have an identified business need to access protective orders, and ensuring the password is changed each time an employee, volunteer, or other personnel, who acted in support of the agency, and were provided the password, separates, is terminated, and/or is no longer serving in a role which would require access to protective orders on the Portal.