



PORTAL GOVERNMENT AGENCY ELEVATED ACCESS FREQUENTLY ASKED QUESTIONS

July 15, 2026

Once a county transitions to Enterprise Justice (Odyssey), legacy system access is no longer permitted for external entities. Most external legacy system users should be able to meet their business requirements as a Portal Public User. Government Agency Elevated Access is restricted to NC Agency personnel who have **Division of Criminal Information (DCI) certification**.

Elevated Access Roles are reserved for statutorily permissible access to PII and/or Restricted Case Types. Government Agency Elevated Access does NOT permit access to any Restricted Case Types.

Each agency should identify ONE primary contact for the agency. This Agency Representative should complete the [Government Agency Access Request Form](#) providing: Detailed business requirements which cannot be met as a Portal PUBLIC user; the specific data needed; and the approximate number of people requiring access. The completed form should be submitted via email to elevated.access@nccourts.org.

This process allows the Portal Administrators at the NCAOC to work directly with the identified Agency Representative to better understand the agency's need for Elevated Access and evaluate the business needs of the organization. If approved, NCAOC Portal Administrators will request the Agency Representative provide a list of users within the agency requiring Elevated Access, which NCAOC Portal Administrators will enroll centrally and at one time.

Common "business requirements" which should be met by mechanisms other than a Government Agency Elevated Access role include:

1. **Business Need:** Civil Case information
Recommendation: Portal **SMART SEARCH** provides users with a detailed Register of Action, which encompasses all public information.
2. **Business Need:** Judgment information
Recommendation: The **NC JUDGMENT SEARCH** in Portal functions as an external tool to allow members of the public to search for N.C. Judgment Indexes entered in the N.C. Judicial System's database in accordance with NCGS 7A-109(b)(6). This search can be performed utilizing a party's name or case number. Results include judgments related to Civil, Family, Small Claims, Special Proceedings, Criminal, and Miscellaneous court items. The **NC JUDGMENT SEARCH** can be filtered to help users' narrow results based on the case type, status, location, and date of the judgment.



Results provided will feature case number, disposition status, index date and time, parties to the action, and judgment comments that are relevant to the disposition. However, to view the complete case summary, a searcher must navigate to the **SMART SEARCH** portlet.

Additional information regarding Portal's **NC JUDGMENT SEARCH** can be found on the [Portal Training & Resources](#) page.

Portal NC JUDGMENT SEARCH references the amounts and totals owed based on the original Judgment date. Please contact your county Clerk of Court for the current amounts and totals owed.

The Payoff Date and Current Payoff Amount updates in **SMART SEARCH** once the county Clerk of Court updates to the current date in Enterprise Justice (Odyssey).

3. **Business Need:** DOB validation
Recommendation:
Portal SMART SEARCH permits partial validation of DOB for all PUBLIC users by displaying XX/XX/YYYY (the four-digit year displays, while the month and date are masked)
4. **Business Need:** SSN validation
Recommendation: Social Security Number validation is NOT available through Portal for the PUBLIC or any Elevated Access Role.
5. **Business Need:** Conducting Background Checks or Criminal Histories
Recommendation: Portal is NOT the official court record. PUBLIC Portal simply provides Internet access to public docket entries for public case types only. Contact the appropriate county Clerk of Court to request official copies of court records. More information about [Criminal Background Checks](#) is available on the nccourts.gov website.
6. **Business Need:** View access to Commitments
Recommendation: Special Proceeding Confidential Commitment (SPCC) are restricted through Portal to the ACTIVE Enterprise Justice (Odyssey) Attorney of Record.
7. **Business Need:** "Active eWarrant User" Elevated Access
Recommendation: The business process for the LEO Elevated Access Role was revised 2/20/2023 to include LEA's, 911 Dispatchers, etc. The "Active eWarrant User" Role replaces LEO. Users already granted LEO Elevated Access do not need to take any action. Beginning 3/6/2023, users may "Request Access" if they are an "Active eWarrant User".





8. **Business Need:** View access to DVPO's
Recommendation: Protective Order Cases are restricted through Portal to the ACTIVE Enterprise Justice (Odyssey) Attorney of Record, Active eWarrants Users, and Domestic Violence Agencies.
9. **Business Need:** Information regarding Warrants Served/Unserved
Recommendation: Portal **SMART SEARCH** provides users with a detailed Register of Action, including docketable Case Events which capture when warrants and orders for arrest and criminal summonses are issued, returned served or unserved, reset to unserved, or recalled.
10. **Business Need:** Eligibility for issuance of a Pistol Purchase Permit or Concealed Carry Permit
Recommendation: [S.L. 2023-8](#) repealed pistol purchase permits
11. **Business Need:** Bail Bondsman data
Recommendation: Portal **SMART SEARCH** provides users with a detailed Register of Action, which encompasses all public information. Bail Bondsman are captured as a “business entity” in Enterprise Justice (Odyssey).
12. **Business Need:** View access to Incompetency
Recommendation: Incompetency is a PUBLIC Case Type. Smart Search Advanced Filtering by Case Type has been enhanced for ease of access.
13. **Business Need:** Sex Offender Information:
Recommendation: The NC Sex Offender and Public Protection Registry at <https://sexoffender.ncsbi.gov/>

