ECourts
Efiling process in File & serve – juvenile abuse/neglect/dependency Petitions

Prepared by
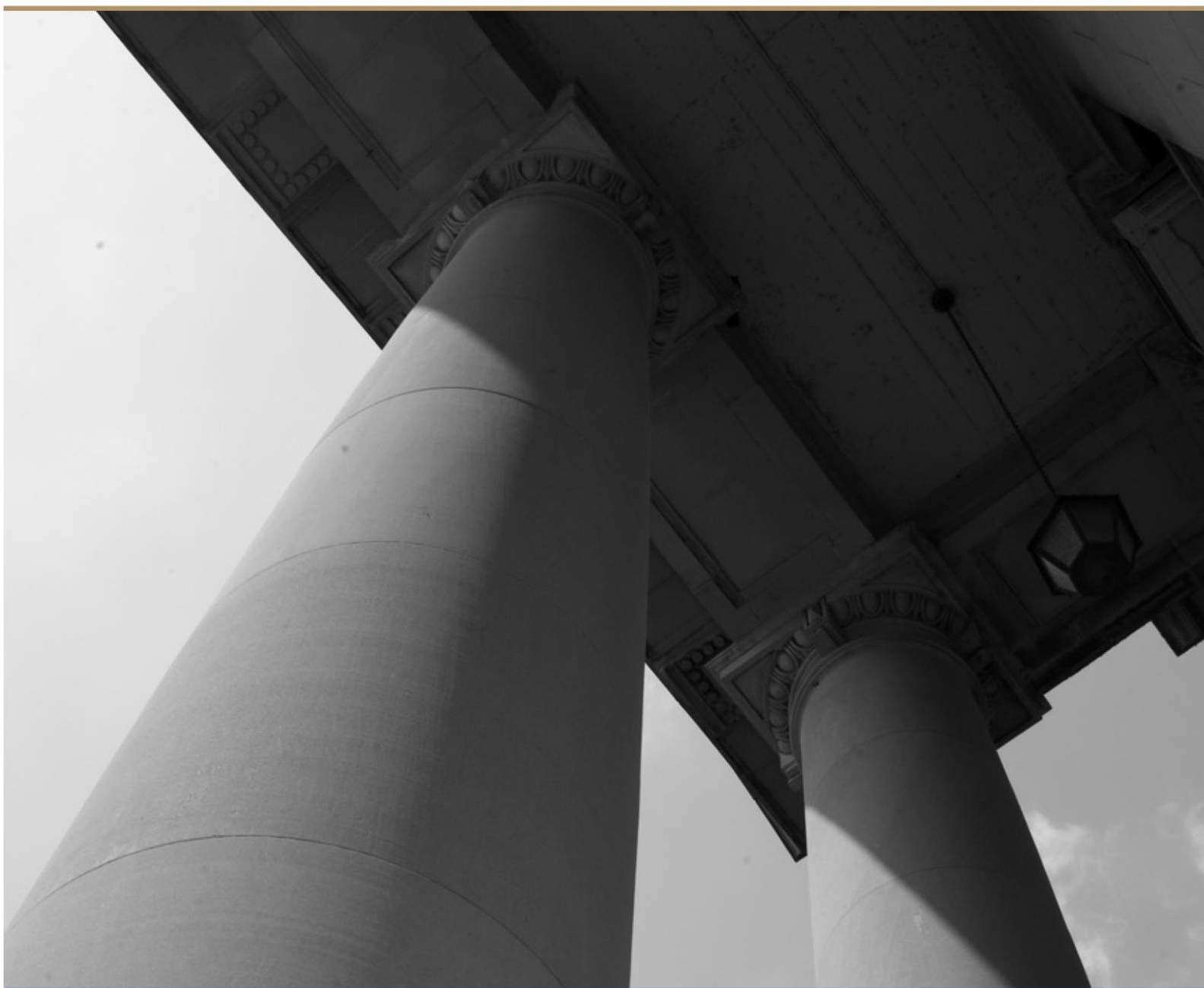BAPM

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About the North Carolina Judicial Branch
The mission of the North Carolina Judicial Branch is to protect and preserve the rights and liberties of all the people as guaranteed by the Constitutions and laws of the United States and North Carolina by providing a fair, independent and accessible forum for the just, timely and economical resolution of their legal affairs.

About the North Carolina Administrative Office of the Courts
The mission of the North Carolina Administrative Office of the Courts is to provide services to help North Carolina's unified court system operate more efficiently and effectively, taking into account each courthouse's diverse needs, caseloads, and available resources.

Efiling process in file & Serve

Overview

The North Carolina Administrative Office of the Courts (NCAOC) is transitioning all counties to a new online efiling system known as File & Serve (OFS), which integrates with the Enterprise Justice (Odyssey) case management system that will be used by judicial staff. Department of Social Services attorneys, paralegals, social workers and others submitting filings on behalf of the county DSS must be registered to a Firm Account for the county DSS at https://efilenc.tylertech.cloud/OfsEfsp/ui/landing in order to begin filing into cases once the specific county is live with Enterprise Justice. This document details the process of initiating a Juvenile Abuse/Neglect/Dependency case using the File & Serve system.

Business Process Changes

As NCAOC transitions to eCourts, all initial and subsequent filings for Juvenile Abuse/Neglect/Dependency cases will be submitted via File & Serve. The clerk will review all submitted filings and, once accepted, the uploaded documents will either initiate the case record in Enterprise Justice or be added to an existing case file. Upon submission, the filer will receive an Envelope Number that can be used for tracking purposes along with an email that contains important information about the filing. Once the filing is reviewed and accepted by the clerk, the filer will receive an acceptance email that includes the assigned case file number and a link to a file-stamped version of the filing, if the filing was a case-initiating filing.

Users will access the case file through the eCourts Portal: https://portal-nc.tylertech.cloud/Portal/
Due to the confidentiality of juvenile cases, users must be granted "Elevated Access" to view juvenile case files to which they are a party. For more information on Portal and "Elevated Access" visit www.nccourts.gov/ecourts.

Initiating a Juvenile Abuse/Neglect/Dependency case filing with an unsigned (proposed) Order for Nonsecure Custody

a. To begin filing, click the **Start Filing** button on the OFS Dashboard.

b. To establish the new case file, click **Start New Case. *IMPORTANT: If filing petitions for multiple siblings, a new case must be initiated for each child, even if all siblings are listed on the same petition. Subsequent filings that include all siblings on one document may be filed into one case but must include a comment from the filer that requests the document to be copied to the other sibling files in the "Comment to Court" section of the filing. The comment should also include the sibling(s)' file number(s).***

c. Select the **Filing Location** (<Desired County> District Court), **Case Category** (Juvenile – Family) and **Case Type** (Juvenile – Abuse/Neglect/Dependency) on the Case Information tab.

d. On the **Parties** tab, add party information by clicking on the **+ Add party details** icon beside **Juvenile DSS**. Juvenile A/N/D cases must contain a **Juvenile DSS** party, with only one **Juvenile DSS** party per case. Please include as much information about the juvenile as possible (do not include SSN) and click **Save**. **NOTE: Juvenile DSS** is the generic party role for JA/JT cases (even JT cases filed privately) and does not necessarily mean the juvenile is in DSS custody.

e. Click **+ Add More** to continue adding additional parties. **Do not add any attorneys as parties**, **the clerk will complete this task in Enterprise Justice- Odyssey.**

f. Click **Filings** once all needed parties have been added.

g. From the **Filings** tab, click **+ Add Filing** to begin uploading documents.

h. Enter the filing details, including the **Filing Code**, **Filing Description** (if needed), and any **Comments to Court** (if needed). Comments included in the **Comments to Court** field are viewed only by the clerk reviewing the filing and will not be seen by any judicial officers.

IMPORTANT! Filing Codes for initiating a Juvenile A/N/D case may include:

- **Petition A/N/D**
- **Affidavit as to Status of Minor Child**
- **Servicemember Civil Relief Act**
- **Summons and Notice of Hearing- Juvenile**

….CONTINUE TO THE NEXT PAGE FOR NONSECURE CUSTODY ORDER FILING CODES

FOR NONSECURE CUSTODY ORDERS

- Select **Proposed Order – Removal Order for Nonsecure Custody** if you are submitting the initial (removal) nonsecure order for the judge to review and sign.

- Select **Removal Order for Nonsecure Custody** if the order is already signed so that it will display on Portal immediately.

- For subsequent, unsigned continued nonsecure custody orders (such as after a Nonsecure Custody Hearing), select **Proposed Order/Judgment**

i. For each **Filing Code**, upload the document to be e-filed by either dragging and dropping the file or clicking the **Select File** button and selecting the appropriate **PDF document** from your local folder.

j. Click the **Security** dropdown and select **Public** for all documents in the filing, except for reports. Reports will use the **Report – Juvenile** Filing Code that will default to **Clerks Access Only.** This document security will prevent the report from being seen by anyone except the clerk until it is admitted in court. All juvenile case types are confidential within the Enterprise Justice (Odyssey) system which allows only parties to the case, who have been granted elevated access, to view the case file via the eCourts Portal.

k. Click **Save** when completed. Repeat steps (g) through (j) for additional documents.

l. Electronic Service is not available for initial filings. Click **Skip to fees** to continue with the filing. Navigate to www.nccourts.gov/ecourts for more information about service options for subsequent filings.

m. Click the **Payment Account** dropdown and select **Waiver**. Then select the **Party Responsible for Fees** (users may select the juvenile as no fees will be collected) and the appropriate **Filing Attorney** by clicking the respective dropdowns.

n. Click **Summary** to review the filing before submitting.

o. Review all the details entered on the filing and make any corrections needed. Read the **Submission Agreements**, mark the boxes next to each, and click **Submit** to e-file.

p. The message below will appear upon successful submission confirming the filing has been delivered to the clerk's Review Queue. Retain the **Envelope Number** for reference and provide it to the clerk if there are any questions/concerns about the filing.
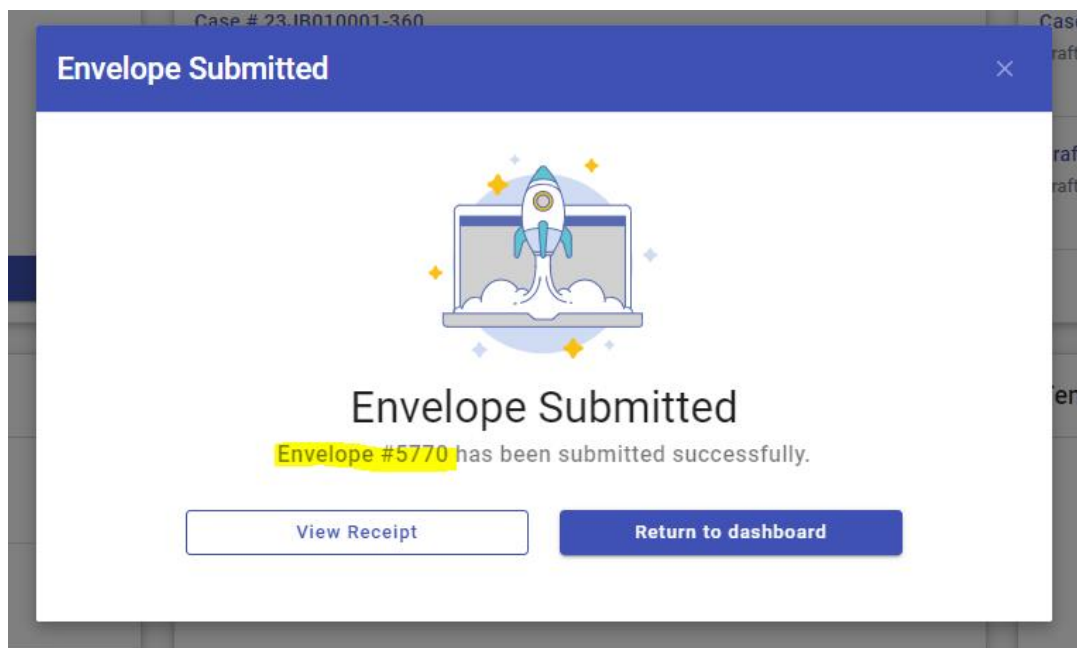
COMMON FILING CODES FOR JA/JT CASES

- **Affidavit as to Status of Minor Child**

- **Amended A/N/D Petition**

- **Answer**

- **Application and Writ of Habeas Corpus**

- **Appoint Guardian Ad Litem (GAL)**

- **Change of Venue A/N/D Petition**

- **Fee Application (AOC-G-200)**

- **Ex Parte Order**

- **Genetic Testing**

- **Interstate Compact 7B-3800**

- **Jud Consent for Emerg Surgery/Med Treat 7B-3600**

- **Motions - Choose from the various options**

- **Nonsecure Custody Hearing Order**

- **Notice of Adoption Decree**

- **Notice of Appeal**

- **Notice of Hearing**

- **Notice of Motion Seeking Termination of Parental Rights**

- **Notice to Preserve**

- **Obstruction Petition**

- **Other/Miscellaneous**

- **Petition A/N/D**

- **Petition TPR**

- **Proposed Order/Judgment**

- **Proposed Order-Removal Order for Nonsecure Custody**

- **Removal Order for Nonsecure Custody**

- **Report - Juvenile**

- **Review Agency Plan for Placement**

- **Review of Young Adult in Foster Care**

- **Servicemember Civil Relief Act**

- **Subpoena**

- **Summons and Notice of Hearing - Juvenile**

- **Supplemental Documentation**

- **TPR Against Father Petition**

- **TPR Against Mother Petition**

- **Voluntary Dismissal**