



EFILING PROCESS IN FILE & SERVE – JUVENILE ABUSE/ NEGLECT/DEPENDENCY PETITIONS

PREPARED BY
BAPM

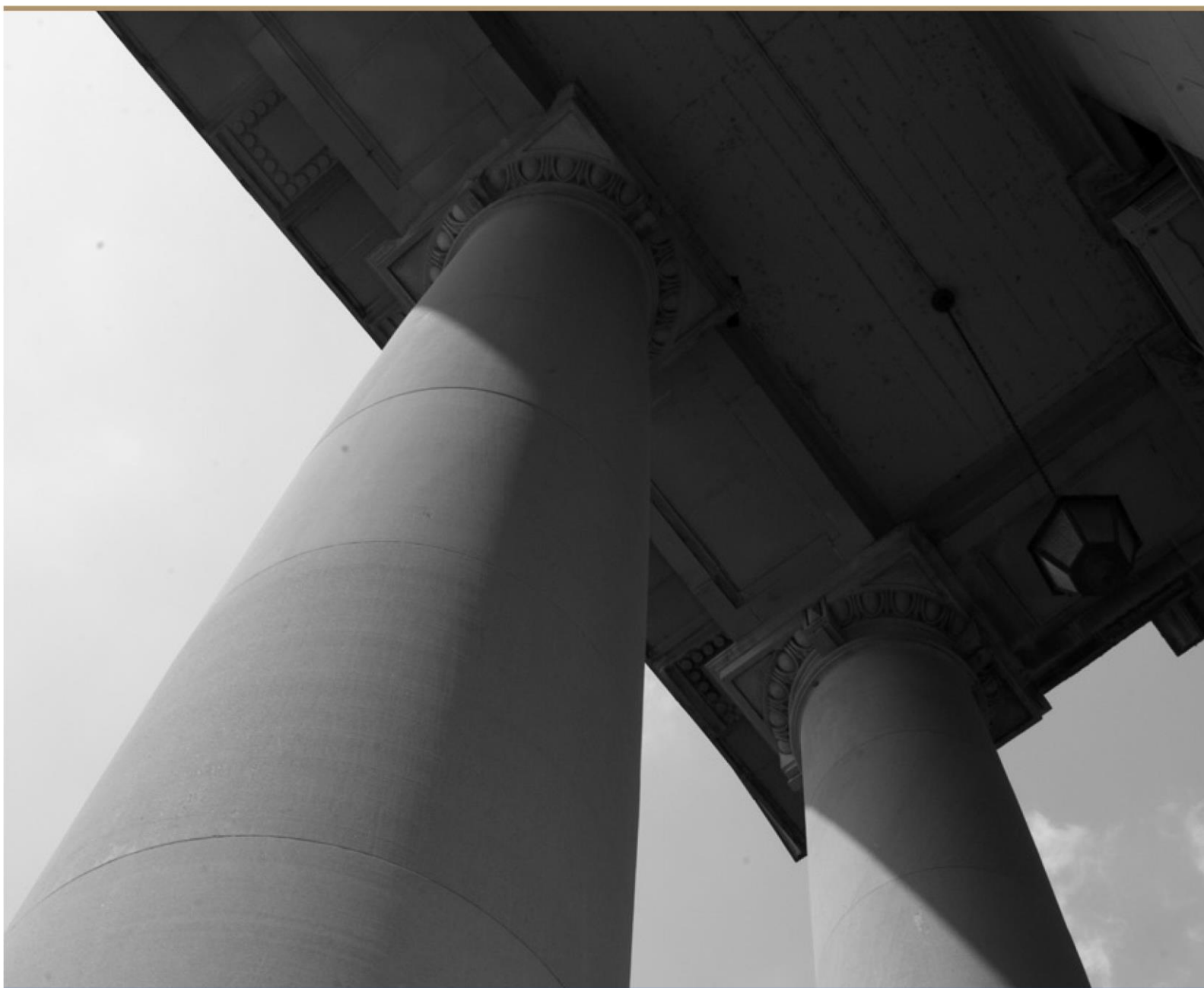


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About the North Carolina Judicial Branch

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

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 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 <https://www.nccourts.gov/services/portal-training-and-resources>.



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.

The screenshot shows the OFS Dashboard with a sidebar on the left containing icons for Home, Filing, Drafts, Case Search, Bookmarks, and Templates. The main content area is divided into six panels:

- Start filing:** Contains the text "Click the **START FILING** button below to get started." and a prominent blue button labeled "Start filing".
- Filing history:** Lists three cases with details like Case #, Envelope #, submission date, and time. A "View filing history" link is at the bottom.
- Drafts:** Lists two drafts with details like Case #, Draft #, and start date. A "View my drafts" link is at the bottom.
- Case search:** Lists three cases with details like Case #, Case Name, and District Court. A "Search cases" link is at the bottom.
- Bookmarks:** Contains a "View my bookmarks" link.
- Templates:** Contains a "View my templates" link.

A "Support" button is located at the bottom left of the 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).**

The screenshot shows the "Start Filing" screen with two main options:

- File New Case:** Includes a plus icon and the text "If you do not have a case number and you want to start a new case for the first time." Below this is a blue button labeled "Start new case".
- File into Existing Case:** Includes a magnifying glass icon and the text "If the case was started by you or someone else and you have the case number or names of the parties to find the case." Below this is a blue button labeled "File into existing case".

A "Support" button is located at the bottom left of the screen.



- 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.

New Case Filing Draft # 5292

1 Case Information 2 Parties 3 Filings 4 Service 5 Fees 6 Summary

Case Information

Filing Location
Mecklenburg District Court
This is the court where you are filing your case.

Case Category
Juvenile - Family
This is the type of case you are filing (Family, Probate, or Civil).

Case Type
Juvenile - Abuse/Neglect/Dependency
If you can't find your case type, change the case category to see other case types.

Support Save draft and exit Parties

- 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.

Party information
Enter the name(s) of the people or entities involved in the case.

Party Type
Juvenile DSS

Person Entity

* First Name Middle Name * Last Name Suffix
First Name is Required. Last Name is Required.

Date of Birth Party CMS ID

Driver License Type Driver License State Driver License Number

Social Security Number Gender

Contact information
You need to know the party's full address to add it. If you do not know the party's full address, you can e-file without the address.

Country United States

Address Line 1

Address Line 2

Cancel Save



- 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.**

New Case Filing Draft # 5292

Case information **Parties** Filings Service Fees Summary

Parties

Party Type	Party Name	Lead Attorney	Actions
* Juvenile DSS	Test Juvenile		
+ Add more			

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

New Case Filing Draft # 5292

Case information **Parties** **Filings** Service Fees Summary

Parties

Party Type	Party Name	Lead Attorney	Actions
* Juvenile DSS	Test Juvenile		
+ Add more			

Support

[draft and exit](#) [Case information](#) **Filings**



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

Filings

Max Envelope Size: 36.70 MB
Remaining: 36.70 MB

Filing Code	Filing Type	Description	Actions
 No Filings Added Yet At least one filing is required to complete the filing process. + Add filing			

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.

Edit Filing Details

Filing requirements

Additional services and fees

* Filing Type (Required)
☒ eFile Only
Pick "eFile Only" to just electronically file your papers.

Filing Information

* Filing Code
Filing Code is Required.

Filing Description

Client Reference Number

Comments to Court

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.

Filing Information

* Filing Code Affidavit as to Status of Minor Child	X
Filing Description	
Client Reference Number	
Comments to Court	

Upload Documents

To add more than one lead document to the filing, create another filing and upload your document.

Lead Document

test.pdf



Auto-Redact



Remove

File Description

test.pdf



* Security

Select whether document is public or confidential

Security is Required.

- 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 Portal.

Comments to Court	Public
Upload Documents	Confidential
To add more than one lead document to the filing, create another filing and upload your document.	
Lead Document	Public Not Portal
test.pdf	Supporting Documentation for Audit Process
Auto-Redact	* Security
Remove	Confidential
File Description	
test.pdf	
Communications	
	Cancel Save



- 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 <https://www.nccourts.gov/services/file-serve-training-and-resources> for more information about service options for subsequent filings.

The screenshot shows the 'Filings' step in a multi-step process. At the top, a progress bar indicates the steps: Case Information, Parties, Filings (current), Service, Fees, and Summary. The main area contains a 'Filings' table with columns for Filing Code, Filing Type, Description, and Actions. A single row is visible with the description 'Affidavit as to Status of Minor...' and 'Efile'. To the right of the table, it shows 'Max Envelope Size: 36.70 MB' and 'Remaining: 36.46 MB'. Below the table is a '+ add more' button. At the bottom right, there are navigation buttons: '< Parties', 'Service >', and a highlighted 'Skip to fees' button. A 'Support' link is visible in the bottom left corner.

- 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.

The screenshot displays two side-by-side panels. The left panel, titled 'Fees', includes the instruction 'You must select a payment account even if there are no fees.' It features three dropdown menus: 'Payment Account' (selected: Waiver Acct), 'Party Responsible for Fees' (selected: Hidden Party - Juvenile DSS), and 'Filing Attorney' (selected: Lawyer Lawson). There is an '+ Add payment account' link. The right panel, titled 'Fee Breakdown', contains the text 'Once you've picked your payment account, click the button below to see the total fees.' and a 'Calculate fees' button.

- 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.

Case Information Parties Filings Service Fees Summary

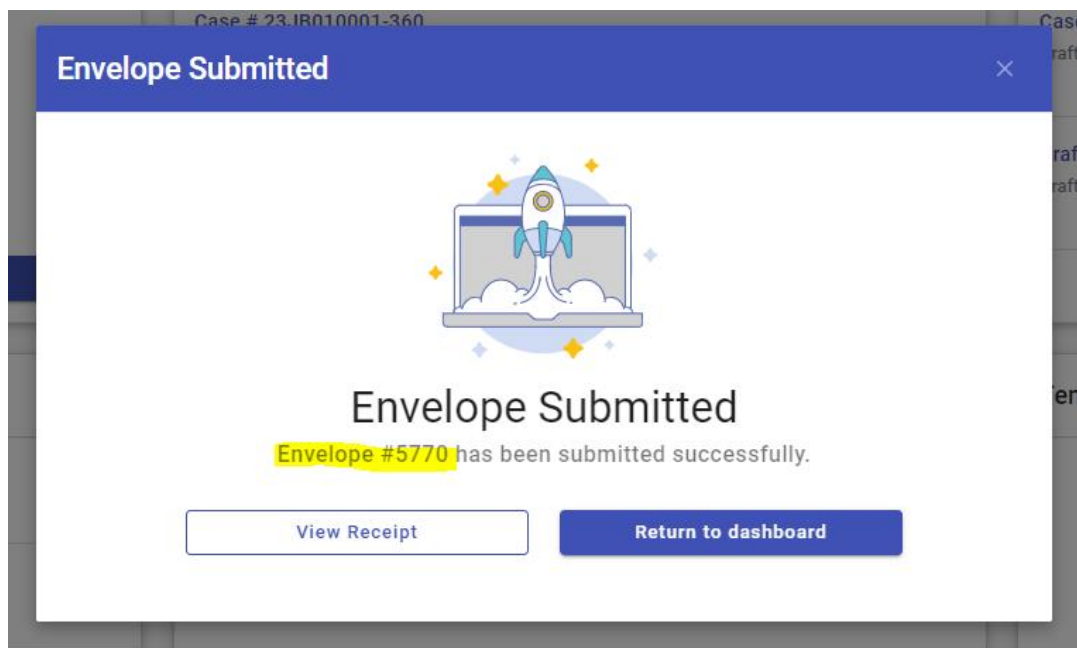
*** Submission Agreements**

☐ IMPORTANT NOTICE: It is prohibited for any person preparing or filing a document in the official records of the North Carolina courts to include any of the following personal identifying information (PII) in that document unless expressly required by law or court order or redacted: Social security numbers; employer taxpayer identification numbers; drivers' license numbers; state identification numbers; passport numbers; checking account numbers; savings account numbers; credit card numbers; debit card numbers; personal identification (PIN) codes; and passwords. Violation of this prohibition may be prosecuted as an infraction, punishable by a fine of up to \$500.00 per violation. N.C.G.S. 132-1.10(d). https://www.ncleg.gov/EnactedLegislation/Statutes/PDF/BySection/Chapter_132/GS_132-1.10.pdf.

☐ I have read this notice. I understand that, if I file, I must comply with the filing and redaction requirements set forth in N.C.G.S. 132-1.10(d).

You must accept the Submission Agreements.

- 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
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