



Portal Advanced User Guide  
**Accessing Judicial Records 07/16/2024**

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# INTRODUCTION

**eCourts Portal**, a Tyler Technologies product, is designed for users to view court calendars, information, records, pay fees and fines online, and judgment information, indexed in accordance with North Carolina General Statute § 7A-109(b).

## **Purpose of This Guide:**

- Assist the general public and registered users in accessing court information with step-by-step guidance, particularly when accessing eCourts Portal outside of a courthouse terminal.

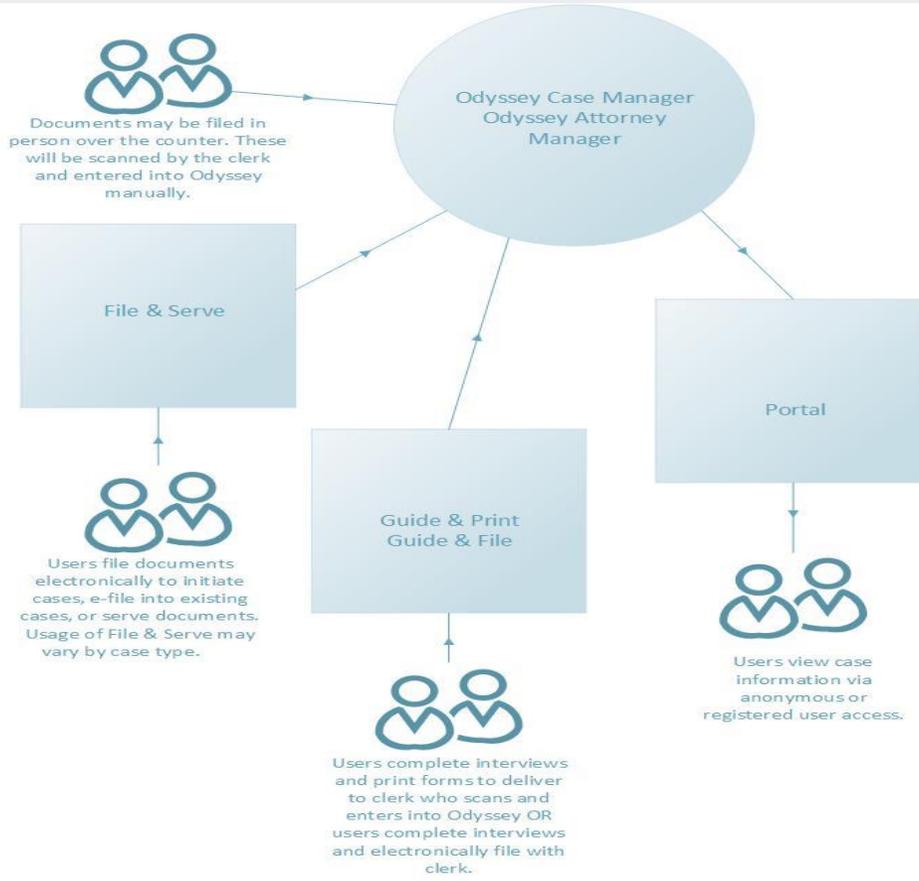
## NOTES

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# INTRODUCTION

## NOTES

- **Portal** is part of the North Carolina eCourts system; which is a package of new software applications and improvements that will transition the court system from paper to digital records.
- Portal is a window into Odyssey and can only be used to **VIEW** court records.



# JUSTICE FOR ALL

The North Carolina Judicial branch is committed to providing Justice For All citizens of North Carolina. While Portal provides public access to most cases in Odyssey.

Please note the following:

Categories of records classified as confidential or sealed cannot be accessed via Portal, including:

- Court records sealed by judicial order
- Pre-Birth Determinations

Some categories of records are classified as restricted to the public and require Elevated Access to view in Portal:

- Criminal Warrants Unreturned
- Juvenile case records
- Protective Order Records
  - Non-Domestic Restraining Orders Filed by Agency
  - Non-Domestic Restraining Orders Filed by Other
  - Domestic Violence Protection Orders
- Special Proceeding Confidential for Name Change, Involuntary Commitment, and Other



# TERMINOLOGY

<b>eCourts:</b>	A package of new software applications and technology infrastructure improvements that will transition our court system from paper to digital.
<b>Portal:</b>	The eCourts system that will replace all the legacy systems and allows users to view information via the internet, 24/7, 365.
<b>Portlets:</b>	Sections on the Portal home page that allow the user to access Portal features.
<b>Case Summary aka Register of Actions:</b>	A summary of public docket entries in public case types based upon the clerk's official record.
<b>Wild Card:</b>	Wild cards take the place of one or more characters in a search term.
<b>Index:</b>	A brief snapshot of a Judgment.
<b>File &amp; Serve:</b>	Assists users in filing and serving legal documents; this system is separate from Portal
<b>Legacy Systems:</b>	CCIS, ACIS, VCAP, CIPRS, Juvenile-CIPRS, Pay NC Ticket, OCAP, etc. (after go live, users in that county will have inquiry-only access).
<b>Anonymous Users:</b>	Users who have NOT logged into Portal. Portal is available for all users and does not require anyone to Register, request Elevated Access or even log-in.
<b>Registered Users:</b>	Users who have created an account in order to be able to save case information.
<b>Elevated Access:</b>	An extra level of access which users must request and be granted by the AOC Portal Team, in order to be able to access information on Portal which may be otherwise statutorily restricted.
<b>Restricted Information:</b>	Specific data and documents that cannot be made public and/or available via the internet, per statute.
<b>Restricted Case Types:</b>	Case types that are statutorily protected from being available publicly.
<b>Personally Identifiable Information (PII):</b>	Information that is considered private and must be restricted.

## NOTES:

- **The Register of Actions is NOT the official court record**

# ACCESSING PORTAL

**Step 1** Click on the link, <https://portal-nc.tylertech.cloud/Portal/> or **Scan the QR Code**

**Step 2** The Portal Home Screen will Display as shown below:

The screenshot shows the eCourts Portal interface. At the top, there is a navigation bar with the text "eCourts Portal" and "Works Best with" followed by logos for Microsoft Edge and Chrome. Below this is a blue banner with the text "eCourts Portal" and "Register / Sign In". The main content area is divided into two sections. The top section is titled "eCourts Portal" and contains several paragraphs of text, including "613 Emp 602 appears after viewing a case from My Cases Portal and accessing a document. Current work around is to open documents through Smart Search." and "FAQ #28 Portal NC JUDGMENT SEARCH references the amounts and labels based on the original Judgment date. Please contact your county Clerk of Court for the current amounts and labels used." The bottom section is titled "Portlets" and contains four icons with corresponding text: "Smart Search", "Search Hearings", "Make Payments", and "NC Judgment Search".

**Scrolling Informational Banner**

**HOW TO video links & important information**

**Portlets**

[CLICK TO RETURN TO TABLE OF CONTENTS](#)



DON'T STAND IN LINE  
**GO ONLINE**

Portal can be accessed  
with most phones,  
tablets, and mobile  
devices.

**Scan the QR Code**



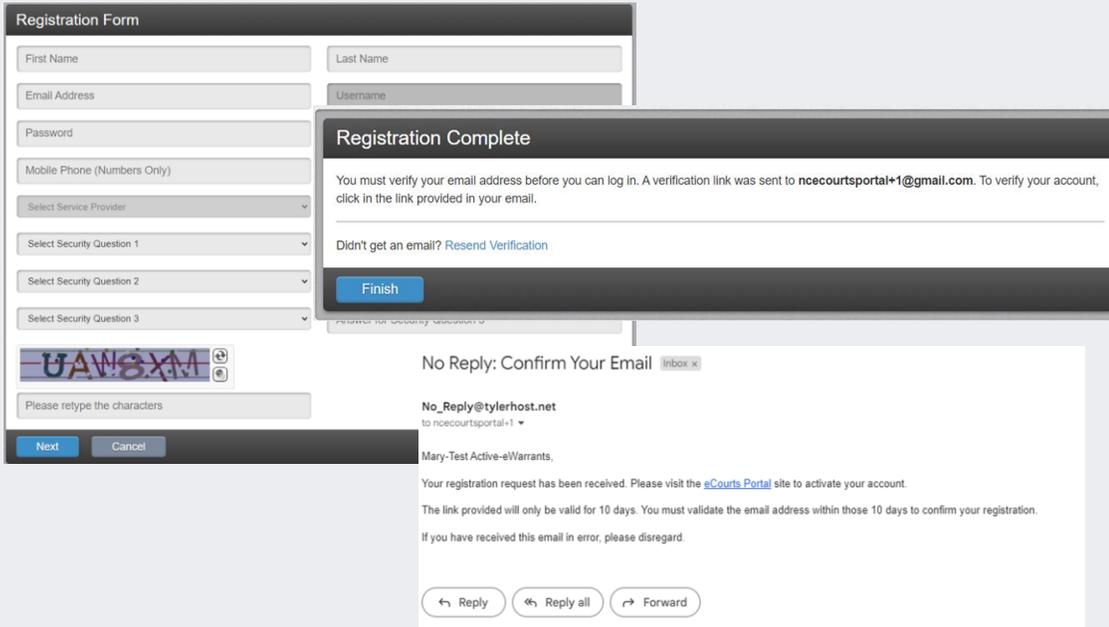
# REGISTERING IN PORTAL

(Not required for attorney users)

**Step 1** On the Portal Home Page, click [Register / Sign In](#) - choose Register

**Step 2** Complete the Registration Form

**Step 3** Check your email account for a message from [No\\_Reply@tylerhost.net](mailto:No_Reply@tylerhost.net), and click link to complete activate your account.



The image shows a registration form and a confirmation email. The registration form includes fields for First Name, Last Name, Email Address, Username, Password, Mobile Phone (Numbers Only), Select Service Provider, Select Security Question 1, Select Security Question 2, and Select Security Question 3. A CAPTCHA image with the text 'UAW8XM' is also present. A 'Registration Complete' dialog box is overlaid on the form, stating: 'You must verify your email address before you can log in. A verification link was sent to ncecourtsportal+1@gmail.com. To verify your account, click in the link provided in your email. Didn't get an email? Resend Verification'. A 'Finish' button is visible in the dialog. Below the form is an email preview from 'No Reply: Confirm Your Email' to 'ncecourtsportal+1' from 'Mary-Test Active-eWarrants'. The email body text reads: 'Your registration request has been received. Please visit the eCourts Portal site to activate your account. The link provided will only be valid for 10 days. You must validate the email address within those 10 days to confirm your registration. If you have received this email in error, please disregard.' At the bottom of the email preview are buttons for 'Reply', 'Reply all', and 'Forward'.

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## NOTES:

- Portal can be used without registering (anonymous user)
- Users can Register to create personal account
- Users can request Elevated Access to view additional information as entitled by statute
- Registered and Elevated Access users will have a My Cases portlet where they can save cases of interest

# SIGNING INTO PORTAL

## Step 1

Once you have validated your account Click the Log In button to complete your registration.

## Step 2

Enter the email address you Registered with > enter your password > click **Sign In**

## Step 3

If elevated access is needed, select your role and complete the prompts. Otherwise, click the Home button

The screenshot displays the portal's login and registration flow. At the top, a blue banner reads "Email Validation" with a message: "Mary-Test Active-eWarrants, your account is now validated!". Below this is a "Log In" button. A white notification box states "Please sign in to continue". The main sign-in form includes an "Email" field containing "ncecourtsportal+1@gmail.com" and a "Password" field with masked characters. A dark blue "Sign In" button is positioned to the left of the form. Below the form is a "Forgot Password?" link. To the right, a "Request Access" section provides instructions and a "Select Your Role" dropdown menu. At the bottom of this section is a "Home" button.

## NOTES:

- **Portal can be used without signing in (anonymous user)**
- Users MUST log into Portal to complete the registration process
- Users can request Elevated Access to view additional information as entitled by statute

# SIGNING INTO PORTAL

- Step 1** On the Portal Home Page, click [Register / Sign In](#)  and choose Sign In
- Step 2** Enter the email address you Registered with > enter your password > click **Sign In**
- Step 3** Below is a diagram of the dashboard, for Registered and Elevated access users, with the different areas labeled which are used throughout this training material.

## NOTES:

- **Portal can be used without signing in (anonymous user)**
- Registered and Elevated Access users will have a My Cases portlet where they can save cases of interest

eCourts Portal

Welcome, Mary 

### eCourts Portal

7/25 Update: Use CASE NUMBER to search divorces in Judgment Search.

6/13 Error 602 appears after viewing a case from My Cases Portlet and accessing a document. Current work around is to open documents through Smart Search.

FAQ #28 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.

[Portal Training Materials and Reference Guides](#)

Need Help? Contact the Clerk of Court in the County where the case is assigned. Email the eCourts team (ecourts@nccourts.org) or call the Help Desk (919-890-2407). \*\*PORTAL WORKS BEST WITH CHROME OR EDGE BROWSERS\*\*

["How To" Videos on You Tube!](#)



#### Smart Search

Search for court records and case information.



#### Search Hearings

Search for court dates / hearings by name, county, date range, and more.



#### NC Judgment Search

Search the judgment index to view items, in accordance with NCGS 7A-109(b)(6).



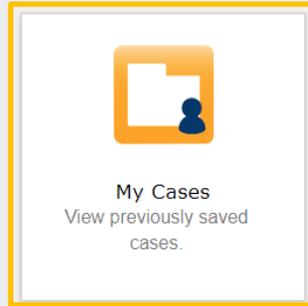
#### My Cases

View previously saved cases.

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# MY CASES

**Step 1** Click the My Cases Portlet on the Portal Home Page



Non-Attorney Users will have one (1) tab for Added Cases. Attorney Users will have three (3) tabs: Added Cases, Attorney of Record Cases, and Juvenile Records Cases

**Step 2**

## My Cases

### My Cases

Added Cases Attorney of Record Cases Juvenile Records

## NOTES:

- **Added Cases** – Public Record cases manually added by User
- **Attorney of Record Cases** – Automatically populates based on ACTIVE attorney of record as listed in Odyssey (including juvenile cases); regardless of the active/inactive case status
- **Juvenile Cases** – Automatically populates based on ACTIVE attorney's representing juveniles in Juvenile Delinquency (JD) court proceedings
- If errors occur when accessing cases or opening case documents for cases located in the My Cases portlet, use Smart Search to manually search for the case, Open the Case Summary and Click the Add to My Cases link to resolve the errors

## Elevated Access

Available for users with a **verified business need** and authority granted by statute to view generally restricted case information and non-public information

Requests are initiated by the user and processed by the North Carolina Administrative Office of the Courts

### NOTES:

Elevated Access allows access to restricted information, permitted by statute, based on role:

- Active eWarrants – PII, Warrants Unreturned, and Protective Order Cases
- Government Agency – PII
- Domestic Violence Agency – PII and Protective Order Cases
- Attorney – Cases for which the attorney is listed as the **ACTIVE attorney of record as assigned by Party ID**
- DSS, Court Counselors, GAL Program Volunteers – **Cases as assigned by Party ID**
- Juvenile, Parent, Guardian, or Custodian – **Cases as assigned by Party ID**

**Sealed or confidential records and documents with sensitive information are not available for viewing on Portal.**

## Who can apply for Elevated Access?

### Active eWarrant User

- Any LEO or administrative support who is **statutorily permitted** to view Warrants Unreturned
- **Registration with Agency email required!**

### Government & Domestic Violence Agencies

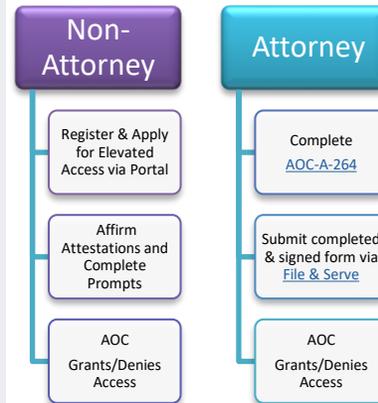
- Any government agency employee who has DCIN certification and a verifiable **business need** for PII
- Any domestic violence agency who has a **primary service of providing support to domestic violence victims and a business need** to Protective Order Cases
- **Registration with Agency email required!**

### Active Party assigned to Odyssey Case

- Attorney
- GAL Program Volunteer
- Mother, Father, Father (Legal), Father (Putative), Guardian, Custodian
- Juvenile
- DSS Social Worker
- Juvenile Court Counselor
- Special Proceeding Confidential (SPC) Respondent

## NOTES:

### Application Process



- Processing times vary dependent on the volume of requests received; requesters are notified by email or through File & Serve when approved or denied

### Reasons for being denied Elevated Access:

# Non-Attorney

- Active eWarrants User Only: Requester must register and request Elevated Access with his/her federal, state, or law enforcement email address (UPN is not an email address).
- Active eWarrants User Only: Requestor must have an ACTIVE eWarrants User ID. Contact your Agency eWarrants Administrator for resolution before submitting a new request.
- Active eWarrants User Only: The Agency may not be an authorized user of eWarrants or your identity cannot be verified. Contact your Agency eWarrants Administrator for resolution before submitting a new request.
- Requestor is not listed as an Active Party or Participant on the case provided.
- Requestor must register and request elevated access with the email issued by his/her federal, state or local government employer.

#### NOTES:

#### If Denied:

- Non-attorney users will be notified via email from Portal

### Reasons for being denied Elevated Access:

# Attorney

- [AOC-A-264 Form](#) was not included on the File & Serve submission.
- [AOC-A-264 Form](#) was not completed/signed and/or was completed incorrectly.
- Filing attorney has already been granted Elevated Access. Additional questions may be submitted to [ecourts@nccourts.org](mailto:ecourts@nccourts.org) or by calling the NCAOC Help Desk at (919) 890-2407.
- Only one Elevated Access request can be accepted per filing. Please re-submit filings individually.
- There was an error on your filing; correct and resubmit.
- Filing attorney has initiated the Portal Registration process and must complete the process, including logging into Portal, prior to resubmitting a completed AOC-A-264.

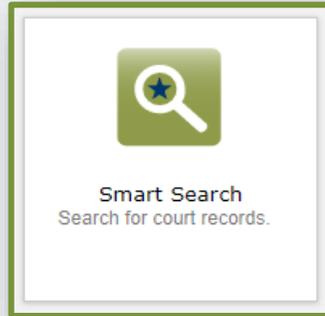
### NOTES:

#### If Denied:

- Attorney users will be notified via eCourts File & Serve

# SMART SEARCH – BASIC SEARCH

**Step 1** Click the Smart Search Portlet on the Portal Home Page



**Step 2**

To begin searching for court records, use Smart Search to enter a case number or a person's name (last, first)

Smart Search \*Required

Search Criteria ?

\* Enter a Record Number or Name in Last, First Middle Suffix Format

[Advanced Filtering Options -](#)

## NOTES:

- Smart Search is for **ALL** Odyssey implemented counties. Court records from counties not using Odyssey do not return

**Sealed or confidential records and documents with sensitive information are not available for viewing on Portal.**

# SMART SEARCH – BASIC SEARCH

## Step 3 Click Submit

Smart Search \*Required

Search Criteria ?

23IFf000022-420

[Clear](#) [Submit](#)

[Advanced Filtering Options -](#)

Smart Search \*Required

Search Criteria ?

Smith, John

[Clear](#) [Submit](#)

[Advanced Filtering Options -](#)

**BASIC SEARCH  
RECORD NUMBER  
OR NAME**

## NOTES:

- Smart Search is for **ALL** Odyssey implemented counties. Court records from counties not using Odyssey do not return

**Sealed or confidential records and documents with sensitive information are not available for viewing on Portal.**

# SMART SEARCH – BASIC SEARCH

**Step 4** Select a Case Number from the results returned to display the Register of Actions.

Cases

Case Number	Style / Defendant	Status	Location	Party Name	Party Type
23IF00022-420	FISCIAL, ARTIE	Pending	Harnett District Court	FISCIAL, ARTIE	Defendant

Party Search Results

The search returned 200 cases that have been grouped by party name, but could have returned more. Please narrow the search by entering more precise criteria.

Name Date of Birth

SMITH, JOHN

Cases (1)

Cases

Case Number	Style / Defendant	Status	Location	Party Name	Party Type
18CVD002074-420	HARNETT CO OBO VS JOHN SMITH	Disposed - Final Judgment No Trial	Harnett District Court	SMITH, JOHN	Defendant

SMITH, JOHN

Current Address:  
985 ABATTOIR ROAD  
COATS, NC 27521

Cases (1)

Cases

Case Number	Style / Defendant	Status	Location	Party Name	Party Type
18CVD002298-420	DISCOVER BANK VS JOHN SMITH	Disposed - Clerk of Superior Court	Harnett District Court	SMITH, JOHN	Defendant

## NOTES:

- The maximum results returned is 200
- If the error message stating, "200 results were returned," then use the Advanced Filtering Options to narrow search results
- Case number results are specific and return only records with that case number
- Name searches typically return a greater number of records

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# SMART SEARCH – BASIC SEARCH

NORTH CAROLINA JUDICIAL BRANCH eCourts Portal

eCourts Portal

Smart Search Search Results

No cases match your search

Click the Smart Search link to enter another search

## NOTES:

- If “No cases match your search” displays:
  - Confirm the case number/name entered is correct
  - Confirm the case number/name entered is in the correct format
  - Confirm the case is in a county that has gone live with Odyssey
  - The record may not exist
  - The record may be a Restricted case type

**Sealed or confidential records and documents with sensitive information are not available for viewing on Portal.**

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Step 1 Enter your basic Search Criteria

Smart Search \*Required

Search Criteria ?

Smith, John

[Clear](#) [Submit](#)

[Advanced Filtering Options](#) -

## Step 2 Click on the Advanced Filter Options dropdown

Smart Search \*Required

Search Criteria ?

Smith, John

[Clear](#) [Submit](#)

[Advanced Filtering Options](#) -

## NOTES:

- Advanced Filtering Options allow you to filter by the Search Criteria. They cannot be used alone to complete a Search

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Step 3 Select your Advanced Filtering Search Criteria Options

### General Options

#### Filter by Location

- All Locations
- Harnett County
- Johnston County
- Lee County

#### Filter by Search Type

Smart Search

#### Include

- Cases

### Party Search Criteria

#### Search by

- Party Name
- Nickname
- Sounds Like
- Business Name

Filter by Date of Birth From

Filter by Date of Birth To

Filter by Gender

Filter by Ethnicity

Filter by FBI Number

Filter by SO Number

### Case Search Criteria

Filter by Case Type

Filter by Case Status

Filter by File Date Start

Filter by File Date End

## NOTES:

- Advance Filtering Options allow results to be filtered (or narrowed) by any one or combination of the following:
  - Search Type (Case Number, Business Name, Citation Number, etc.)
  - Location
  - Party Search Criteria section, includes Date of Birth
  - Case Search Criteria
- Smart Search defaults to Case Number or Party Name. Selecting the Party Name Search, from Advanced Filtering Options is **NOT RECOMMENDED!** It will limit search results and does not support the use of the wild card.

  
**Bail bondsmen are listed as Businesses in Odyssey.**

# SMART SEARCH – ADVANCED FILTERING OPTIONS

**Step 4** Enter the exact Date of Birth or a range of dates if the exact Date of Birth is unknown

**NOTES:**

Party Search Criteria

Search by

Party Name  Business Name

Nickname

Sounds Like

Filter by Date of Birth From 06/30/1970

Filter by Date of Birth To 06/30/1970

Filter by Date of Birth From  
06/30/1970

Filter by Date of Birth To  
06/30/1970

**Step 5** Scroll down and click Submit



# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Step 6 Search Results will display based on entered Name and Date of Birth

### Party Search Results

Name	Date of Birth
SMITH, JOHN BLAIR	XX/XX/1970

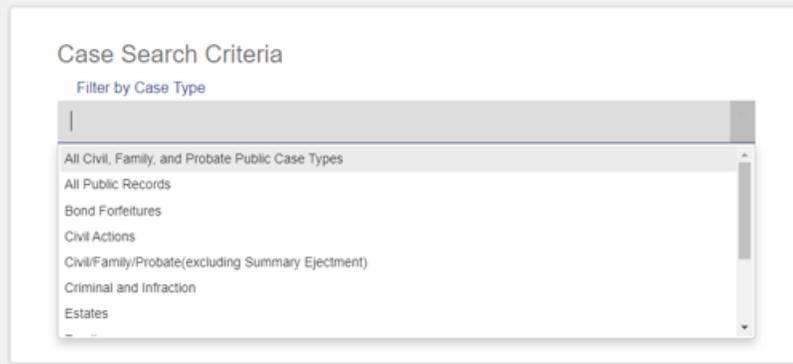
Cases				
Case Number	Style / Defendant	Status	Location	Party Name
20CR713175-910	SMITH, JOHN BLAIR	Disposed	Wake District Court	SMITH, JOHN BLAIR
17CR748480-910	SMITH, JOHN BLAIR	Disposed	Wake District Court	SMITH, JOHN BLAIR
02CR046021-910	SMITH, JOHN BLAIR	Disposed	Wake District Court	SMITH, JOHN BLAIR
00CR048571-910	SMITH, JOHN BLAIR	Disposed	Wake District Court	SMITH, JOHN BLAIR

### NOTES:

- The month and day of the Date of Birth is masked by "xx/xx" to protect the individual's privacy, but the year displays to help narrow search returns
- Elevated Access is required to see the entire, unmasked Date of Birth

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Step 7 Select a Case Type from the Filter by Case Type Drop Down



Case Search Criteria

Filter by Case Type

All Civil, Family, and Probate Public Case Types  
All Public Records  
Bond Forfeitures  
Civil Actions  
Civil/Family/Probate(excluding Summary Ejectment)  
Criminal and Infraction  
Estates



The Case Type filter can be used to find cases indexed according to NCGS § 7A-109(b).

## Step 8 Based on the selected Case Type, select the appropriate Case Status



Case Search Criteria

Filter by Case Type  
Special Proceeding (non-confidential)

Filter by Case Status

Disposed - Clerk of Superior Court

Disposed  
Disposed - Clerk of Superior Court  
Disposed - Discontinued  
Disposed - Dismissal on Order of the Court  
Disposed - Final Judgment No Trial  
Disposed - Other  
Disposed - Post Disposition Activity



Selecting a Case Status, which is not applicable to the Case Type, will lead to incomplete search results.

## NOTES:

- Filtering by Case Type does NOT narrow the Case Status selections
- A crosswalk list of Case Status by Case Type follows on slides 14-23

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Case Status Civil Actions

1

### Choose Case Type

Bond Forfeiture  
Civil Foreclosure (CV)  
Civil Foreclosure (M)  
Civil General  
Civil Magistrate  
Confession of Judgment  
Non-Domestic Restraining Orders  
Summary Ejectment



2

### Choose Case Status

Adjudicated Incompetent  
Appealed  
Disposed - Clerk of Superior Court  
Disposed - Discontinued  
Disposed - Dismissal on Order of the Court  
Disposed - Final Judgment No Trial  
Disposed - Other  
Disposed - Post Disposition Activity  
Disposed - Trial by Judge  
Disposed - Trial by Jury  
Disposed - Trial by Magistrate  
Disposed - Voluntary Dismissal  
Incompetent to Stand Trial (Incapable to Proceed)  
Inpatient Involuntarily Committed  
Not Guilty by Reason of Insanity  
Outpatient Commitment Dangerous  
Pending  
Removal of Mental Health Bar  
Reopened  
Small Claims Appeal  
Stayed  
Substance Abuse Commitment  
Transfer of SPC file  
Transfer to Another County  
Transferred to Superior Court  
Trial De Novo  
Unreserved  
SPC Index Conversion

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Case Status Civil Actions Continued

1

### Choose Case Type

Civil Domestic with Divorce
Civil Domestic without Claim for Divorce
Domestic Violence Protection Order Filed By Agency
Domestic Violence Protection Order Filed By Other
Miscellaneous Domestic Filings



2

### Choose Case Status

Administrative Closure
Appealed
Completed
Disposed
Disposed - Clerk of Superior Court
Disposed - Discontinued
Disposed - Dismissal on Order of the Court
Disposed - Final Judgment No Trial
Disposed - Other
Disposed - Post Disposition Activity
Disposed - Trial by Judge
Disposed - Trial by Jury
Disposed - Trial by Magistrate
Disposed - Voluntary Dismissal
Pending
Remanded
Reopened
Stayed
Transfer to Another County
Transferred to Superior Court
Unservd
Transfer of SPC file
Transfer to Another County
Transferred to Superior Court
Trial De Novo
Unservd

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Case Status Bond Forfeiture

1

### Choose Your Case Type

Bond Forfeitures



2

### Choose Case Status

- Adjudicated Incompetent
- Appealed
- Disposed - Clerk of Superior Court
- Disposed - Discontinued
- Disposed - Dismissal on Order of the Court
- Disposed - Final Judgment No Trial
- Disposed - Other
- Disposed - Post Disposition Activity
- Disposed - Trial by Judge
- Disposed - Trial by Jury
- Disposed - Trial by Magistrate
- Disposed - Voluntary Dismissal
- Incompetent to Stand Trial (Incapable to Proceed)
- Inpatient Involuntarily Committed
- Not Guilty by Reason of Insanity
- Outpatient Commitment Dangerous
- Pending
- Removal of Mental Health Bar
- Reopened
- Small Claims Appeal
- Stayed
- Substance Abuse Commitment
- Transfer of SPC file
- Transfer to Another County
- Transferred to Superior Court
- Trial De Novo
- Unserviced
- SPC Index Conversion

## Case Status Criminal and Infraction

1

### Choose Your Case Type

Criminal

Infraction

Out of State Probation

Out of State Parole



2

### Choose Case Status

Appealed – Appellate

Archived

Completed

Disposed

Pending

Pending – Reported to DMV

Pending Expungement

Remanded

Transfer to Another County

Transferred to Superior Court

Voluntarily Dismissed with Leave

# SMART SEARCH – ADVANCED FILTERING OPTIONS

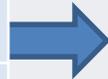
## Case Status

### Estates

1

#### Choose Case Type

- Decedents' Estate – Full Administration
- Decedents' Estate – Small Estate
- Document / Filing (No Further Action)
- Funds Deposited for a Minor / Incapacitated Person
- Guardianship - Acceptance of Transfer from Another State
- Guardianship - General or Estate
- Guardianship – Person
- Proceeding For Judicial Relief
- Trust - Cemetery Trust
- Trust - Testamentary Trust With Accountings Required



2

#### Choose Case Status

- Active Reopened
- Adjudicated Incompetent
- Appealed
- Closed
- Disposed - Clerk of Superior Court
- Disposed - Discontinued
- Disposed - Dismissal on Order of the Court
- Disposed - Final Judgment No Trial
- Disposed - Other
- Disposed - Post Disposition Activity
- Disposed - Trial by Judge
- Disposed - Trial by Jury
- Disposed - Trial by Magistrate
- Disposed - Voluntary Dismissal
- Filed
- Incompetent to Stand Trial (Incapable to Proceed)
- Inpatient Involuntarily Committed
- Not Guilty by Reason of Insanity
- Outpatient Commitment Dangerous
- Pending
- Remanded
- Removal of Mental Health Bar
- Substance Abuse Commitment
- Transfer of SPC file
- Transfer to Another County
- Transferred to Superior Court
- Will/Codicil for Safekeeping Withdrawn
- SPC Index Conversion

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Case Status Family

1

### Choose Case Type

- Civil Domestic with Divorce
- Civil Domestic without Claim for Divorce
- Miscellaneous Domestic Filings



2

### Choose Case Status

- Administrative Closure
- Appealed
- Completed
- Disposed
- Disposed - Clerk of Superior Court
- Disposed - Discontinued
- Disposed - Dismissal on Order of the Court
- Disposed - Final Judgment No Trial
- Disposed - Other
- Disposed - Post Disposition Activity
- Disposed - Trial by Judge
- Disposed - Trial by Jury
- Disposed - Trial by Magistrate
- Disposed - Voluntary Dismissal
- Pending
- Remanded
- Reopened
- Stayed
- Transfer to Another County
- Transferred to Superior Court
- Unserviced

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Case Status Registration

1

### Choose Your Case Type

Registration



2

### Choose Case Status

- Adjudicated Incompetent
- Appealed
- Disposed - Clerk of Superior Court
- Disposed - Discontinued
- Disposed - Dismissal on Order of the Court
- Disposed - Final Judgment No Trial
- Disposed - Other
- Disposed - Post Disposition Activity
- Disposed - Trial by Judge
- Disposed - Trial by Jury
- Disposed - Trial by Magistrate
- Disposed - Voluntary Dismissal
- Incompetent to Stand Trial (Incapable to Proceed)
- Inpatient Involuntarily Committed
- Not Guilty by Reason of Insanity
- Outpatient Commitment Dangerous
- Pending
- Removal of Mental Health Bar
- Reopened
- Small Claims Appeal
- Stayed
- Substance Abuse Commitment
- Transfer of SPC file
- Transfer to Another County
- Transferred to Superior Court
- Trial De Novo
- Unreserved
- SPC Index Conversion

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Case Status Special Proceeding

1

### Choose Case Type

Foreclosure (Special Proceeding)

Incompetency

Name Change

Special Proceeding



2

### Choose Case Status

Active Reopened  
Adjudicated Incompetent  
Appealed  
Closed  
Disposed - Clerk of Superior Court  
Disposed - Discontinued  
Disposed - Dismissal on Order of the Court  
Disposed - Final Judgment No Trial  
Disposed - Other  
Disposed - Post Disposition Activity  
Disposed - Trial by Judge  
Disposed - Trial by Jury  
Disposed - Trial by Magistrate  
Disposed - Voluntary Dismissal  
Filed  
Incompetent to Stand Trial (Incapable to Proceed)  
Inpatient Involuntarily Committed  
Not Guilty by Reason of Insanity  
Outpatient Commitment Dangerous  
Pending  
Remanded  
Removal of Mental Health Bar  
Substance Abuse Commitment  
Transfer of SPC file  
Transfer to Another County  
Transferred to Superior Court  
Will/Codicil for Safekeeping Withdrawn  
SPC Index Conversion

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Case Status

Special Proceeding Continued

1

### Choose Case Type

Adoptions



2

### Choose Case Status

- Administrative Closure
- Appealed
- Completed
- Disposed
- Disposed - Clerk of Superior Court
- Disposed - Discontinued
- Disposed - Dismissal on Order of the Court
- Disposed - Final Judgment No Trial
- Disposed - Other
- Disposed - Post Disposition Activity
- Disposed - Trial by Judge
- Disposed - Trial by Jury
- Disposed - Trial by Magistrate
- Disposed - Voluntary Dismissal
- Pending
- Remanded
- Reopened
- Stayed
- Transfer to Another County
- Transferred to Superior Court
- Unserviced

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Case Status

Wills Deposited for Safekeeping

1

### Choose Case Type

Wills Deposited for Safekeeping



2

### Choose Case Status

- Active Reopened
- Adjudicated Incompetent
- Appealed
- Closed
- Disposed - Clerk of Superior Court
- Disposed - Discontinued
- Disposed - Dismissal on Order of the Court
- Disposed - Final Judgment No Trial
- Disposed - Other
- Disposed - Post Disposition Activity
- Disposed - Trial by Judge
- Disposed - Trial by Jury
- Disposed - Trial by Magistrate
- Disposed - Voluntary Dismissal
- Filed
- Incompetent to Stand Trial (Incapable to Proceed)
- Inpatient Involuntarily Committed
- Not Guilty by Reason of Insanity
- Outpatient Commitment Dangerous
- Pending
- Remanded
- Removal of Mental Health Bar
- Substance Abuse Commitment
- Transfer of SPC file
- Transfer to Another County
- Transferred to Superior Court
- Will/Codicil for Safekeeping Withdrawn
- SPC Index Conversion

# SMART SEARCH – ADVANCED FILTERING OPTIONS

Step 9

Click

Submit

NOTES:

## Case Search Criteria

Filter by Case Type

Special Proceeding (non-confidential)

Filter by Case Status

Disposed - Clerk of Superior Court

Completed

Disposed

Disposed - Clerk of Superior Court

Disposed - Discontinued

Disposed - Dismissal on Order of the Court

Disposed - Final Judgment No Trial

Disposed - Other

Submit

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# SMART SEARCH – ADVANCED FILTERING OPTIONS

## Step 10 Results meeting the Filtering options will display

## NOTES:

### Cases

Case Number	State / Defendant	Status	Location	Party Name	Party Type
23CR000001-910	STATE OF NORTH CAROLINA VS QCTECK def civil	Pending	Wake Superior Court	civil, QCTECK def	Defendant
23CR100002-910	STATE OF NORTH CAROLINA VS QCTECK def civil	Pending	Wake District Court	civil, QCTECK def	Defendant
23CR100003-910	STATE OF NORTH CAROLINA VS QCTECK def civil	Pending	Wake Clerk of Superior Court	civil, QCTECK def	Defendant

# SMART SEARCH - WILDCARD SEARCH

**Step 1** Use the \* wildcard to assist with Searching (see examples below)

**1** Click the  in the upper right hand corner.



Smart Search \*Required

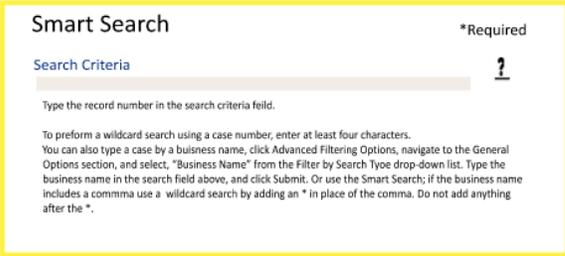
Search Criteria 

\*Enter a Record Number or Name in Last, First Middle Suffix Format

[Clear](#)

[Advanced Filtering Options](#)

**2** This message will appear.



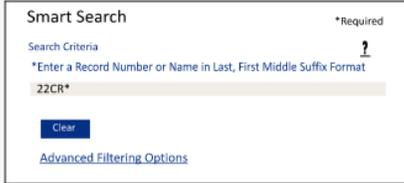
Smart Search \*Required

Search Criteria 

Type the record number in the search criteria field.

To perform a wildcard search using a case number, enter at least four characters. You can also type a case by a business name, click Advanced Filtering Options, navigate to the General Options section, and select, "Business Name" from the Filter by Search Type drop-down list. Type the business name in the search field above, and click Submit. Or use the Smart Search; if the business name includes a comma use a wildcard search by adding an "\*" in place of the comma. Do not add anything after the "\*."

## Examples



Smart Search \*Required

Search Criteria 

\*Enter a Record Number or Name in Last, First Middle Suffix Format

[Clear](#)

[Advanced Filtering Options](#)



Smart Search \*Required

Search Criteria 

\*Enter a Record Number or Name in Last, First Middle Suffix

[Clear](#)

[Advanced Filtering Options](#)



Smart Search \*Required

Search Criteria 

\*Enter a Record Number or Name in Last, First Middle Suffix Format

[Clear](#)

[Advanced Filtering](#)

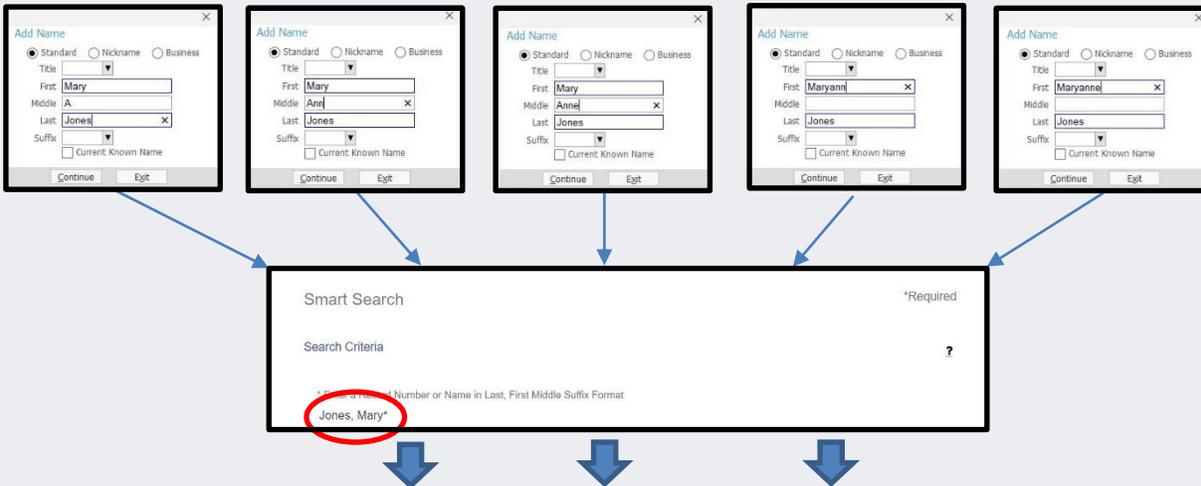
  
The Advanced Filtering Options can help narrow wild card searches.

## NOTES:

- Wildcard Search WILL NOT work with business names that have a space or special character in the 1st 3 letters of the name (ex: A-1 will not work with wildcard due to the special characters of – and 1; A Helping Hand will not work with a wildcard due to the space between A and Helping)

# SMART SEARCH WILDCARD SEARCH – COMPOUND AND COMPLEX NAMES

Use of wildcard functionality aids in searching for compound and complex names when the indexing standard used for the name is unknown. Placing a (\*) after the first known name yields all indexed name variations in the search results.



## Party Search Results

The search returned 200 cases that have been grouped by party name, but could have returned more. Please narrow the search by entering more precise criteria.

## NOTES:

- More information on **e-Courts Name Indexing Standards** can be found [here](#)

Sealed or confidential records and documents with sensitive information are not available for viewing on Portal.

# SMART SEARCH WILDCARD SEARCH – BUSINESS AND ENTITY NAMES

Wild Card Functionality can also assist when searching for business or entity names which may have been indexed various ways

Smart Search \*Required

Business Name ?

\* Enter a Business Name

Walmart

I'm not a robot

Clear Submit

Advanced Filtering Options

Filter by Search Type

Business Name

Add Name

Standard  Nickname  Business

Business Walmart

Current Known Name

Continue Exit

Add Name

Standard  Nickname  Business

Business Walmart Supercenter

Current Known Name

Continue Exit

Add Name

Standard  Nickname  Business

Business Walmart Stores Inc

Current Known Name

Continue Exit

Add Name

Standard  Nickname  Business

Business Walmart Stores East

Current Known Name

Continue Exit

Add Name

Standard  Nickname  Business

Business Walmart Stores Incorporated

Current Known Name

Continue Exit

Smart Search \*Required

Search Criteria ?

\* Enter Record Number or Name in Last, First Middle Suffix Format

Walmart\*

## Party Search Results

The search returned 200 cases that have been grouped by party name, but could have returned more. Please narrow the search by entering more precise criteria.

### NOTES:

- More information on **e-Courts Name Indexing Standards** can be found [here](#)
- When searching for a Business you MUST Click the Advanced Filtering Options link and Select Filter by Search Type: Business Name
  - If the business name includes a comma, then use the wild card in place of the comma and nothing after the wild card
  - If the 1st three letters of the Business Name is a number, space or special character, the wildcard will NOT work

Sealed or confidential records and documents with sensitive information are not available for viewing on Portal.

# REGISTER OF ACTIONS

## Step 1

When a Search Returns, Click on the underlined Case Number to display the Register of Actions

JONES, JENNIFER

Current Address:  
234 ROYAL TOWER WAY  
CARY, NC 27513

Cases (1)

Case Number	Style / Defendant	Status	Location	Party Name	Party Type
<u>15SP001542-910</u>	IN THE MATTER OF THE FORECLOSURE OF A DEED OF TRUST JENNIFER JONES	Disposed - Voluntary Dismissal	Wake Clerk of Superior Court	JONES, JENNIFER	Defendant

Case Number ▼

15SP001542-910

## Step 2

Register of Actions will display

Case Summary

Wake Clerk of Superior Court

**Case Summary**

Case No. 15SP001542-910

IN THE MATTER OF THE FORECLOSURE OF A DEED OF TRUST JENNIFER JONES

§  
§  
§

Location: Wake Clerk of Superior Court  
Filed on: 06/02/2015  
Microfilm Number: 15 100 9999

## NOTES:

- The Register of Action is also known as the Case Summary
- The county Clerk of Court has Odyssey functionality to view the same Case Summary to assist with questions

# REGISTER OF ACTIONS

**Step 3** Use the menu on in the upper left corner of the Register of Actions Sections to jump to specific sections



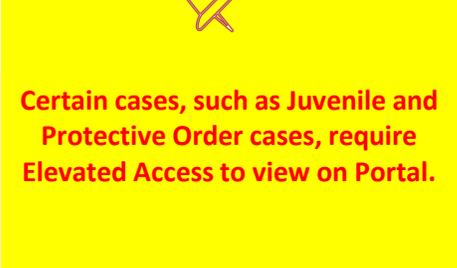
## NOTES:

- Causes of Action are only applicable to the following Case Categories:
  - Civil
  - Family
  - Probate/Mental Health
- The Hearings and/or Financial Information sections display when there is information to display

# NO CASES MATCH YOUR SEARCH

## NOTES:

- Verify the information was entered correctly (ex., 01CR123456-100)
- Verify the Search information was entered in the correct format (ex., Lastname, Firstname)
- If you are Searching a case that requires elevated access, verify you are logged in with the User ID that was granted elevated access
- If you are not seeing the expected cases and/or case information, contact the Clerk of Court in the county where the case is assigned



**Certain cases, such as Juvenile and Protective Order cases, require Elevated Access to view on Portal.**

**Sealed or confidential records and documents with sensitive information are not available for viewing on Portal.**

# JUDGMENT SEARCH

**Step 1** Click the Judgment Search Portlet on the Portal home page

**UPDATE 6/17/23**

Users can see calculated interest in the Financial Section of the Smart Search case summary.



**NC Judgment Search**  
Search the judgment index to view items, in accordance with NCGS 7A-109(b)(6).

**Judgment Search returns items indexed in accordance with NCGS § 7A-109(b).**



**Step 2**

To begin searching for court records, use Judgment Search to enter a person's name (last, first, middle) or a case number

Search interface showing input fields for name (Smith, John), case number, and date ranges (Ordered Date From, Ordered Date To).

**Step 3**

Click the  to initiate the Search

**UPDATE 9/3/23**

There is no longer an Inactive and Satisfied Judgments selection box or By or Against options; these options are automatically included in every search.

## NOTES:

- Any items deemed **confidential** should not return
- Results include judgments related to Civil, Family, Small Claims, Special Proceedings, Criminal, and Miscellaneous court items
- To view the complete case summary, a searcher must navigate to the **SMART SEARCH** portlet
- Portal NC JUDGMENT SEARCH references the amounts and totals owed based on the original Judgment date.**

**Sealed or confidential records and documents with sensitive information are not available for viewing on Portal.**

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

## JUDGMENT SEARCH – WILD CARD USAGE

Last Name or Business	First Name	Middle Name	Party or Business Name Searched	Results
Smith	Adam		Smith, Adam	Smith, Adam returns
Forest	James Dean	Paul	Forest, James Dean	No results for <b>Forest, James Dean</b> . No results found.
Forest	James Dean	Paul	Forest, James Dean Paul	No results for <b>Forest, James Dean Paul</b> . No results found.
Forest	James Dean	Paul	Forest, Jam*	Judgment Returns
Forest	James Dean	Paul	Forest	Judgment Returns
Snyder	T		Wildcard Snyder, T*	Results are returned where first name starts with "T"
Snyder	T		Wildcard Sny*, T*	Results are returned where last name start with "Sny", and first name start with "T"
Snyder	T		Wildcard Snyder, T* Select "Include by judgment"	Results are returned where first name starts with "T" and includes by judgments.
Insurance Depot			Insurance Depot	Insurance Depot returns
			Wildcard Insurance*	Any business name with insurance will return.
Jackson Brother LLC,			Wildcard Jac*	Results include business name and last name where Jac* is part of the name.  Jackson Brother, LLC & Jackson, Tierra
Jackson,	Tierra			Jackson, Tierra returns

### NOTES:

- The key is to do an exact search first, then use a Wildcard to expand the search

# JUDGMENT SEARCH

## Step 4 Numerous results will be returned

Filter Results [Clear](#)

**Judgment Type**

- Granted in Whole Or Part **25099**
- Historical **1830**
- Recorded **6506**

**Sentence Type**

- Active **3471**
- Community **2228**
- Conversion **3083**
- Deferred Prosecution **8**
- Fine **2**

**More**

**Location**

- Hamett District Court **2476**
- Hamett Superior Court **348**

Relevance ▾ Search Results ( 1 - 10 of 42069 ) ( Page: 1 )

<b>SMITH, DEVERA S</b>	<a href="#">View Judgment</a>	
Case Number 97CVD016611-590	Location Mecklenburg Distri	Judgment Type Granted in Whole or Part
<b>Search Results ( 1 - 10 of 42069 )</b>		
Case Number 97CVD016611-5	Court	
<b>SMITH, DEVERA S</b>	<a href="#">View Judgment</a>	
Case Number 97CVD016611-590	Location Mecklenburg District Court	Judgment Type Granted in Whole or Part
<b>SMITH, DEVERA S.</b>	<a href="#">View Judgment</a>	
Case Number 97CVD016611-590	Location Mecklenburg District Court	Judgment Type Granted in Whole or Part

## NOTES:

If Searching for divorce records by name and there are no Search Results returned, case number will need to be used. The case number can be obtained from the Clerk in the county where the divorce was filed.

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# JUDGMENT SEARCH

**Step 5** Select the appropriate Filter from the Filter Results to narrow results

The screenshot shows the Judgment Search interface. On the left, the 'Filter Results' section has a 'Clear' button and three filter options: 'Historical' (checked, 1020 results), 'Granted In Whole Or Part' (unchecked, 25099 results), and 'Recorded' (unchecked, 5506 results). The main search results area shows 'Search Results ( 1 - 10 of 1020 ) ( Page: 1 )' with a 'Relevance' dropdown menu. The first result is for 'SMITH, JOHN G' with a 'View Judgment' button. Below the name, the details are: Case Number 06T000189-590, Location Mecklenburg District Court, Judgment Type Historical, and Status Active. An orange arrow points from the '1020' result count to the search results area.

**Step 6** Use the Sort dropdown to assist in finding the record

This screenshot is similar to the previous one, but the 'Relevance' dropdown menu is open, showing a list of sort options: Case Number, Restitution Status, Order Date, Party Name, and Relevance. The 'Relevance' option is highlighted. The rest of the interface, including the filter results and the search result for 'SMITH, JOHN G', remains the same.

## NOTES:

- The Advanced Filtering Options will assist users with narrowing down the judgment results based on the Judgment Type -- this will include Historical, Granted, and Recorded Judgment
- This can work in conjunction with the "Location" fields and the advanced results sort field to provide a snapshot of the judgment index

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# JUDGMENT SEARCH

## Step 7 Click View Judgment

**SMITH, OLIVIA**

Case Number 07CVM000711-420	Location Harnett District Court	Judgment Type Granted in Whole or Part	Status Active	<a href="#">View Judgment</a>
--------------------------------	------------------------------------	---	------------------	-------------------------------

**View Judgment**

[View Judgment](#)

## Step 8 An index of the Judgment will appear

### Search Result

07CVM000711-420

Case Style - TOM SMITH FORD VS OLIVIA SMITH

Civil Judgment

Money Judgment

Index Date: 06/11/2007 Time: 1:41 PM

By: TOM SMITH FORD

Against: SMITH, OLIVIA

County: Harnett District Court

Current Status: Active

Current Status Date: 06/11/2007

Judgment Amount Calculation:

Calculate Interest Amount:

Begin Date: 06/11/2007 Simple Interest

Court Cost: \$80.00

Attorney Fees: \$0.00

Total Judgment: \$80.00



The Judgment Search provides a brief snapshot of the judgment **at the time of indexing.**

The Index features:

Index Date

Time

County

Current Status

## NOTES:

- For a more detailed description of the case index, perform a [Smart Search](#) and review the [Register of Actions](#)

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# JUDGMENT SEARCH

**Step 9** Go to the Smart Search Portlet and Search for the record

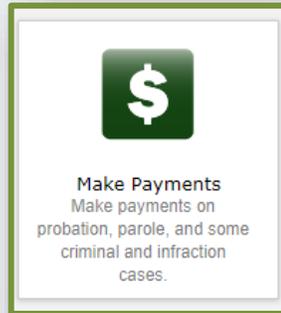


## NOTES:

- For additional Judgment information, perform a [Smart Search](#), and access the [Register of Actions](#) to view the Dispositions section

# MAKE PAYMENTS

**Step 1** Click the Make Payments Portlet on the Portal Home Page



  
**Payments for probation, parole and some criminal and infraction cases only**

**Step 2** Make a selection from the Select Search Type dropdown list

A screenshot of the "Make Payments" web form. The title "Make Payments" is at the top left, and "\* Required" is at the top right. Below the title is a section "Basic Search Options" with a question mark icon. Underneath is a label "\* Select Search Type" followed by a dropdown menu. The dropdown menu is open, showing a list of search options: "Party Name" (highlighted), "Citation Number", "Case Number", "Party Name", "Business Name", and "Driver's License". A mouse cursor is pointing at the "Party Name" option in the list. At the bottom right of the form is a blue "Submit" button.

## NOTES:

- Use a personal smart device or see the cashier if a payment needs to be made while in the courthouse
- The Make Payments portlet is only available to users that are not signed-in (anonymous users)
- **Payment information should always be verified in Smart Search and if there are questions/issues, users should contact the Clerk of Court.**

# MAKE PAYMENTS

## Step 3

Enter the Required Fields and click

**Submit**

## NOTES:

- The \* indicates a required field

### Make Payments

\* Required

#### Basic Search Options

?

\* Select Search Type

Party Name

∨

\* Search by Last Name

Power

\* Search by First Name

Will

\* Search by Date of Birth (mm/dd/yyyy)

01/01/1976

Search by Middle Name

**Submit**

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# MAKE PAYMENTS

Step 4 Select the correct case(s) for payment, then click

Continue

Search Results ?

<input type="checkbox"/>	Citation/Case Number	File/Citation Date	Name	Balance
<input type="checkbox"/>	22IF000001-910	12/21/2022	Power, Will	\$266.00
<input checked="" type="checkbox"/>	22IF000002-500 20-158(B)(1)(3) - FAIL YLD STOPSIGN/FLSH RED LGT	12/21/2022	Power, Will	\$241.00
<input type="checkbox"/>	22IF000002-420	12/21/2022	Power, Will	\$154.50
<input checked="" type="checkbox"/>	Payment Plan The minimum payment due includes the sum of any prior outstanding payments 23CR000003-910 - 1/3/2023 20-7(A) - NO OPERATORS LICENSE		Power, Will	\$243.00

1 - 4 of 4 items

Subtotal: \$484.00  
Transaction Fee: \$11.57  
Total Amount: \$495.57

Continue

## NOTES:

- Search results display any cases where there is an outstanding balance, including disposed waivable cases
- The total balance is required for cases that do not have a payment plan
- Selecting a case with a payment plan will display the case number and charges

# MAKE PAYMENTS – SEARCH RESULTS

1  
Make Payments

2  
Search Results

Print

## Search Results

?

There are several reasons your citation/case might not appear, even if you entered it correctly. Your citation/case may:

Require a court appearance.  
Not have been entered into the system yet.  
Data Entry Error.

If you cannot find your Citation/Case, it is your responsibility to make timely payments at the courthouse.

You should direct questions about your citation to the Clerk of Superior Court in the county in which the citation was issued.

## NOTES:

- Verify all the Search Criteria were entered correctly and in the correct format
- Verify the case is in a county that has gone live with Odyssey
- Verify the case type can be paid via Portal (probation, parole and some criminal and infractions cases, only)
- Use the Smart Search portlet to search for and verify there is a balance owed on the case

# MAKE PAYMENTS

## Step 5 Verify case information is correct and review Amount to Pay

[Help](#)

Accepted card types included Visa, Mastercard, and Discover. A convenience fee of 2.39% will be assessed on the transaction amount.

Citation/Case Number	Name	Balance	Minimum Due	Amount to Pay
Payment Plan	Power, Will	\$243.00	\$18.69	\$ 50.00
22IF000002-500	Power, Will	\$241.00	\$241.00	\$ 241.00
Subtotal:			\$291.00	
Transaction Fee:			\$6.95	
Total Amount:			\$297.95	

## NOTES:

- Can be adjusted for cases with a payment plan only; Minimum Due is the lowest acceptable amount
- Cases without a payment plan must be paid in full
- Vendor applies transaction fee of 2.39% of the charge amount, with a minimum fee being at least \$1 per transaction

## Step 6

### Add Payment Details

I agree to the Terms and Conditions

[Back](#)

[Add Payment Details](#)

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# MAKE PAYMENTS

## Step 7

Complete the Cardholder Information form and click

Continue

Transaction Summary - Total Amount: \$297.95

After clicking Process Payment, please do not click the Back button, Cancel button or refresh the page. You will be automatically redirected after your payment is processed.

### Cardholder Information

Enter the information as it appears on the Cardholder Account. The fields marked with a red asterisk (\*) are required fields.

Card Type	MasterCard <input type="text"/> *
Card Number	5454545454545454 *
Exp Month	05 * Exp Year 2021 *
CVV Code	555 * <a href="#">CVV Help</a>
Name on Card	Will Power *
	<small>Maximum of 30 characters</small>
Address Type	<input checked="" type="radio"/> US <input type="radio"/> Foreign
Address Line 1	123 Dev Drive *
	<small>Street address, P.O. box, company name, etc</small>
Address Line 2	<input type="text"/>
	<small>Apartment, suite, unit, building, floor, etc.</small>
City	Dallas *
State	TEXAS <input type="text"/>
Zip Code	75201

Continue

Cancel

## NOTES:

- The \* indicates a required field
- Acceptable card types:



[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# MAKE PAYMENTS

## Step 8

Verify Card Holder information and click

Process Payment

Transaction Summary - Total Amount: \$297.95

After clicking Process Payment, please do not click the Back button, Cancel button or refresh the page. You will be automatically redirected after your payment is processed.

### Billing Detail

Card Type	MASTERCARD
Card Number	*****5454
Exp Date	05/23
CVV Code	***
Name on Card	Will Power
Address Type	US
Address Line 1	123 Dev Drive
Address Line 2	
City	Dallas
State	TX
Zip Code	75201

### Terms and Conditions

This is a confidential and secure site that does not disseminate confidential information to third parties. The effective date of the payment is the date that it is submitted. By selecting the Process Payment button you are authorizing the processing of this transaction.



Back

Process Payment

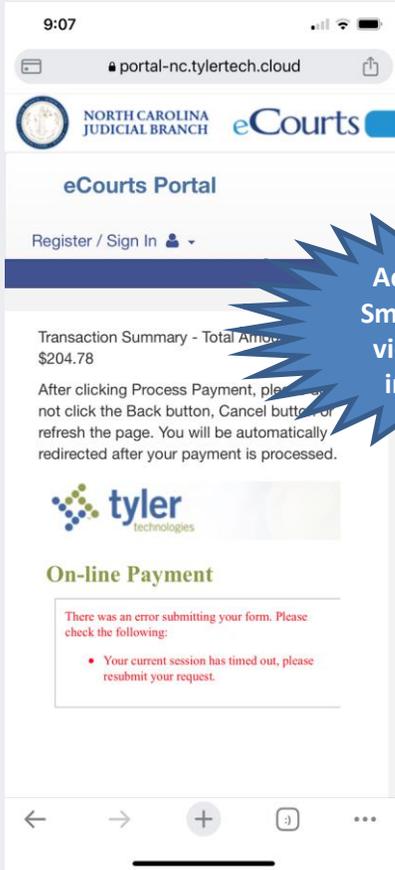
**Warning!**  
Do not click the  
back button  
after clicking  
Process Payment

## NOTES:

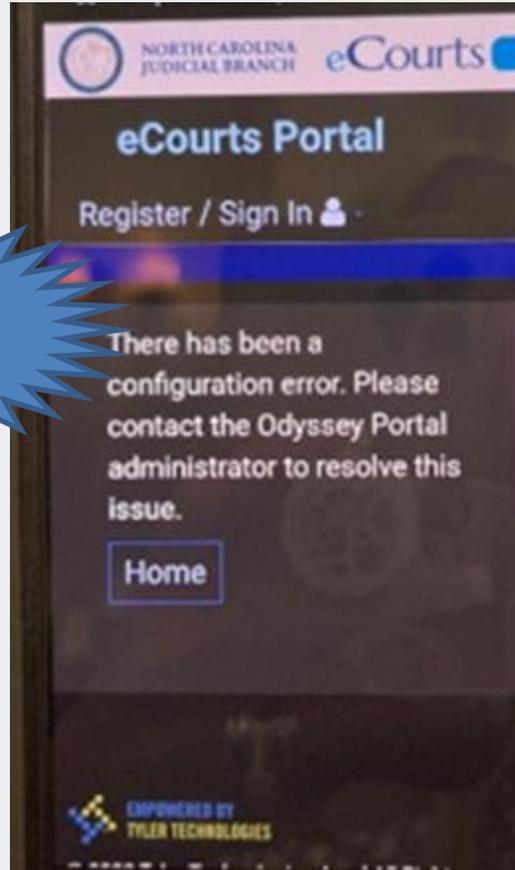
- The receipt can be printed and/or emailed after the payment has processed

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# MAKE PAYMENTS - TROUBLESHOOTING



Access case in Smart Search to view financial information

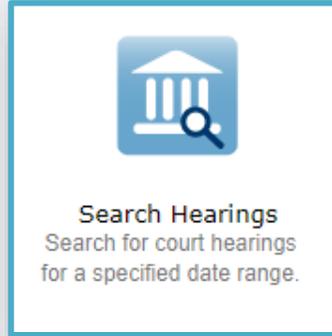


## NOTES:

- If at any point during the payment process, an error is received, verify whether the payment went through by accessing the case in Smart Search and viewing the Financial section of the Case Summary
- If the payment did not go through:
  - Verify the Edge or Chrome Browser was being used
  - Try again, using a different (Windows-based) device
  - Go to the Clerk of Superior Court to make the payment in person or contact the Clerk of Superior Court to request other options

# SEARCH HEARINGS

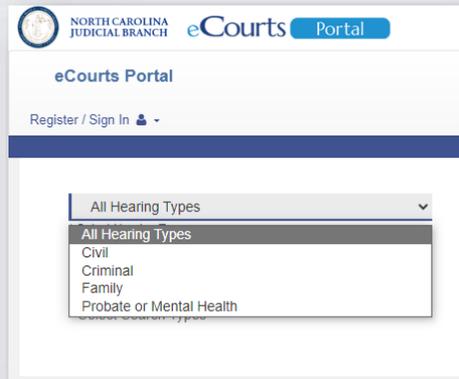
**Step 1** Click the Search Hearings Portlet on the Portal Home Page



**Step 2** Select Location



**Step 3** Select Hearing Type



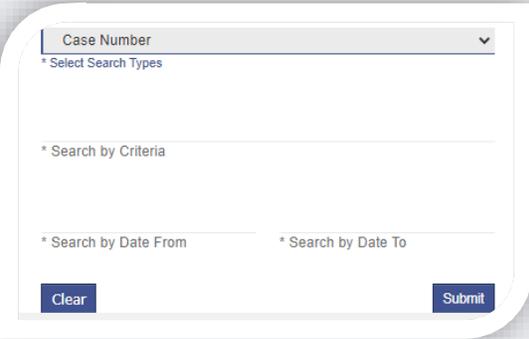
## NOTES:

- After completing steps 1-3, a Search Type must be selected. Select the Search Type below for additional steps to complete search based on Search Type:
  - [Case Number](#)
  - [Party Name](#)
  - [Business Name](#)
  - [Attorney Name](#)
  - [Attorney Bar Number](#)
  - [Judicial Officer](#)
  - [Courtroom](#)

# SEARCH HEARINGS

(Search Type: Case Number)

## Step 4 Select Case Number for Search Type



A search form with a dropdown menu labeled 'Case Number' and a downward arrow. Below it is the text '\* Select Search Types'. There is a horizontal line for '\* Search by Criteria'. Below that are two horizontal lines for '\* Search by Date From' and '\* Search by Date To'. At the bottom left is a 'Clear' button and at the bottom right is a 'Submit' button.

## Step 5 Enter the Case Number

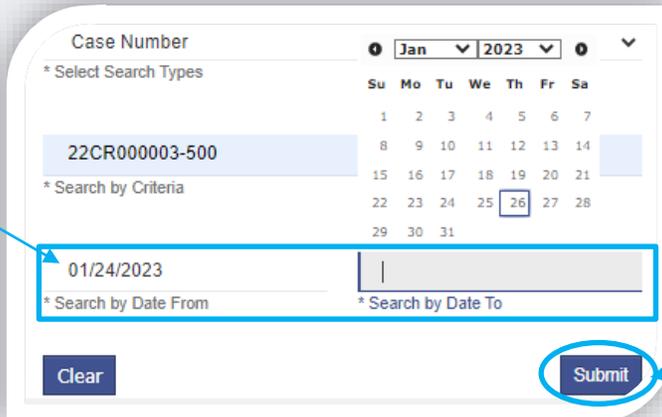


A search form similar to Step 4, but with the 'Case Number' dropdown menu open and '22CR000003-500' entered in the search criteria field. The 'Search by Date From' and 'Search by Date To' fields are empty.

## NOTES:

- The \* Indicates a required field
- After Clicking Submit, Search Results return if any cases meet the entered parameters (see the [Search Results](#) slide for additional information)

**Step 6**  
Enter the Date From and Date To information



A search form similar to Step 5, but with a calendar widget open. The calendar shows the month of January 2023. The date '01/24/2023' is selected. The 'Search by Date From' field is highlighted with a blue box. The 'Submit' button is circled in blue.

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**Step 7**  
Click Submit

# SEARCH HEARINGS

(Search Type: Party Name)

## Step 4 Select Party Name for Search Type

A search form with a dropdown menu labeled "Party Name" showing "Sounds Like" selected. Below are input fields for "\* Last Name", "\* First Name", and "Middle Name". At the bottom are two date fields: "\* Search by Date From" and "\* Search by Date To". "Clear" and "Submit" buttons are at the bottom corners.

## Step 5 Enter the Last and First Name

A search form with a dropdown menu labeled "Sounds Like". Below are input fields for "\* Last Name" (containing "Smith"), "\* First Name" (containing "John"), and "Middle Name". At the bottom are two date fields: "\* Search by Date From" and "\* Search by Date To". "Clear" and "Submit" buttons are at the bottom corners.

## NOTES:

- The \* Indicates a required field
- After Clicking Submit, Search Results return if any cases meet the entered parameters (see the [Search Results](#) slide for additional information)

## Step 6

Enter the Date From and Date To information

A search form with a dropdown menu labeled "Party Name" showing "Sounds Like" selected. Below are input fields for "\* Last Name" (containing "Smith"), "\* First Name" (containing "John"), and "Middle Name". A date picker is open for the "\* Search by Date From" field, showing a calendar for January 2023 with the 26th selected. The date field contains "01/24/2023". "Clear" and "Submit" buttons are at the bottom corners.

## Step 7

Click Submit

# SEARCH HEARINGS

(Search Type: Business Name)

## Step 4 Select Business Name for Search Type

select search types

Business Name

Case Number  
Party Name  
Business Name  
Attorney Name  
Attorney Bar Number  
Judicial Officer  
Courtroom

Clear Submit

## Step 5 Enter the Last and First name

\* Select Search Types

Business Name

Sounds Like

\* Business Name

Capgemini

\* Search by Date From

\* Search by Date To

Clear Submit

## NOTES:

- The \* Indicates a required field
- After Clicking Submit, Search Results return if any cases meet the entered parameters (see the [Search Results](#) slide for additional information)

## Step 6 Enter the Date From and Date To information

\* Select Search Types

Business Name

Sounds Like

\* Business Name

Capgemini

\* Search by Date From

01/24/2023

Clear Submit

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
	7	8	9	10	11	12
	13	14	15	16	17	18
	19	20	21	22	23	24
	25	26	27	28	29	30
31						

## Step 7 Click Submit

# SEARCH HEARINGS

(Search Type: Attorney Name)

## Step 4 Select Attorney Name for Search Type

\* Select Search Types  
Attorney Name

Case Number  
Party Name  
Business Name  
Attorney Name  
Attorney Bar Number  
Judicial Officer  
Courtroom

Middle Name

\* Search by Date From      \* Search by Date To

Clear Submit

## Step 5 Enter the Last and First name

\* Select Search Types  
Attorney Name

Sounds Like

\* Last Name  
Smith

\* First Name  
John

Middle Name

\* Search by Date From      \* Search by Date To

Clear Submit

## NOTES:

- The \* Indicates a required field
- After Clicking Submit, Search Results return if any cases meet the entered parameters (see the [Search Results](#) slide for additional information)

## Step 6

Enter the Date From and Date To information

\* Select Search Types  
Attorney Name

Sounds Like

\* Last Name  
Smith

\* First Name  
John

Middle Name

\* Search by Date From  
01/24/2023

Clear Submit

## Step 7

Click Submit

# SEARCH HEARINGS

(Search Type: Attorney Bar Number)

## Step 4 Select Attorney Bar Number for Search Type

\* Select Search Types  
Attorney Bar Number

\* Search by Criteria

\* Search by Date From      \* Search by Date To

Clear      Submit

## Step 5 Enter the Bar Number

\* Select Search Types  
Attorney Bar Number

\* Search by Criteria  
71348

\* Search by Date From

Clear

## NOTES:

- The \* Indicates a required field
- After Clicking Submit, Search Results return if any cases meet the entered parameters (see the [Search Results](#) slide for additional information)

\* Select Search Types  
Attorney Bar Number

Su	Mo	Tu	We	Th	Fr	Sa	
	1	2	3	4	5	6	7
	8	9	10	11	12	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26	27	28
	29	30	31				

\* Search by Criteria  
71348

\* Search by Date From  
01/24/2023

Clear      Submit

## Step 6

Enter the Date From and Date To information

## Step 7

Click Submit

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# SEARCH HEARINGS

(Search Type: Judicial Officer)

## Step 4 Select Judicial Officer for Search Type

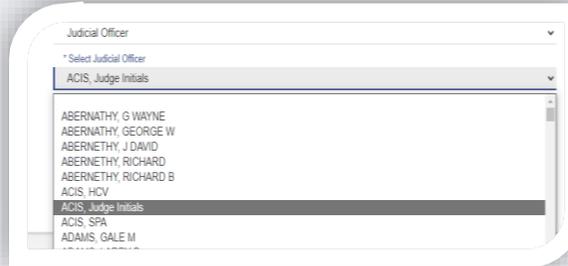


\* Select Hearing Types  
All Hearing Types

\* Select Search Types  
Judicial Officer

Case Number  
Party Name  
Business Name  
Attorney Name  
Attorney Bar Number  
Judicial Officer  
Courtroom

## Step 5 Select Judicial Officer



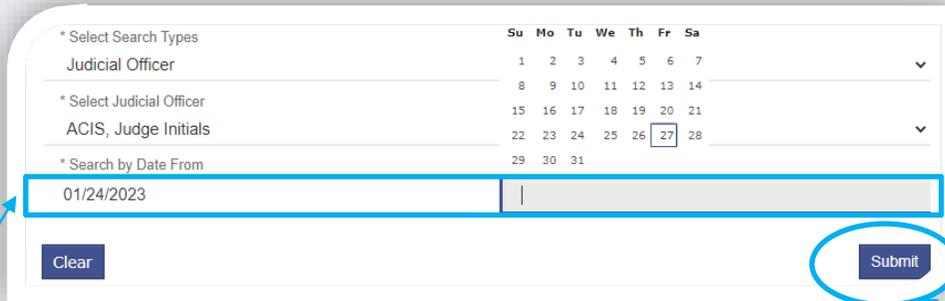
Judicial Officer

\* Select Judicial Officer  
ACIS, Judge Initials

ABERNATHY, G WAYNE  
ABERNATHY, GEORGE W  
ABERNATHY, J DAVID  
ABERNATHY, RICHARD  
ABERNATHY, RICHARD B  
ACIS, HCV  
ACIS, Judge Initials  
ACIS, SPA  
ADAMS, GALE M

## NOTES:

- The \* Indicates a required field
- After Clicking Submit, Search Results return if any cases meet the entered parameters (see the [Search Results](#) slide for additional information)



\* Select Search Types  
Judicial Officer

\* Select Judicial Officer  
ACIS, Judge Initials

\* Search by Date From  
01/24/2023

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Clear

Submit

## Step 6

Enter the Date From and Date To information

## Step 7

Click Submit

[CLICK TO RETURN TO TABLE OF CONTENTS](#)

# SEARCH HEARINGS

(Search Type: Courtroom)

## Step 4 Select Courtroom for Search Type

\* Select Search Types  
Courtroom

Case Number  
Party Name  
Business Name  
Attorney Name  
Attorney Bar Number  
Judicial Officer  
Courtroom

Clear Submit

## Step 5 Select the Court Room name

\* Select Search Types  
Courtroom

\* Select Courtroom  
0001-Burke County Courthouse

0001-Alexander County Courthouse  
0001-Anson County Judicial Center  
0001-Ashe County Courthouse  
0001-Bertie County Courthouse  
0001-Biaden County Courthouse  
0001-Burke County Courthouse  
0001-Caldwell County Courthouse  
0001-Camden County Courthouse  
0001-Carteret County Courthouse  
0001-Caswell County Courthouse  
0001-Catawba County Justice Center  
0001-Chatham County Justice Center

Clear Submit

## NOTES:

- All courtrooms within the state are listed
- For an optimal search experience, AOC recommends knowing and selecting the specific courtroom
- After Clicking Submit, Search Results return if any cases meet the entered parameters (see the [Search Results](#) slide for additional information)

\* Select Search Types  
Courtroom

\* Select Courtroom  
0001-Burke County Courthouse

\* Search by Date From  
01/24/2023

Clear Submit

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

### Step 6

Enter the Date From and Date To

### Step 7

Click Submit

# SEARCH RESULTS

Below are examples of Hearing Search and Party Search Results

## Hearing Search Results

Hearings for Courtroom **Courtroom 1130-Mecklenburg County Courthouse** between **2/1/2023** and **2/3/2023**



The search returned 199 hearings, but could have returned more. Please narrow the search by entering more precise criteria.

Case Number	Style / Defendant	Case Type	Date / Time	Hearing Type	Judge	Courtroom	Case Category
21CR018799-590	GOMEZ, ALEX H	Criminal	2/1/2023 9:00 AM	Legacy Trial/Hearing		Courtroom 1130-Mecklenburg County Courthouse	Criminal

## Party Search Results

Print

Name

Date of Birth

PATEL, MIKE

Current Address:  
4200 BROOKSHIRE BV  
TIMES TURN ARND  
CHARLOTTE, NC 00000-0000

Cases (1)

Cases

Case Number	Style / Defendant	Status	Location	Party Name	Party Type
02CR239188-590	HENDERSON, RONALD HENDERSON	Disposed	Mecklenburg District Court	HENDERSON, RONALD HENDERSON	Defendant

## NOTES:

- To generate a call list, ask the courtroom clerk how cases are called (oldest 1<sup>st</sup>, alphabetical, etc.) then complete a courtroom search for a single day and use the **sort arrows** to the right of each column header to sort the case list accordingly

1

« 1 2 3 4 5 6 7 8 9 10 ... » 10 items per page

2

Print



# SEARCH HEARINGS - TROUBLESHOOTING

eCourts Portal

1  
Search Hearings

2  
Search Results

## Hearing Search Results

Hearings for Case Number 23JB000041-910 between 8/1/2023 and 8/31/2023

No hearings match your search.

## NOTES:

- If the search results in a message: No hearings match your search:
  - Confirm the case number/name entered is correct
  - Confirm the case number/name entered is in the correct format
  - Confirm the case is in a county that has gone live with Odyssey
  - The record may not exist
  - The record may be a Restricted case type and require elevated access to view

**Sealed or confidential records and documents with sensitive information are not available for viewing on Portal.**

eCourts  
EXPANDING ACCESS TO JUSTICE