



PORTAL FREQUENTLY ASKED QUESTIONS

September 1, 2026

1. **How do I locate the contact details for a specific county Clerk of Court?**

Select by county for specific [Location](#) contact details.

2. **Where can I get training on Portal?**

Portal Training Materials, Reference Guides and You Tube playlists can be found on the [Portal Training & Resources Page](#) or by clicking the Portal Training & Resources link on the [Portal Landing Page](#).

3. **What is Portal?**

Portal allows the public and elevated access users to **VIEW** court information online including:

- Perform searches by party name, record number, citation number, attorney bar number, attorney name, business name, case cross-reference number, or nickname.
- Search for court dates and hearings by case number, party name, business name, attorney name, attorney bar number, judicial officer, or courtroom.
- **View** case information, records, and documents.
- Make instant online credit card transactions to pay fines and fees for criminal cases and infractions.

4. **Who can use Portal?**

Everyone can use Portal to access court information online, including the public and elevated access users.

Elevated access is not required to access most court information online; however, certain information is restricted per North Carolina general statutes and requires elevated access.



5. Is there a fee for using Portal?

No, Portal is a service provided by the North Carolina Administrative Office of the Courts to enhance public access to court information.

6. Will Portal work with my internet browser?

Portal functions best with Microsoft Edge and Google Chrome internet browsers. The use of other browsers may cause issues with search functionalities, displaying documents, and other errors.

7. Will there be issues for Mac users using Safari? Using Chrome?

The recommended operating system is Windows, and the recommended browsers are Edge & Chrome. Other operating systems and/or browsers may work but sometimes result in unexpected errors and/or inconsistent results.

Scroll to the bottom for a listing of [Supported/Required Hardware and Software](#).

8. Can I file a document with the court through Portal?

No. Portal is only for the **viewing** of case information and documents. Filing of court documents online can be accomplished through File & Serve and Guide & File applications. For more information regarding File & Serve and Guide & File applications please click the link for the specific service at <https://www.nccourts.gov/services> and/or see the Infographic at the end of this document.

9. If you're registered for File & Serve will the same User ID and password work for Portal?

Portal and File & Serve are separate applications. You may use the same User ID and Password for both applications; however, you must submit separate access requests for each application.

10. Do I need to register for Portal?

Please view the [Portal Introduction and Overview Video](#) for more information about Portal and how to register. Registration for Portal is not required for public users to search and view publicly available court information. Registration is recommended if the user would like the ability to save cases to the 'My Cases' folder. Registration is required



for **non-attorney** elevated access users. Only those users who have a verified business need and authority granted by statute will be approved for elevated access to view restricted case types or non-public information. Please reference [Portal Government Agency Elevated Access FAQs](#), [Portal Domestic Violence Agency Elevated Access FAQs](#) and [Portal Elevated Access Roles](#).

****Users MUST log into Portal to complete the Registration process.**

11. I receive a lot of Captcha errors and/or it asks me to click a lot of pictures!

To improve the performance, security, and reliability of hosted client systems, Tyler Technologies has made an update to Portal requiring a CAPTCHA challenge every ten minutes for both anonymous and registered users.

12. How do Paralegals and other legal office staff get Elevated Access?

Per statute, only the attorney of record qualifies for Elevated Access.

13. What information will be available in Portal?

All legacy data and cases (ACIS, VCAP, OCAP, CCIS, PayNCTicket, etc.), were converted to Enterprise Justice. However, the paper file may still exist with the clerk of court. Requests for historical paper cases filed prior to Enterprise Justice should be directed to the clerk of court. Select by county [Location](#).

14. Do I have to apply for Elevated Access for each case I am assigned?

No. Once you are granted elevated access, you will have access to restricted information on all cases which you are entitled to by statute and are an Enterprise Justice (Odyssey) ACTIVE Party/Attorney assigned to the case.

15. What if I cannot see the results I am expecting?

Contact the Clerk of Court in the county where the case is assigned to verify you are in fact an Enterprise Justice (Odyssey) ACTIVE Party/Attorney assigned to the case.

Only Parties and Attorneys can see protected/restricted case information; Participants are not granted the same online access.



16. Why are Domestic Violence cases not available publicly?

DV cases are public, but there are some data elements that cannot be displayed publicly, online according to Violence Against Women Act (VAWA). To adhere with VAWA but provide access to agencies needing access to the file, AOC decided these cases require Elevated Access to be seen in Portal. Elevated Access for DV Cases is granted to Attorneys, Law enforcement Agencies, and Domestic Violence Agencies. Due to the sensitivity of these cases, other parties would still need to contact the appropriate Clerk of Superior Court to access DV case information.

17. I received an email from Tylertech.net, stating my account has been disabled!

You must Reply to the email. Once Tyler Technologies has disabled your account for suspected unauthorized data harvesting activity, they are the only ones who can re-activate the account.

SMART SEARCH

18. How do I search for a case in Portal?

For best results, please review the [Advanced User Guide](#).

SMART SEARCH provides users with a detailed Case Summary (also known as the Register of Actions). In **SMART SEARCH**, members of the public can find a detailed listing of a court file's timeline that would include the Case Summary, Case Information, Assignment Information, Party Information, Causes of Action (Civil, Family, Probate, and Mental Health cases), Case Events, Dispositions, Hearings, and Financial Information (when applicable).

SMART SEARCH has Advanced Filtering Options (Civil Actions, Special Proceedings (non-confidential), Estates, and Criminal Actions), in accordance with NCGS 7A-109(b)(1-4). **SMART SEARCH** houses crucial information and should be used in conjunction with **NC JUDGMENT SEARCH** to provide the most detailed listing of information.

ADVANCED FILTERING OPTIONS can be used to help filter the returns of a search. Advanced Filtering Options cannot be used as a stand-alone SEARCH option.



- Smart Search defaults to Case Number or Party Name. Selecting Party Name from the Advanced Filtering Options is **NOT RECOMMENDED!** It will limit search results and does not support the use of the wildcard.
- Business Name Search: When searching for a Business Name, you must click the Advanced Filtering Options link and select Filter by Search Type: Business Name.

Additional information regarding Portal **SMART SEARCH** functionality can be found on the [Portal Training & Resources Page](#).

Note: Bondsman are recorded in Enterprise Justice (Odyssey) as a Business. Smart Search Criteria must be changed to search for a Bondsman. Refer to the [Advanced User Guide](#) for additional information.

WILDCARD FUNCTIONALITY

- Case number must include at least 4 characters before the wildcard.
- Name must include at least 3 characters of the last name, followed by the wildcard, and at least 1 character of the first name, followed by the wildcard.
- If the Business Name includes a comma, then use the wildcard in place of the comma and nothing after the wildcard.
- The wildcard will not work if the 1st **THREE** characters of the business name contain a special character, space, or number. Try entering at least three characters of the entity name *without* the wildcard and click submit or enter the exact business name, as supplied on the court document.
- If searching for a business name, you must use the Advanced Search link and select Business Name from the Filter by Search Type menu in the General Options section.

19. How do I search for an Estate case in Portal?

Enterprise Justice (Odyssey) is a party-based system and Smart Search returns cases regardless of the party association (except witness & victim). Conducting a Smart Search by the FULL Decedent name is only recommended for common names. Other Advanced Filtering options can also narrow the search. Contact the clerk of court to obtain the case number for the simplest search mechanism. Select by county [Location](#).



The following parameters return estate cases within a specific year and county:

- a. Enter the Search Criteria using the last 2 digits of the year; E to indicate an Estates filing; a Zero; and the wild card e.g. 26E0*.
- b. Click the Advanced Filtering Options hyperlink.
 - i. In the Filter by Location section, uncheck All Locations and check the desired county.
 - ii. In the Case Search Criteria section, enter additional parameters to narrow the search, such as the case status or date range.
- c. Scroll to the top or bottom of the page to click Submit.
- d. Sort results by clicking on the Style/Defendant column heading.

20. How do I search for a Foreclosure case in Portal?

Enterprise Justice (Odyssey) is a party-based system and Smart Search returns cases regardless of the party association (except witness & victim). Conducting a Smart Search by the FULL Respondent name is not recommended. Contact the clerk of court to obtain the case number for the simplest search mechanism. Select by county [Location](#).

The following parameters return foreclosure cases within a specific year and county:

- a. Enter the Search Criteria using the last 2 digits of the year; SP to indicate a Special Proceeding filing; a Zero; and the wild card e.g. 26SP0*.
- b. Click the Advanced Filtering Options hyperlink.
 - i. In the Filter by Location section, uncheck All Locations and check the desired county.
 - ii. In the Case Search Criteria section, enter additional parameters to narrow the search, such as the case status or date range.
- c. Scroll to the top or bottom of the page to click Submit.
- d. Sort results by clicking on the Style/Defendant column heading.



21. How do I search for a Divorce case in Portal?

Enterprise Justice (Odyssey) is a party-based system and Smart Search returns cases regardless of the party association (except witness & victim). Conducting a Smart Search by the First and Last name of the Plaintiff or Defendant is only recommended for uncommon names. Contact the clerk of court to obtain the case number for the simplest search mechanism. Select by county [Location](#).

The following parameters return divorce cases within a specific year and county:

- a. Enter the Search Criteria using the last 2 digits of the year; CV to indicate a Civil Proceeding filing; a Zero; and the wild card e.g. 26CV0*.
- b. Click the Advanced Filtering Options hyperlink.
 - iii. In the Filter by Location section, uncheck All Locations and check the desired county.
 - iv. In the Case Search Criteria section, select Case Type of Family.
 - v. Enter additional parameters to narrow the search, such as the case status or date range.
- c. Scroll to the top or bottom of the page to click Submit.
- d. Sort results by clicking on the Style/Defendant column heading.

Note: Divorce Filings with a Domestic Violence Protective Order involved (whether granted or not) are not available through Portal to the Public. Contact the clerk of court to obtain additional case information. Select by county [Location](#).

22. Results are inconsistent when selecting the Filter by Search Type: Smart Search vs Party Name Search.

Smart Search automatically defaults to Party Name or Case Number and will provide the most consistent results; the Party Name Filter by Search Type menu option should **NOT** be used.



23. I can't find...

Please review the [Portal Advanced User Guide](#) for specific details on searching by name and required file number format.

Helpful Hint: Portal works best with Edge and Chrome internet browsers. If you are using one of these preferred browsers, you may need to clear cache or use a browser incognito window.

24. Are all cases available on Portal?

No. Sealed and Confidential data, documents, and cases can NEVER be viewed through Portal, by any user.

25. Are all case documents available on Portal?

All Public users will have access to records which are considered public record and are not confidential, sealed, or otherwise restricted. Some restricted, non-public records require elevated access to view in Portal (e.g., Criminal Warrants Unreturned, Juvenile Case Records, and Protective Orders). Please reference [Portal Elevated Access Roles](#).

26. I can see the document on Portal, but when I click on it, I get an Error Code 141011.

ER141011 error means the file size is too large and requires the clerk to reprocess the document, verifying scanning settings as black and white with DBI 100-300. Particularly large documents may need to be broken into smaller segments, and each segment related to the Event. If the error persists the clerk should email the document to the elevated access user through Enterprise Justice.

Note: These directions were communicated in writing to the clerks in January 2026.

27. Is there a way to open/download multiple case documents at one time?

No. Documents must be downloaded one at a time.



28. Does Portal provide an official court record?

Clerks of Superior Court are the custodians of the court records in their respective counties. Portal provides internet access to official court indexes and filings.

Given various confidentiality laws and configurations, as discussed above, it is important to note that not all court records will appear on Portal.

29. Can I use Portal to conduct a criminal background check?

Criminal cases are viewable on Portal. Users may request a certified criminal record search by name for yourself or others in a single county through the Clerk of Superior Court office at the courthouse. Note: This search only checks the court records in that one county. It is not a statewide record search. More information is available at the following link [Criminal Background Check](#).

30. How current are Portal records?

Case summaries and document images are available for viewing in Portal after being uploaded to Enterprise Justice (Odyssey) ICMS. Availability of specific case information or documents may be affected by daily case volume and processing times.

31. Can I get a case removed from Portal?

The Superior Court routinely considers motions to seal or expunge court records. If a court record is ordered sealed or expunged, it will no longer be available for viewing online. Please contact an attorney to determine if your case is eligible to be sealed or expunged. More information about [expunctions](#) is available on the nccourts.gov website.

32. How can I locate a Date of Birth in Portal?

Effective October 2023, the YEAR of birth is available for all cases, if the birth year was recorded.

Portal **SMART SEARCH** permits validation of DOB for all PUBLIC users through Advanced Filtering. Results can be narrowed through Advanced Filtering if a SMART SEARCH returns multiple cases which meet the entered criteria. DOB Advanced Filtering can accommodate specific DOB or a range. The filter can be applied at the same time as the original SMART SEARCH name/file number submission or after the results return. E.g.



From 01/01/1970 To 01/01/1970 when attempting to narrow results returned or validate the record DOB matches. SMART SEARCH Party Search Results indicate a DOB has been recorded by displaying the masked DOB as XX/XX/1970. Please review our online video – [Validating DOB without Elevated Access](#).

33. Is there a Bond Forfeitures Report in Portal?

Portal does not have any reports, but Bond Forfeitures can be Searched utilizing Smart Search, Advanced Filtering Options, and Selecting the Filter by Search Type: Business Name; Case Search Criteria, Filter by Case Type: Bond Forfeitures; Case Search Criteria, Filter by Case Status: Pending; then entering the Bond Person's name to conduct the search (all Bonds Persons are entered as Businesses in Enterprise Justice (Odyssey)). Please review our online video – [Search for Bond Forfeitures](#).

34. How do I get notifications of criminal/DWI offenders, so my law firm can contact the defendant about representation?

Portal does not have any notification functionality; it is view only. Users can use Smart Search, the wild card, and the Advanced Filtering Options, to search for cases of interest (example: Smart Search, Search Criteria of 25CR*, then Advanced Filtering Options to Filter by Location, Case Type and File Date).

35. What reports are available in Portal?

Portal does not have any reports. Users must use Smart Search, Search Criteria, and the Advanced Filtering Options, to narrow search results to cases of interest.

36. How can I locate Social Security numbers in Portal?

Social Security Number validation is NOT available through Portal for the PUBLIC or any Elevated Access Role.

37. How do I locate information regarding Warrants Served/Unserved?

Portal SMART SEARCH provides users with a detailed Register of Action (also known as the Case Summary), including docketable Case Events which capture when warrants and orders for arrest and criminal summons are issued, returned served or unserved, reset to unserved, or recalled.



38. How do I locate information regarding Domestic Violence aka Protective Order Cases?

Protective Order Cases are restricted through Portal to the ACTIVE Enterprise Justice (Odyssey) Attorney of Record, Active eWarrants Users, Domestic Violence Agencies, Child Support Enforcement, and Juvenile DSS Director. All other users should continue to contact the Clerk of Superior court for case information.

39. Why can't I view all Domestic Violence aka Protective Order Cases on Portal?

Portal is an internet-based system and due to Federal Law, some civil matters are not permitted to be indexed in a web-based search, e.g., domestic filing that includes a protection order.

40. Are there other ways to access Domestic Violence aka Protective Order Cases that are not available on Portal?

Public Access Terminals are available in the Clerk's Offices to confirm the case exists.

41. How do I locate information regarding an Incompetency case?

Incompetency is a PUBLIC Case Type. The Advanced Filtering by Case Type has been enhanced for ease of access.

42. Can I search by charges (e.g., Murder)?

No. Enterprise Justice (Odyssey) is a Party-based system and does not provide the mechanisms to search by charge(s).

43. Is defendant Name History available on Portal?

The name history does not display on the Portal but is included as part of the full Enterprise Justice (Odyssey) record. Portal searches will include all the names associated with a case, including aliases.



44. Is there a specific way names are entered for defendants with multiple last names?

Yes. A link to the Name Indexing Standards has been included in the Portal Training Materials and Reference Guides at [Name Indexing Standards](#).

45. When completing searches with No Results Found, is there a way to print the No Results page that will include the criteria used to search?

No. There is not a way to print the search parameters in Portal. If evidence of a “No Results” search is required, the recommendation is for the Searcher to use a Steps Recorder program that will track each click and screen automatically and save it to a downloadable document, so you don’t have to take snips of each page.

46. How do I resolve issues finding a case or defendant through Smart Search?

Reference the [Portal Advanced User Guide](#) for specific details on searching by name and required file number format.

Helpful Hint: Clear cache, use another browser, or a browser incognito window.

Contact the Clerk of Court in the county where the case is assigned if you still have questions.

47. What if I have a question about the documents or specifics of my case?

For answers to specific questions about a case or case documents, contact the county clerk of court through the [Location](#) page.

48. Will case events prior to the Enterprise Justice (Odyssey) Go-Live be viewable on Portal?

Yes, all case events occurring prior to Enterprise Justice (Odyssey) Go-Live will be converted with the time stamp will be 12:00 AM



49. Are payment Due Dates available in Portal?

No, due dates are not available in Portal. If you require due date information, please contact the appropriate county Clerk of Court. Select by county for specific [Location](#) contact details.

SEARCH HEARINGS

50. How do I search for a hearing in Portal?

Using Portal's **SEARCH HEARINGS** portlet, you can search current court calendars for hearing locations and times. **SEARCH HEARINGS** allows users to search by case number, party name, business name, attorney name, attorney bar number, judicial officer, or courtroom. Additional information regarding Portal's **SEARCH HEARINGS** portlet can be found in the [Advanced User Guide](#) and [You Tube playlists](#).

51. When Searching for a hearing does the system let you know if it's virtual or in person?

No. That information is not noted on the Search Hearings results however, if it is virtual, the clerk of court will provide a link outside of Portal. Contact the clerk of court by selecting the specific [Location](#) contact details.

52. How do I pull a call list?

Different Courts/Judges call cases in different orders; it is recommended you work with the Courtroom Clerk to find out how cases will be called, then you can sort the Search Hearings information, accordingly, by clicking the "v" located on the left of each column header. This works best when conducting a Courtroom Search using a specific date.



53. I'm a Law Enforcement Officer; how can I find my court dates?

Law Enforcement Officers are listed as Parties on the Case, so you can use the SEARCH HEARINGS portlet to conduct a Party Name search, using your name.

Many officer names have multiple aliases, so it is recommended you conduct the search with last name, first initial and the wild card.

Example: Smith, J*

Additional information regarding Portal's **SEARCH HEARINGS** portlet can be found in the [Advanced User Guide](#) and [You Tube playlists](#).

NC JUDGMENT SEARCH

54. How do I search for a judgment in Portal?

The **NC JUDGMENT SEARCH** in Portal functions as an external tool to allow members of the public to search for N.C. Judgment Indexes entered in the N.C. Judicial System's database in accordance with NCGS 7A-109(b)(6). This search can be performed utilizing a party's name or case number. Results include judgments related to Civil, Family, Small Claims, Special Proceedings, Criminal, and Miscellaneous court items. The **NC JUDGMENT SEARCH** can be filtered to help users' narrow results based on the case type, status, location, and date of the judgment. Results provided will feature case number, disposition status, index date and time, parties to the action, and judgment comments that are relevant to the disposition. However, to view the complete case summary, a searcher must navigate to the **SMART SEARCH** portlet.

Additional information regarding Portal's **JUDGMENT SEARCH** portlet can be found in the [Advanced User Guide](#) and [You Tube playlists](#).

Portal NC JUDGMENT SEARCH references the amounts and totals owed based on the original Judgment date.

The Payoff Date, Payoff Amount, and Calculated Interest updates in **SMART SEARCH**. Please contact the Clerk of Court Office to have the interest updated in the case management system, prior to any final payoff.



55. Can the Judgment Index Date and Time be changed?

No, the Index Date and Time are system generated and cannot be backdated or modified by any county Clerk of Court.

MAKE PAYMENTS

56. What payments can be made in Portal?

Criminal court fees and fines can be paid online without visiting the courthouse by using Portal's **MAKE PAYMENTS** portlet.

The following payment types are accepted online:

- Cost and Fees
- Restitution
- Criminal Attorney Fees
- Probation and Parole Fees

The following **CANNOT** be paid online:

- Alimony
- Bond Forfeitures
- Cash Bonds
- Child Support Payments
- Civil Judgments
- Condemnations
- Rent Bonds
- Trust Funds
- Upset Bids



57. Are there payments I cannot make on Portal?

You are only allowed to make payments online for Criminal cases. Statutes do not allow credit card payments for civil judgments, alimony, trust accounts, etc. These payments must be made in person or by mail, via cash or money order, to the applicable county Clerk of Court.

The Payoff Date, Payoff Amount, and Calculated Interest updates in **SMART SEARCH**. Please contact the Clerk of Court Office to have the interest updated in the case management system, prior to any final payoff.

58. What if I need to make a payment but can't find my criminal case or infraction?

Search for the case in **SMART SEARCH** to verify you have the case number/information and there is a balance owed that can be paid online.

Try searching with multiple criteria (Case Number, Citation Number, Name). If you are still unable to locate your case, and the officer or judge indicated you could pay online, contact the appropriate county Clerk of Court.

59. Will my due date be extended if I cannot pay because of issues with Portal?

No. Online payment options are provided as a convenience. The inability to pay online, even if it is due to an identified issue with the technology, is NOT an acceptable excuse for missing the due date. Payors are given ample amount of time to ensure payments are made. We recommend all payors pay as soon as possible and NOT wait until the day before/last minute, to ensure the payment is processed in time.

60. What methods of payment are accepted in Portal?

Acceptable methods of payment include Visa, Mastercard, and Discover Credit Cards. A 2.39% transaction fee will be assessed, with a \$1.00 minimum charge per transaction. eChecks are NOT accepted through Portal **MAKE PAYMENTS**.

Users should **NOT** use any form of Cash Apps (e.g. Apple Pay), pre-paid cards, or gift-cards, as they **WILL** result in errors (even if the card has VISA on it). Use of these 3rd party payment forms will give the appearance of a successful transaction; however, the **funds do NOT transfer** to the clerk of court and may take **up to 30 days** for the issuing bank to release the hold for the funds to re-appear in your account.



61. I received an error message after entering my payment information and was not sent a receipt.

Use **SMART SEARCH** to find your case and verify the payment and balance information within the Case Summary Financial section. Contact the appropriate county Clerk of Court if you still need assistance verifying if the amount owed was paid.

62. IT IS THE USER'S RESPONSIBILITY TO VERIFY THEY ARE PAYING THE CORRECT CASE!

Users should utilize **SMART SEARCH** to find their complete and accurate case number and verify the amount owed *before* making a payment in the Portal Make Payments portlet. When using the case number search, users **MUST be careful** to include the correct and complete case number, including the dash and the correct 3-digit county code. If the user does NOT have the complete and accurate case number, it is recommended they search by their Name, which requires the Date of Birth, to ensure they are paying on the correct case.

TIPS AND TRICKS

- Search returns will include ALL PARTIES except witnesses and victims.
- When using the Wildcard functions, it is helpful to start with a precise search first ([Portal Advanced User Guide](#)).
- The Smart Search Case Summary will only display sections that have information available. For example, if there is no Financial Information available on a case, the Financial Section will not display on the Case Summary.
- If you get a "No cases match your search"
 - Verify you are entering the correct Search Criteria ([Portal Advanced User Guide](#)).
 - Verify you are using the appropriate Search Criteria (ex. You must use the Advanced Filtering Options to Filter by Search Type for Attorney Name, Attorney Bar Number, Business Name, Citation Number, etc.).
- Smart Search should be used to verify ALL financial information (for Judgment Search and Make Payments), prior to making any payments and after the payment is made.
- Keyboard shortcuts work in all portlets.
- For long search menus, such as the Courtroom Menu in Search Hearings, the user can scroll or type the first letter(s) of the search criteria to jump to the section needed (example: When Searching for Wake Courtrooms, opening the menu and typing "wak" will jump you down to the 1st instance of "Wake."



- Users should clear their browser cache regularly to avoid any unexpected errors. If users experience errors or unexpected results, they should Sign Out of Portal (if logged in), clear the browser cache or change browsers, sign back in and try the search again.
- Private Browsing and Incognito browser windows should be used if the user needs to log into more than one instance of Portal. It is also helpful to use Private/Incognito windows to troubleshoot, if the user has unexpected results.
- Steps Recorder programs are recommended if evidence of searches is needed.

