



TENTH JUDICIAL DISTRICT
WAKE COUNTY
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January 30, 2023

To: Attorneys Who Practice / File in Wake County

Fr: Hon. Paul Ridgeway, Senior Resident Superior Court Judge
Hon. Ned Mangum, Chief District Court Judge
Hon. Lorrin Freeman, District Attorney
Hon. Blair Williams, Clerk of Superior Court
Hon. Chris Graves, Chief Magistrate
Mr. Deonte Thomas, Public Defender
Ms. Kellie Myers, Court Administrator

eCourts Announcement & Information

We are excited to join the NC Administrative Office of the Courts (NCAOC) in announcing a go-live date of **Monday, February 13, 2023**, for the eCourts *Odyssey* Integrated Case Management System (ICMS) and e-filing (File & Serve) in the four pilot counties: Wake, Harnett, Johnston, and Lee. This change will transform our courts from outdated applications to more efficient and more accessible modern technology just as most businesses, from health care to banking, operate.

For the first time, attorneys will have the benefit of and be required to file court documents electronically, and access and submit documents and case filings online in the four pilot counties. All attorneys, not just those in the pilot counties, wishing to file documents or cases in these counties will be required to do so electronically via File & Serve.

As this is a pilot project, a higher degree of tolerance is needed for all persons affected, before and after the go-live date, as challenges are identified and resolved. However, this also affords us the opportunity to help create solutions that will benefit the entire state as *Odyssey* rolls out into other judicial districts.

Our leadership team asks for your grace and patience during the days up to and weeks following go-live, particularly with our front-line personnel, as court staff and judicial officials learn to use this new technology alongside you.

WHAT TO EXPECT: SHORT-TERM

- On February 2, 2023, at 5:00 p.m., credit card processing halts in the pilot counties.
- Starting February 2, 2023, at 5:00 p.m. until February 13, these Online Services will be unavailable for pilot counties ONLY:
 - Citation Services - payments, requesting reduction, compliance, or dismissal
 - Court Date Notifications
 - Court Collections and Payments
- On February 8, 2023, at 7:00 p.m., data conversion begins. An immense amount of court data must be successfully transferred from the legacy applications, such as ACIS and VCAP, into the

Odyssey applications before go-live. **Wake County courts will be operating and open for business but will be operating in a different manner.**

- **Information will be frozen in time.** All legacy applications, such as ACIS and VCAP, will be in “inquiry only” mode in the pilot counties. All users, including court staff, will be able access information in pilot county cases using ACIS and VCAP, but the *information will only be current up to the start of data conversion.*
- **Wake County courts will be operating in “paper processes” only** and all filings during this time will not be updated until sometime after go-live, when the Clerk’s Office manually enters all the data into Odyssey applications.
- On February 13, 2023, at a time to be determined by the NCOAC and the four pilot counties, go-live will be announced for Odyssey, Portal, and eFiling (File & Serve).
 - Once Odyssey is operating, attorneys shall fully comply with the eFiling requirements of [Rule 5 of the General Rules of Practice for the Superior and District Courts](#).
- All current existing paper files will continue to exist until disposed. However, attorneys and judicial officials will be expected to eFile and eSign in these existing cases when go-live is officially announced in Wake County.

WHAT YOU CAN DO

- To assist the Clerk’s Office with this massive transition, attorneys are encouraged to make all filings prior to February 7, 2023, at 5:00 p.m., if possible. The Clerk will continue to accept filings after this time but please anticipate slower processing and longer lines.
- Review *What Do I Need to Do to Prepare for eCourts?* on [eCourts | North Carolina Judicial Branch \(nccourts.gov\)](#).
- Register for an account on [eFile NC - Landing Page](#).
- Review the [Recommended System Requirements eFiling User Guide](#).

RESOURCES

- NC Judicial Branch eCourts webpage: www.nccourts.gov/eCourts.
- Submit questions & feedback by email to: eCourts@nccourts.org.
- [NCAOC eCourts FAQs](#)
- Tyler Technologies acts as the primary source to intake and triage questions from attorneys and the public.
 - Tyler Technologies File & Serve support tools: <https://odysseyfileandservecloud.zendesk.com/hc/en-us>.
 - Tyler Technologies File & Serve technical support: <https://odysseyfileandservecloud.zendesk.com/hc/en-us/requests/new>.
- Information specific to Wake County court operations will be published to the [Wake County eCourts page](#). **You must check this page often to confirm the most current information.**
- The Wake County Bar Association / 10th Judicial District Bar [eCourts website](#).