

#	Type	Question	Response
1	Background Checks	How will attorneys run a state-wide background check (they currently do this in ACIS)? What are the costs?	Attorneys will be able to get the information they currently get out of ACIS in Portal free of charge. ACIS statewide record checks will only include counties NOT on Odyssey. Until all 100 counties are live on Odyssey both systems will have to be used. Certified background checks and costs for each pilot county remain the same. The clerk can run a background check in Odyssey for certified purposes.
2	Background Checks	Will attorney be charged for an ACIS and Odyssey check separately or is this one charge/fee?	One charge per county.
3	Condemnation Actions	With the filing of a condemnation Complaint and Declaration of Taking, a condemnor deposits with the Clerk of Court its estimate of just compensation for the takings described in the Complaint and Declaration of Taking. In most condemnation cases initiated by the City of Raleigh, the deposit is in the tens of thousands of dollars, and in some circumstances in the hundreds of thousands of dollars. Given that, it seems impractical to require that the deposit in a condemnation case be made by credit card payment. Is it possible, in the filing of a condemnation Complaint and Declaration of Taking, for the filing fees and deposit to be paid to the Clerk of Court by check as is the current process? If so, when would the filing fee and deposit need to be paid into the Clerk's Office relative to the time when a condemnation Complaint and Declaration of Taking is e-filed? Can such payment be made in person on the same day that the Complaint and Declaration of Taking is e-filed with the Court?	Filer can pay online with an e-check. Since File & Serve does not limit payments only to e-check, if a credit card payment comes through we would have to refund. DOT has assured us they would not pay by credit card. We are not sure about other agencies.
4	Condemnation Actions	When a condemnation Complaint and Declaration of Taking is filed, a condemnor also files a Memorandum of Action that is then to be recorded in the land records of the applicable county to place the public on notice of the acquisition of the property rights taken with the filing of the condemnation action. In order to record the filed Memorandum of Action with a local Register of Deeds Office, a certified true copy of the file-stamped Memorandum of Action is required. With the e-filing of a Memorandum of Action in a condemnation action, what will be the process for a condemnor to obtain a certified true copy of a file-stamped Memorandum of Action in order to record the same?	The filer can choose the option to get Certified Copies - E-Filing in Additional Services when filing through File & Serve. File & Serve only assesses the fees and charges the payment account based on the number of certified copies requested. The certified copies will be provided by the clerk's office.
5	Condemnation Actions	Condemnors traditionally cite the filed stamp date on the Complaint and Declaration of Taking as evidence of the "date of taking" in a condemnation lawsuit. What substitute information can the City of Raleigh rely upon as evidence of the "filed stamp date"?	File & Serve has a file stamp "Electronically Received Date" at the footer of the ACCEPTED copy.
6	Condemnation Actions	When it files a condemnation Complaint and Declaration of Taking, the City of Raleigh attaches as an exhibit to the Complaint and Declaration of Taking a map that depicts the easements taken with the filing of the condemnation action. Will the e-filing system accept multiple document formats if exhibits (such as a map or photographs) attached to filings are in formats other than Adobe? If so, what formats will the e-filing system accept? Or will the e-filing system only accept the Adobe format?	Adobe is preferred but MS Word can be used to save a PDF. Images can be converted to a PDF as well or can be copied into MS Word and then be saved as a PDF. NCAOC has asked Tyler if additional file formats can be uploaded for conversion to PDF.
7	Condemnation Actions	After a condemnation action is initiated, a condemnor is required by statute to file a takings plat in the case which serves as both direct and illustrative evidence. Typically, the City files in person with the Court a signed original of a takings plat that is 24" x 36" in size. With the advent of e-filing, how will takings plats be filed with the Court in accord with statutory requirements? Will condemnors be permitted to continue to file in-person with the Clerk's Office, separate from the e-filing system, signed originals of takings plats that are, for example, 24" x 36" in size?	Filers would need to deliver a copy of plats to the clerk's office to file.

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8	Condemnation Actions	<p>Condemnation cases, if settled pre-trial, are resolved by a Consent Judgment signed by the attorneys representing the parties and a Superior Court Judge. Currently, we submit proposed Consent Judgments by email to the Wake County Superior Court Judges' Office to obtain the signature of a Superior Court Judge. Once signed by a Superior Court Judge, the Superior Court Judge's Office has the Consent Judgment filed. The file-stamped Consent Judgment is then emailed to the attorneys for the parties with the condemnor's attorney then serving the file-stamped Consent Judgment on all of the parties to the lawsuit. How will this process for obtaining a Superior Court Judge's signature on a Consent Judgment, and having the Consent Judgment filed, change with e-filing?</p>	<p>A consent order can be submitted via File & Serve as a proposed order filling and the clerk/reviewer could route it according to the judge for signature.</p> <p>The Pilot County Process Builder teams have worked processes to address proposed orders where they can be filed through File and Serve and routed to the judge (or judge's office) for review/signature if needed.</p>
9	Confidentiality	<p>How are confidential documents handled?</p> <p>Ex: Affidavit of indigency requests PII on the form; who will be responsible for redacting before scanning into Odyssey?</p>	<p>File & Serve: There are two ways a filer can handle confidential information in a document.</p> <ol style="list-style-type: none"> 1. Redact the document if auto-redact feature is available (available on applicable documents). This redacts portions of the document and only the redacted document is available in Portal regardless of whether the general public or individuals with elevated access view the document. The clerks can see the original and redacted transmitted version of the document in the File and Serve Reviewer site and Odyssey. 2. Set the security of the document to Confidential instead of choosing public. This makes the entire document unavailable in Portal for the general public; however, anyone with elevated access in Portal or clerks and others who have access to Odyssey can view it from there as well. <p>The above options can also be combined. The clerk can also manually redact the document or change the document security in Odyssey.</p> <p>See Q&A #2, #3, and #17 in the Town Hall Meeting FAQs, posted on www.nccourts.gov/eCourts.</p> <p>Anyone wishing to file a document under seal or move the court for a protective order must follow General Rules of Practice (GRP) - Rule 27.</p> <ul style="list-style-type: none"> • See GRP Rule 27 (a)(3) Open Courts. A person who appears before the court should strive to file documents that are open to public inspection and should file a motion to seal a document only if necessary. • See GRP Rule 27 (a)(4) Scope. This rule does not apply to documents that are closed to public inspection by operation of statute or other legal authority, nor does it apply to search warrants and other criminal investigatory documents. This rule does not affect a person's responsibility to omit or redact private information from court documents pursuant to statute or other legal authority. • See GRP Rule 5(b)(e): Private Information. A person should omit or redact nonpublic and
10	Confidentiality	<p>What happens if an attorney or party accidentally uploads to Odyssey an item that is confidential? Can it be removed? What is that process?</p>	<p>Attorneys and parties do not have direct access to Odyssey. Only clerks can upload directly to Odyssey. If the question pertains to accidentally uploading a confidential item in File & Serve, please find response below:</p> <p>Accidental uploads of documents in File & Serve can be reversed (i.e., documents removed) up until the filing has been submitted/eFiled. If the filing is submitted, then the document goes to the Clerk/Reviewer who can change the Document Security to Confidential before it gets to Odyssey. Regardless of whether the Clerk/Reviewer changes the Document Security, once filed, it becomes part of the case record.</p> <p>Additionally, there is a document security within Odyssey to address any confidentiality that is needed. A document can be sealed or confidential by order of a Judge, pursuant to GRP Rule 27. This security works with the Odyssey Rights and Roles and only allows those users with the correct rights to see the documents.</p>

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11	Confidentiality	If we have clients who provide us their substance abuse treatment on the day of court, and we submit it, will that information be marked "confidential" due to the personal medical records of the client? Usually, in this situation, Counsel provides the proof to the court, and we are given the client's materials (SAA Tx/Driving Record/Other mitigation) back once the judge has had the opportunity to review those materials. That still seems to be the best practice.	The filer can mark a filing confidential but a judicial official can change the security. If a document is public per Public Records Law but is sensitive it can be classified as <i>Public</i> not <i>Portal</i> and it will not be viewable on line but would be viewable at a public access device in the courthouse.
12	Criminal Cases	How will criminal defense attorneys receive discovery from the DA's Office? Is there a time limit for an attorney to access the link/eDiscovery sent by the DA's Office? Note: This question replaces and expands on the prior question regarding eDiscovery options for attorneys.	This will be accomplished via eDiscovery once it is implemented in each pilot county. Plans are currently underway for implementation and training. WebEx sessions will be offered and communicated as soon as they are available. (We will provide a recorded training for those that can't attend the trainings that will be offered).
13	Criminal Cases	How will an attorney make an appearance in a criminal case? Ex: Currently, in traffic court, an attorney who represents a client, shows up and writes his/her name on the shuck and that is their notice of appearance; they're being told they will have to file a notice of appearance for every case. Completing a notice of appearance such as the AOC Notice of Appearance by Counsel form is not efficient.	G.S. 15A-141 lists the five ways for an attorney to enter a criminal proceeding. Odyssey has a mechanism in place for the clerk to record an attorney making an appearance in court.
14	Criminal Cases	There are currently 3rd party vendors who provide criminal case information (criminal history) for a charge. How will this information be updated to those vendors? How quickly will the information be updated? Ex: If charges are dismissed against someone, how will that information be shared with the 3rd party vendors and how quickly?	AOC will provide Remote Public Access (RPA) customers with access to Odyssey data for go-live counties. The customers that receive data extracts will receive parallel files, one from legacy for the non-live county data and another file from Odyssey for the counties live on Odyssey. Customers that screen scrape ACIS screens will need to use ACIS and the process in place to request real-time data from Odyssey. Time frames are not anticipated to change for updating the data.
15	Criminal Cases	How does CJLEADS import into Odyssey? What information can the public view in Portal that was transferred from CJLEADS?	No data from CJLEADS is imported into Odyssey. AOC sends criminal court data to GDAC which is used in CJLEADS and other downstream applications managed by GDAC. We will continue to send data to GDAC but now they will receive two files - one from the legacy system for non-go-live county data and one from Odyssey for the go-live county data.
16	Criminal Cases	How are we to know in the system whether a Motion to Continue was attributed the Defense, the State, the Court, or a Joint Motion? Will there be additional notes/comments regarding last markings? (This is a very important part of Wake District Court Criminal practice).	There is an option to select if the continuance is requested by the state or by the defense. Odyssey contains a NOTE function that a Judge can put a NOTE on who to attribute the motion to continue. Portal does not display Odyssey notes.
17	Criminal Cases	Will we still have "gold sheets" to pull up a file from the clerk's office to resolve it? Or utilize a "gold sheet" between courtrooms? If a judge doesn't want to accept the negotiated plea in a given courtroom, they will often give us the opportunity to "shop" around and ask other judges on the same floor. How are we to be able to move a case down the hall to a different courtroom for resolution?	NCAOC does not recommend "paper" outside of Odyssey. If a Judge/DA from another courtroom agrees to hear a case from another courtroom, they can send a task to the original courtroom queue requesting the case be added to their session.
18	Criminal Cases	Will the defense bar have access to the Odyssey Navigator in order to be on the same footing as the PDs office regarding the automatic updating/jail credit info, etc.? If not, where can we find this information? Will there be a computer monitor available at the Defense counsel table for access purposes? Attorneys are required to bring their laptops, but if they can't access the system for whatever reason, will there be an alternative option for them to access it in the courtroom? How will pro se people be able to access this information in the courtroom?	No. The contract with Tyler Technologies provides for Attorney Manager for attorney's and staff in Public Defender offices. Current plans include providing tablets for attorneys or self-represented litigants who need to access information in Portal.
19	Criminal Cases	Are subpoenas/returns going to be uploaded in to the court file online? This is often very helpful information for the defense counsel to determine whether the subpoenas were sent out, came back unserved or was served and the witness didn't show up to court. Additionally, multiple attempts will be considered by the judge when determining whether or not to continue a case.	A returned subpoena is viewable in Portal.
20	Criminal Cases	How are notices of judgments sent to combined records for calculation of appropriate jail credit, especially for people who are receiving time served sentences in order to process them out in a timely fashion?	Per 7A-109.3 for a District Court case, the clerk has 48 hours to submit a signed order of commitment. For Superior Court cases, the clerk has 72 hours. Since local sheriff's office and DPS do not have access to ODY, commitment orders will still be a paper copy.

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21	Criminal Cases	Expunctions/LDPs/Civ Revocations/Restitution Payment of Fees: Assuming that expunctions/LDPs will be uploaded via File & Serve, how will attorneys pay the filing fees using trust funds and upload those documents? Will you upload first and then it won't be processed until there is a later payment in the system made by attorneys in person via Trust check at the courthouse? We do not utilize operating funds to pay for client fees; we only use the IOLTA entrusted funds and the payment/filing occur contemporaneously. Expunctions require the DA's office to accept service before it can be filed. How will that be handled?	Petitions that require payment have been set up in OFS. The petitioner has the ability to serve and file simultaneously.
22	Filing	If an attorney uploads a time-sensitive motion, how quickly does it get in front of a judge? Ex: Motion to strike a C&F – the current practice is to bring the motion to the judge's office, after being signed by DA, and a judge reviews it, so the person doesn't get arrested.	Once a filing is done in File & Serve, it will appear in the clerk queue for review and acceptance. Once the filing is accepted, then time standards and task queues can be created (and in most instances are already created) to facilitate the filing/flow within Odyssey. (It is recommended that filings are reviewed and accepted within a 24 hour turn around time.)
23	Filing	How will an attorney know where a document is in the process / how can they track the progress of what they submitted?	If documents have been filed using File & Serve or Guide & File, the filer will get email notifications when the submissions are successful and when the clerk accepts or returns the filing. After the clerk accepts the filing, File & Serve is no longer involved and handoff to ODY occurs. Filings can be viewed in Portal once the filing is in Odyssey (elevated access is required for confidential), documents, etc.
24	Filing	Can the attorney's track the progress of where the filing is in the workflow queue after the handoff to ODY occurs?	If documents have been filed using File & Serve or Guide & File, the filer will get email notifications when the submissions are successful and when the clerk accepts or returns the filing. After the clerk accepts the filing, File & Serve is no longer involved and handoff to ODY occurs. Filings can be viewed in Portal once the filing is in Odyssey (elevated access is required for confidential), documents, etc.
25	Filing	City of Raleigh police attorneys are required to respond to Petitions for Law Enforcement Recordings on a regular basis. As part of the response, we are required to provide video and audio recording to the Superior Court. Currently, we are required to hand deliver two AOC documents (Forms) along with the recordings for the judge to review. Will this process change at all after implementation? If so, what will those changes be and will the Court provide a way for us to upload the recordings, which can be significant in size?	File & Serve does not support uploading of video recordings.
26	Filing	For purposes of filing deadlines, when is a document considered filed?	See General Rules of Practice: Rule 5(b)(4) (Time). When it is submitted to the electronic filing system.
27	Filing	What is the contingency plan for filing if an attorney can't eFile?	See General Rules of Practice - Rule 5(b)(5) (Relief if Emergency Prevents Timely Filing).
28	Filing	How will the e-filing system work for cases involving self-represented litigants?	See General Rules of Practice: GRP 5(b)(2). "A person who is not represented by an attorney is encouraged to file pleadings and other documents electronically but is not required to do so."
29	Filing	What are the megabit limits for court filings when e-filed? Are there limits per page or per filing, including all exhibits?	The file size limit is 26.21 MB (per filing). There can be multiple filings within a single envelope (i.e., per submission).
30	Filing	What will be the process for issuing summons when a case is initiated by e-filing?	Service/delivery of summons will be done in paper. (Even for summons generated for Odyssey).
31	Filing	Once e-filing goes live, does it apply to all cases in the Tenth Judicial District, including cases that have been filed previously? Or does it apply only to new cases initiated after the date e-filing goes live?	Yes. It applies to all cases, including cases commenced prior to go live.
32	Filing	The Recommended System Requirements eFiling User Guide (2021) states that Adobe PDF document format is supported. Is this only for the registered / licensed version of Adobe or can documents converted into PDF that are not on the Adobe system work as well?	Adobe is preferred but MS Word can be used to save a PDF. Images can be converted to a PDF as well or can be copied into MS Word and then be saved as a PDF. NCAOC has asked Tyler if additional file formats can be uploaded for conversion to PDF.
33	Filing	If notice of appeal is given, either orally in court or later in writing, will the clerk's office still prepare a hard copy of the Appellate Entries form and will it be filed by the clerk electronically?	Appellate activities will continue outside of Odyssey.
34	Implementation	Once the ACIS system goes "dark" for the 4 pilot counties, will it be accessible at all, even for historical data (pre-implementation)?	During the conversion period (approximately 4 days), the ACIS data will be available in inquiry only. Once live on Odyssey the ACIS data will be removed from ACIS and available in Odyssey.

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35	Misc	What is the process by which an ex parte communication may occur with a judge? Ex: An ex parte witness application submitted by a criminal defense attorney.	The pilot counties process builder committees have worked on a process to address these filings where they can be filed through File and Serve and routed to the judge (or judge's office) for review/signature if needed; these are only for ex parte requests that are permitted by law. The system shall not be used to attempt impermissible ex parte communication.
36	Misc	What does an attorney need to bring with him/her to court to access a court file and participate in a trial or hearing? What does an attorney need to bring with him/her to the clerk's office to access a court file?	If an attorney would like to access Portal to view cases and documents, they can bring a laptop to access Portal in the courtroom from their device (laptop/phone). *Devices should be able to connect wirelessly in the court facility. **Devices should be sufficiently charge because generally power outlets are not available in the courtroom. Current plans include providing tablets for attorneys or self-represented litigants who need to access information in Portal.
37	Registration/Accounts/Access	How will legal assistants to private attorneys access Odyssey? Will they have their own access ID?	See General Rules of Practice - Rule 5(b)(1) (Registration to Use Odyssey). File & Serve allows paralegals to file on behalf of attorneys. Paralegals (or other Firm Users) are required to indicate the attorney they are filing on behalf of. All Firm Users and Attorneys can have their own access ID once they are added to their registered Firm by their Firm Administrator (Admin). Once added, they will receive two (2) emails. One email will indicate they were added to their Firm Account, and one email to change the default password (by clicking on the individual link in the 2nd email).
38	Registration/Accounts/Access	Will the government agency have a single username, or will each attorney require an individual username?	A government agency will need to first create a Firm Account by the Firm Admin. The Firm Admin can then add individual Firm Users and attorneys to the Firm Account. Once added, they will receive two (2) emails. One email will indicate they were added to their Firm Account, and one email to change the default password (by clicking the individual link in the 2nd email). In short, there is one Firm Account that houses the Payment Account information, User List, Admin List, Attorney List ,etc. and there can be multiple individual registrations tied to that single Firm Account.
39	Registration/Accounts/Access	Is there a way to register for the Portal now, and will they have to re-register when eCourts goes live? My understanding from the training on "File & Serve" is that they will have to "refresh" only, in the event there are additional updates that have taken place. Is the File & Serve product linked to Portal in any way?	Registration for File & Serve can happen before go live from this website: https://efilenc.tylertech.cloud/OfsEfsp/ui/landing . Registration for Portal is not possible until after go-live. Please note that you cannot begin to eFile until go-live. File & Serve and Portal registrations are separate. File & Serve is linked to Portal indirectly. Filings using File & Serve are made into the court system (ICMS) which in turn displays information in Portal as defined by Rights and Roles, case and document security.
40	Registration/Accounts/Access	When do members of the bar register? On the go-live date? Or before?	Registration for File & Serve can happen before go live from this website: https://efilenc.tylertech.cloud/OfsEfsp/ui/landing . Registration for Portal is not possible until after go-live. Please note that you cannot begin to eFile until go-live.
41	Registration/Accounts/Access	What is the actual website address/url for eCourts/Odyssey? In other words, on day one, what website does one visit to actually register and then file something?	You can register for an account with File and Serve here: https://efilenc.tylertech.cloud/OfsEfsp/ui/landing Please note that you cannot begin to eFile until go-live. This is not a test site. It is a production ready website that you can use to e-file on day one.

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42	Registration/Accounts/Access	For those members of the bar who need elevated access to Portal, how do they register? Is there a link? How does one know whether or not he/she needs elevated access? Is there a Fact Sheet or something spelling what information is available to anonymous users and what information requires elevated access?	<i>Attorneys who practice juvenile law will need elevated access due to the confidential nature of this case type.</i>
43	Registration/Accounts/Access	For users that have to submit filings in File & Serve but do not file financials, do they have to file a waiver every time since they don't file financials? (Example: Probation, Child Support Enforcement).	Yes, a Payment Account has to be selected for every filing. A 'Waiver' account is a dummy payment account that needs to be setup before filings without fees can be submitted.
44	Support For Bar/Help	What type of assistance is available to the Bar?	Tyler is conducting Attorney Training Webinars and in person trainings in September. AOC representatives will be there to answer questions related to File & Serve. In addition, AOC is working on additional video trainings which will be available as a CLE on nccourts.gov for attorneys to access for future tracks. Tyler File & Serve support tools: https://odysseyfileandservecloud.zendesk.com/hc/en-us . Tyler File & Serve technical support: https://odysseyfileandservecloud.zendesk.com/hc/en-us/requests/new .
45	Support For Bar/Help	Will there be after-hours assistance available to the Bar?	Tyler support via: -Chat is Monday - Friday 8am-7pm CST -Email is everyday 7am-7pm CST -Call is everyday 7am-7pm CST
46	Support For Bar/Help	What is the expected response time for assistance to the Bar?	Typical reply time is: Documentation, videos, etc. are available online Chat is within seconds Email is within a day Call wait time is 3 to 5 minutes
47	Support For Bar/Help	Who will be the main point of contact to answer e-filing questions after the program goes live?	Tyler acts as the primary source to intake and triage questions. Tyler will respond to technical issues and may redirect business questions to NCAOC HelpDesk. It is not expected for the File & Serve filing community to contact NCAOC HelpDesk directly.