



TOWN HALL MEETING FAQs

June 9, 2021

The NC Administrative Office of the Courts (AOC), with direction and leadership of the pilot implementation teams (Harnett, Lee, and Wake counties), conducted Town Hall meetings to bring awareness of the upcoming implementation of various Tyler Technology products. During these Town Hall meetings, participants were invited to ask questions. The frequently asked questions with answers are below for review. Specific business process-related questions will be addressed and answered during training.

A recorded Town Hall Meeting can be reviewed by clicking on the following link: [Town Hall Meeting](#).

| eFiling | |
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| Question | Answer |
| How will “non-live” counties be able to file in “live” counties? | Once a county goes live with Odyssey, cases may only be updated using Odyssey. The functionality currently provided by legacy systems, such as VCAP, CCIS, eCitation, and NCAWARE, will be replaced using Odyssey, Brazos, and NCAWARE replacement. However, Odyssey counties will still use the legacy systems for case look-up of cases in non-Odyssey counties during the statewide rollout. Likewise, non-Odyssey counties will continue to update and view cases in the legacy systems and provide look-up-only access via Odyssey to view case information in fully implemented Odyssey counties. |
| Will juvenile documents also be eFiled and will Odyssey ensure the confidentiality of juvenile cases? | Yes. Security rights and roles have been established to maintain confidentiality. |
| How is sensitive data protected in the new system? | Redaction tools will be available to protect sensitive data during filing. In general, it remains the filer’s responsibility to redact personally-identifying information. When appropriate, a filer will file an unredacted version of the filing (for the court) and a redacted version of the filing (for presumably public filings). Security rights and Roles have also been established to protect confidential matters. |



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| Will filers need any special equipment in their offices to eFile? | Scanners will be needed as documents will be scanned. Filers will have various hardware options to meet this need. |
| Is this replacing the existing E-Flex eFiling system? Is there a date that the other system becomes obsolete? | Yes. Odyssey will replace the current eFiling system on the pilot county implementation date, and the legacy application will be decommissioned at this time. |
| Will probate and special proceedings documents be available for eFiling? | Yes. eFiling will be available for initiating and subsequent estate and special proceeding documents except for filings that statutorily require an original (example: original wills). |
| Will a lawyer be notified if a document is not accepted? What are the reasons a document might not be accepted? | Yes, notifications are a feature of the program. Notifications will be discussed more in-depth during training. |
| Will magistrate court/small claims court also do eFiling? | These documents can be eFiled. Several Small Claim processes are available now for completing and printing via Guide and File. Upon Odyssey implementation, these Guide and File processes can be eFiled. |
| How does a filed summons and complaint get to the Sheriff's Office for service? | The Sheriff's office will receive notification via a feature configured in Odyssey. |
| Will paralegals be able to file via File and Serve on behalf of a licensed attorney? | No. Like today, filings can only be submitted by a licensed attorney. |





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| <p>Will VCAP be available for cases prior to the switch, or will the cases be transferred to Portal?</p> | <p>Once a county goes live with Odyssey, cases may only be updated using Odyssey. The functionality currently provided by legacy systems, such as VCAP, CCIS, eCitation, and NCAWARE, will be replaced using Odyssey, Brazos, and NCAWARE replacement. However, Odyssey counties will still use the legacy systems for case look-up of cases in non-Odyssey counties during the statewide rollout. Likewise, non-Odyssey counties will continue to update and view cases in the legacy systems and provide look-up-only access via Odyssey to view case information in fully implemented Odyssey counties.</p> |
| <p>Will documents be electronically signed?</p> | <p>Yes. The document will be electronically signed where statutes allow.</p> |
| <p>Will we be able to search civil cases?</p> | <p>Yes. You will be able to search civil cases just like you can today with the Civil Case Processing System (VCAP).</p> |
| <p>Will all the Business Court information be put into Odyssey immediately on August 23?</p> | <p>No. The case data that can be seen in the Civil Case Processing System (VCAP) will be available in Portal; however, the Business Court filings will be implemented at a later date.</p> |
| <p>Will Odyssey be integrated with the North Carolina Appellate Court's eFiling system?</p> | <p>No. Odyssey will not be integrated with the North Carolina Appellate Court eFiling system at this time.</p> |
| <p>Will the Register of Deeds be incorporated in eCourts?</p> | <p>No. Register of Deeds records will not be incorporated into Odyssey or Portal.</p> |
| <p>Will filed documents, that are otherwise public when you visit the courthouse, be public to everyone online and not just the parties involved?</p> | <p>Yes. Unless otherwise required by statute, documents will be public record and available online.</p> |





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| Will case information from pre-Odyssey cases be integrated into the new system? | Yes. All case data, currently viewable in legacy systems, will be converted to Odyssey. |
| I understand that Internet Explorer is not being maintained. Can we use Firefox, Google Chrome or any browser that is being kept current? | Yes. Tyler’s recommended browser for File and Serve is Chrome/Firefox. |
| What actions are being taken to make the system language accessible for non-English speakers, such as pro se filers? | Language options are currently under review for future deployments. |
| Will filing deadlines change with implementation of the new system? | The filing deadlines, statutorily mandated, that apply today, will remain in affect once eFiling is live. Close of business will still be 5:00pm. Documents that are eFiled will be time stamped and dated for filing with the acceptance of the clerk. |
| Does the system have a way to confirm if the person filing the complaint can legitimately do so? | No. The system does not have a way to confirm if the person filing the complaint is a legitimate filer. Like today, the review of the filing will be conducted by the clerk and judicial officials, not the application (system). |
| Is it still going to be all paper for estates and special proceedings? | eFiling will be available for initiating and subsequent estate and special proceeding documents with the exception of filings that statutorily require an original (example: original wills). |
| Is NCAWARE being replaced? | Yes. NCAWARE is being replaced with eWarrants. |
| If someone is in jail can they still do a paper filing, or do they need access to a computer? | Pro se filers will be able to file in paper after Odyssey implementation. |





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| Will child support orders for arrest be included and available in the new warrant feature? | No. Child Support orders for arrest will not be included in eWarrants at this time. |
| Will this program allow access to view print documents, specifically foreclosure files? | Yes. If files were electronically filed, they will be available for non-confidential case types. Policy decisions are still being made as to whether remote access costs will apply for documents. |
| Will pro se filers still be able to file on paper at the courthouse after the system goes live? | Yes. Pro se filers will be able to file in paper at the courthouse after Odyssey implementation. |





| FINANCIAL/FEEES | |
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| Question | Answer |
| Will there be a fee to print public records from Portal? | No. Fees will not be assessed to print public records of data fields from Portal. We are still determining how documents (e.g. filings, orders) will be made available. |
| Is there an e-check fee or credit card fee? | Yes. This fee is charged and collected by the credit card vendor. |
| Attorney offices have clients pay for state filings directly, so we do not pay with a company credit card. Will that work or will we need to change our practice? | Filings with associated costs will have to be paid at the time of filing, unless the user also files a request to proceed as an indigent filer. |
| Can attorneys still use actual checks after go-live? | Paper checks will not be accepted. The eCheck option incorporated in eFiling will allow for payment via a banking account rather than a credit card for filing fees. |
| Fees can be paid online but is indigency status addressed by the system for those unable to pay the fees? | Yes. A waiver option will be available for those who apply. |





| TRAINING | |
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| Question | Answer |
| Will there be future training? | Yes. Training will be made available and communications will be sent regarding upcoming training. |
| At the training will we be able to make mock entries and filings? | Yes, during your hands-on training sessions you will have the ability to create mock entries and filings, allowing you to practice your daily operations. |
| Will CPE credit be considered for paralegals and certified paralegals also be considered? | Paralegals can apply for CPE credits by completing and submitting The NC State Bar Board of Paralegal Certification Form. See complete rules and forms on the Paralegal Certification Website at www.nccertifiedparalegal.gov . |
| Will training be combined for attorneys and paralegals or will there be separate training groups? | Attorneys and Paralegals can attend training separately or together. |
| When and how will Law Enforcement sign up for training on eWarrants and uploading discovery? | eWarrants training is happening now, and training for eDiscovery will be communicated soon. |

