



ECOURTS PORTAL GOVERNMENT AGENCY ELEVATED ACCESS FREQUENTLY ASKED QUESTIONS

April 10, 2023

Odyssey Pilot launched for Wake, Johnston, Harnett, and Lee counties on 2/13/2023. Legacy system access is no longer permitted for external entities to Wake, Johnston, Harnett, or Lee. Most external legacy system users should be able to meet their business requirements as an eCourts Portal Public User.

Elevated Access Roles are reserved for statutorily permissible access to PII and/or Restricted Case Types. Government Agency Elevated Access does NOT permit access to any Restricted Case Types.

Each agency should identify ONE primary contact for the agency. This Agency Representative should complete the [Government Agency Access Request Form](#) providing: Detailed business requirements which cannot be met as a Portal PUBLIC user; the specific data needed; and the approximate number of people requiring access. The completed form should be submitted via email to elevatedaccess@nccourts.org.

This process allows the Portal Administrators at the NCAOC to work directly with the identified Agency Representative to better understand the agency's need for Elevated Access and evaluate the business needs of the organization. If approved, NCAOC Portal Administrators will request the Agency Representative provide a list of users within the agency requiring Elevated Access, which NCAOC Portal Administrators will enroll centrally and at one time.

Common "business requirements" which should be met by mechanisms other than a Government Agency Elevated Access role include:

- 1. Business Need:** Civil Case information
Recommendation: Portal **SMART SEARCH** provides users with a detailed Register of Action, which encompasses all public information.
- 2. Business Need:** Judgment information
Recommendation: 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 **NC JUDGMENT SEARCH** can be found on the [eCourts Portal Page](#).

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.

The Payoff Date and Current Payoff Amount updates in **SMART SEARCH** once the county Clerk of Court updates to the current date in Odyssey.

3. **Business Need:** DOB validation

Recommendation:

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 a 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/XXXX.

4. **Business Need:** SSN validation

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

5. **Business Need:** Conducting Background Checks or Criminal Histories

Recommendation: eCourts Portal is NOT the official court record. PUBLIC Portal simply provides Internet access to public docket entries for public case types only. Contact the appropriate county Clerk of Court to request official copies of court records.

6. **Business Need:** View access to Commitments

Recommendation: Special Proceeding Confidential Commitment (SPCC) are restricted through Portal to the ACTIVE Odyssey Attorney of Record.





7. **Business Need:** “Active eWarrant User” Elevated Access
Recommendation: The business process for the LEO Elevated Access Role was revised 2/20/2023 to include LEA’s, 911 Dispatchers, etc. The “Active eWarrant User” Role replaces LEO. Users already granted LEO Elevated Access do not need to take any action. Beginning 3/6/2023, users may “Request Access” if they are an “Active eWarrant User”.
8. **Business Need:** View access to DVPO’s
Recommendation: Protective Order Cases are restricted through Portal to the ACTIVE Odyssey Attorney of Record, Active eWarrants Users, and Domestic Violence Agencies.
9. **Business Need:** Information regarding Warrants Served/Unserved
Recommendation: Portal **SMART SEARCH** provides users with a detailed Register of Action, including docketable Case Events which capture when warrants and orders for arrest and criminal summonses are issued, returned served or unserved, reset to unserved, or recalled.
10. **Business Need:** Eligibility for issuance of a Pistol Purchase Permit or Concealed Carry Permit
Recommendation: On March 29, 2023, Senate Bill 41 (Guarantee 2nd Amend Freedom and Protections became law after override of the Governor’s March 24 veto and is now chaptered as S.L. 2023-8.
11. **Business Need:** Bail Bondsman data
Recommendation: Portal **SMART SEARCH** provides users with a detailed Register of Action, which encompasses all public information.
12. **Business Need:** View access to Incompetency
Recommendation: Incompetency is a PUBLIC Case Type. Smart Search Advanced Filtering by Case Type has been enhanced for ease of access.
13. **Business Need:** Sex Offender Information:
Recommendation: The NC Sex Offender and Public Protection Registry at <https://sexoffender.ncsbi.gov/>

