



ECOURTS PORTAL ELEVATED ACCESS ROLES

May 31, 2023

What is elevated access?

Elevated access is available for users with a verified business need and authority granted by statute to view generally restricted case information and non-public information. Elevated access requests are initiated by the user and processed by the North Carolina Administrative Office of the Courts.

Is there training and information available for Elevated Access?

YES. There are multiple Portal training resources, including Quick Reference Guides, Advanced User Guides, FAQs, and Videos available on the [eCourts website](#).

Who is eligible for Elevated Access?

- All Odyssey **Attorney Parties**
 - To access restricted case types (e.g., Juvenile, Special Proceeding Confidential, Protective Order) and **confidential case information in cases where they are an active ATTORNEY OF RECORD**
- An Odyssey **ACTIVE DSS Social Worker of Record** assigned to a juvenile case
- An Odyssey **ACTIVE Juvenile Court Counselor (JCC) of Record** assigned to a juvenile case
- An Odyssey **ACTIVE GAL Program Volunteer of Record** appointed to a juvenile case
- **ACTIVE eWarrants User** for Protective Order Cases and Criminal Warrants Unreturned
- Domestic Violence Agencies for Protective Order Cases
- Government Agencies refer to the [Portal Government Agency Elevated Access FAQs](#)
- Contact the NCAOC Help Desk at (919) 890-2407 to submit a request for one of the following role requests:
 - An Odyssey **ACTIVE Juvenile Parent, Guardian, or Custodian of record**
 - A person named in the Petition as the Juvenile
 - The Respondent of a Special Proceeding Confidential Case (SPCC)

How do I request Elevated Access?





- Attorneys: Complete an [AOC-A-264 Form](#) and submit through [File & Serve](#). To view restricted case information in counties that have gone live with Odyssey, the attorney must be an Odyssey **ACTIVE Attorney of Record** for the case which they wish to access
 - If the attorney is unable to see the expected case information, s/he should:
 - Ensure the [AOC-G-312](#) has been filed through File & Serve
 - Contact the CSC in the county where the case is assigned to verify, they are listed as an ACTIVE Attorney of Record on the case.
- Non-attorney users: [Register](#) on Portal. User will be prompted to select an Elevated Access role, affirm attestation statements, and complete applicable validation questions.

Do I need to request Elevated Access for each case I would like access to?

No. Odyssey is a Party-based system so once Elevated Access is granted you will have access to restricted/confidential information on all cases in which you are listed as an active Party.

How long does the approval/denial process take?

Processing time is contingent upon volume of requests received; however, Elevated Access requests are *typically* processed within two (2) business days of submission (excluding weekend and holidays). A requestor can expect real time email notification upon the denial or approval of a submission.

How is a requestor notified when Elevated Access has been approved or denied?

- Non-Attorney Roles receive email notification when processing is complete, whether approved or denied.
- Attorneys receive an email from File & Serve (no-reply@efilingmail.tylertech.cloud) with subject of “Accepted Filing Notification...” or “Returned Filing Notification...” Incomplete submissions will be returned to the filer, particularly if the Bar Number is left blank or the form is not signed. All “wet” or PDF electronic signatures are accepted. An “accepted” File & Serve (F&S) submission implies approval. Attorneys are not required to register through Portal in advance. However, if they have taken this action, upon approval of Elevated Access, a password reset link email notification is sent to minimize log-in issues.
 - If the attorney has received an “Accepted Filing Notification...” email from File & Serve but is not seeing the case(s) expected, the attorney should contact the Clerk in the county where the case is assigned to confirm the attorney has been added as an **Odyssey ACTIVE Attorney of Record** for the case(s).

I am not seeing the information I was expecting.





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

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

If after reviewing the guides, you still have questions, contact the Clerk of Court in the county where the case is assigned.

