Odyssey Portal User Guide

SC-CMS
SUPERIOR COURT
CASE MANAGEMENT SYSTEM

Updated April 5, 2022

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I. Anonymous/Public Access Odyssey Portal

    A. Registration is not required to use Odyssey Portal

    B. Any person may access public court records and documents from the Court Lobby in each Superior Courthouse; not all Courthouses have Public Access kiosks available, document fees will be paid directly to the County Clerk.

    C. Anonymous/Public, role in Odyssey Portal allows access to public case information for Superior Courts which is not confidential or sealed. Only case information will be displayed; **documents are not available**. Please contact the County Clerk office to obtain copies.

    D. To access Odyssey Portal, click the link below:
        1. https://odysseyportal.courts.wa.gov/odyportal
        2. ***Note:*** *Google Chrome is the recommended Internet browser for Odyssey Portal and will reduce issues with reCAPTCHA*

II. Odyssey Portal Registration

    A. Registered access to Odyssey Portal is authorized and assigned through each County Clerk's office

    B. Registration and document access fees are determined by and for each county
        1. Fees must be paid to each county with which a user(s) registers
        2. Registered Public Access includes online document access for counties utilizing Odyssey Document Management System, please see the Odyssey Portal FAQ for details

    C. Registration instructions are outlined below. If you have questions about the registration process, please email odysseyportal.courts.wa.gov or contact the appropriate County Clerk

1. Registered Account Security Requirements

    A. Registered accounts are assigned to "individual persons" only
        1. Group or "generic" credentials are not allowed
        2. Email addresses such as admin@domain.com and legal@domain.com are not valid for registered accounts

    B. The email account name must match the user (name) who is subscribing

C. <u>All</u>* account updates must be reported to the Clerk within 5 business days
   1. *Portal Users are <u>NOT</u> allowed to change or update profile information
   2. Doing so without the authorization of the County Clerk or the Odyssey Portal Administrator will result in the account being deactivated

D. Sharing your User ID and Password is prohibited and will result in the account being terminated

E. Users are responsible for finalizing and maintaining the security of their own account

F. Users shall not take over nor access another user's account

G. User and/or Firm shall notify all appropriate County Clerk offices upon termination of employment

H. Users shall not use existing account when changing employers

2. Registration Instructions

A. To register and for fee inquiry, please contact the appropriate County Clerk's office. To view the list of county contacts online, click here.

Access to the Odyssey Portal

Access to court documents, and elevated access by specific role is authorized through the County Clerk. Please contact the respective County Clerk's Office to request access and fee information. Public Access does not require registration.

County	Contact Name	Contact Information	Clerk's Website
Franklin	Mike Killian	mkillian@co.franklin.wa.us	http://www.co.franklin.wa.us/clerk/
Lewis	Lisa Conzatti	lisa.conzatti@lewiscountywa.gov	http://lewiscountywa.gov/clerk
Snohomish	Leah Elshaug	SCLSUBSCRIPTIONS@snoco.org	http://www.snohomishcountywa.gov/442/Electronic-Court-Records
Thurston	Tawni Sharp	sharpt@co.thurston.wa.us	http://www.co.thurston.wa.us/clerk/
Yakima	Valerie Knott	valerie.knott@co.yakima.wa.us	http://www.yakimacounty.us/154/Clerk-of-Superior-Court

B. Upon receipt of registration and approval by the County Clerk's office, the request will be forwarded to AOC for processing
   1. Allow 14 business days for complete processing
   2. You will receive an email notification when your Portal account is created

C. Once a user's request has been processed, the user will receive an e-mail notification from odysseyportal@courts.wa.gov containing a link to Odyssey Portal, which will confirm the registration and require the user to set up security questions and a password
   1. (The link is valid for 48 hours)
   2. Occasionally the link expires prematurely, please consult the <u>Odyssey Portal Technical Troubleshooting & Help Guide</u> located on the home page for instructions
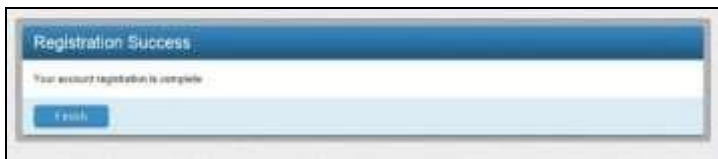
3. Completing Registration

A. Fill in the required fields and click **Complete Registration**
   1. Passwords must be at least 8 characters including at least 1 special character, 1 capital letter, and 1 number

☐ *S ecurity questions cannot be changed.*

2. Record the answers to your security questions

3. The inability to answer will result in the account becoming invalid. A new email will need to be registered.

B. A window confirming that you have successfully registered will appear. Click **Finish**


C. Registration is now complete. The page will reroute to Odyssey Portal's homepage to sign in.

D. Enter your User Name (registered email address) and newly created password

E. Welcome to Odyssey Portal. Elevated access approved by the County Clerk during the registration process has been applied to the account

    1. The Portal homepage will display, as shown below

    2. From the homepage, you may begin using Odyssey Portal to access public case information
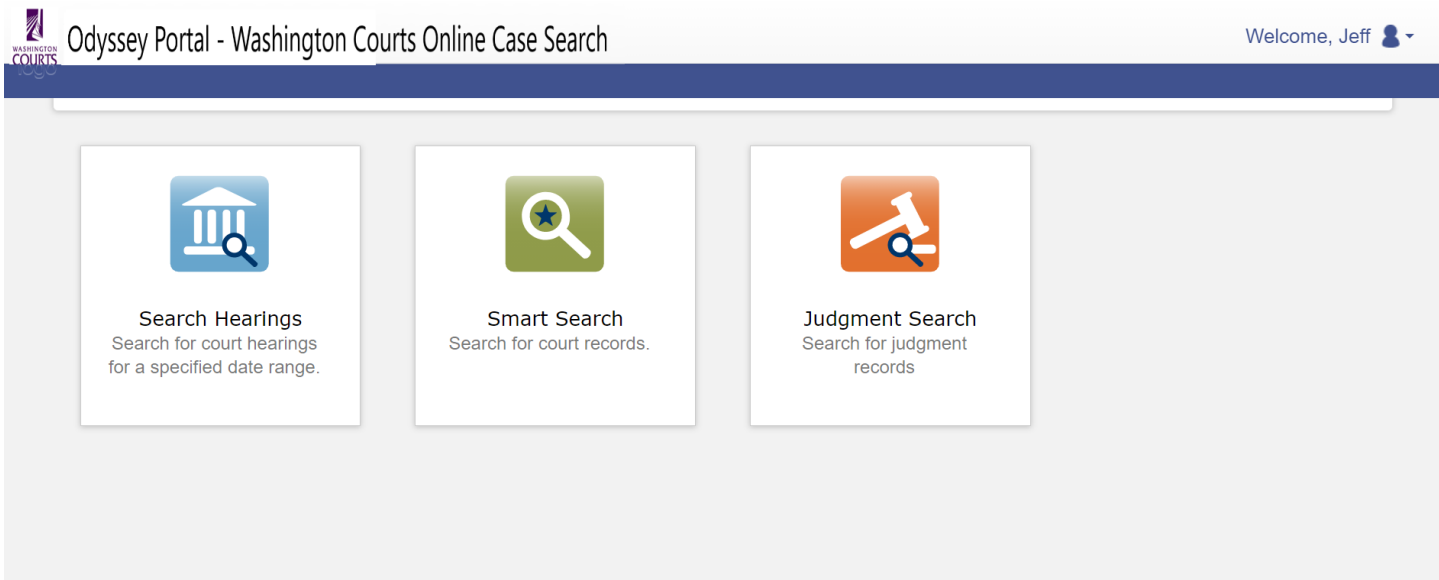
4. Resetting Password

A. From the Odyssey Portal home page, click **Sign In** (top right)

B. Once the Sign In box appears, click **Forgot Password**

From the **Reset Password Request** page, enter your e-mail address as the Username, enter the CAPTCHA characters and click **Next**

Provide Security Question response. Click Submit

This will send an automated email with a link to reset the password

5. If 'account locked for 15 minutes' notification displays
    A. please email: odysseyportal@courts.wa.gov
    B. The clerks' offices cannot troubleshoot or assist with log in issues

III.   Searching Court Records

A.   Use **Smart Search** to find court records or persons associated with a court record

B.   Use **Search Hearings** to find a specific hearing

C.   User **Judgment Search** to find a recorded Judgment

1. Smart Search

The **Wildcard** feature allows you to search for incomplete names and case numbers in the system. To use the Wildcard feature, type a portion of a name or case number, and then type an asterisk (*) at the end. For example, searching a partial last name of "Slat*" yields results such as "Slate" and

"Slatt," "Slattery," etc..

NOTE: *There is a minimum of one character in a first name, three characters in a last name, and four characters in a case number to use the Wildcard feature. When looking for a name which contains a space, hyphen (-), or other separator you might need to conduct more than one search. For instance, if you are searching for the last name of Smith but are unsure of the spelling, you should search twice – once with Smith and another with Smyth. Same for similar separator situations. Smart Search capabilities using wildcards is not available to anonymous users. Anonymous users wanting to search using wildcards, will need to register for an account.*

2. Party Name Searches

A. Party names must be entered exactly as they are entered on the case. If unsure of the spelling or how a name was entered, use the "wildcard" feature to search for a partial name. Party Name Search Help Document Accessing Smart Search

B. To access **Smart Search**, click the **Smart Search** portlet icon on the **Odyssey Portal – Washington Courts Online Records Search** webpage
   https://odysseyportal.courts.wa.gov/odyportal

C. In **Smart Search**, type a case number or a party name

   1   Party names must be in Last, First sequence
   2   For advanced filtering options, click **Advanced Filtering Options**
   3   For help information regarding searches, click the **(?)** icon

D. Click **Submit**

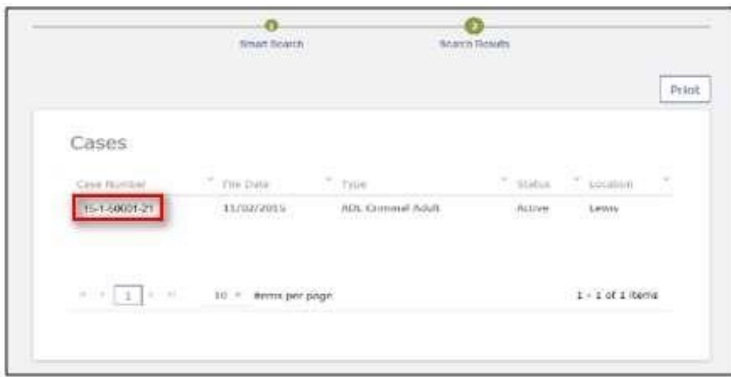E. In the search results, **click** on a case number to view the court record

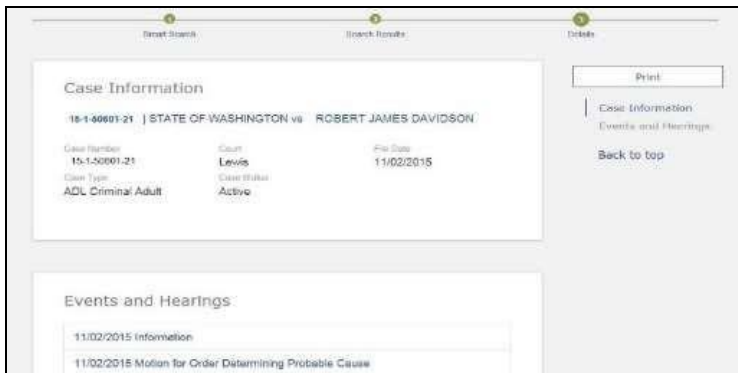**Figure 1. Accessing Smart Search**

Figure 2. Accessing Smart Search

F. If a name is found, the name will be displayed in the Search Results window

G. To view case numbers, click the dropdown (carrot) ▼ to the left of the party name
   1. Case(s) associated with the name or party will appear
   2. Click **"Cases"** to display list of associated case numbers

H. To see specific case details, click on the **Case Number**

   I.   Case Information display

3. Advanced Search Options

    A.   **Smart Search** allows users to refine their search parameters through **Advanced Filtering Options**. Providing more information through Advanced Filtering Options will narrow your search results.

    B.   Select **Advanced Filtering Options**
        1   The page will expand with additional menus
   2   To access a specific filtering option, click the dropdown (carrot) ▼ and scroll to the desired menu

C.   Filtering options:

    1   Court Location
    2   Search Type
         a   Attorney Bar Number
         b   Attorney Name
         c   Business Name
         d   Case Cross-Reference Number
         e   Case Number
         f   Citation Number
         g   Judicial Officer
         h   Nickname
         i   Party Name
    3   Cases
    4   Filed Date

D.   The **Party Search Criteria** quick link takes user's to the **'Additional Party Search Filters'** window. These filters narrow search results using various personal identifiers.
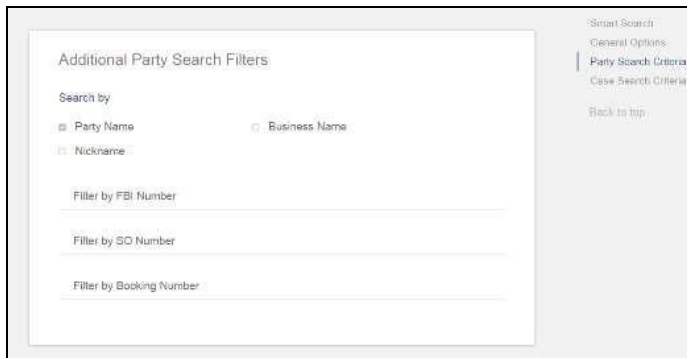
E.   The **Case Search Criteria** quick link takes user's to the 'Search Cases' window; these filters narrow search results using case specific information
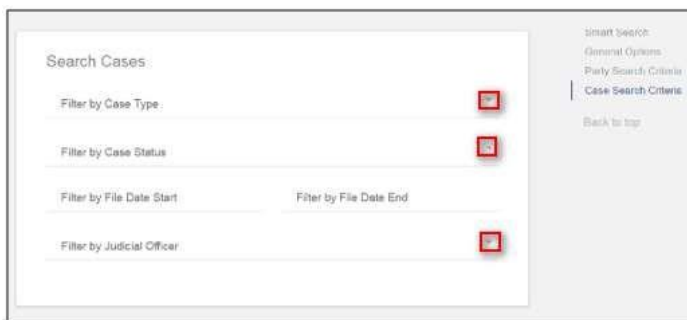
F.   Additional Advanced Search Functions: New Case List (by day/week)

    1. Smart Search

2. Enter YR-#* (18-2*= 2018, Case Type and * for wildcard)

    a   *Case Types:*
        1) *1= Criminal*
        2) *2= Civil*
        3) *3= Domestic*
        4) *4= Probate/Guardianship*

    b   Appellate case do not display

4. Click Advanced Filtering Option – Cards expand

A. General Filtering Options Card

    1   Filter by Location
    2   Pick **Court** from the drop-down

B. Search Cases Card

    1   Filter by File Date Start and File End Date
    2   Searches can be narrowed by using the **Case Type** and **Case Status** dropdowns

C. Return to the top of page, **Enter** Captcha

D. Click **Submit**

5. Search Hearings

A. To search for a hearing or groups of hearings, use the **Search Hearings** portlet

B. Use the drop-down boxes and specify a date range to narrow the criteria

    1   Select the **Location** that you want to search or choose to search all of the Superior Courts using Odyssey

    2   Select the **Hearing Type** for a specific hearing type or you may search for all hearing types

3 Select the **Search Type** to choose how you would like to search. The Search Criteria field will change depending on your selection

C. **Soundex** – The Soundex feature allows you to search for proper names, including business names that sound similar. To use the Soundex feature, select the "**Sounds Like**" check box when entering the search information. *(See red arrow in step 2 above)*

(For example, if you are unsure of the spelling of the last name, enter the first name and as much as you know to be correct of the last name.)

NOTE: You cannot use the Wildcard feature and the Soundex feature at the same time. **Names are not case sensitive**. *You can enter first, middle, and last names in uppercase, lowercase, or a combination of both. The search results are the same.*

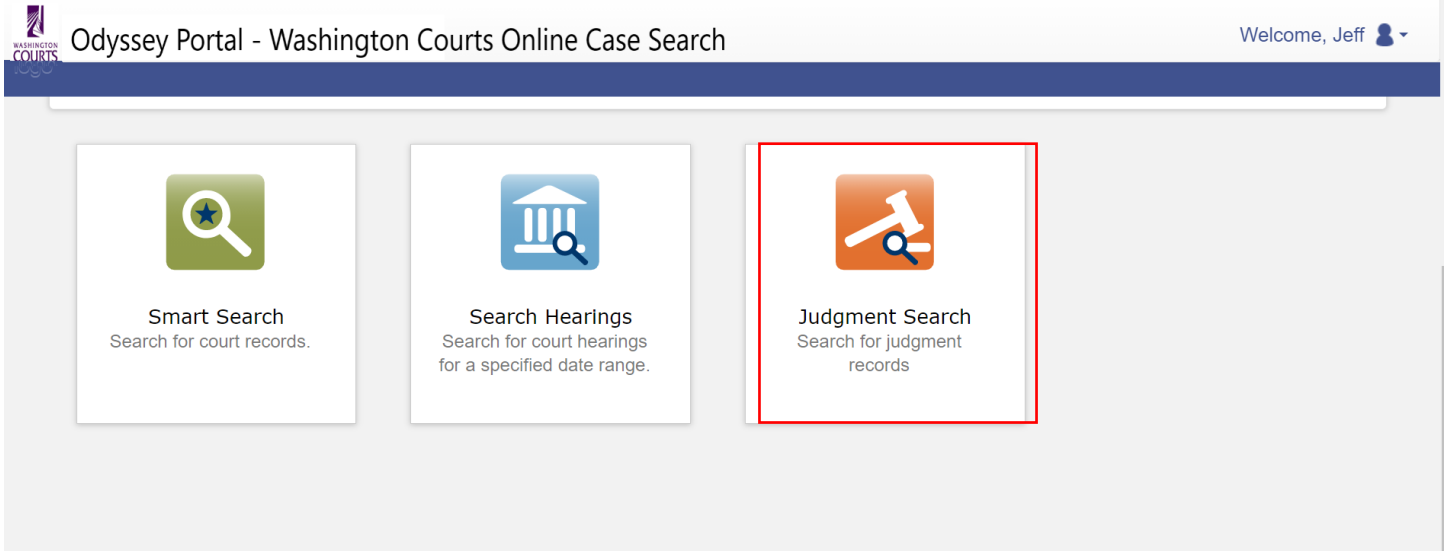D. Search results may be filtered or rearranged by clicking on the drop-down arrows

The calendar icon will allow you to toggle back and forth between a calendar view and a list view of the hearings

▤ Returns to calendar view

6. Judgment Search
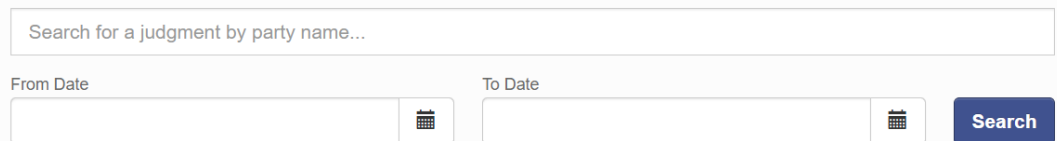
A. To search for a Judgment, use the **Judgment Search** portlet
    1. Example of Judgment Search screen

    2. Use the **From Date** and **To Date** fields to further refine your search criteria
    3. Click the Search button
        a.   Active and Inactive judgments that apply to your search will display
        b.   Judgment results will include both criminal and non-criminal judgments

B. Returned search results can be further filtered from the options on the left side of the display
    1. Click View Judgement to open the details page
    2. The Refine button returns to the Judgment Search screen

IV. Viewing Public Documents (Registered Users)

A. *For Courts utilizing Odyssey Document Management, (See County Clerks' Office Contacts or Odyssey Portal FAQ)*

B. **Registered Users** with access to public documents through Odyssey Portal can view documents two ways:

1. By clicking 'View Document' button on **Events and Hearings** Card

2. By clicking 'View Document' on **Documents** Card

Note: The 'Hyperlinks' on the right side navigation menu will navigate to the named card.

   a. A list of public documents associated with the case can be seen in the **Documents** window
   b. Click on **View Document** to display the ".tif" file
   c. Documents will display at bottom of screen
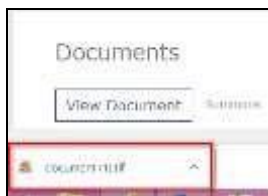
   d. If only the first page displays – See Odyssey Portal Technical Troubleshooting & Help Guide located on the Portal homepage, for instructions

V. For questions about Odyssey Portal, please contact: odysseyportal@courts.wa.gov