

## Odyssey Portal FAQs

### 1. What is the Odyssey Portal and who should use it?

- Odyssey is the new statewide Electronic Court Records Management System (ECRMS) that the Skagit County Clerk's Office will be using as of October 30<sup>th</sup>, 2017. This system will be implemented in nearly every county by 2018. The Portal is the public facing portion of Odyssey where users can go to search and view publicly available documents and case information.
- If you are a **frequent** user of court records, a fee-based subscription service to Odyssey Portal is an option for searching, viewing, and printing documents. If you are an **infrequent** user or have a one-time need to access court records, access through the Washington State Digital Archives is available.
- Users who are not registered/signed up for the Odyssey Portal subscription service can still access the Portal (link available through the Washington Courts website) and search for information, but will not be able to open/view any documents.

### 2. How long will it take to receive my log in information once I submit my subscription agreement?

- It can take up to 5 working days to receive the email with your log in information. Your username will be the email address that you provided on the registration form.

### 3. Does this mean that I have to E-File?

- No, at this time the current process for filing paper documents will not change and documents will continue to be filed, processed, and scanned by the Clerk. The difference with the implementation of Odyssey is that once scanned, a paper court file will not be created.

### 4. I already registered for Odyssey Portal through another County, do I have to register again?

- Yes. Each County maintains its own subscription service and fees. A unique email address is also required for each County's subscription with Odyssey Portal.

### 5. If I have paid for a subscription and come into the office, do I still need to pay for copies?

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- Yes. This will require the use of our resources (staff time, paper, toner, etc.) and therefore the normal fee for copies would apply.

### 6. I haven't received my log in information, who should I contact?

- If you haven't received an email confirming your registration/subscription, please email [odysseyportal@co.skagit.wa.us](mailto:odysseyportal@co.skagit.wa.us) to find out the status.

### 7. Questions on how to search/view documents and case information in Odyssey Portal:

- **It says to enter a "Record Number" in the search field?**
  - Record Number is the same as Case Number
- **I can't find my case**
  - Try utilizing the "Wild Card" search feature by typing your last name, first initial followed by an asterisk "\*" (i.e. – John Smith = Smith, J\*)
- **How can I search for a specific case type?**
  - Advanced search, choose case type
  - In the Smart Search box under the Search Criteria field click on Advanced Filtering Options. Scroll down to the Search Cases box, click on the down arrow in Filter by Case Type field, and select the desired Case Type.
- **I have tried searching and can't find what I am looking for.**
  - Odyssey is very literal. It will search for exactly what you type in. Try using the wild card function (\*) when performing your search.
  - Businesses that were converted over from the previous system had to have "NFN" entered under the first name field. If searching for a business, try typing in a minimum of 3 characters and an \* for a broader search.
- **Case is not showing in Odyssey, but it is showing in SCOMIS or JIS**
  - Try searching with less specific criteria and use the wild card function.

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- **How can I search for a specific attorney's cases?**
  - Advanced Search, using attorney bar number
  - In the Smart Search box under the Search Criteria field click on Advanced Filtering Options. Scroll down to the General Filtering Options box, click on the down arrow in Filter by Search Type – Smart Search field, and select Attorney Bar Number.
  
- **Can I print a docket?**
  - From the Details screen/page of your search click on the Print button. A box will appear directing you to “Please select the sections that you would like to print” with all the boxes check. Simply uncheck any sections you don't desire and click the Print button.
  
- **Can I print a list of cases coming up in my search?**
  - From the Search Results screen/page click on the Print button in the upper right hand corner above your search results.
  
- **If I am an attorney of record and have filed a Notice of Appearance, will I be able to see my confidential case types?**
  - Yes, if you are unable to see your confidential case types please email [odysseyportal@co.skagit.wa.us](mailto:odysseyportal@co.skagit.wa.us) or call our office at 360-416-1800.
  
- **Can I view my confidential case type?**
  - At this time, Pro Se litigants cannot view their confidential case information via the Odyssey Portal. Attorneys of Record who have filed a Notice of Appearance and are subscribers to the Portal can view confidential case types/documents. Otherwise, if you are a party of record, you will need to come into our office and provide appropriate ID to view your confidential case.