



## San Mateo County Superior Court Odyssey Portal Guide for Attorneys

<https://odyportal.sanmateocourt.org/portal>

The San Mateo County Superior Court Odyssey Portal provides authorized users web access to Superior Court case information such as hearings, a register of actions, and offense disposition data.

### A. Sign Up (2-Step Process)

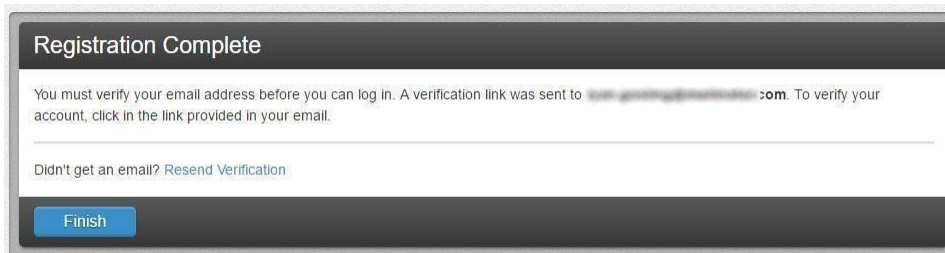
**TO AVOID DELAY in the approval of your portal access, please follow the steps below to complete the registration process. You will not be able to look up case information unless both steps are completed.**

#### Step 1: Register for an Account

**If you have already had an Odyssey Portal account with another California Court, you do not need to register. You can use the same account/email for all other Courts. Please proceed to Step 2.**

- Go to the Odyssey Portal (<https://odyportal.sanmateocourt.org/portal>) and click on the “Register” link. Fill in the information as required. We can only accept registration with an email account matching the public email address on file with the California State Bar: <http://www.calbar.ca.gov/>.

Once you have reached the “Registration Complete” screen shown below, please make sure you receive an email with subject line “No Reply: Confirm Your Email” before closing the browser tab. **DO NOT** attempt to log in at this point.



- An email with the subject line “No Reply: Confirm Your Email” will be sent to the email address used during the registration process. Click on the hyperlink in the email to validate the email address. The link provided will only be valid for 10 days. You will be taken to Step 2 of the registration process.

## Step 2: Request Access

- Go to <https://odyportal.sanmateocourt.org/portal> and login.
- During the initial login to the system, it will prompt for a role. If it does not, please click on the pull down menu next to the welcome icon and then select "Request Access."



Please select "**Attorney**." After selecting your role, please wait while the web-page refreshes, do not click on the Home button. The web-page refresh may take 15-30 seconds.

**Request Access**

If you are eligible for access to additional features, select your role and complete the prompts. You can request access to a role at any time from the Welcome menu.

Select Your Role

Justice Partner

**Attorney**

Attorney - PDP

- The system requires that you provide your bar number, and agree to the Terms and Conditions by checking the checkbox titled "I agree to the Terms and Conditions." Once the information is completed, please click "Submit."

Once you click "Submit", a request will be submitted to the Superior Court IT department to approve your access/role based on the information provided by the State Bar of California. Typical turn-around time for court IT to approve a request is 24-48 hours.

What's Included

Smart Search Portlet

Complete the Following

Bar Number ←

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Terms and Conditions

I agree to the Terms and Conditions ←

Email me a copy

Please read terms and conitions:

The documents and information available on the website are neither intended to be nor are they the official records of the San Mateo Superior Court. The San Mateo Superior Court maintains this website as a public viewpoint, accuracy, opinions, policies, products or site accessibility. Nor does any linkage between the Sheriff's Office or a third-party website imply sponsorship of that website.

Home Submit

- You will receive an email with the subject line "No Reply: Your Portal Access Request Was Approved" once the access request has been approved by the Superior Court.

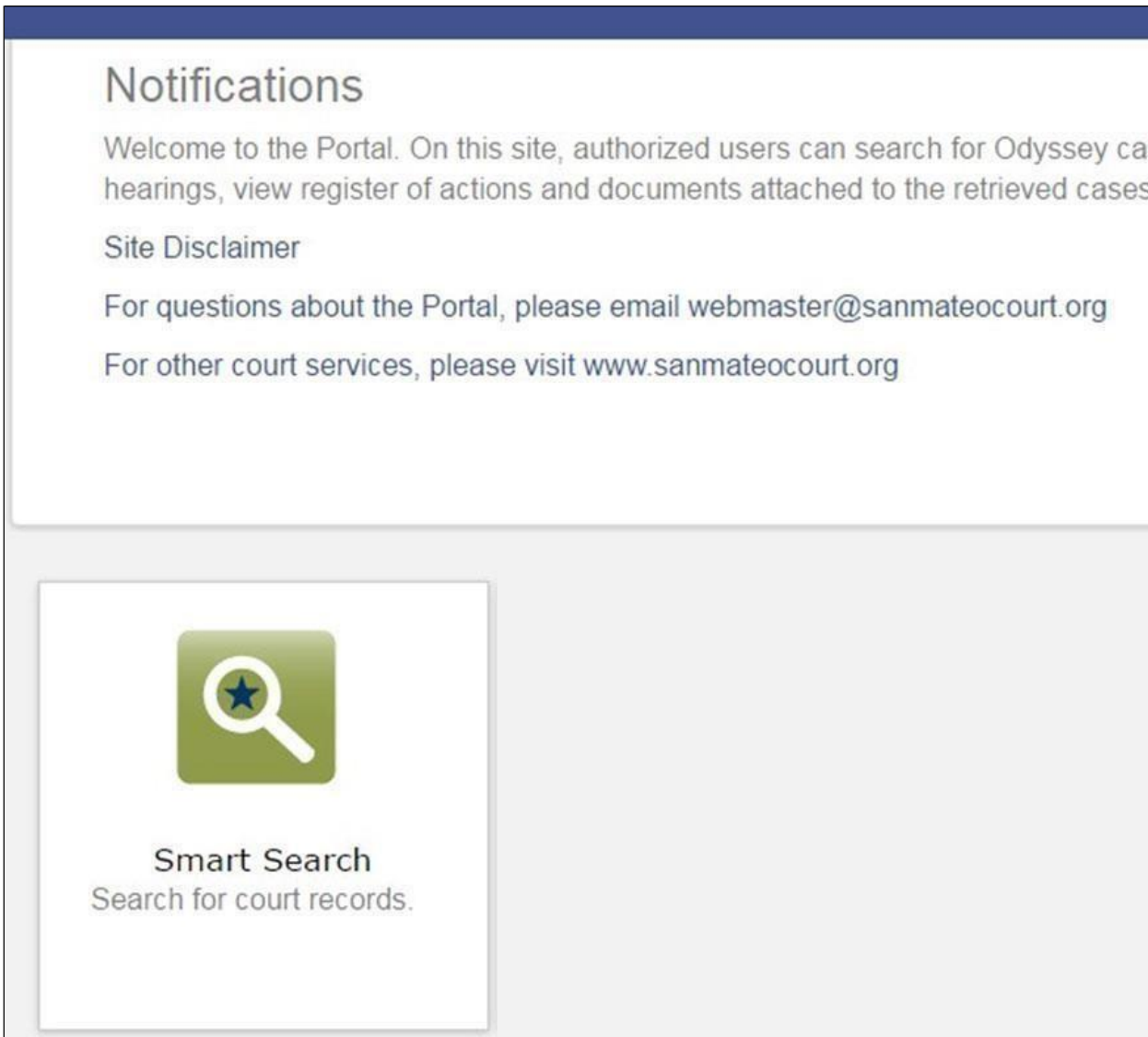
Please contact the Superior Court at [webmaster@sanmateocourt.org](mailto:webmaster@sanmateocourt.org) for any registration issues.

## B. Reset Password

Click on the “Sign In” button on the Portal Home page and then click on the “Forgot Password” button to submit the password reset request. The user will be prompted to answer the security questions set up during the registration process. If the user does not remember the security questions and answers, please contact the Superior Court for assistance at:

[webmaster@sanmateocourt.org](mailto:webmaster@sanmateocourt.org)

## C. Using the Portal



The screenshot shows the Portal Home page. At the top, there is a dark blue header. Below it, the "Notifications" section is displayed, featuring a light blue background. The text in this section reads: "Welcome to the Portal. On this site, authorized users can search for Odyssey case hearings, view register of actions and documents attached to the retrieved cases." Below this is a "Site Disclaimer" section with the text: "For questions about the Portal, please email [webmaster@sanmateocourt.org](mailto:webmaster@sanmateocourt.org) For other court services, please visit [www.sanmateocourt.org](http://www.sanmateocourt.org)". At the bottom of the screenshot, there is a "Smart Search" portlet with a green magnifying glass icon containing a blue star. The text below the icon says "Smart Search" and "Search for court records."

The Portal Home page displays the following portlets, or features, available to the authenticated users:

- **Notifications:** Announcements and notices from the Superior Court for users of the Portal
- **Smart Search:** View **Register of Actions** for the retrieved case

Note: if searching for a partial name, the Odyssey Portal requires the use the asterisk \* wildcard.

## D. Register of Actions

The screenshot displays the 'Details' page for a case. At the top, there are three numbered steps: 1. Smart Search, 2. Search Results, and 3. Details. The main content area is divided into two sections: 'Case Information' and 'Party'.

**Case Information**

16-SF-234567-A | The People of the State of California vs. Jon White

Case Number	Court	File Date
16-SF-234567-A	Criminal	05/09/2016
Case Type	Case Status	
Complaint	Active	

**Party**

Plaintiff

On the right side, there is a 'Print' button and a vertical menu with the following items: Case Information, Party, Charge, Events and Hearings, Financial, Documents, and Back to top.

## E. Viewing Documents (if available)

1. Click on the "View Document" to **preview the last page** of the document. Note: in the current design, the only option to view the whole document is to follow the steps below.

The screenshot shows the 'Documents' section. It features a large 'View Document' button and the text 'Public Document Type'.

2. Scroll to the bottom of the previewed document and then click on "Download Document" **view/download the whole document.**

The screenshot shows the bottom of the document preview with two buttons: 'Back' and 'Download Document'.

**Note:** the Odyssey Portal is a vendor-supplied application and as such, the Superior Court has limited ability to modify it. The functionality in the Odyssey Portal is subject to change, modification and enhancement.