

**FILED**  
SAN MATEO COUNTY

**AUG 06 2024**

Clerk of the Superior Court  
By [Signature]  
DEPUTY CLERK

IN THE SUPERIOR COURT OF THE STATE OF CALIFORNIA  
IN THE COUNTY OF SAN MATEO

SUPERIOR COURT OF CALIFORNIA )  
COUNTY OF SAN MATEO )  
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**STANDING ORDER 24 – 180**  
Standing Order Regarding Pro Per and  
Attorney Elevated Access to Court  
Electronic Records in the Family Law  
Case Type

**IT IS HEREBY ORDERED** that, commencing August 12, 2024 and continuing until modified by the Presiding Judge of the San Mateo County Superior Court, any Family Law litigant who is acting in Pro Per (self-represented) may request elevated access to the Court’s electronic records for a Family Law case for which they are a Petitioner or Respondent. In order to be granted access, the Family Law litigant must complete, sign, and adhere to the Court’s User Agreement for Access to Court Electronic Records (“Agreement”). Failure to do so will result in your ineligibility to be granted elevated access.

The Agreement governs access to and use of the electronic records maintained by the Superior Court of California, County of San Mateo (“Court”) through its Portal. The Court operates the Portal that the litigant is seeking to access. The Agreement governs access to and use of this Portal, any court mobile application, and any court vendor-hosted case information (collectively, "Portal"), as well as the information and materials available on or through this Portal, including any court-related or case-related information (collectively, the "content"). By accessing or using this Portal, or its content, you are agreeing that you have read, understood, and accept the Terms of Use in the Agreement. If you do not accept the Terms of Use, you are prohibited from accessing or using the Portal or its content. The Portal and its content do not constitute the official record of the Court.

The Terms of Use that must be followed in order to be eligible to receive elevated access to your Family Law case(s) include, but are not limited to, the following:

**1) Family Law Pro Per User Account Requirements:**

- In order to access the Portal, you will be required to provide your name, email address, and mailing address, along with the case number(s) for your court case(s) on the prescribed court form.
- You will be required to come in person to the Clerk’s Office to present a valid government issued ID in order to verify your identity.
- You must schedule an online appointment with the Records Division to process your request; walk-ins cannot be guaranteed service.
- You will only be provided access if you have been deemed by the Court to be acting in Pro Per (self-represented); you will not be granted access if you are represented by counsel.
- Should you subsequently retain counsel, your access will be terminated. You will be required to submit a new request should you be deemed Pro Per (self-represented) again at a later time.
- Court IT staff will create a baseline user account based on the information you

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provide on the Agreement. You will be required to finalize the completion of a user account.

- You may not share your account information with any third-party including, but not limited to, friends, family, document preparation agents, other Pro Per litigants, or paralegals. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.
- You agree to notify the Court immediately of any unauthorized use of your account or any other breach of security.

## 2) Family Law Attorney User Account Requirements:

- Further, any Family Law attorney may request elevated access to the Court's electronic records for a Family Law case on which they are counsel for the Petitioner or Respondent. In order to request elevated access, an attorney must go to the Portal (<https://odyportal.sanmateocourt.org/portal>), click on the "Register" link, and fill in the information as required. The Court will only accept registration with an email account matching the public email address on file with the California State Bar: <http://www.calbar.ca.gov/>.
- An attorney must agree to the Terms, Conditions and Acknowledgment section of the registration page in order to receive elevated access. These terms and conditions govern Member of the California Bar (hereinafter "User") access to the Superior Court of California, County of San Mateo's Odyssey Case Management System through its Portal access (hereinafter "Portal").
- The User acknowledges that he/she is a member of good standing with the State Bar of California (hereinafter State Bar). Withdrawal, suspension, termination or removal from the State Bar will result in the removal of all rights and privileges to use the Portal.
- The User agrees that the information and documents that will be accessed through this Portal shall be used for the sole purpose of representing the User's clients and not for any personal purpose. The User agrees that all access and information provide through the Portal cannot be sold, re-packaged and distributed, branded, or otherwise used for any commercial purposes. Any use other than for the official representation of their clients is considered unauthorized.
- The User further agrees that the information or documents accessed shall not be provided to any other person who is not associated with representing the User's client or working on the preparation of the User's case. The User will be solely and unconditionally responsible for anyone whom he/she grants use of his/her sign-on privilege and use of his/her sign-on information. The User shall indemnify and hold Court completely harmless for any unauthorized use of information gathered from the Portal.

## 3) Requirements for All Users:

### *Restrictions on Access to Website:*

- Access to the Portal is provided solely for the purpose of obtaining information related to your court records and proceedings.
- Access shall be governed by all applicable privacy laws, statues, rules, and regulations.
- You agree not to use the court records for any unlawful or unauthorized purpose.

### *Use of Information:*

- In accessing or using this Portal and the Content, you agree to comply with these

Terms of Use, the Terms of Use maintained on the Court's website at the following link: <https://sanmateo.courts.ca.gov/terms-use>, as well as all applicable laws, rules (including the California Rules of Court and local court rules), regulations, and court orders.

- The User acknowledges that the Portal and the content may contain sensitive and confidential information. The User agrees to maintain the confidentiality of such information and to only disclose it to individuals authorized to access it under applicable laws and regulations.

*Disclaimer:*

- The Court's electronic records are intended to be copies of current court records at the time of provisioning. As the official court record may be updated subsequent to the Court granting access to the Portal, the electronic court record may not reflect the current record at a later point. The Court shall have no liability in the event an electronic court record is not current.
- The Court and its officers, officials, employees, contractors and agents make no representations or warranties regarding this Portal or the content, including but not limited to their completeness, accuracy, timeliness, non-infringement of third-party rights, or freedom from computer viruses. Your access to and use of this Portal and the content are at your sole risk.

*Termination:*

- The Court may terminate this Agreement at any time and for any reason, with or without cause. The Court reserves the right to immediately suspend service to the user, without prior notice, if the Court determines that this Agreement has been violated. The Court may reinstate suspended service upon verification that such violations have been corrected and that measures have been taken to prevent future violations.

This order shall remain in effect until such time as the order is vacated or superseded by the Presiding Judge.

DATED: August 6, 2024

  
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HONORABLE ELIZABETH K. LEE  
PRESIDING JUDGE