

# Oregon eCourt The QUARTERLY



*Judges in Lane and Lincoln Circuit Courts during Go-Live week using Oregon eCourt's SessionWorks Judge Edition.*

## Sage Advice for Remaining Courts as Lane and Lincoln Circuit Courts Tell of Smooth Go-Lives

### Oregon eCourt Go-Live in Lane County: "Keep Calm and [Oregon] eCourt On"

*by Presiding Judge Karsten Rasmussen and Trial Court Administrator Liz Rambo*

The Oregon eCourt go-live in Lane County was a lot of work – a year’s worth – by local staff and judges, staff in other counties, OSCA staff, and Tyler Technologies staff. All of that effort paid off. The go-live in Lane was so smooth that it was almost a non-event. It takes a long effort by many people for nothing interesting to happen during a technology implementation!

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Oregon Judicial Department

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Training in Lane

**“The go-live in Lane was so smooth that it was almost a non-event. It takes a long effort by many people for nothing interesting to happen during a technology implementation!”**

Go-Live Sunday - Lane

We attribute the lack of issues and problems primarily to the many courts that went ahead, explored the waters, resolved major issues, and shared an enormous amount of information. Starting with Yamhill in 2012, to Marion, Josephine, and Douglas in December 2014, we benefitted tremendously from open discussions about what went well and what could be done better. In addition, the Oregon eCourt project management structure is fully developed to quickly respond to situations arising during go-live week.

Lane County Circuit Court staff and judges handled the go-live with the same good humor, depth of

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knowledge, and professionalism that they bring every day. The analysts, subject matter experts, and data migration testers worked long hours on testing and configuration. The technology team was extremely efficient at ensuring that equipment was set and configured. Everyone was fully engaged in training prior to go-live and continue to remain engaged to work through the myriad of process details that don't surface before you are operational in the environment. Getting ready for Oregon eCourt is like preparing for an endurance event. The business process planning, SME training, configuration, data migration testing, end user training, and equipment set up steps are training for the event. Go-live week is the start line; it is busy, crowded, noisy and a bit chaotic. At six weeks, we are starting to hit our stride. The "hill" ahead is implementation of File and Serve. We trust that solid groundwork will carry us through the new challenge as smoothly as the preparation for go-live weekend did.

Over the coming weeks and months, we have much to do and to learn. There will probably never come a time when we stop adjusting business processes to better use the tools we are so fortunate to have. We are proud to be part of the OJD and to be involved in such a tremendously successful statewide technology implementation project. ■



Go-Live Week - Lane

**“Getting ready for Oregon eCourt is like preparing for an endurance event.”**



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### Lincoln County Circuit Court Go-Live: "Prepare, Prepare, Prepare and Have All Hands On Deck"

by Bonnie Savage, Trial Court Administrator

I am very pleased with how well we managed the transition to Odyssey. Everyone worked hard and it showed in the implementation process. We did a few things that worked very well and helped us to be successful. We involved as many staff as possible and that enabled us to have more experienced "hands on deck" when we went live. We dedicated one experienced employee to keep the project on track and organized. Staff and judges were encouraged to visit an Odyssey court and that removed the anxiety about being able to learn a new system. By the time we got to "Go-live Sunday" everyone was ready to go!

We were fully supported by OETO, BFS, ETSD, and other courts. Throughout the process we were able to ask for help or clarification and we received it. The statewide support was amazing and contributed to our success.

My advice to the courts that will be coming up is to prepare, prepare, prepare! The more prepared you are the easier the transition will be for everyone. Take advantage of all the help available to you and don't forget to breathe! ■



Training; Go-Live Sunday - Lincoln

**"We involved as many staff as possible and that enabled us to have more experienced hands on deck."**



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### Deschutes, Klamath, & Lake Go-Live June 8

#### Oregon eCourt Go-Live - Deschutes County

*by Jeff Hall, Trial Court Administrator*

It is pretty clear that at this point the “go-live” process is fairly well burned in: That is not to say it is not a lot of work and stressful for court staff - it is - but with the dedication and hard work of our staff and the tremendous support we received from OETO, ETSD, BFS, staff from other courts, and Tyler, our Go-Live was a success.

**“It is pretty clear that at this point the ‘go-live’ process is fairly well burned in...”** ■



Training & Go-Live Week



Deschutes War Room



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### Klamath & Lake Saw the Go-Live Through With Professionalism & Dedication *by John Powell, Trial Court Administrator*

On Sunday, June 7, 2015, both Klamath and Lake County Circuit Court staff reported to work to prepare for Go-Live with Odyssey on Monday, June 8. The staff was excited and eager to get started on something they'd been looking forward to for months. Subject Matter Experts (SMEs) worked hard and long preparing business processes, staff prepared for the transition from OJIN, and all staff and judges participated in about four weeks of training and practice labs prior to Sunday. Although there was some apprehension toward meeting the challenge transitioning to Oregon eCourt, everyone felt prepared and ready to go. Sunday morning, local staff met go-live support staff from OETO, ETSD, BFS, and Tyler Technologies and work began in the Odyssey system so that Klamath and Lake would be ready on Monday to make the transition on the first business day with Oregon eCourt.

The support staff was tremendous in training and in helping us prepare for the transition, and throughout the Go-

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Training - Klamath & Lake

### War Room - Klamath & Lake





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Live period they were invaluable in helping staff and judges adjust to the new system. The judges did an extraordinary job of not only learning how to use the system but also in supporting court staff as they dealt with the pressure of learning new procedures and techniques in Odyssey. Although there was stress among all the staff during the transition, everyone met all challenges in a positive and dedicated manner, helping to see the project through.

Like any project of this scope nothing goes perfectly, but despite some early issues the overall Go-Live event and the two-week period since has gone well and we are adjusting to the new system. The entire experience has truly demonstrated the high degree of professionalism and dedication of the people who work in Klamath and Lake County Circuit Courts and the support staff from OETO, ETSD, and Tyler Technologies. ■

### Go-Live Week - Klamath & Lake





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### What Are the Major Differences Between Appellate eFiling and eFiling in Oregon Circuit Courts?

by Lisa J. Norris-Lampe, Appellate Legal Counsel, Oregon Supreme Court

*[Effective June 1, 2015, eFiling became mandatory for active Oregon State Bar (OSB) members in the Oregon Supreme Court and the Oregon Court of Appeals. Active OSB members are required to eFile in the appellate courts, unless a waiver is obtained or court rule allows conventional filing.]*

If you use OJD eFiling in the Oregon circuit courts, familiarize yourself with the differences between that system and the Appellate eFiling system, as well as the differences between [ORAP Chapter 16](#) and [UTCR Chapter 21](#) (circuit court filing and service by electronic means), such as:

- Only OSB members may become registered eFilers (and recipients of eService) in Appellate eFiling (compare ORAP 16.10(1)(a) with UTCR 21.030(1)(a)).
- As with OJD eFiling in the circuit courts, Appellate eFiling requires submission of multi-part documents as a unified, single PDF file, but the exceptions to that requirement are different (compare ORAP 16.15(5) with UTCR 21.040(2)).
- The appellate courts collect a document recovery charge for electronically filed briefs (see ORAP 16.20(2) and tables available as links on the Appellate eFiling FAQ page).
- The list of documents that must or may be conventionally filed in Appellate eFiling are different from the list in OJD eFiling for the circuit courts (compare amended ORAP 16.30 in CJO 15-013/15-01 with UTCR 21.070(3)).
- The Appellate Records Office typically does not reject eFiled documents that do not comply with ORAP Chapter 16; instead, documents that otherwise might have been rejected are accepted and then a deficiency notice is sent to the eFiler, with 14 days to correct the deficiency.
- Several of the Appellate eFiling electronic service rules are different from the OJD electronic service rules, most notably:

- Registration with Appellate eFiling constitutes consent to receive electronic service in any case, existing at the time of consent and also created in the future, via the appellate eFiling system (compare ORAP 16.45(1) with UTCR 21.100(1));
- Appellate eFiling automatically displays the necessary contact information for potential service recipients on a case (compare UTCR 21.100(2), (3));
- An eFiler using Appellate eFiling can direct that a person other than an electronic service recipient receive a courtesy copy of the filing, but that direction must be noted on each eFiling; and
- Appellate eFiling sends an electronic service recipient an email notice when an eFiling with an electronic service component is received and again when it is accepted.

- Parties eFiling briefs using Appellate eFiling are encouraged to electronically bookmark sections of the brief (see ORAP 16.50(1)(a)).

**NOTE: CJO 15-013/15-01 "Order Adopting Temporary Amendment and New Oregon Appellate Rules of Procedure, Relating to Mandatory Electronic Filing by Active Members of the Oregon State Bar"** contains all of ORAP Chapter 16 as amended and can be found here:

[CJO 15-013 Temporary Amendments to ORAP \(eff. 6-1-15\)](#)

#### **Other Helpful Links:**

- [FAQs \(general, technical, eFiling questions\)](#)
- [Appellate eCourt Online Tutorial](#)
- [Business & Technical Support](#)
- [Register for Appellate eFiling](#)



# Oregon eCourt The QUARTERLY

## Oregon eCourt Tech Tips



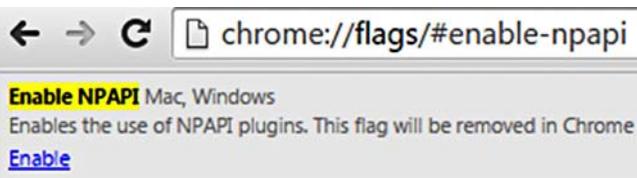
### TIPS FOR ATTORNEYS:

#### Google Chrome and Silverlight

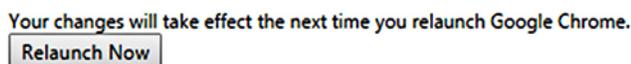
Google Chrome is no longer supporting Silverlight (the plugin that File and Serve uses) and effective September of this year, Google will end all support for the Silverlight plugin.

Tyler Technologies, OJD's File & Serve vendor, is moving File & Serve to HTML 5 later this year, which will remove the Silverlight requirement. Until then, eFilers can access the File and Serve website (using Google Chrome) until Chrome ends all support by doing the following:

1. Insert **chrome://flags/#enable-ntpapi** in Google Chrome's address bar
2. In the "Enable NPAPI" section Click "**Enable**":



3. Click on the "Relaunch Now" button located in the lower lefthand corner of the webpage window:



4. Now re-open OJD File & Serve. The address bar will look different, but the site will load and you will be able to continue using Chrome until September 2015.

### GENERAL USER Q & A - from the OJD Help Desk (ETSDHelp):

#### A Quick Solution for Many Problems

Before you contact the OJD Help Desk with system problems, restart your computer and try again. Frequently, issues can be resolved by using restart to clear temporary files and caches that accumulate as you work.

You are encouraged to restart your computer when finished working for the day.

### TIPS FOR COURT STAFF & JUDGES:

#### Password Change Procedures Reminder

With the advent of complex passwords and a revision of their system expiration dates, ETSD would like to take this opportunity to remind you of the most effective way to change your system passwords. Changing to complex passwords and revising their expiration date is consistent with industry best practices regarding system access.

**IMPORTANT - Do not wait until the last minute to change your password. Also, when you change your password you must change the password on your mobile device (if assigned one and/or if you receive OJD work email on a mobile device).**

Your password should be between eight and ten characters, contain letters and numbers, not begin with a number (phrases work best with a mix of the above):

#### 1. Change your Windows password first.

Press Ctrl-Alt-Delete. Go to "Change a Password" and follow the instructions.

2. **Change your Lotus Notes password.** From Notes, select "File, Security, User Security." Click on the "Change Password" button, and follow the prompts.

**The two steps above will change the password on Notes, iNotes (Notes through internet access), Windows (domain), Odyssey, OECl, and the Internet/Intranet.**

#### 3. Change your iSeries (AS/400) password (Odyssey courts generally will not need to perform this task):

Start your iSeries session. If you have received a message that your password is due to expire you may be prompted to change the password, if not, use the "Change Password" option on the "Available Applications" screen. Log off and then log on again to verify the password change.

4. **Restart your computer or log off and log on again** to verify the password changes. Contact the ETSD Help Desk if you are unable to log on.

#### 5. To change your Sametime password:

You may receive a login error from Sametime. Click on "Login" at the top of the Sametime window and enter your new password. Check the box that specifies "stay logged in."

#### 6. To change a mobile (iOS) device password:

Press the "Settings" icon on the Home screen. Under the "Settings" column Select "Mail, Contacts, Calendars." In the Accounts section select "IBM Lotus Notes Traveler" – or – "OJD Mail" depending upon the device. Under the "Exchange" section select the account with your OJD email address. In "Account Preferences" select the Password line and type in your new password.

When you have finished, select "Done" and press the Home button to exit. ■