

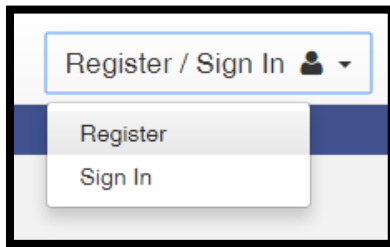
SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO PORTAL REGISTRATION GUIDE

The Odyssey portal ("portal") elevated access request process must be completed in the following order:

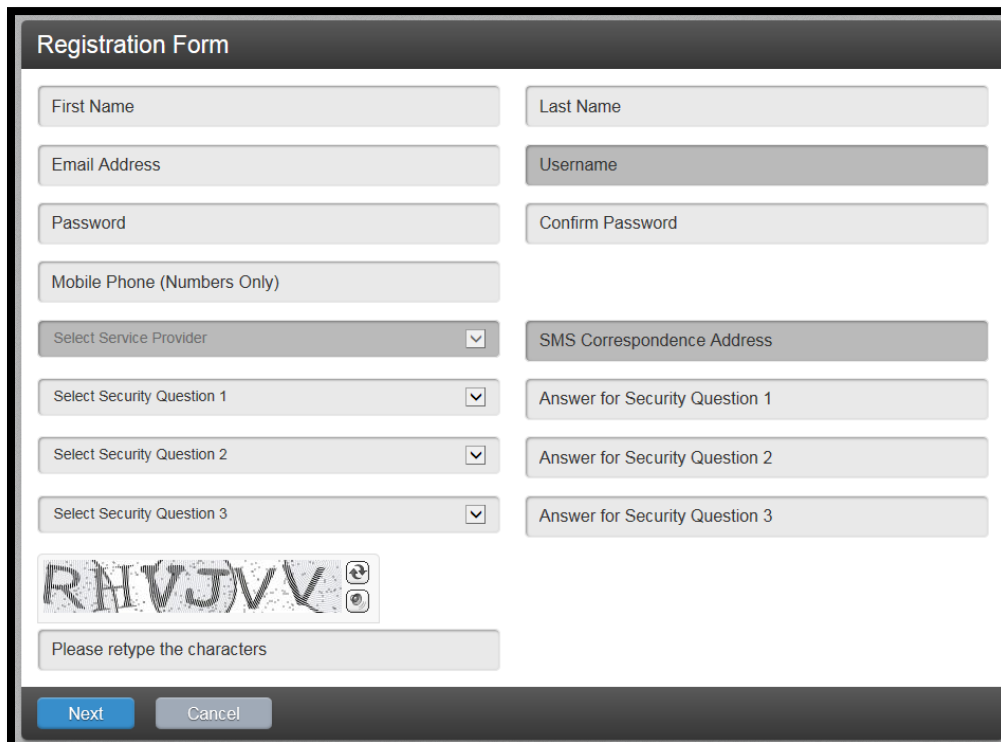
1. Register electronically through the portal's registration system; then
2. Complete and submit the Odyssey access request form (form number PGN-59).

A detailed step-by-step guide is included below to assist you in this process.

In order to obtain elevated access to the portal, each agency employee will need to register electronically on the portal and request access through the portal's registration system. To begin, access the Odyssey portal homepage. When first accessing the portal, you will need to click "register" at the top of the homepage to begin the registration process.

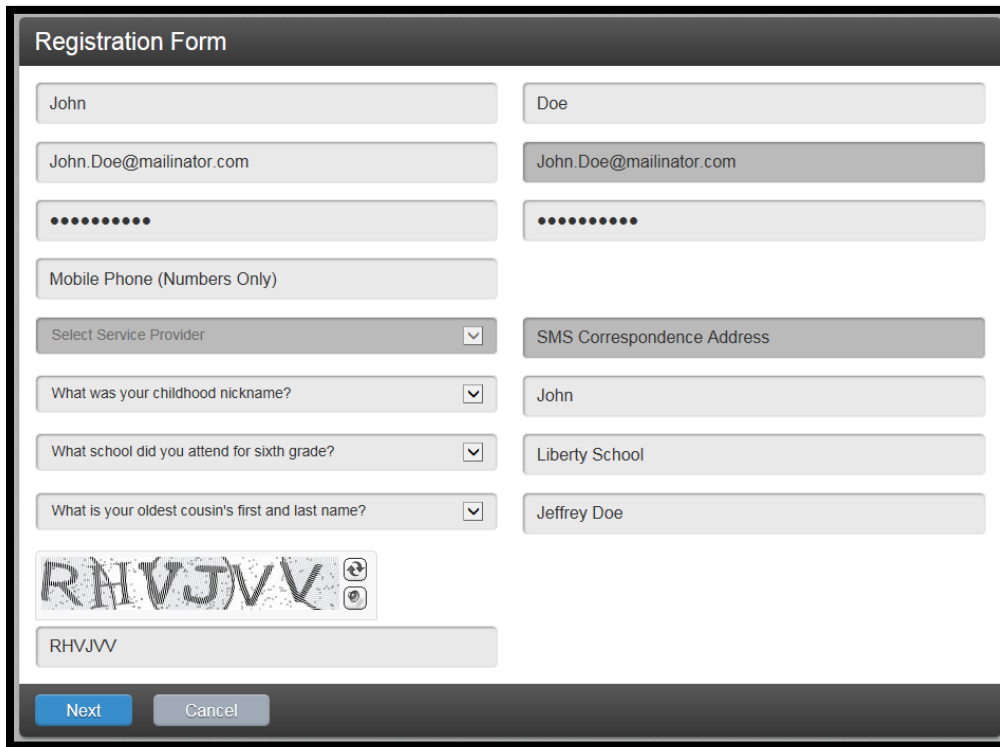


Next, you will be prompted with a registration form.

A screenshot of a registration form titled "Registration Form". The form contains several input fields and dropdown menus. On the left side, there are fields for "First Name", "Email Address", "Password", "Mobile Phone (Numbers Only)", "Select Service Provider", "Select Security Question 1", "Select Security Question 2", and "Select Security Question 3". On the right side, there are fields for "Last Name", "Username", "Confirm Password", "SMS Correspondence Address", "Answer for Security Question 1", "Answer for Security Question 2", and "Answer for Security Question 3". Below the security questions, there is a CAPTCHA image showing the characters "RHVJVV" and a text input field labeled "Please retype the characters". At the bottom of the form, there are two buttons: "Next" and "Cancel".

SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO
PORTAL REGISTRATION GUIDE

Complete each field on the registration form and click "next" once complete.

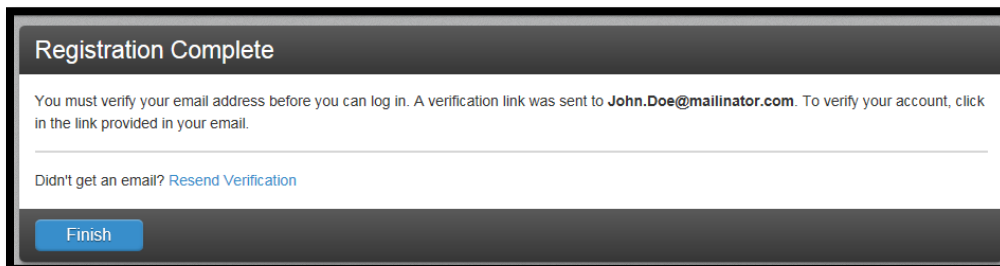


The screenshot shows a registration form with the following fields and values:

John	Doe
John.Doe@mailinator.com	John.Doe@mailinator.com
.....
Mobile Phone (Numbers Only)	
Select Service Provider	SMS Correspondence Address
What was your childhood nickname?	John
What school did you attend for sixth grade?	Liberty School
What is your oldest cousin's first and last name?	Jeffrey Doe
RHVJVV	

At the bottom of the form are two buttons: "Next" and "Cancel".

After submitting your registration form, you will be prompted with the following notification.



The screenshot shows a notification box with the following text:

Registration Complete

You must verify your email address before you can log in. A verification link was sent to **John.Doe@mailinator.com**. To verify your account, click in the link provided in your email.

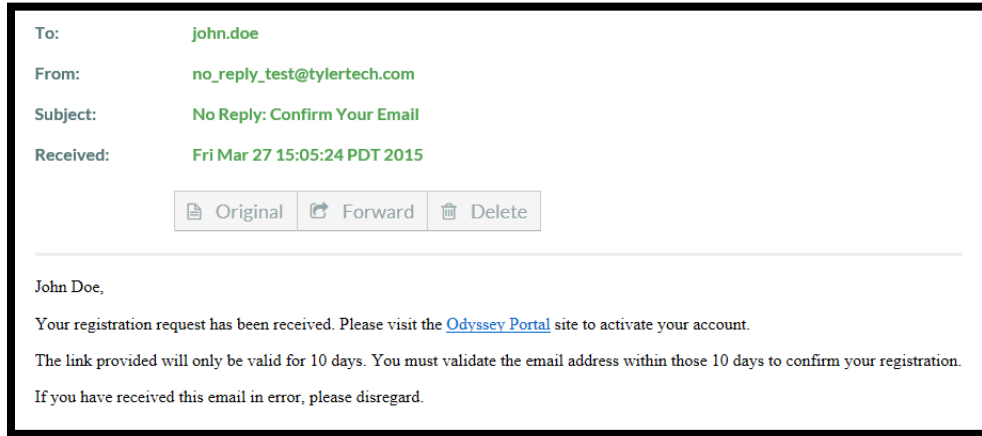
Didn't get an email? [Resend Verification](#)

At the bottom of the notification box is a blue button labeled "Finish".

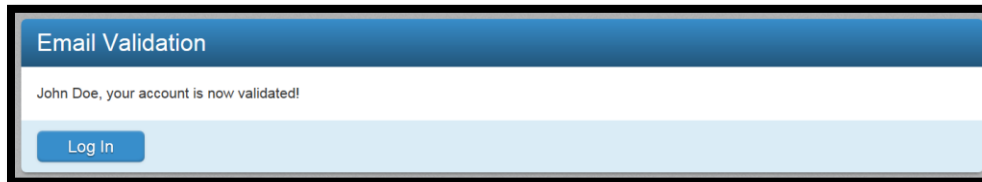
Click "finish," and within minutes, you will receive an e-mail notification at the e-mail address you provided on your registration form.

SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO
PORTAL REGISTRATION GUIDE

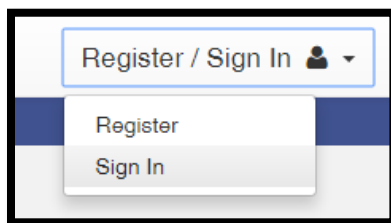
This e-mail will inform you that your registration form has been received; you will need to click the “Odyssey Portal” link in the e-mail text to confirm you indeed placed the request.



After clicking the “Odyssey Portal” link, you will receive the following prompt on the Odyssey Portal web page.



Next, click “sign in” (or log in as noted in the above prompt) at the top of the homepage to continue with the registration process.



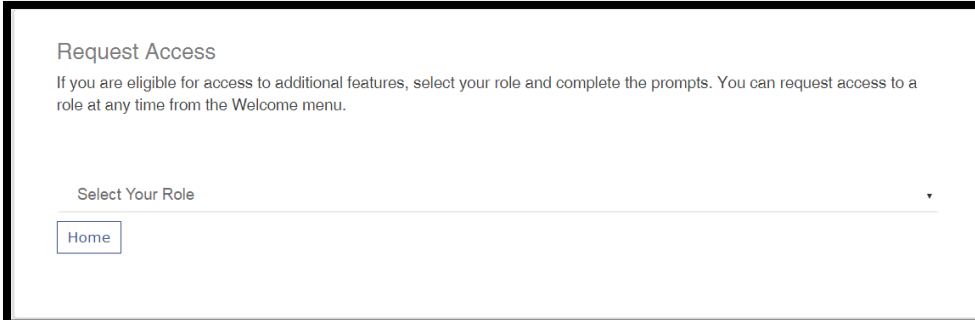
SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO PORTAL REGISTRATION GUIDE

After clicking “sign in,” you will be prompted with a login screen requesting you to enter your newly-created credentials. Your username is the e-mail address you provided.



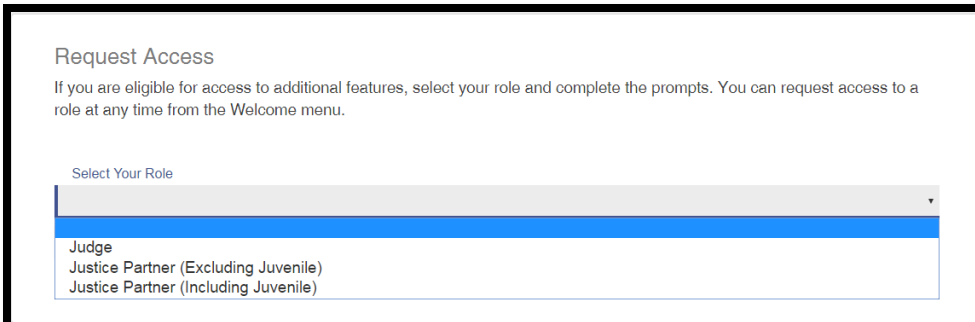
The image shows a "Sign In" form with a blue header. Below the header, there are two input fields: "User name" containing "John.Doe@mailinator.com" and "Password" with masked characters. At the bottom, there are two buttons: "Sign In" (blue) and "Forgot Password" (orange).

Next, the system will prompt you to enter a role based upon the level of access you are requesting.



The image shows a "Request Access" form. It includes a heading "Request Access" and a paragraph: "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." Below this is a dropdown menu labeled "Select Your Role" and a "Home" button.

Depending on your job function, please select the applicable role in the drop-down menu that appears.



The image shows the "Request Access" form with the "Select Your Role" dropdown menu open. The dropdown list contains three options: "Judge", "Justice Partner (Excluding Juvenile)", and "Justice Partner (Including Juvenile)".

SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO PORTAL REGISTRATION GUIDE

After selecting your role, the system will take you to a request access page. You will need to enter your name, title, agency, and business telephone number. Furthermore, you will need to read and accept the Terms and Conditions.

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 (Including Juvenile)

What's Included

- Case Search Portlet
- Hearing Search Portlet
- Notifications Portlet
- Smart Search Portlet

Complete the Following

What is your name?
John Doe

What is your title?
Office Assistant

What agency do you work for?
County Child Services

What is your business telephone number?
(559) 555-5555

Terms and Conditions

I agree to the Terms and Conditions

Email me a copy

After completing the four required questions and accepting the Terms and Conditions, please click "submit" to continue.

[Home](#) [Submit](#)

After clicking "submit," you will be prompted with a notice that your access request has been submitted. Click "home" to continue.

Your access request has been submitted.
You will be notified of any status change via email.

[Home](#)

SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO
PORTAL REGISTRATION GUIDE

Within minutes, you will receive the below-mentioned e-mail providing you notice that the Court has received your access request. The Court will review your request in the order it was received.



After you have received the above-mentioned e-mail, the agency chief or designee for the agency you are employed with will need to complete the Odyssey access request form (form number PGN-59) for you. A link to this form is located in the "notification" portlet on the portal's homepage. Please note that up to 14 employees can be listed on a single Odyssey access request form.

SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO PORTAL REGISTRATION GUIDE

Please see below for a sample form—each highlighted area needs to be completed in its entirety.

**SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO
ODYSSEY ACCESS REQUEST**

Agency Name/Court-Appointed Attorney Affiliation: **County Child Services**

Justice Partner Request:

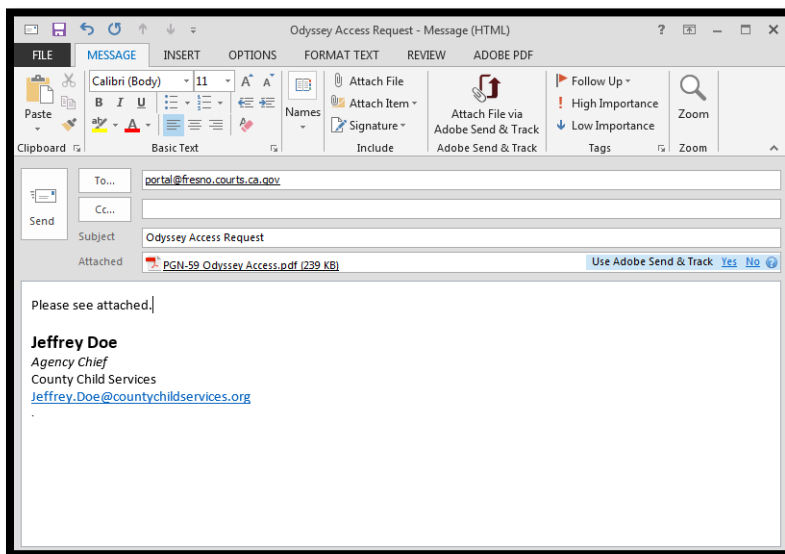
Request Type	First Name	Last Name	Email Address	
1. Add New Portal User <input checked="" type="checkbox"/>	John	Doe	John.Doe@mailinator.com	Justice Partner Including Juvenile Access <input checked="" type="checkbox"/>
2. Delete Current Portal User <input checked="" type="checkbox"/>	Jane	Doe	Jane.Doe@mailinator.com	Justice Partner Including Juvenile Access <input checked="" type="checkbox"/>
3. <input type="checkbox"/>				<input type="checkbox"/>
4. <input type="checkbox"/>				<input type="checkbox"/>
5. <input type="checkbox"/>				<input type="checkbox"/>
6. <input type="checkbox"/>				<input type="checkbox"/>
7. <input type="checkbox"/>				<input type="checkbox"/>
8. <input type="checkbox"/>				<input type="checkbox"/>
9. <input type="checkbox"/>				<input type="checkbox"/>
10. <input type="checkbox"/>				<input type="checkbox"/>
11. <input type="checkbox"/>				<input type="checkbox"/>
12. <input type="checkbox"/>				<input type="checkbox"/>
13. <input type="checkbox"/>				<input type="checkbox"/>
14. <input type="checkbox"/>				<input type="checkbox"/>

Once this form is complete and signed, please scan and e-mail it to the Odyssey Help Desk at portal@fresno.courts.ca.gov

Jeffrey Doe
 Agency Chief or Designee Signature
 Jeffrey.Doe@countychildservices.org
 Agency Chief or Designee Email Address
 (559) 555-5555
 Phone Number to Verify

PGN-59 R10-15 ODYSSEY ACCESS REQUEST

Please also note that the Odyssey access request form has a drop down menu for “delete current portal user” (as indicated above) – **it is each agency’s responsibility to notify the Court via this form for all employees who separate their employment from said agency.** Once the form has been completed, please scan and e-mail it to portal@fresno.courts.ca.gov.



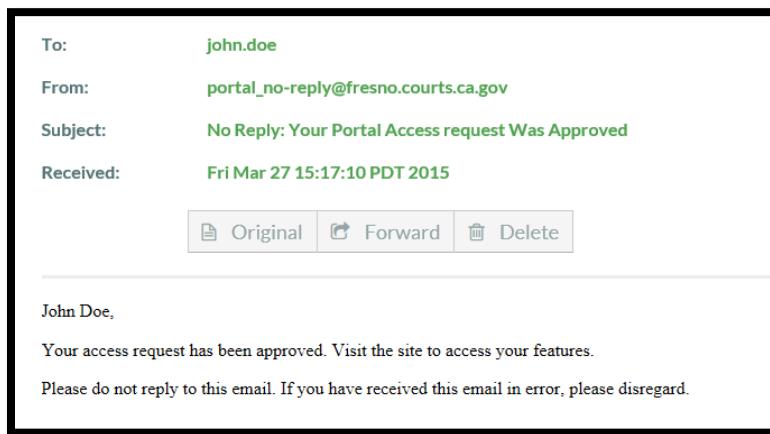
Based on the order of this procedure, each agency employee **MUST** be electronically registered on the portal at the time the access request form is received. If an agency employee is not electronically registered on the portal at the time the access request

SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO
PORTAL REGISTRATION GUIDE

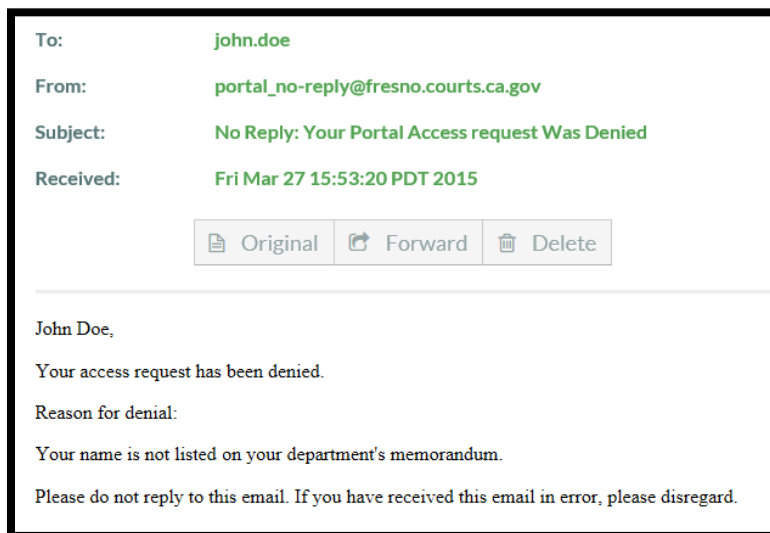
form is received, that agency employee's access request will be discarded. If a discarded request needs to be reconsidered, a new access request form will need to be submitted after the agency employee electronically registers on the portal.

In terms of electronic registration retention, the Court will deny electronic registrations on the portal if a corresponding access request form is not submitted within 30 days of the Court receiving the electronic registration.

After the Court has approved your request, you will receive the below-mentioned confirmation. You may now log in to the Odyssey Portal with your login credentials—you will now have elevated access.

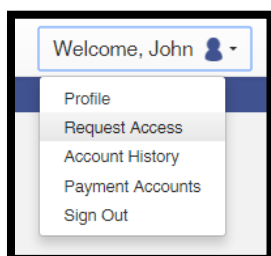


If your request is denied, you will receive the following e-mail. The reason for denial is also contained in this e-mail.



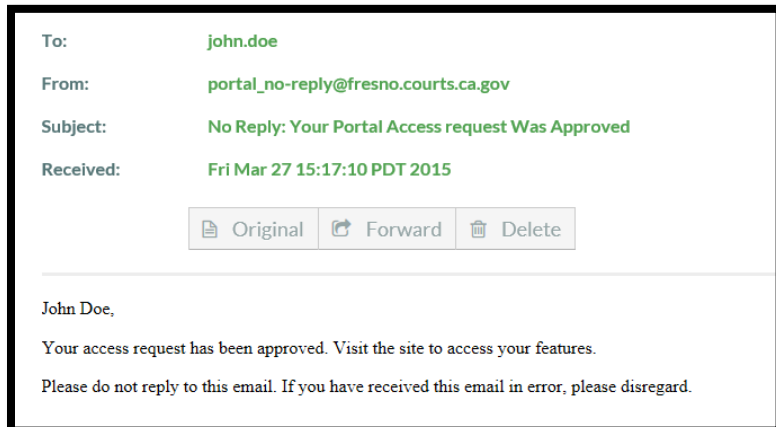
Please note that you may re-request access if your department did not submit an Odyssey access request form. You will need to sign in using the credentials you created earlier in this procedure, and click the drop-down menu by your name as noted below.

SUPERIOR COURT OF CALIFORNIA - COUNTY OF FRESNO PORTAL REGISTRATION GUIDE

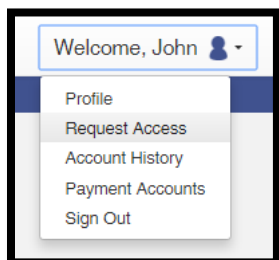


After you re-request access, please note that an access request form will still be required (the access request form process is documented on pp. 6-7).

Once your request is approved, you will receive the below-mentioned confirmation. You may now log in to the Odyssey Portal with your login credentials—you will now have elevated access.



If at any point your job assignment changes and you require a new access role, you may use the request access functionality to submit your change request. You will need to sign in using the credentials you created earlier in this procedure, and click the drop-down menu by your name as noted below.



After you submit an electronic change request, please note that an access request form will still be required (the access request form process is documented on pp. 6-7). As noted on page 8, the Court will deny electronic change requests on the portal if a corresponding access request form is not submitted within 30 days of receiving said request.