



HELP INFORMATION

TYLER TECHNOLOGIES, INC. (TYLER)

For Odyssey File and Serve support, training, and contact information, you may contact Tyler Technologies through the resources listed below or go directly to <https://rhodeisland.tylerhost.net/ofswb>. Support service is available from 8:00 a.m. to 10:00 p.m., Eastern Standard Time, Monday through Friday.

Resource	Contact Information
Odyssey File and Serve Support Chat	Chat with a Tyler support representative online through Support Chat .
Odyssey File and Serve Email	Email Tyler's help desk at efiling.support@tylertech.com .
Odyssey File and Serve Telephone	Contact Tyler's help desk at 800-297-5377.
"Get Help"	Tyler support representative may assist you by sharing your screen using GoToAssist .

JUDICIAL TECHNOLOGY CENTER

To register for remote electronic access, attorneys shall email the Judicial Technology Center (JTC) at helpdesk@courts.ri.gov requesting access to case information and attach a signed Rhode Island Judiciary Data Subscription Agreement, a copy of which can be found on the Rhode Island Judiciary's website at www.courts.ri.gov under Electronic Filing. The JTC will respond by sending you a username and password.

If the Rhode Island Judiciary's website is unavailable or you are having technical difficulties with the Public Access Portal, please contact the JTC at helpdesk@courts.ri.gov.

COURTS - All questions regarding your case must be directed to the respective clerk's offices.

Superior Court: SuperiorCourtHelpDesk@courts.ri.gov

Family Court: DomesticRelationsHelpDesk@courts.ri.gov

District Court:

2ndDistrictCourtHelpdesk@courts.ri.gov

3rdDistrictCourtHelpdesk@courts.ri.gov

4thDistrictCourtHelpdesk@courts.ri.gov

6thDistrictCourtHelpdesk@courts.ri.gov

Workers' Compensation Court: WorkersCompHelpDesk@courts.ri.gov

Rhode Island Traffic Tribunal: TrafficTribunalHelpDesk@courts.ri.gov