



## 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 <a href="#">Support Chat</a> .
Odyssey File and Serve Email	Email Tyler's help desk at <a href="mailto:efiling.support@tylertech.com">efiling.support@tylertech.com</a> .
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 <a href="#">GoToAssist</a> .

### JUDICIAL TECHNOLOGY CENTER

To register for remote electronic access, attorneys shall email the Judicial Technology Center (JTC) at [PublicAccessPortalHelp@courts.ri.gov](mailto:PublicAccessPortalHelp@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](http://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](mailto: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](mailto:SuperiorCourtHelpDesk@courts.ri.gov)

Family Court: [DomesticRelationsHelpDesk@courts.ri.gov](mailto:DomesticRelationsHelpDesk@courts.ri.gov)

District Court:

[2ndDistrictCourtHelpdesk@courts.ri.gov](mailto:2ndDistrictCourtHelpdesk@courts.ri.gov)

[3rdDistrictCourtHelpdesk@courts.ri.gov](mailto:3rdDistrictCourtHelpdesk@courts.ri.gov)

[4thDistrictCourtHelpdesk@courts.ri.gov](mailto:4thDistrictCourtHelpdesk@courts.ri.gov)

[6thDistrictCourtHelpdesk@courts.ri.gov](mailto:6thDistrictCourtHelpdesk@courts.ri.gov)

Workers' Compensation Court: [WorkersCompHelpDesk@courts.ri.gov](mailto:WorkersCompHelpDesk@courts.ri.gov)

Rhode Island Traffic Tribunal: [TrafficTribunalHelpDesk@courts.ri.gov](mailto:TrafficTribunalHelpDesk@courts.ri.gov)