



STATE OF RHODE ISLAND

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/ofswweb>. 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.

Supreme Court: SupremeCourtClerksOffice@courts.ri.gov

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