# Policies & Notices for MNCIS Odyssey Assistant Login Accounts

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The Minnesota Judicial Branch recognizes that government agencies may need electronic access to case records of the Minnesota Judicial Branch for the efficient performance of their duties as required by law and court rules. Various provisions of the Rules of Public Access to Records of the Minnesota Judicial Branch are the basis for the MNCIS Government Login Accounts described herein, such as Rule 8, Subd. 4(a) and 4(b). The Rules of Public Access to Records of the Judicial Branch are posted on the Minnesota Judicial Branch webpage: http://www.mncourts.gov/default.aspx?page=511 (located under "Public Access").

The Minnesota Judicial Branch (hereinafter "the Court") provides access to case records in the Minnesota Court Information System (MNCIS). MNCIS Odyssey Assistant ("OA") is a client/server application that required local installation. ***** Requests for new OA accounts and changes to existing OA accounts are no longer accepted by the Court. ***** Change requests for existing accounts may be made for technical reasons (such as an IP address change or a new login).

Government agencies that use OA accounts are thereafter deemed to be "Government Subscribers" and are subject to all the policies and requirements described in this document and the agreement and request form(s) submitted. The Court may publish updated Policies & Notices (in this document) from time to time and it is the obligation of Government Subscribers to check from time to time for such updates. The Court may disable accounts or otherwise deny access at any time for any reason, including non-compliance with these policies.

Policies & Notices and application materials are posted on the MNCIS Government Access webpage: http://www.mncourts.gov/mncis/govaccess. Questions about the application process should be directed to your State Access Representative as described in the List of State Access Representatives at that site or send an email to: MJCMNCISGovtAccessProcedural@courts.state.mn.us.

### REQUIRED: Sign-Up for Important MNCIS Notices

All users of OA government login accounts MUST sign up to receive automatic notices at http://www.mncourts.gov/?page=2052. No other direct communications will be provided. Check this site before submitting any requests for technical support.

## 1. Eligible Agencies

Eligible Agencies. Federal, state, and local government entities are eligible to apply.

**Clarifications on Eligibility**:

- Private attorneys may not apply. However, if a private attorney is under contract with a Minnesota state or local agency (such as a city prosecutor), the agency may apply and allow the private attorney to use its account for government purposes only. The agency must submit the application and oversee usage of any accounts used by private attorneys under contract.
- An elected county attorney that conducts government business from his or her private office may apply directly and include the private address office on the application, but must sign in the official capacity of county attorney.
- Minnesota nonprofit corporations are not eligible to apply. If a nonprofit corporation is under contract with a Minnesota state or local agency, the agency may apply and allow the nonprofit to use its account for government purposes only. The agency must submit the application and oversee usage of any accounts used by nonprofit corporations under contract. Nonprofit agencies that are deemed a criminal defense corporation as described in M.S. §611.216 may use the accounts issued to the State Board of Public Defense.

- Tribal agencies are eligible but must contact MJCMNCISGovtAccessProcedural@courts.state.mn.us to request a special agreement for tribal agencies that waives sovereign immunity with regard to the agreement.

## 2. Statewide Public Case Records

All eligible agencies may request statewide public case records, which includes all records classified as accessible to the public under Public Access Rule 4, Accessibility to Case Records. This offering does not require a court order or other special authorization to view public case record data.

## 3. Confidential Case Records

Please note that while confidential case records are available to government agencies through OA, no new access to these records is being provided.

## 4. Account Requirements

OA is no longer provided to new Government Subscribers, nor are most change requests being processed.

Effective December 13, 2013, Windows XP will no longer be supported with MNCIS Odyssey Assistant (OA). OA currently supports Windows 7, Windows 8, or Vista Sp2 operating systems. Refer to the technical requirements below for more information.

**Technical Requirements for OA**
OA is a client-based access tool that requires technical support, installation, and has several technical prerequisites:

- IP ADDRESSES: On the Request Form, agencies **must include** either:
  1) a single Static IP Address (for a single computer or gateway that acts as a proxy for multiple computers);
  2) a list of non-sequential Static IP Addresses; or
  3) a block of sequential Static IP Addresses that is not overbroad.
- Windows 7, Windows 8, or Vista Sp2 (all O/S can only run 32-bit)
- Processor Speed: Dual Core
- Memory: 2 GB
- Browser: IE 9.0 or greater
- Disk: 200 MB
- Browser security set to “Medium”
- 1024x768 screen resolution
- Power user rights or greater
- Domain or Local Administration rights to install the Odyssey application
- Bandwidth: Recommend over 256kbps, which delivers marginal performance
  Test your bandwidth at: http://www.cable-modem.net/features/oct99/speed.html
- Dial-up is not an option and is not supported
- Word 2003 or greater
- Resolve the DNS name: http://odyprod.courts.state.mn.us
  **Hint:** Ping odyprod.courts.state.mn.us and you should see the following multiple line response:
  “Pinging odyprod.courts.state.mn.us [156.98.54.85] with 32 bytes of data:
  Request timed out.”

## 5. Fees

Currently, there are no fees for OA accounts. However, the nondisclosure agreement includes fee provisions, in the event that fees may be introduced at a future date. Agencies will be notified before any fees are imposed.

## 6. Change Request Packet

Change requests for government agencies that currently have OA access are available for technical changes (such as an IP address change or a new login). The current packet is available at: http://www.mncourts.gov/mncis/govaccess.

The following list of documents is part of the packet. Be sure you download the most recent version of these documents at the time you submit a change request:

### 6.1. OA Policies & Notices

Policies and notices govern the use of MNCIS Government Access Login Accounts, availability, usage restrictions, and other important information. Agencies must advise all users on current policies and obtain updated copies periodically.

### 6.2. Change Request Form

The Change Request Form is used for submitting requests for MNCIS Government Access Login Accounts.

### 6.3. Master Nondisclosure Agreement

Each agency must sign one nondisclosure agreement, which may cover multiple requests for login accounts for that same agency. Agencies must attach a copy of their most current nondisclosure agreement to the Change Request Form, or complete and attach a new nondisclosure agreement. The agency name that is identified on the Master Nondisclosure Agreement must match the agency name that is identified under the Applicant Information on the Change Request Form.

### 6.4. Table of Limits

This table provides information on record classifications and limits of public access. Agencies must make this available to all users to read and understand, and obtain updated copies periodically.

### 6.5. State Access Representatives for Government Agency Requests

This list contains contact information for all state access representatives that accept applications from government agencies.

## 7. Application Submission

After completing the appropriate documents in the Change Request Packet, as described in Section 6, above, print two complete paper copies, provide handwritten signatures on both copies of the Request Form and Agreement (if applicable), and deliver to the appropriate State Access Representative identified in Section 6.5, above. As described in the list of *State Access Representatives for Government Agency Requests* referenced in Section 6.5, Minnesota county and other local government agencies should submit their applications to the Judicial District Administration office for their respective counties. Minnesota state agencies, federal agencies, and agencies in other states should submit their applications to the central state court administration representative.

## 8. System Availability for OA

The following schedule applies to Odyssey Assistant (OA) accounts:

**Core Hours of Availability: 7:00AM to 5:30PM, Mon through Fri, excluding holidays.**
Unavailability may occur during core hours for:

- System Failure
- Unscheduled Emergency Maintenance

**Non-core Hours of Availability: 5:30PM to 7:00AM, Mon through Fri, holidays, & weekends.**
Unavailability may occur during non-core hours for:

- System Failure
- Unscheduled Emergency Maintenance
- Scheduled Maintenance

**Definitions:**

System Failure. There will be situations where system failures will occur that are beyond our control that will cause OA to be unavailable. For these failures it's likely that no warning will be possible. Examples are: data circuit problems, database server failure, multiple web server failures, disk subsystem failure, power failure, or data center air conditioner failure.

Unscheduled Emergency Maintenance. There will be emergency situations where only short notice is possible before terminating OA availability. The ITD Technical Systems Unit has unquestioned authority to decide if and when emergency maintenance is necessary. This is an infrequent occurrence, which happens once or twice per year, on average.

Scheduled Maintenance. There are activities that must be periodically performed on many components within the infrastructure supporting OA including hardware, software and firmware upgrades to: firewalls, switches, web servers, database servers, and disk storage devices to keep them operational and at a supported level by our vendors. In order to balance our customer's needs for consistent access to these applications, and to recognize that our support personnel only work the day shift Monday through Friday, scheduled maintenance will not be performed during Core Hours. Even in those instances where we plan to perform scheduled maintenance outside of the core hours, we would provide 24 hour notice when possible.

All of the items mentioned above, with the exception of the data circuits are under the control of ITD, and we have purchased redundant hardware for each of these to minimize the possibility of downtime.

## 9. Login Account Usage & Passwords

### 9.1. Password Security

Login account ID's and passwords will be provided to government agencies after their requests have been approved. Agencies are responsible for securing their passwords and preventing unauthorized use of their accounts. Agencies may request a new password at any time it deems necessary for the purpose of keeping their login account information secure, through the Change Request form provided at: http://www.mncourts.gov/mncis/govaccess. This is advised at any point in time that the agency becomes concerned about a security risk, including termination of employment of individuals with access to account ID's and passwords. ITD may also reassign passwords, at its discretion.

### 9.2. Dormant Accounts – Automatically Disabled and Deleted

If a MNCIS Odyssey (OA) login account is not used for 60 days, the Court will automatically disable the account. If an account remains disabled for six months and the Court does not receive a request to re-enable the account, the Court will automatically delete the account. Notice will not be given. After an account is deleted it cannot be restored and a new application submission is required (see http://www.mncourts.gov/mncis/govaccess).

## 10. Training

Agencies will have access to online help screens, tutorials, and other written materials.

## 11. Support

See the support options described at: http://www.mncourts.gov/mncis/govaccess.