



Melissa R. Henry

**CLERK OF COURT
22nd Judicial District Court
Parish of St. Tammany**

August 6, 2019

To the members of the Bar Association:

When we launched the Odyssey Case Management Software program on April 29th, I expected temporary delays in processing filings. However, we did not anticipate the delays we experienced. For the past three months, the Civil Department staffers have arrived early, stayed late, and worked weekends to bring filings up to date. As of this past Friday, Civil and Domestic Intake were processing filings from July 16th. Before the end of August, we will again be processing pleadings as they are filed. You will be able to follow our progress on the homepage of the Clerk of Court website, www.StTammanyClerk.org. This report of filing and processing dates will be found under the tab 'Filing Dates' and will be updated daily.

On Monday, August 19th, we will be implementing the next phase of Odyssey, WebROA. With WebROA, you will have online access to more information about your cases in a streamlined and user-friendly experience. You will be able to track your filings and identify where your pleadings are in our office, and when they are sent to the judges for signature.

My IT department has been diligently working to improve your online experience. We have been sharing the test mode of WebROA with local attorneys and have received invaluable input from the Bar Association. The weekend prior to the August 19th WebROA Go-Live, several members of the Bar Association will join us to test WebROA. Our vendor, Tyler Technologies, has committed to solving any issues we identify over that weekend, to ensure we have a successful Go-Live on August 19th.

We are completing User Guides that will include FAQs (Frequently Asked Questions) and other features to assist you in navigating and making full use of WebROA. In addition to helpful guides, we will also be hosting weekly training programs on Odyssey, WebROA, and e-Filing at our offices in Covington and Slidell. Both the user guides and training schedules will be posted on our website and in the WebROA program.

I am keenly aware of the inconvenience that the rollout of this case management software has been to attorneys and their staff. As we continue to implement and improve Odyssey, I believe you will understand and appreciate its benefits. Keeping the legacy software that was used for over 20 years had become a roadblock to the future I envisioned and was no longer an option. After I was elected Clerk of Court, I spent more than a year researching and thoroughly reviewing different case management software programs. Tyler Technologies is the leader in the industry, with a track record of success across thousands of courts. In the next few months, the judges will begin utilizing their own case management software from Tyler, and you will see even greater efficiencies in the overall court experience.

As always, I appreciate your patience and feedback as we continue to bring the office into the 21st century with technology and improve our processes to serve you more efficiently!

Respectfully,

Melissa R. Henry
St. Tammany Parish Clerk of Court