

Instructions for CivilQuery

CivilQuery is the Orleans Parish Sheriff's Office's portal to retrieve information on cases and the services attached to those cases.

1. You can search for a case based on one or more of the following search criteria:
 - a. Parish Code
 - b. Court Case #
 - c. Plaintiff
 - d. Defendant
 - e. Property Street
2. Once the list of cases has been displayed, click anywhere on the line item of the case you wish to see the information details.
3. A case details page is displayed that will list all the services that are attached to that case and their information.
4. Selected documents will be available to view and including Sheriff's Returns and any case documents that have been marked as **Publicly Viewable** by the Orleans Parish Sheriff's Office (OPSO).
5. Selected reports will be available to be printed, including:
 - a. Account Summary Report; an Account Summary of the case.
 - b. Disposition of Service Report; a report will be generated as a PDF listing all Disposition of Services for the case.
 - c. Print this Page; Print of the current display of the page.

Instructions:

1. To get to the Case Inquiry via the Orleans Parish Sheriff's Office website.
 - a. Go to www.OPSO.us
 - b. Underneath the banner across the page, select Civil Division.
 - c. On the Civil Division page, Click the button labeled "Case Inquiry", or click on the menu item "Case Inquiry".
 - d. The CivilQuery website will be displayed.
2. Once on CivilQuery, or Case Inquiry, the user can begin their search and review.
3. Searching for cases and services:
 - a. One of the search fields must be entered in order to perform a search. If all fields are blank, you will receive an error message and then be requested to enter a search field.
 - b. The Parish code is defaulted to 00 Civil District Court Orleans. Using the dropdown by clicking on the down arrow on the Parish Code field, you can select a different Parish Code.

- c. Search by Case #, Plaintiff, Defendant, and/or Property Street:
 - i. If an entire search field is known, you can enter the information into the search field to search for the individual Case.
 - ii. If a partial search field is known, enter the partial information into the search field for a list of cases that may apply.
 - iii. A wildcard (%) can be used when entering partial information into the search field for a list of cases that may apply, e.g. **2016%**
 - d. After you have entered the search Criteria hit the **Search** button to perform the search you requested.
 - e. A list of cases will be displayed for you to choose from.
 - f. Select your case to go to the Details Page by click anywhere on the line item.
4. Viewing the Case Details.
- a. The Case Details page displays all the information on the different services.
 - b. There is a Report Icon in the upper right corner to the ability to print an Account Summary, Disposition of Service or a Print of the page you are viewing exactly as it is displayed on the page.
 - i. To print a report, click on the Printer Icon located on the upper right corner of the page.
 - ii. Select the report to be ran.
 - iii. The document will open up as a PDF to be printed if needed.
 - iv. Then follow the printing standards of your browser.
 - c. The Case Detail page has been broken down into the following information sections:
 - i. Case Details – Case #, Date Entered, and Total Fees on the case.
 - ii. Party Details – Plaintiff and Defendant names.
 - iii. Services Detail – Individual Services and their details.
 - 1. The individual services are listed as a summery, one line item per service as a default.
 - 2. To view the individual services, click on the arrow to the left of the service. This will expand the display to view the details of the service.
 - 3. To collapse the details to a summary version, click the arrow to the left of the service again.
 - 4. To display the Return Document if listed, click on the down arrow or anywhere on the line of the document you wish to view. This will open a .pdf of the document for your review.
 - iv. Case Documents – Any correspondence that is attached to the case in CivilServe and is selected to be viewed by the public. To display the Case Document if listed, click on the down arrow or anywhere on the line of the document you wish to view. This will open a .pdf of the document for your review.
 - d. To return to the Search page, click the **Close** button.

Frequently asked questions: Please see the Brochure located on the www.OPSO.us website.