

## Frequently Asked Questions for Existing Case Search Users

### ***Q: Will I be able to see the same information that I currently see on Case Search?***

A: Yes, the public portion of ***Maryland Judiciary Case Search & Record Portal*** provides the exact same public case data that is available through Case Search. However, the new site also offers a registration/login feature for those users who are granted enhanced access by [MD Rule 20-109](#). “Enhanced access” refers to being granted access to see secured cases that are not public, and also the capability to see case documents.

### ***Q: Should I register?***

A: If you are a public user who is not granted enhanced remote access by [MD Rule 20-109](#), there is no need to register, and you may proceed to anonymously access the exact same public case data previously available through Case Search. Examples of users that should register and login per [MD Rule 20-109](#) include attorneys, government agencies, justice partners of the Maryland Judiciary, verified case parties who have completed the approval process directly with the court, and any others in a direct agreement that has been specially approved by the Maryland Judiciary.

### ***Q: What happens if someone who is not eligible for enhanced access tries to register?***

A: Although anyone can register, user profiles are validated by an administrator who verifies and approves access levels. If you do not meet the requirements for enhanced remote access via [MD Rule 20-109](#), then your profile will not be granted enhanced access, and you will still only see the same public access level that an anonymous user would see, despite having registered for an account.

### ***Q: What is different on the new site from the existing Case Search?***

A: There is no difference in the data available to the public. The major difference of the new site is the capability to register and login for enhanced access for privileged users via [MD Rule 20-109](#). But you will also see some upgrades to the user interface that should improve your user experience!

### ***Q: Will the current Case Search site as it looks today still be available after January 9<sup>th</sup> ?***

A: No. While the old Case Search URL will still be active, it will launch the new site.

***Q: What if I have any issues using the new site?***

A: If you experience any issues, please contact the Maryland Judiciary Customer Services via phone or email.

Maryland Judiciary Customer Services Phone: (410) 260-1114

Maryland Judiciary Customer Services Email: [mdcourts@service-now.com](mailto:mdcourts@service-now.com).