

I-CAN! VIRGINIA

Virginia's Online Forms Completion Program for Protective Orders



FREQUENTLY ASKED QUESTIONS

1. What is I-CAN! Virginia?

I-CAN! Virginia is a free online program that helps a person complete the forms necessary to ask the court for a protective order.

2. How does I-CAN! Virginia work?

The person is asked questions about his or her situation. The person's answers are added to the correct court forms that can then be printed and taken to the appropriate court for filing.

3. How do I access I-CAN! Virginia?

I-CAN! Virginia is available on Virginia's Judicial System Web site at: <http://www.courts.state.va.us>. From either the Online Services or the Programs page, you can click on "Assistance with Protective Orders (I-CAN!)," which will take you to I-CAN! Virginia.

4. How long does it take to complete I-CAN! Virginia?

It takes approximately 30 minutes to answer all the questions and print out the forms needed to ask for a protective order.

5. If I complete the forms online to ask for a protective order, does this mean that I have filed for a protective order with the court?

No. I-CAN! Virginia helps you complete and print the forms necessary to file for the protective order. You **must** bring these forms to the appropriate court so that the forms can be filed with the court. Forms completed through I-CAN! Virginia are not automatically or electronically sent to the court.

6. Once completed, where do I take the forms?

Once you print the forms from I-CAN! Virginia, you should look at the top of the form (Petition). If the form says juvenile and domestic relations district court, you should take the forms to the Court Services Unit of the court named on the forms. If the form says general district court, you should take the forms to the clerk's office of the general district court.

7. If I don't answer all the questions or print out the forms, can I return later to I-CAN! Virginia to finish?

Yes. When you begin using I-CAN! Virginia, a personal identification number (PIN) is given to you. It is helpful to print your PIN or write it down and keep it in a safe place. If you do not answer all the questions or print out the forms, you can exit I-CAN! Virginia and return to it later using your PIN.

8. Is there anything I can do before starting I-CAN! Virginia that will help me in using this program?

Yes. You can gather information about the person from whom you are seeking protection and the events that cause you to ask for a protective order. You must give the person's name and address in order to ask for a protective order. Other information you will be asked to give includes the person's date of birth, social security number, phone number and other identifying information. This additional information will help to have the person served with a copy of the order, which is required to make the order effective.

9. Is there any other information that would help me understand the court process for protective orders?

Yes. There is an information sheet, "What You Need to Know About Protective Orders," that is available online at:

http://www.courts.state.va.us/forms/district/protective_order_information_sheet.pdf.

10. Will I-CAN! Virginia give me legal advice for my protective order case?

No. I-CAN! Virginia will not give you legal advice. I-CAN! Virginia only helps you complete the forms necessary to ask the court for a protective order. You may hire an attorney to give you legal advice.

For legal help, you can call:

Legal Aid Hotline: 866-LEGALAID (866-534-5243)

Virginia State Bar Lawyer Referral Service: 800-552-7977

Virginia Poverty Law Center (Family and Sexual Violence): 800-868-8752