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## Overview

The Virginia Judiciary Collections System (VJCS) has been created for use by organizations that have entered into a contract with a Commonwealth's Attorney on or after July 1, 2013 for the collection of outstanding fines, costs, forfeitures, penalties or restitution where such organizations accept payments directly from defendants. VJCS allows users to record payments made by defendants and to submit information to the court electronically about those payments.

The VIRGINIA JUDICIARY COLLECTIONS SYSTEM USER'S GUIDE has been designed for use by administrators and users associated with a registered organization. This manual is organized to provide an overview of the system with detailed instructions on how to use VJCS. It is intended to serve as a training and resource guide for users of VJCS.

## Getting Help

If the user does not get a satisfactory answer to his or her question or problem by reviewing this document, which is also accessible through the **Help** link in the VJCS navigation bar, the user may contact the court for which the organization is serving as collection agent for assistance.



## VJCS User Functions

### Administrators

VJCS administrators assist in their organization's user management. Some of the tasks that an administrator can complete are to:

- Add or delete agents;
- Update agents' and organization contact information;
- Reset agents' passwords;
- Unlock agents' accounts; and
- Enable and disable administrative access.

## Agents








VJCS users are able to use the system to:

- Record payments made by defendants, called **collection entries**;
- Instantly view the allocation of payments made;
- Create and submit collection entries and check information to the court(s) electronically; and
- Conduct searches.

**Note:** VJCS is expected to be available during regular operating hours of the court clerk's office(s). It will not be available on Saturdays and Sundays.

## Action Icon Keys

**Administrators** the ability to perform the tasks below:

-  **Enables** (grants) user's Administrator privileges;
-  **Disable** (removes) user's Administrator privileges;
-  **Edit** Organization's or user's account information;
-  **Reset** user's password;
-  **Resend** Registration email;
-  **Unlock** user's account; and
-  **Delete** user's account from the current system.

## Firm Search Feature

The **Firm Management** link provides **System Administrators** the ability to conduct searches using any of the criteria below:

- Firm name (full or partial); or
- Registration Status

The **System Administrators** can view a Firm's **Registration Status** using one of the **Search** options below:

- Registered;
- Pending; or
- Both

The **Firm Management** screen will display the results below based on the search criteria requested:

- Firm Name;
- Phone number;
- Registration Status;
- Initiation Date;
- Registration Date; and
- Action icons

### Software/Hardware Requirements

It is the responsibility of **Firm Administrators** to ensure that the user's equipment and software meet or exceed the following software and hardware requirements:

- A computer operating with internet access;
- Internet browser software such as:
  - Microsoft Internet Explorer® version 10 or higher;
  - Mozilla Firefox® version 34 or higher; and
  - Google Chrome® 39 or higher
- Compatibility View for Internet Explorer should **not** be turned on;
- Adobe Reader® or equivalent software to view Portable Document Format (PDF) documents (PDF reader software is free and downloadable from various websites);
- Use **PDF/A compliant** file software to convert documents to a PDF; and
- The correct security settings, on the computer, that allow it to accept cookies from the VJCS.

## Registration For VJCS

### Complete Firm Registration

To begin the registration process, the organization's **Authorizing Party** must complete the [VJCS REGISTRATION APPLICATION](#), return it to the **Office of the Executive Secretary (OES) Administrator**, and **provide a copy** of this application to **each court clerk's office** for which the organization is acting as a collection agent.

**Note:** The user's computer must be equipped with Adobe 7 or higher in order to complete the registration application. Internet Explorer is the preferred browser.

The **Authorizing Party** must designate a **VJCS Administrator** for the organization on the **VJCS Registration Application**. The organization only needs to register **once** to begin using VJCS regardless of how many courts the organization serves. However, if after initially registering, the organization becomes the collection agent for any additional court(s), a registration application **updating court information** needs to be submitted to the **OES Administrator**.

After the **OES Administrator** has processed the application, the **VJCS Administrator** will receive a registration email. The **VJCS Administrator** must click on the link within the registration email to open the **Complete Firm Registration** page, which displays below.

The screenshot shows a web form titled "Complete Firm Registration". At the top, it says "Welcome [redacted] (JESSICA TEST FIRM), please enter the following information to complete your firm's VJCS registration." The form has several input fields and instructions:

- VJCS user ID:** A text box containing "SampleUser1". Instruction: "User names must be at least 6 characters, start with a letter, should not exceed more than 17 characters and include only letters and numbers."
- VJCS user password:** A password box with 6 dots. Instruction: "For your security, all VJCS passwords must meet the following requirements: They must be at least 6 characters in length; and They must not contain the user's account name; and They must use at least 3 of the following 4 characteristics: English upper case letters (A-Z), English lower case letters (a-z), Numbers (0-9), Special characters (@#\$%&). Passwords may not be re-used. Users are required to change their passwords every 90 days."
- PII submitted with the firm registration:** A text box containing "12345".
- Security image:** A CAPTCHA image showing the word "efundees" and the number "116". Below the image is a text box containing "efundees 116" and a "Submit" button. There is also a "reCAPTCHA" logo and a "Privacy & Terms" link.

**This link will be valid for up to 24 hours after the message has been sent. If the 24-hour period has elapsed, the organization's VJCS Administrator must contact the OES Administrator to request that the registration email be resent.**

If the **Complete Firm Registration** link within the registration email is visited more than five times, an error message will appear on the sixth attempt.

**Note: The VJCS Administrator** must ensure that the equipment and software being used meet the **VJCS system requirements**, which are set forth in the [VJCS TERMS AND CONDITIONS OF USE \(END USER LICENSE AGREEMENT\)](#).

After the VJCS Administrator has received the registration email and clicked on the link, he or she must take the following steps to complete the VJCS registration process:

**Step 1** Using the on-screen instructions, create a user ID (User Name) and password.

**Comment:** If the user ID (User Name) selected has already been assigned to another user, an error message displays.

**Step 2** Enter the same password twice.

**Comment:** If the passwords do not match, an error message displays.

**Step 3** Enter the PIN from the organization's VJCS REGISTRATION APPLICATION.

**Comments:**

- The PIN must match the one submitted on the application. If it does not match, an error message will appear.
- The VJCS Administrator has five attempts to enter the correct PIN. After the fifth attempt, the link to **Complete Firm Registration** page expires and an error message displays. If this happens, the VJCS Administrator must make a request to the OES Administrator to resend the registration email.

**Step 4** Enter the requested information from the security verification box **CAPTCHA**.

**Comments:**

- The VJCS Administrator must enter the exact randomly generated character string displayed. If the VJCS Administrator is unable to do this, an error message will appear.
- If the security verification is unreadable, the VJCS Administrator may request a new security image by clicking on the link within the security verification box to generate a new one, or have the security codes read aloud by clicking on the speaker icon (PC must have sound enabled in order for the user to hear the spoken verification code):



**Step 5** Click **Submit**.

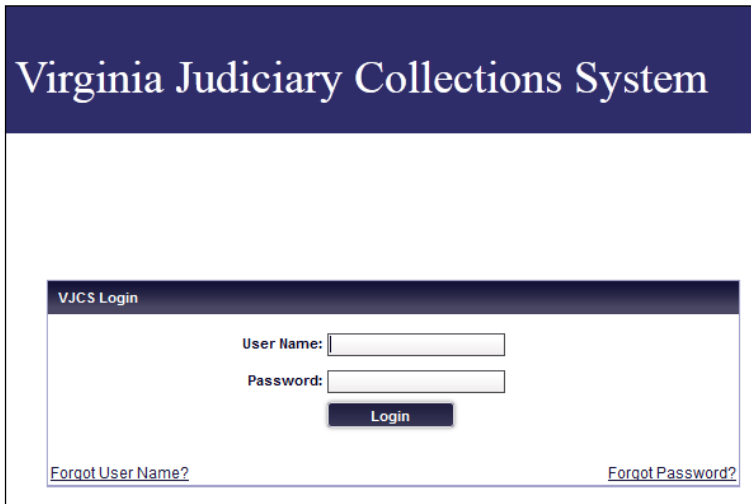
**Comments:** Once all registration information has been correctly entered and submitted, the **Firm Registration Complete** page will display. When this page appears, click **Login** to access the **VJCS**.

**NOTE:** If this screen **does not appear**, the registration process **must be restarted**.

**First Time VJCS Login**

Open a web browser and navigate to the [Login](#) page:

(<https://eapps.courts.state.va.us/usermgmt/loginAction.action>)



Enter User Name and Password into the appropriate fields, and click **Login**.

**Login Assistance**

If the user has forgotten their **User Name or Password**, the user may click on the appropriate link to reset it.

**Note:** This link allows users to **reset** their own passwords. Users may also contact their **organization's VJCS Administrator** to reset their passwords.



## Forgotten User Name

Users may click on the **Forgot User Name?** link to receive assistance with retrieving their **User Name**.

## Forgotten Password

Users may click on the **Forgot Password?** link to receive assistance with retrieving their password.

To reset a password:

**Step 1** Click the **Forgot Password link** located on the **Login** screen.

**Comments:** The user will be prompted to enter their **User Name** on the **Forgot Password** page.



**NOTE:** User must enter a **valid, registered User Name**. Otherwise, the user will be prompted to contact their **organization's VJCS Administrator**.

**Step 2** Answer the security questions selected during the initial setup and enter the verification information into a security verification box (**CAPTCHA**).



**Comments:** Users must enter the **exact randomly generated** character string displayed into the security verification box.

**NOTE:**

- Users will be given **three attempts** to answer all of the security questions correctly. After the third unsuccessful attempt, the user's account will be locked for an hour.
- If the security verification is unreadable, users may request a new security image by clicking on the link within the security verification box to generate a new one or have the security codes read aloud by clicking on the speaker icon (PC must have sound enabled in order for the user to hear the spoken verification code).

**Step 3** After the user has successfully entered their information, he or she will receive an email with a temporary password. The email will be sent to the email address that is associated with the user's account (this email is listed on the **User Profile** page located under the **Settings** screen header in VJCS).

**Comment:** The temporary password will expire after one use. Users must follow the instructions within the email and VJCS to create a new password.

## Security Questions

Upon first login, the user will be prompted to choose and to answer three security questions on the **Select Security Questions and Answers** page.

Use the drop-down menu to choose three **different** security questions.

- If the user attempts to use the same question more than once, an error message will appear.
- Answers must also be unique. If the user attempts to use the same answer for more than one question, an error message will appear.

Click **Save & Continue** when complete.

The screenshot displays the 'Select Security Questions and Answers' interface. It features a list of 20 potential security questions. A dropdown menu is currently open for 'Question 1', showing options such as 'What was your childhood nickname', 'What is the name of your favorite childhood friend', 'What street did you live on in third grade', 'What is your oldest sibling's date of birth', 'What school did you attend for sixth grade', 'In what city does your nearest sibling live', 'What is your oldest cousin's first and last name', 'In what city did your mother and father meet', 'What was the last name of your third grade teacher', 'What is your maternal grandfather's maiden name', 'In what city or town was your first job', 'What is the most famous landmark near your office', 'How many siblings does your mother have', 'What is the name of your favorite childhood teacher', 'What is the name of the company of your first job', 'What is the country of your ultimate dream vacation', 'What is your favorite teacher's nickname', 'What year did you graduate from High School', and 'What is the name of the first school you attended'. To the right of the questions are three empty text input fields for providing answers. A 'Save & Continue' button is located at the bottom right of the form area. A 'Required Fields' indicator is visible in the top right corner of the form.

**Note:** The user may be prompted to enter these answers:

- When logging into the **VJCS** from a different browser on the same computer;
- Logs into the **VJCS** from a **different** compute; and/or
- When the browser's cookies are cleared.

## Terms and Conditions of Use (End User License Agreement)

- Scroll down and carefully read the VJCS TERMS AND CONDITIONS OF USE (END USER LICENSE AGREEMENT) in its entirety on the Terms and Conditions page.

Virginia Judiciary Collections System

By accessing and using the Virginia Judiciary Collections System ("VJCS") you are agreeing to comply with the following VJCS Terms and Conditions of Use ("Terms"), which shall be referred to collectively as the End User Licensing Agreement, or "EULA."

**4.1 Compliance with the Codes of Virginia**  
It is your responsibility to ensure compliance with all applicable statutes, rules, and policies, including but not limited to the Code of Virginia, as well as any rules that may apply to any specific court.

**4.2 Proprietary Rights**  
You acknowledge that VJCS is protected by one or more copyrights pursuant to U.S. copyright laws and by other intellectual property laws. You agree to comply with all copyright notices, trademark notices, ownership information or restrictions contained in VJCS.

I have read and understand the information above. By clicking Accept, I agree to the terms and conditions as stated.

Accept Decline

Copyright © 2013 Commonwealth of Virginia Office of the Executive Secretary of the Supreme Court of Virginia. All Rights Reserved.  
Build Number: 1.0.0.17

Select to accept or decline the **VJCS TERMS AND CONDITIONS OF USE (END USER LICENSE AGREEMENT)** by clicking on the appropriate button:

- By clicking **Accept**, the user indicates consent with the **VJCS TERMS AND CONDITIONS** and may proceed with registration.
- By clicking **Decline**, the user will be routed to the **Login** screen and **will not be permitted** to access the **VJCS**.

As the **VJCS TERMS AND CONDITIONS OF USE** are updated, users must agree to them in order to retain access.

## Log Into VJCS

Open a web browser and navigate to the [Login](https://eapps.courts.state.va.us/usermgmt/loginAction.action) page (<https://eapps.courts.state.va.us/usermgmt/loginAction.action>):

Virginia Judiciary Collections System

VJCS Login

User Name:

Password:

Login

[Forgot User Name?](#) [Forgot Password?](#)

Enter **User Name and Password** into the appropriate fields, and click **Login**.

Users may be asked to select and answer security questions or to use a security verification box for authentication purposes.

After the user has logged in, he or she will be routed to the home page.

## Navigation Bar

The navigation bar appears on the top of every page in VJCS. It contains numerous links that allow users to move between various pages in VJCS:



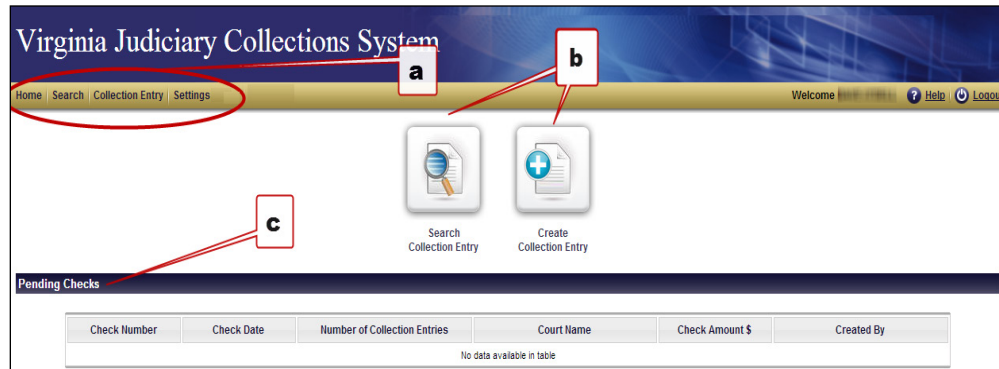
A	Home
B	Search
C	Collection Entry
D	Reports
E	Administration (if applicable)
F	Settings
G	Help
H	Logout

## Home

This link takes all users to the **Home or** landing page. Users view this page when logging into **VJCS**. The home page will look slightly different for the three kinds of **VJCS** users:

1. Agents

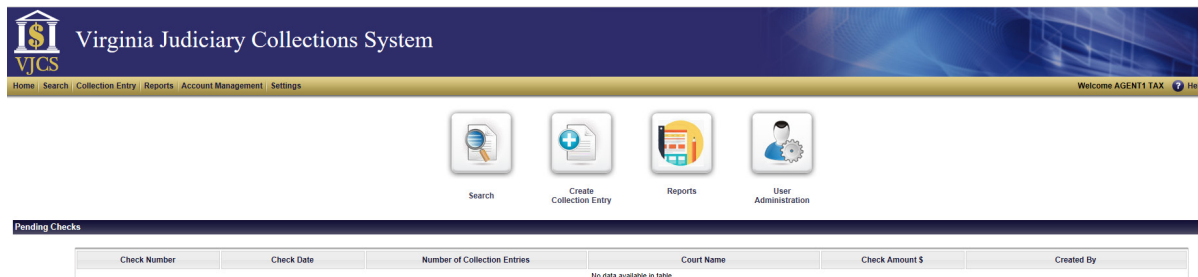
The **Home** page displays the navigation bar, navigation icons, and pending checks.



- **Navigation Bar:** The navigation bar includes four options: Home, Search, Collection Entry, and Settings.
- **Navigation Icons:** There are two navigation icons: Search Collection Entry and Create Collection Entry. These icons take the user to the same location as the Search link and Collection Entry link in the navigation bar, respectively.
- **Pending Checks:** This section allows the user to review the details of any checks assigned, the information for which has been submitted to the court by their organization, but has not yet been accepted by the court. See the Pending Checks chapter for more information.

## 2. Administrator/Agents

Administrator/Agents have a slightly different home page than non-administrative users. In addition to the navigation bar and icons on the Users' home page, the Administrator/Agents home page contains a **Settings** link in the navigation bar and a **User Administration** icon that allows them to conduct their VJCS administrative role.



- **Navigation Bar:** The navigation bar includes five options: Home, Search, Collection Entry, Administration, and Settings.
- For more information about administration functionality, reference the **Administrator Navigation** chapter later in this document.
- **Navigation Icons:** There are four navigation icons: Search Collection Entry, Create Collection Entry, Reports, and User Administration. These icons take the user to the same location as the **Search** link, **Collection Entry** link, **Reports**, and **Administration** link in the navigation bar, respectively.
- **Pending Checks:** This section allows the user to review the details of any checks assigned, the information for which has been submitted to the court by their organization, but has not yet been accepted by the court. See the **PENDING CHECKS** chapter for more information.

### 3. Administrator Only Users

The Administrator Only users' home page is the **Firm Details** page, which displays a navigation bar.

Virginia Judiciary Collections System

Home Administration Settings

Welcome USER SAMPLE Help Logout

Firm Details

Agency/Business/Law Firm Information

\* Agency/Business/Law Firm: JESSICA TEST FIRM

\* Address 1: 100 N 9TH ST Address 2: 5TH FLOOR

\* City: RICHMOND \* State: VA - Virginia \* Zip: 23224 -

\* Phone: 804-555-6788 Ext: Fax:

- **Navigation Bar:** The navigation bar includes three options: Home, Administration, and Settings.
- **Firm Details Page:** The **Firm Details** page allows the Administrator Only user to complete their user management tasks. For more information about the Firm Details page, reference the **Administrative Navigation** chapter in this document.

## Search

Users may access VJCS's search functionality by clicking on the **Search** link on the navigation bar to search the status of different check numbers on particular dates.

See the **SEARCH** chapter for more information about the search function.

## Collection Entry

Users may click on the **Collection Entry** link in the navigation bar to find, review, and track cases using various criteria, including case number, payment date, and amount received.

See the **COLLECTION ENTRY** chapter for more information.

## Administration

This link will only be available to designated VJCS Administrators. When clicking this link, the VJCS Administrator is routed to the **Firm Details** page for organization and user management.

See the **ADMINISTRATION NAVIGATION** chapter for more information about this functionality.

## Settings

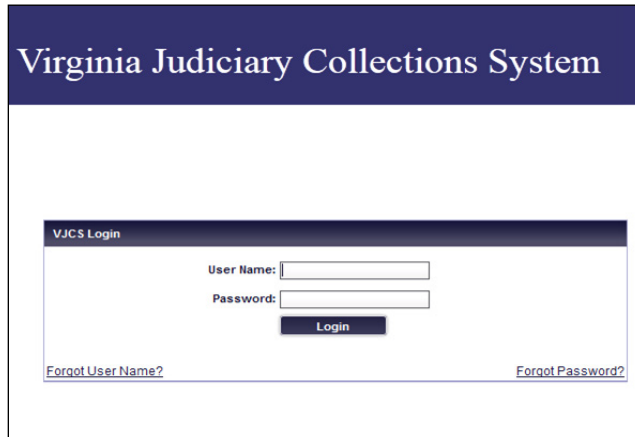
This link takes the user to the **User Profile** page. This page allows users to update their account information, as well as their personal and contact information. See the **SETTINGS** chapter for further details.

## Help

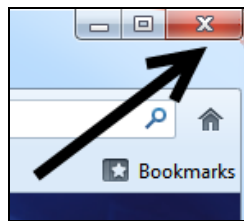
This link routes the user to the Virginia Judiciary Collections System User's Guide.

### Logout

This link allows the user to securely log off the **VJCS**. Users will see the **VJCS Login** screen.



Users can close the browser window by clicking on the browser's **Close Window** button.



## Pending Checks

### Overview

The **Pending Checks** section is found on the lower portion of the home page:

Check Number	Check Date	Number of Collection Entries	Court Name	Check Amount \$	Created By
<a href="#">1001</a>	07/23/2013	7	TEST COURT GEN DIST	795.06	GOUSER1
<a href="#">4547</a>	07/23/2013	6	TEST COURT GEN DIST	2065.00	GOUSER2

This section displays all of the check information that an organization has submitted to the court(s), but has not yet been accepted by the court(s).

The following details can be reviewed:

- Check Number



- Check Date
- Number of Collection Entries
- Court Name
- Check Amount
- Check Issuer (Created By)

To view the **Check Details** screen, agents may click on the entry in the **Check Number** column in the **Pending Checks** section.

**Note:** If there are no pending checks, the table displays the following message: "No data available in table."

Check Number	Check Date	Number of Collection Entries	Court Name	Check Amount \$	Created By
No data available in table					

### Check Details Screen

The **Check Details** screen allows the agent to review each collection entry of a check, including any voided collection entries.

Check Details						
Court Name : TEST COURT - CIRCUIT DB2						
Check Number : 2234		Check Status : PAID				
Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$	FMS Receipt Number
<a href="#">1000000004</a>	CR14000003-00	TEST - F/C/S20/N	07/30/2013	ACCEPTED BY COURT	1000.00	13000000258
<a href="#">1000000005</a>	CR00R64579-01	WATTS, MARTIN	07/30/2013	ACCEPTED BY COURT	500.00	13000000259
<b>Total \$</b>					<b>1500.00</b>	
Total Number of Collection Entries : 2						
Void Entries						
Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$	FMS Receipt Number
<a href="#">1000000006</a>	CR09111400-04	520 UNPAID	07/30/2013	VOID - ACCEPTED BY COURT	0.00	13000000260
<a href="#">Back</a>						

The agent can review the following information:

- Collection Entry Number
- Case Number
- Defendant Name
- Collection Entry Date
- Collection Entry Status

- Amount Paid
- FMS Receipt Number

The agent may click on two items on this screen:

1. Back button

To return to the home page, click on the Back button.

2. Collection Entry Number

If the agent clicks on an entry in the **Collection Entry Number** column, the system will route to the **Collection Entry** screen for that specific entry.

## Collection Entry Screen

The screenshot shows the 'Collection Entry' screen. At the top, it displays 'Collection Entry' in a dark header. Below this, there are three fields: 'Court Name: TEST COURT - CIRCUIT DB2', 'Case Number: CR14000003-00', and 'Collection Entry Number: 1000000015'. Underneath, 'Payment Date: 08/01/2013' and 'Status: VOD' are shown. A 'Case Details' section follows, containing: 'Case Number: CR14000003-00', 'Defendant Name: TEST - F/C/520/N', 'Address: 123 WAY, ZEN, VA', 'Driver's License:', 'SSN: XXX-XX-0000', 'Voided By: ODELL20', 'Date Voided: 08/01/2013', 'Amount Owed: \$ 1483.34', 'Payment Details' (a blue link), 'Amount Paid: \$ 0.00', and 'Balance: \$ 1483.34'. At the bottom, there are two buttons: 'Back' and 'Print Payment Record'. Three red callout boxes with numbers 1, 2, and 3 point to the 'Print Payment Record' button, the 'Back' button, and the 'Payment Details' link, respectively.

From this screen, the agent may click on one of the following three items:

1. Print Payment Record button

To print a copy of the payment record, click on the **Print Payment Record** button.

**NOTE:** The payment record opens and prints as a PDF file in Adobe Reader. Depending on the agent's computer settings, the agent may have to click through multiple screens to print this document.

2. Back button

To return to the **Collection Entry Search** page, click on the **Back** button.

3. Payment Details link

Payment Details		
Description	Amount Owed \$	Current Payment \$
Fines, Costs, Forfeitures & Penalties	276.28	10.43
Interest on Fines, Costs, Forfeitures & Penalties	0.00	0.00
Restitution	1000.00	0.00
Interest on Restitution	15.60	0.00
Collection Increase Rate Amount	191.46	1.57
<b>Total \$</b>	<b>1483.34</b>	<b>12.00</b>

To view payment details, click on the **Payment Details** link:

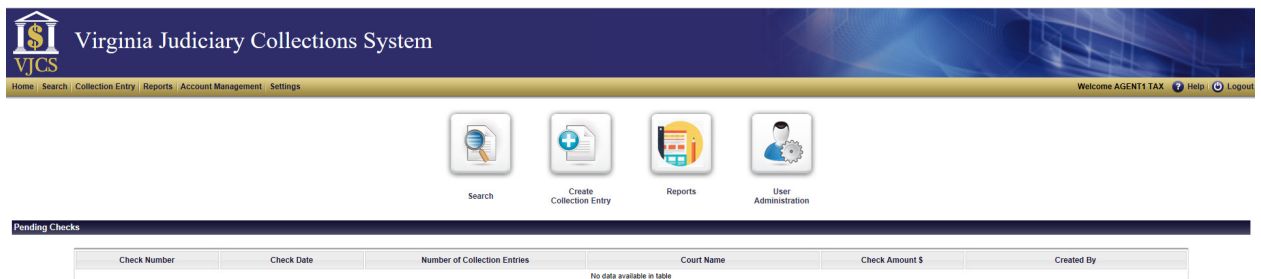
The **Payment Details** screen includes description, amount owed, and allocation of the current payment entry.

## Collection Entry

### Create Entry

#### Collection Entry link

A collection entry is created by clicking on the **Create Collection Entry** icon on the home page or by clicking the **Collection Entry** link from the navigation bar.



#### Collection Entry screen

1. The agent is routed to the **Collection Entry** screen.

The screenshot shows the 'Case Search' form in the Virginia Judiciary Collections System. The form includes a 'Court Name' dropdown menu, a 'Case Number' field, an 'SSN' field with a note to 'Enter last 4 digits of ssn', and a 'Name' section with fields for Last Name, First Name, Middle Name, and Suffix. There are 'Search' and 'Reset' buttons at the bottom of the form.

The agent enters information into the following fields:

- Court Name

If the agent's organization is under contract with a Commonwealth's Attorney(s) for:

- One court: This field is automatically populated with that one court.
- Multiple courts: This field displays with a drop-down menu for the agent to select the appropriate court.

- Case Number

The agent enters the **complete** case number for which payment is being received.

- Last 4 Digits of Social Security Number

The agent enters the last 4 digits of the social security number for which payment is being received.

- Individual Name

The agent enters the name of the individual for which payment is being received.

- Retrieve Case

The agent clicks the **Retrieve Case** button. If the case number is:

- Retrieved

The **VJCS** returns the **Case Details** section, which includes:

- Case Number;
- Defendant Name;
- Address;
- Driver's License Number;
- Social Security Number (only the last four digits will be displayed); and
- Amount Owed, which includes accrued interest up to the payment date.

**Note:** For more information click on the **Payment Details** link next to **Amount Owed**.

The screenshot shows the 'Collection Entry' form with the following details:

- Collection Entry:** Court Name: LAKESIDE CITY CIRCUIT COURT; Case Number: CR14000003-00; Payment Date: 08/01/2013; Amount Received: \$ 0.00.
- Case Details:** Case Number: CR14000003-00; Defendant Name: TEST - FIC/520IN; Address: 123 WAY, ZEN, VA; Driver's License: ; SSN: XXX-XX-0000; Amount Owed: \$ 1483.34. A link for 'Payment Details' is located next to the amount owed.

- Not located
  - The **VJCS** returns an error message and **does not** return to the **Case Details** section.


2. Enter the Case Information

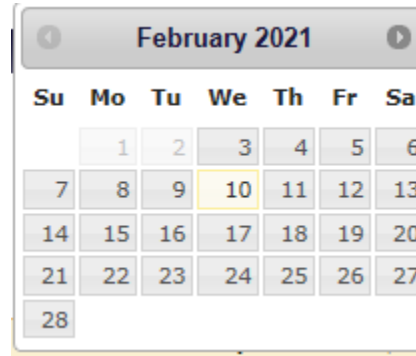
The screenshot shows the 'Collection Entry' form with callouts:

- a:** Points to the 'Payment Date' field (08/01/2013).
- b:** Points to the 'Case Number' field (CR14000003-00).
- c:** Points to the 'SSN' field (XXX-XX-0000).

The agent verifies that the case for which payment is being made is accurate when entering information into the following fields:

- Payment Date

Enter in the payment date by clicking on the **Calendar** icon  next to the field. The date defaults to the current date. When the agent clicks on the icon, a calendar pop-up screen displays:



The agent selects the correct date by clicking on the arrows and date.

- Amount Received
- Click Create Collection Entry button
  - Carefully review the entries in the **Payment Date** and **Amount Received** fields before clicking the **Create Collection Entry** button.
  - To clear all fields, click on the **Reset** button.
  - When the agent clicks on the **Create Collection Entry** button, he or she agrees to the following terms:

By clicking the "Create Collection Entry" button below, I acknowledge and affirm that the amount entered above as the "Amount Received" is the entire amount received from the defendant on the payment date indicated for the case listed and that no funds, including no collection agent fee or commission, have been withheld or deducted from the amount paid by the defendant.

## Confirmation Message

After the agent clicks the **Create Collection Entry** button, a confirmation message appears:

The agent may click on one of three items after the collection entry has been submitted:

### Payment Details

To view the payment details screen, click on the **Payment Details** link:

Description	Amount Owed \$	Current Payment \$
Fines, Costs, Forfeitures & Penalties	276.28	10.43
Interest on Fines, Costs, Forfeitures & Penalties	0.00	0.00
Restitution	1000.00	0.00
Interest on Restitution	15.60	0.00
Collection Increase Rate Amount	191.46	1.57
<b>Total \$</b>	<b>1483.34</b>	<b>12.00</b>

The **Payment Details** screen includes description, amount owed, and allocation of the current payment entry.

### Print a Copy of the Payment Record

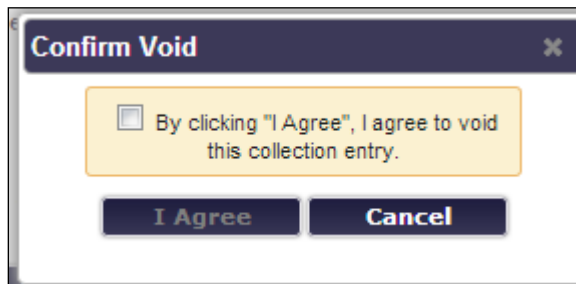
To print a copy of the payment record, click on the **Print Payment Record** button.

**Note:** The payment record opens and prints as a PDF file in Adobe Reader. Depending on the agent's computer settings, the agent may have to click through multiple screens to print this document.

### Void Payment Entry

To void the payment entry, click on the **Void** button.

1. After clicking on the Void button, a pop-up window displays:



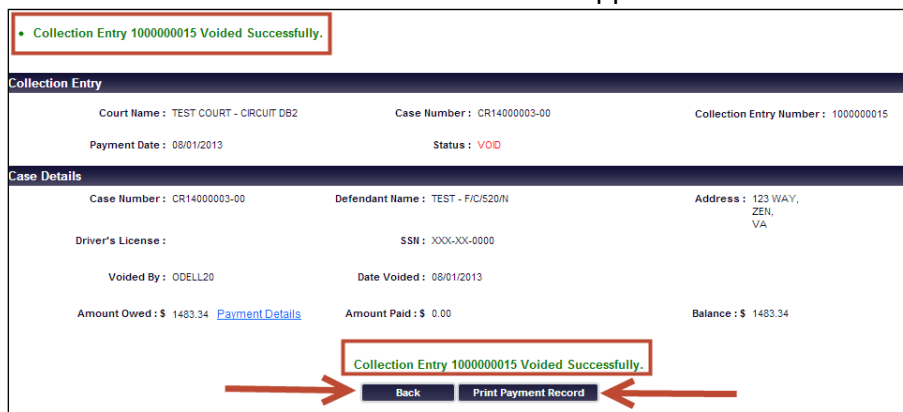
2. Agent must click on the box by the statement.

This action activates the **I Agree** button.

3. Agent clicks one of the following buttons.

- **I Agree** button

If the agent clicks on the **I Agree** button, the collection entry is voided and a confirmation screen appears.



From this screen, the agent clicks on any of the following options:

- **Print Payment Record** button



To print the voided entry, click on the **Print Payment Record** button.

**Note:** The payment record opens and prints as a PDF file in Adobe Reader. Depending on the agent's computer settings, the agent may have to click through multiple screens to print this document.

- Back button

To return to the **Collection Entry Search** screen, click on the **Back** button.

- Payment Details link

To view the **Payment Details** screen, click on the **Payment Details** link.

Payment Details		
Description	Amount Owed \$	Current Payment \$
Fines, Costs, Forfeitures & Penalties	276.28	10.43
Interest on Fines, Costs, Forfeitures & Penalties	0.00	0.00
Restitution	1000.00	0.00
Interest on Restitution	15.60	0.00
Collection Increase Rate Amount	191.46	1.57
<b>Total \$</b>	<b>1483.34</b>	<b>12.00</b>

The **Payment Details** screen includes description, amount owed, and allocation of the current payment entry.

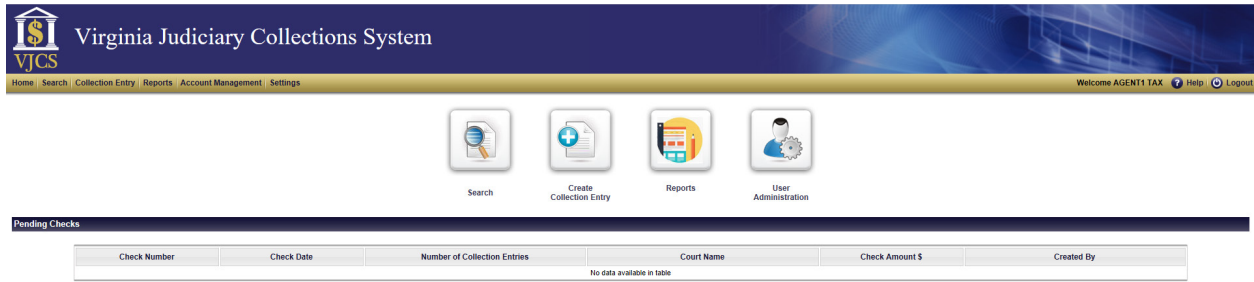
- If the agent clicks on the **Cancel** button, the agent **returns** to the **Collection Entry** screen.

## Search Collection Entry

### Conduct A Search

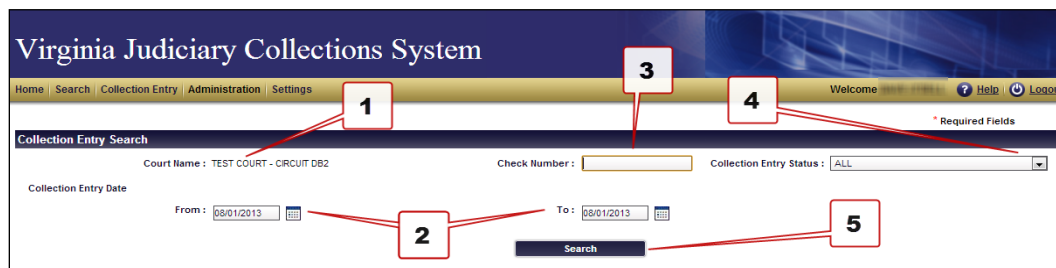
**Note:** The Search function can also be used as a tracking tool to review a collection entry's status.

The agent begins a search by clicking on the **Search Collection Entry** icon on the home page or by clicking on the **Search** link in the navigation bar.



### Collection Entry Search page

The agent is routed to the **Collection Entry Search** page.




The agent may enter information into several fields to assist in filtering results:

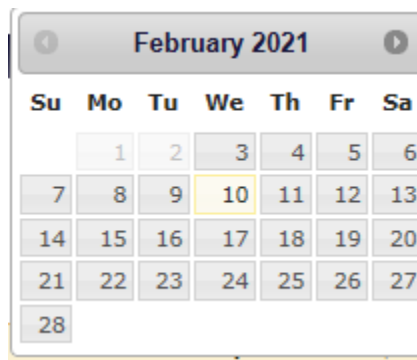
1. Court Name

This field is mandatory. If the agent's organization is under contract with a Commonwealth's Attorney(s) for:

- **One court:** This field is automatically populated with that one court.
- **Multiple courts:** This field displays with a drop-down menu for the agent to select the appropriate court.

2. Collection Entry Date fields

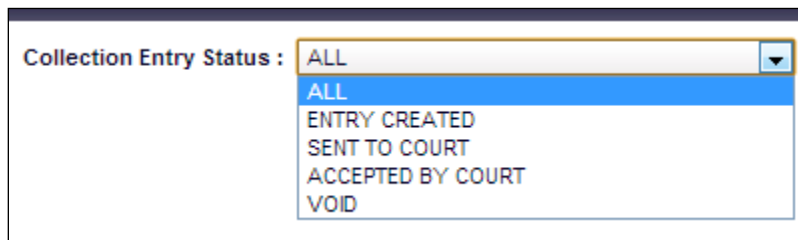
Enter in the date by clicking on the **Calendar** icon  next to the field. The Collection Entry Date field defaults to the current date. When the agent clicks on the icon, a calendar pop-up screen displays:



The agent selects the correct date by clicking on the arrows and date.

3. Check Number
4. Collection Entry Status

The agent selects an option from the drop-down menu:



The Collection Entry Status field defaults to All.

5. Search button

After completing all of the fields, the agent clicks **Search**.

## Search Results

After the agent has clicked on the Search button, if there are search results, they display under the Collection Entry Search section.

In the Search Results section, the agent can click on any of the following three items.

Collection Entry Number	Case Number	Defendant Name	Amount Paid \$	Collection Entry Date	Check Number	Status
<a href="#">1000000004</a>	CR14000003-00	TEST - F/C/520/N	1000.00	07/30/2013	<a href="#">2234</a>	ACCEPTED BY COURT
<a href="#">1000000005</a>	CR00R64579-01	WATTS, MARTIN	500.00	07/30/2013	<a href="#">2234</a>	ACCEPTED BY COURT
<a href="#">1000000006</a>	CR09111400-04	520 UNPAID	0.00	07/30/2013	<a href="#">2234</a>	VOID - ACCEPTED BY COURT
<a href="#">1000000007</a>	CR00R76543-01	MARTIN, MARTIN	2580.70	07/31/2013	<a href="#">5720</a>	ACCEPTED BY COURT
<a href="#">1000000008</a>	CR02000001-00	TEST RELEASE 7/01/01	40.00	07/31/2013	<a href="#">786</a>	SENT TO COURT
<a href="#">1000000009</a>	CR13018000-04	RESTITUTION, TEST	100.00	07/31/2013		ENTRY CREATED
<a href="#">1000000010</a>	CR13018000-04	RESTITUTION, TEST	100.00	07/31/2013		ENTRY CREATED
<a href="#">1000000015</a>	CR14000003-00	TEST - F/C/520/N	0.00	08/01/2013		VOID

**A** points to the Collection Entry Number column. **B** points to the Check Number column. **C** points to the Assign Check Number button.

### Collection Entry Number

If the agent clicks on an entry in the **Collection Entry Number** column, the agent will be routed to the **Collection Entry** screen for that specific entry.

**Collection Entry**

Court Name : TEST COURT - CIRCUIT DB2      Case Number : CR14000003-00      Collection Entry Number : 1000000015

Payment Date : 08/01/2013      Status : VOID

---

**Case Details**

Case Number : CR14000003-00      Defendant Name : TEST - F/C/520/N      Address : 123 WAY, ZEN, VA

Driver's License :      SSN : XXX-XX-0000

Voided By : ODELL20      Date Voided : 08/01/2013

Amount Owed : \$ 1483.34 [Payment Details](#)      Amount Paid : \$ 0.00      Balance : \$ 1483.34

**1** points to Date Voided. **2** points to Print Payment Record button. **3** points to Driver's License field.

From this screen, the agent may click on one of the following three objects:

1. Print Payment Record button

To print a copy of the payment record, click **Print Payment Record**.

**Note:** The payment record opens and prints as a PDF file in Adobe Reader. Depending on the agent's computer settings, the agent may have to click through multiple screens to print this document.

2. Back button

The agent returns to the **Collection Entry Search** screen.

3. Payment Details link

To view payment details, click on the **Payment Details** link.

Description	Amount Owed \$	Current Payment \$
Fines, Costs, Forfeitures & Penalties	276.28	10.43
Interest on Fines, Costs, Forfeitures & Penalties	0.00	0.00
Restitution	1000.00	0.00
Interest on Restitution	15.60	0.00
Collection Increase Rate Amount	191.46	1.57
<b>Total \$</b>	1483.34	12.00

The **Payment Details** screen includes description, amount owed, and allocation of the current payment entry.

**Check Number**

To view the **Check Details** screen, the agent clicks on the entry in the **Check Number** column:

Check Details						
Court Name : TEST COURT - CIRCUIT DB2						
Check Number : 2234			Check Status : PAID			
Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$	FMS Receipt Number
<a href="#">1000000004</a>	CR1400003-00	TEST - F/C/S20IN	07/30/2013	ACCEPTED BY COURT	1000.00	13000000258
<a href="#">1000000005</a>	CR00R64579-01	WATTS, MARTIN	07/30/2013	ACCEPTED BY COURT	500.00	13000000259
<b>Total \$</b>					<b>1500.00</b>	
Total Number of Collection Entries : 2						
Void Entries						
Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$	FMS Receipt Number
<a href="#">1000000006</a>	CR09111400-04	520 UNPAID	07/30/2013	VOID - ACCEPTED BY COURT	0.00	13000000260
<a href="#">Back</a>						

The **Check Details** screen includes the following columns for each collection entry that was included in the check:

- Collection Entry Number
- Case Number
- Defendant Name
- Collection Entry Date
- Collection Entry Status
- Amount Paid
- FMS Receipt Number

The agent may click on the entry in the **Collection Entry Number** column to view details about a specific collection entry.

To return to the **Search Results** screen, click **Back**.

### Assign Check Number

To assign a new check number to at least one collection entry, click on the box next to appropriate collection entry or entries and click **Assign Check Number**.

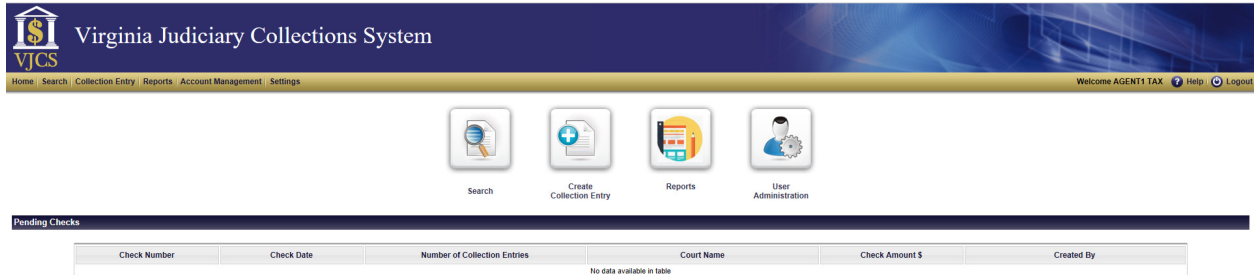
See the **ASSIGN CHECK NUMBER** chapter for more information about assigning check numbers.

## Assign Check Number

To assign a check number, use the following steps:

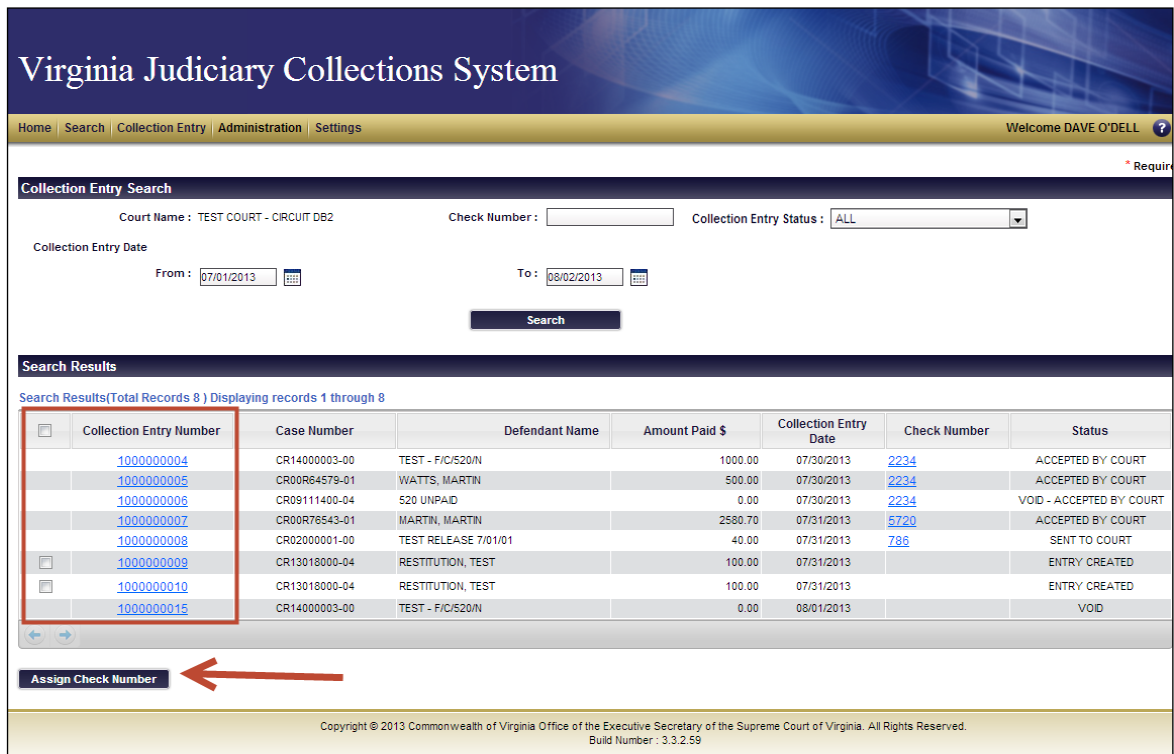
## Search Page

Access the Search page through either the navigation bar or the navigation icon on the home page.



## Conduct Search

Conduct a search for at least one collection entry to add to a check. Eligible collection entries will show up in the Search Results section of the screen with a box to check.



## Select Entry

Select at least one eligible collection entry by checking the box next to each entry to be included in the check and click **Assign Check Number**.

## Enter Check Number

After the user clicks the button, a pop-up box prompts the user to enter in a check number.

**Note:** Enter in a unique check number. Check numbers may be a combination of letters and numbers.

## Send To Court

On the **Assign Check** page, the user reviews the check information and makes any necessary edits.

Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$	Remove
<a href="#">1000000010</a>	CR13018000-04	RESTITUTION, TEST	07/31/2013	ENTRY CREATED	100.00	
<b>Total \$</b>					<b>100.00</b>	

Total Number of Collection Entries : 1

Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$	Remove
<a href="#">1000000015</a>	CR14000003-00	TEST - F/C/S20/N	08/01/2013	VOID	0.00	

\* Check Number :

By clicking the "Send To Court" button below, I acknowledge and affirm that each amount indicated above as the "Amount Paid" is the entire amount received from each particular defendant for each case listed, and that no funds, including no collection agent fee or commission, have been withheld or deducted from the amount paid by each defendant listed.

- The user may remove the entry by clicking on the **Remove** icon in the **Remove** column of the individual entry.
- The user may change the entry in the Check Number field.



After reviewing, the user clicks on the box in the message field to acknowledge and affirm the information in the message:

By clicking the "Send To Court" button below, I acknowledge and affirm that each amount indicated above as the "Amount Paid" is the entire amount received from each particular defendant for each case listed, and that no funds, including no collection agent fee or commission, have been withheld or deducted from the amount paid by each defendant listed.

Back
Send To Court

Once the user has clicked the box, the **Send to Court** button becomes active.

By clicking the "Send To Court" button below, I acknowledge and affirm that each amount indicated above as the "Amount Paid" is the entire amount received from each particular defendant for each case listed, and that no funds, including no collection agent fee or commission, have been withheld or deducted from the amount paid by each defendant listed.

Back
Send To Court

Click Send to Court.

**Note:** Clicking on the **Send to Court** button **does not** send the check funds electronically to the court. Rather, information about the check assigned is sent to the court. The check must be mailed or delivered to the court.

### Confirmation

After the user clicks on the **Send to Court** button, the **Check Details** page displays with a confirmation notice.

• Check Number 1111 Information Sent to Court.

Check Details

Court Name : TEST COURT - CIRCUIT DB2  
 Check Number : 1111      Check Status : PENDING

Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$
<a href="#">100000010</a>	CR13018000-04	RESTITUTION, TEST	07/31/2013	SENT TO COURT	100.00
<b>Total \$</b>					<b>100.00</b>

Total Number of Collection Entries : 1

Void Entries

Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$
<a href="#">100000015</a>	CR14000003-00	TEST - F/C/S20/N	08/01/2013	VOID - SENT TO COURT	0.00

Check Number 1111 Information Sent to Court.

Back
Void

The user may click on one of three possible items:

### Collection Entry Number

If the user clicks on an entry in the **Collection Entry Number** column, the user will be routed to the **Collection Entry** screen for that specific entry.

The screenshot shows the 'Collection Entry' screen. At the top, it displays 'Collection Entry' in a dark header. Below this, the following information is shown: Court Name: TEST COURT - CIRCUIT DB2, Case Number: CR14000003-00, Collection Entry Number: 1000000015, Payment Date: 08/01/2013, and Status: VOD. A section titled 'Case Details' contains: Case Number: CR14000003-00, Defendant Name: TEST - F/C/S20/N, Address: 123 WAY, ZEN, VA, Driver's License: (with callout 3), SSN: XXX-XX-0000, Voided By: ODELL20, Date Voided: 08/01/2013 (with callout 1), Amount Owed: \$ 1483.34, Amount Paid: \$ 0.00, and Balance: \$ 1483.34. At the bottom, there are two buttons: 'Back' (with callout 2) and 'Print Payment Record'. A blue link labeled 'Payment Details' is also visible.

From this screen, the user may click on one of the following three items:

1. Print Payment Record button

To print a copy of the payment record, click **Print Payment Record**.

**Note:** The payment record opens and prints as a PDF file in Adobe Reader. Depending on the user's computer settings, the user may have to click through multiple screens to print this document.

2. Back button

The user returns to the **Collection Entry Search** screen.

3. Payment Details link

To view payment details, click on the **Payment Details** link.

Description	Amount Owed \$	Current Payment \$
Fines, Costs, Forfeitures & Penalties	276.28	10.43
Interest on Fines, Costs, Forfeitures & Penalties	0.00	0.00
Restitution	1000.00	0.00
Interest on Restitution	15.60	0.00
Collection Increase Rate Amount	191.46	1.57
<b>Total \$</b>	<b>1483.34</b>	<b>12.00</b>

The **Payment Details** screen includes description, amount owed, and allocation of the current payment entry.

**Back button**

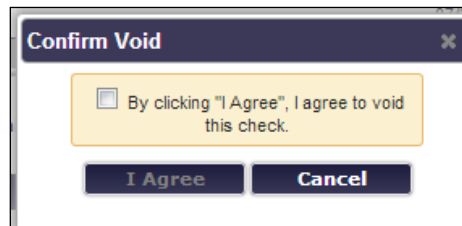
To return to the **Collection Entry Search** page, click **Back**.

**Void button**

A check number that has been submitted to the court, but is not yet accepted may be voided. To begin the process to void the check information sent to the court, click **Void** on the **Check Details** page.



The following pop-up will display:



Users must click on the box by the statement to agree. This action activates the **I Agree** button.

Users must click on one of the following buttons options:

If the user clicks on the **I Agree** button, the collection entry is **voided** and a confirmation screen appears.

**Assign Check**

Court Name : TEST COURT - CIRCUIT DB2

Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$	Remove
<a href="#">1000000010</a>	CR13018000-04	RESTITUTION, TEST	07/31/2013	ENTRY CREATED	100.00	✖
					<b>Total \$</b>	<b>100.00</b>

Total Number of Collection Entries : 1

**Void Entries**

Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$	Remove
<a href="#">1000000015</a>	CR14000003-00	TEST - F/CS20N	08/01/2013	VOID	0.00	

\* Check Number :

By clicking the "Send To Court" button below, I acknowledge and affirm that each amount indicated above as the "Amount Paid" is the entire amount received from each particular defendant for each case listed, and that no funds, including no collection agent fee or commission, have been withheld or deducted from the amount paid by each defendant listed.

**Check 1111 Voided Successfully.**

From this screen, the user clicks on either of the options below:

1. Send to Court button

To submit the void to court, click **Send To Court**. The void is sent the court and a **Check Details** confirmation screen will display.

**Check Details**

Court Name : TEST COURT - CIRCUIT DB2  
Check Number : 1111      Check Status : PENDING

Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$	
<a href="#">1000000010</a>	CR13018000-04	RESTITUTION, TEST	07/31/2013	SENT TO COURT	100.00	
					<b>Total \$</b>	<b>100.00</b>

Total Number of Collection Entries : 1

**Void Entries**

Collection Entry Number	Case Number	Defendant Name	Collection Entry Date	Collection Entry Status	Amount Paid \$
<a href="#">1000000015</a>	CR14000003-00	TEST - F/CS20N	08/01/2013	VOID - SENT TO COURT	0.00

Check Number 1111 Information Sent to Court.

2. Back button

To return to the **Collection Entry Search** screen, click **Back**.

## Collection Entry Number

If the user clicks on an entry in the **Collection Entry Number** column, the user will be routed to the **Collection Entry** screen for that specific entry:

The screenshot displays the 'Collection Entry' screen. At the top, it shows 'Collection Entry' with details: Court Name: TEST COURT - CIRCUIT DB2, Case Number: CR14000003-00, Collection Entry Number: 1000000015, Payment Date: 08/01/2013, and Status: VOID. Below this is the 'Case Details' section, which includes: Case Number: CR14000003-00, Defendant Name: TEST - F/C/520/N, Address: 123 WAY, ZEN, VA, Driver's License, SSN: XXX-XX-0000, Voided By: ODELL20, Date Voided: 08/01/2013, Amount Owed: \$ 1483.34, Amount Paid: \$ 0.00, and Balance: \$ 1483.34. A blue link labeled 'Payment Details' is visible next to the amount owed. At the bottom, there are two buttons: 'Back' and 'Print Payment Record'. Three red callout boxes with numbers 1, 2, and 3 are present: callout 1 points to the 'Print Payment Record' button, callout 2 points to the 'Back' button, and callout 3 points to the 'Payment Details' link.

From this screen, the user may click on one of the following three items:

1. Print Payment Record button

To print a copy of the payment record, click on the **Print Payment Record** button.

**Note:** The payment record opens and prints as a PDF file in Adobe Reader. Depending on the user's computer settings, the user may have to click through multiple screens to print this document.

2. Back button

The user returns to the **Collection Entry Search** screen.

3. Payment Details link

To view payment details, click on the **Payment Details** link:

Payment Details		
Description	Amount Owed \$	Current Payment \$
Fines, Costs, Forfeitures & Penalties	276.28	10.43
Interest on Fines, Costs, Forfeitures & Penalties	0.00	0.00
Restitution	1000.00	0.00
Interest on Restitution	15.60	0.00
Collection Increase Rate Amount	191.46	1.57
<b>Total \$</b>	<b>1483.34</b>	<b>12.00</b>

The **Payment Details** screen includes description, amount owed, and allocation of the current payment entry.

### Administrator Navigation - Firm Details Page

For Administrator Only users, the **Firm Details** page will serve as their home page when they log in to VJCS. For all other administrator users, this page will appear when they choose the **Administration** link from the navigation bar.

The screenshot shows the 'Firm Details' page with the following sections and callouts:

- Agency/Business/Law Firm Information:**
  - Agency/Business/Law Firm: VJCS PROD COLLECTION FIRM
  - Address 1: 100 NORTH (Callout A)
  - City: RICHMOND
  - Phone: [ ] Ext: [ ]
  - Address 2: 8TH STREET
  - State: VA - Virginia
  - Zip: 23294 - [ ]
  - Fax: [ ]
- Authorizing Party:**
  - Last Name: DES (Callout B)
  - Phone: [ ] Ext: [ ]
  - First Name: SCV
  - Middle Name: [ ]
  - Suffix: [ ]
  - Email: [ ]
- User Information:**

Name	User Name	Designation	Administrator	Actions
[ ]	[ ]	AGENT	YES	[ + ] [ - ] [ x ] [ ? ]
[ ]	[ ]	AGENT	YES	[ + ] [ - ] [ x ] [ ? ]
- Court Associations:**

FIPS Code	Assigned Courts
999C	TEST COURT - CIRCUIT DB2 (Callout D)

At the bottom right, there are buttons for 'New User', 'Cancel', and 'Save'. The footer contains copyright information: 'Copyright © 2013 Commonwealth of Virginia Office of the Executive Secretary of the Supreme Court of Virginia. All Rights Reserved. Build Number: 1.0.0.20'.

A	Agency/Business/Law Firm Information
B	Authorizing Party
C	User Information
D	Court Associations
E	Create New User

### Agency/Business/Law Firm Information

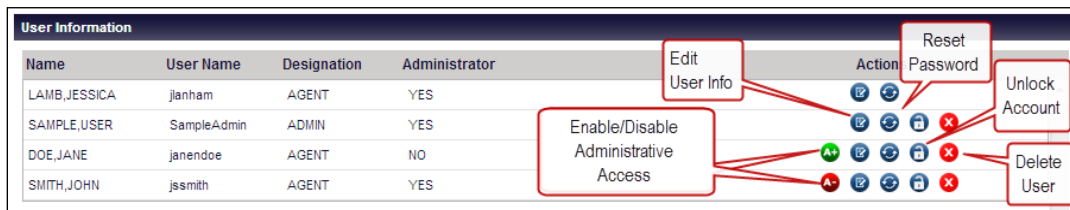
This section allows the administrator to view and edit their organization's information. This information is originally entered from the **VJCS REGISTRATION APPLICATION**, but can be updated as needed by the organization's VJCS administrator. All data fields may be updated from this screen, except for the organization's name.







### Authorizing Party

This section allows the administrator to view and edit the authorizing party's phone and email address.

### User Information - Actions

This section allows the administrator to complete a number of tasks.





1	Disable/Enable Administrative Access	 
2	Edit User Info	
3	Reset Password	
4	Unlock Account	
5	Delete User	

To begin an action, click on the icon button in the same row as the user's name.

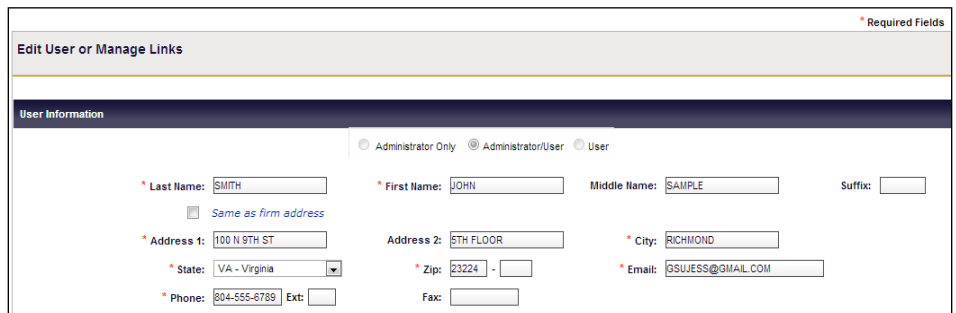
1. Disable  or Enable  Administrative Access

This function allows the administrator to disable or enable other users' administrative privileges. When updated, the user will receive an email notification of their changed administrative status.

- If the Enable Admin icon  is available, the user is not already an administrator and administrative access can be enabled. Click on the icon and a pop-up screen will appear. Click **OK** to enable administrative access for this user, otherwise click **Cancel** to discard all changes.
- If the Disable Admin icon  is available, the user is already an administrator and administrative access can be disabled. Click on the icon and a pop-up screen will appear. Click **OK** to disable administrative access for this user, otherwise click **Cancel** to discard all changes.

## 2. Edit User Info


This function will take the administrator to the **Edit User or Manage Links** page, which allows the administrator to update user contact information.



In this section, the user's contact information can be updated in the appropriate fields. The user's full name (including the suffix) must not exceed 30 characters.

**Note:** The user type cannot be changed.

## 3. Reset Password

The administrator clicks on the **Reset Password** icon  and a pop-up box will appear to create a new password for a user.



Please enter the new password for user

\*New Password:

\*Confirm New Password:

For your security, all E-Filing passwords must meet the following requirements:

They must be at least 8 characters in length; and

They must not contain the user's account name; and

They must use at least three of the following four characteristics:

- English upper case letters (A-Z)
- English lower case letters (a-z)
- Numbers (0-9)
- Special characters (@#\$%&\*)

Passwords may not be re-used.  
Users are required to change their passwords every 90 days.

OK Cancel

- Create Password

The administrator follows all instructions for creating a new Password for a user. When finished, the administrator clicks **OK** to continue or **Cancel** to discard all changes.


- Click Continue.

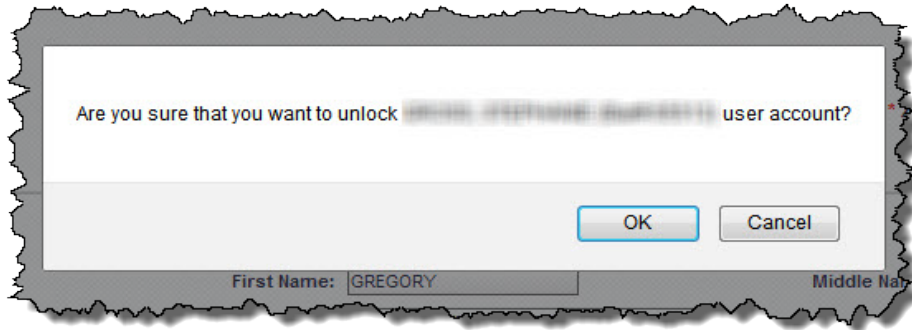
When finished, the administrator clicks **Continue** in the **upper right-hand corner** of the screen to reset the user's password.

- The user receives email notification

The user receives the temporary password that has been assigned to by the administrator in an email. Upon the next login, the user must choose a new password, reset security questions, and answers, and accept the **VJCS TERMS AND CONDITIONS OF USE (END USER LICENSE AGREEMENT)**.


#### 4. Unlock User

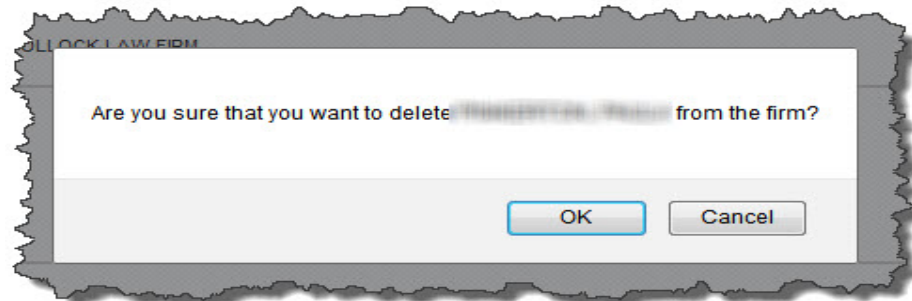
When the administrator clicks on the **Unlock User** icon  in the same row as the user's name, a pop-up box will appear.



To unlock the user's account, the administrator clicks **OK**, otherwise the click **Cancel** to discard all changes. There will be a validation message at the **top** of the screen.

## 5. Delete User

When the administrator clicks on the **Delete User** icon  in the same row as the user's name, a pop-up box will appear.



- To delete the user, the administrator clicks **OK**. There is a validation message at the top of the screen. The user receives an email notification that the user has been deleted as a user.
- To exit, the administrator clicks **Cancel** to discard all changes. This action will route the administrator to the **Firm Details** page.

## Court Associations

This area displays the courts for which the organization has been contracted for collection services.

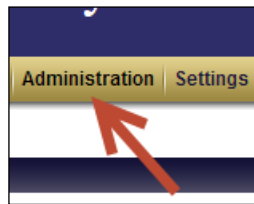
This information can only be changed by the **OES Administrator**, and changes must be submitted via the [VJCS REGISTRATION APPLICATION](#).

## Adding A New User

**Note:** It is highly recommended that the administrator assign at least one other administrator for backup purposes after completing registration.

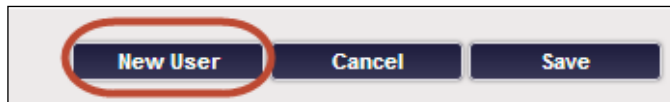
### 1. Administration link

The user clicks on the **Administration** link in the navigation bar to open the **Firm Details** page.



### 2. New User button

The administrator clicks **New User** in the bottom right-hand corner of the screen.



### 3. The New User Registration page displays.

**New User Registration**

---

**User Information**

Administrator Only  
  Administrator User  
  User

\* Last Name:     
  \* First Name:     
  Middle Name:     
  Suffix:

Same as firm address

\* Address 1:     
  Address 2:     
  \* City:

\* State:     
  \* Zip:     
  \* Email:

\* Phone:      Ext:     
  Fax:

---

**Logon Information**

\* User Name:     
 User names must be at least 6 characters, start with a letter, should not exceed more than 17 characters and include only letters and numbers

\* Password:     
 For your security, all E-Filing passwords must meet the following requirements:  
 They must be at least 8 characters in length, and  
 They must not contain the user's account name, and  
 They must use at least 3 of the following 4 characteristics:  
 English upper case letters (A-Z)  
 English lower case letters (a-z)  
 Numbers (0-9)  
 Special characters (!@#%&\*)

\* Confirm Password:

Passwords may not be re-used.  
 Users are required to change their passwords every 90 days.

#### 4. Select Account Type

In first section, the administrator selects the classification that best suits the role of the new user and clicks on the corresponding radio button:

- Administrator Only
- Administrator/Agent
- Agent

Definitions for the user classifications can be found in Section 4.6.4 of the [VJCS TERMS AND CONDITIONS OF USE \(END USER LICENSE AGREEMENT\)](#).

The administrator will fill in all appropriate fields, as required.

- Contact information
  - The administrator fills in the new user's contact information, User Name, and password.

Below the **Last Name** field, click the **Same as firm address** box, if applicable, to quickly populate the address. Otherwise, manually fill in the user's information.

**Note:** If a **User Name** has already been assigned to another user, an error message will appear.

Once **User Names** has been assigned, they **cannot be changed**.

- Enter the password in both the **Password** and **Confirm Password** fields.

Be sure to follow all instructions and click **Submit** in the **lower right-hand corner** of the screen to continue. Click **Cancel** to discard all changes.

- Confirmation
  - Click **Submit** and a confirmation message will appear on the top of the **Confirm User Registration** page.

- Click **Done** in the **bottom right-hand** of the screen or to create another user, click **New**.

## Settings/ User Profile

The **User Profile** page allows users to update their own account and personal information.

**User Profile** \* Required Fields

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**Account Information** Change Password?

User Name: [REDACTED]

Edit Security Questions and Answers

\* Question 1: What was your childhood nickname [dropdown] 1 [text]

\* Question 2: What is the name of your favorite childhood friend [dropdown] 2 [text]

\* Question 3: What street did you live on in third grade [dropdown] 3 [text]

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**Personal & Contact Information**

\* Last Name: [LAMB] \* First Name: [JESSICA] Middle Name: [L] Suffix: [ ]

\* Address 1: [100 N 9TH ST] Address 2: [5TH FLOOR] \* City: [RICHMOND]

\* State: [VA - Virginia] \* Zip: [23224] - [ ] \* Email: [REDACTED]

\* Phone: [804-555-6789] Ext: [ ] Fax: [ ]

[Cancel] [Save]

## Account Information

This section allows the user to make any updates to their security questions and VJCS password.

**Note:** User Names cannot be changed.

## Security Questions

- The user selects a new security question to answer and/or make any updates to existing questions by using the drop-down boxes.
- Three **different** security questions must be selected. If the user attempts to use the same question more than once, an error message will appear.
- Answers must also be unique, so each question must have a **different** answer.

## Password

Users can use the password link provided on the **Login** page to change their password. Users may also request a new password from their **VJCS Administrator**.

**Note:** Users are required to change their password every 90 days.

The user clicks on the **Change Password** link in this section, and a pop-up box will appear.

\* Required Fields

\* Please enter your current password

\* New password

\* Confirm new password

---

**For your security, all E-Filing passwords must meet the following requirements:**

They must be at least 8 characters in length; and

They must not contain the user's account name; and

They must use at least 3 of the following 4 characteristics:

- English upper case letters (A-Z)
- English lower case letters (a-z)
- Numbers (0-9)
- Special characters (!@#\$%)

Passwords may not be re-used.  
Users are required to change their passwords every 90 days.

Cancel Save

1. The user enters their current password into the first field.
2. The user should carefully read the instructions about creating a new password and enter the new password in both the **New Password** and **Confirm New Password** fields.
3. The user must click **Save** to continue. Otherwise, click **Cancel** to return to the **User Profile** page.
4. When updates are finished making, the user should click **Save** on the **bottom right-hand side** of the screen or click **Cancel** to return to the **home** page.

## Personal & Contact Information

The **Personal & Contact Information** section allows users to update their contact information, including name, address, phone number, and e-mail address.

After the user has finished making updates, they must click **Save** on **the bottom right-hand side** of the screen to save their edits.

To return to the home page, click **Cancel**.