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CHAPTER 1 - OVERVIEW

The Virginia Judiciary E-Filing System (VJEFS) has been created to allow users to electronically file certain types of civil cases in circuit court.

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

For the latest enhancements and changes to the system, please review the release notice.

I. GETTING HELP

If the user does not get a satisfactory answer to his or her question or problem by reviewing this guide, which is also accessible through the **Help** link in the VJEFS navigation bar, the user may contact the circuit court that registered the organization.

II. VJEFS USER FUNCTIONS

A. Administrators

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

- Adding or deleting other administrators and users;
- Creating and removing associations between attorneys and staff;
- Updating users' and organizational contact information, and
- Resetting users' passwords and unlocking users' accounts.

B. Attorneys and Staff

VJEFS-registered attorneys and staff are able to use the VJEFS to perform the following functions:

- Electronically file cases;
- Track case status online;
- Receive event notifications via email;
- Instantly calculate fees;
- Pay fees online using a credit card; and
- Conduct searches.

NOTE: The VJEFS is expected to be available during regular operating hours of the participating circuit court clerk's office (s). It will not be available during Saturdays and Sundays.

CHAPTER 2 - REGISTRATION FOR VJEFS

I. COMPLETE FIRM REGISTRATION

To begin the registration process, the organization's authorizing party must complete the VJEFS REGISTRATION APPLICATION and return it to the circuit court clerk's office.

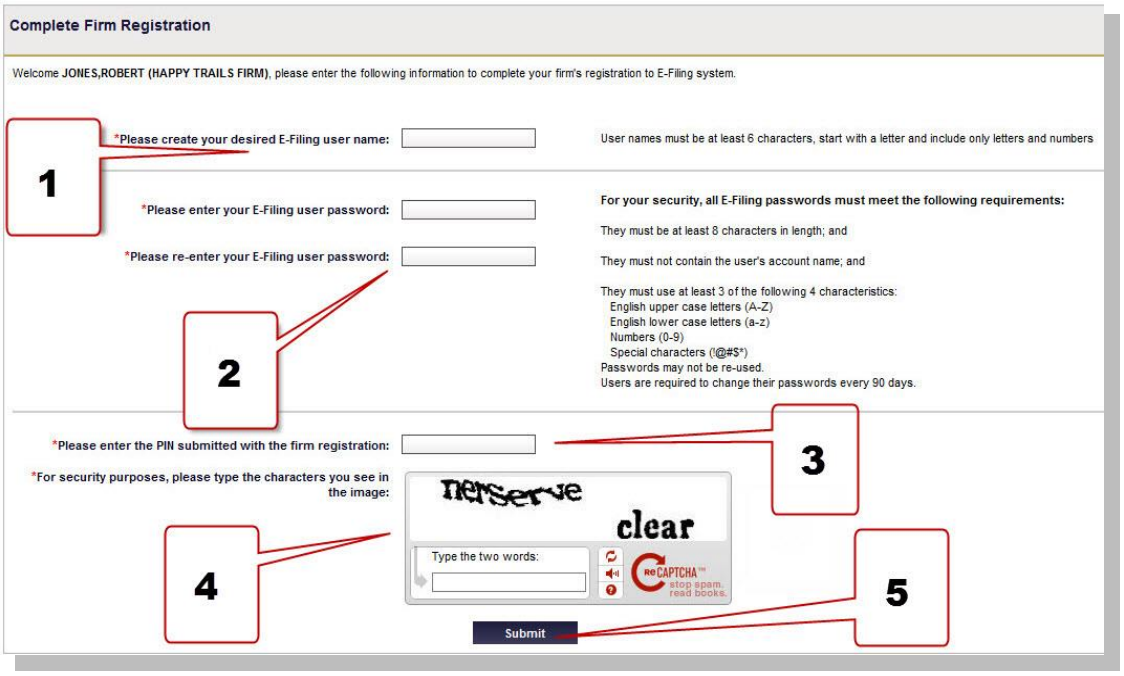
Once the clerk has processed the application, the administrator will receive a registration email. Click on the link within the email to go to the **Complete Firm Registration** page. This link will be valid for up to 24 hours after the message has been sent.

- If the 24-hour period has elapsed, the administrator must contact the circuit court clerk's office to request that the registration email be resent.
- The administrator will only need to register the organization once. If the **Complete Firm Registration** link within the registration email is visited more than once, an error message will appear.

The administrator must ensure that his or her equipment and software meet the VJEFS system requirements, which are accessible in the VJEFS TERMS AND CONDITIONS OF USE (END USER LICENSE AGREEMENT).

The process for administrator differs based the type of administrator access selected.

A. Administrator Only or Administrator/Staff User



1. Administrator Only or Administrator/Staff users will be prompted to create a User Name and Password at this screen. **Be sure to follow all instructions.**

   If the User Name selected has already been assigned to another user, an error message will appear.

2. Enter the same password twice. If the passwords do not match, an error message will appear.

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

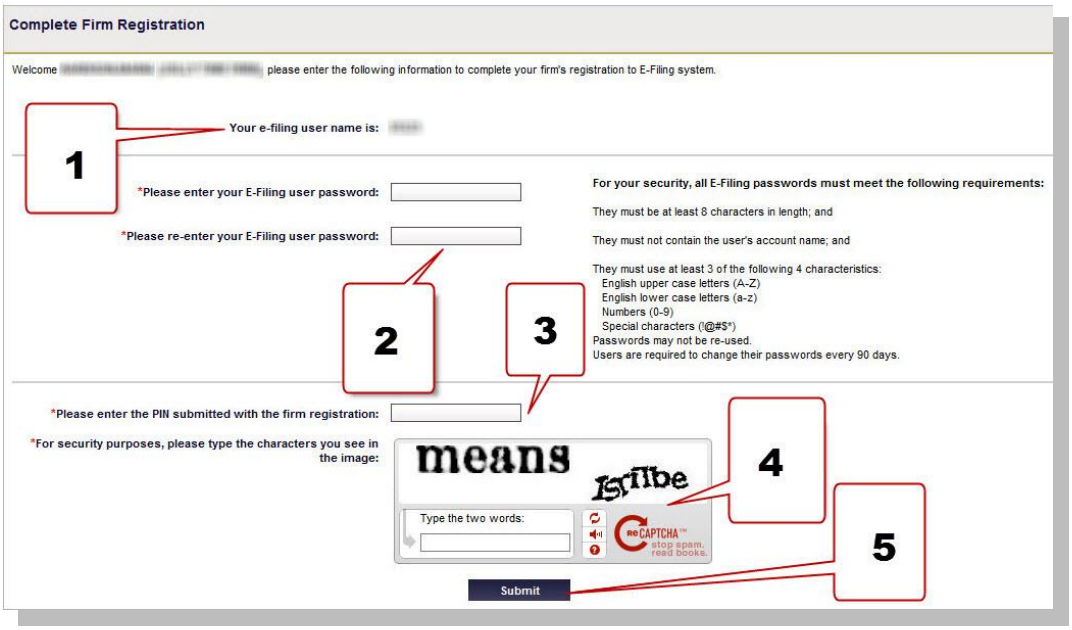
   – The PIN must match the one submitted on the application. If it does not match, an error message will appear.
   – The administrator has up to five attempts to enter the matching PIN. If the fifth attempt fails, the link to **Complete Firm Registration** page will expire and an error message will appear. If this happens, the administrator will have to contact a circuit court clerk's office to resend the registration email.

4. Type in the information from requested the security verification box.

   – The administrator must enter the exact randomly generated character string as displayed. If the administrator is unable to do this, an error message will appear.
   – If the security verification is unreadable, the administrator may request a new security image by clicking on the link to generate a new one or have the security codes read aloud by clicking on the speaker icon.

5. Click on the **Submit** button.

B. Administrator/Attorney



1. The User Name for an Administrator/Attorney user will be his or her Virginia State Bar number.

2. Enter the same password twice. If the passwords do not match, an error message will appear.

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

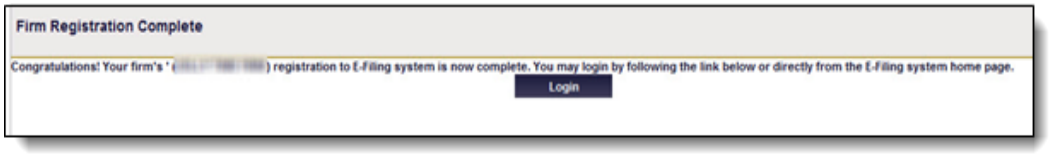
   – The **PIN** must match the one submitted on the organization's **VJEFS REGISTRATION APPLICATION**. If it does not match, an error message will appear.
   – The user has up to five attempts to enter the matching **PIN**. If the fifth attempt fails, the link to **Complete Firm Registration** page will expire and an error message will appear. If this happens, the administrator will have to contact the circuit court clerk's office to resend the registration email.

4. Enter the information from the security verification box.

   – The administrator must enter the exact randomly generated character string as displayed. If the administrator is unable to do this, an error message will appear.
   – If the security verification box is unreadable, the administrator may request a new security image by clicking on the link to generate a new one or have the security codes read aloud by clicking on the speaker icon.

5. Click on the **Submit** button.

   Once all registration information has been correctly entered and submitted, the **Firm Registration Complete** page will appear.



   When this page appears, click on the **Login** button to access the VJEFS.

   If this screen does not appear, re-enter registration information.

II. LOGGING IN TO VJEFS FOR THE FIRST TIME

Open a web browser and navigate to the **Login** page (https://efiling.courts.state.va.us/EfilingWeb/loginAction.action).

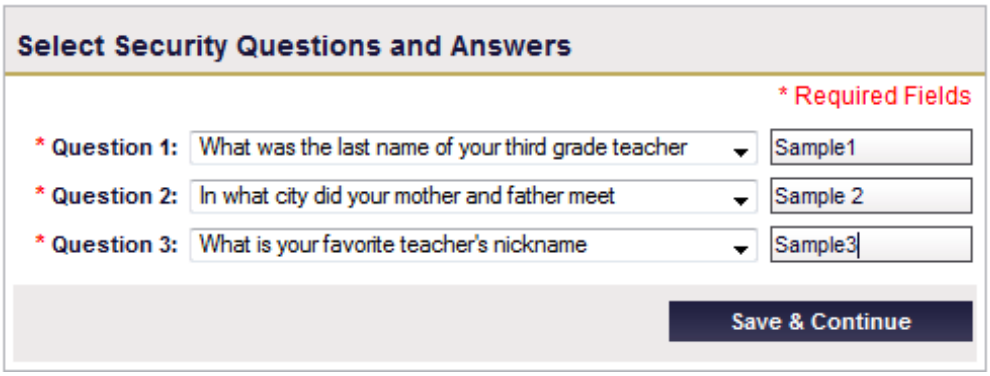
Type User Name and Password into the appropriate fields, and click on the **Login** button.

A. Security Questions

1. Upon first login, the user will be prompted to choose and to answer three security questions on the **Select Security Questions and Answers** page. The user may be prompted to type these answers each time he or she logs in to the VJEFS (unless the user is an Administrator Only user).

2. Use the pull-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.

3. Click on the **Save & Continue** button when complete.



B. Terms and Conditions of Use (End User License Agreement)

Scroll down and carefully read all of the **VJEFS TERMS AND CONDITIONS OF USE (END USER LICENSE AGREEMENT)** on the **Terms and Conditions** page.

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

- By clicking on the **Accept** button, the user agrees to the VJFES TERMS AND CONDITIONS OF USE (END USER LICENSE AGREEMENT) wishes to proceed with the VJEFS registration. He or she will be routed to the **Firm Details** page.
- By clicking on the **Decline** button, the user will be routed to the **Login** screen and will not be permitted to access VJEFS.

As the **VJEFS TERMS AND CONDITIONS OF USE (END USER LICENSE AGREEMENT)** are updated, users will be asked to agree to them again. Users must agree to them in order to retain access.

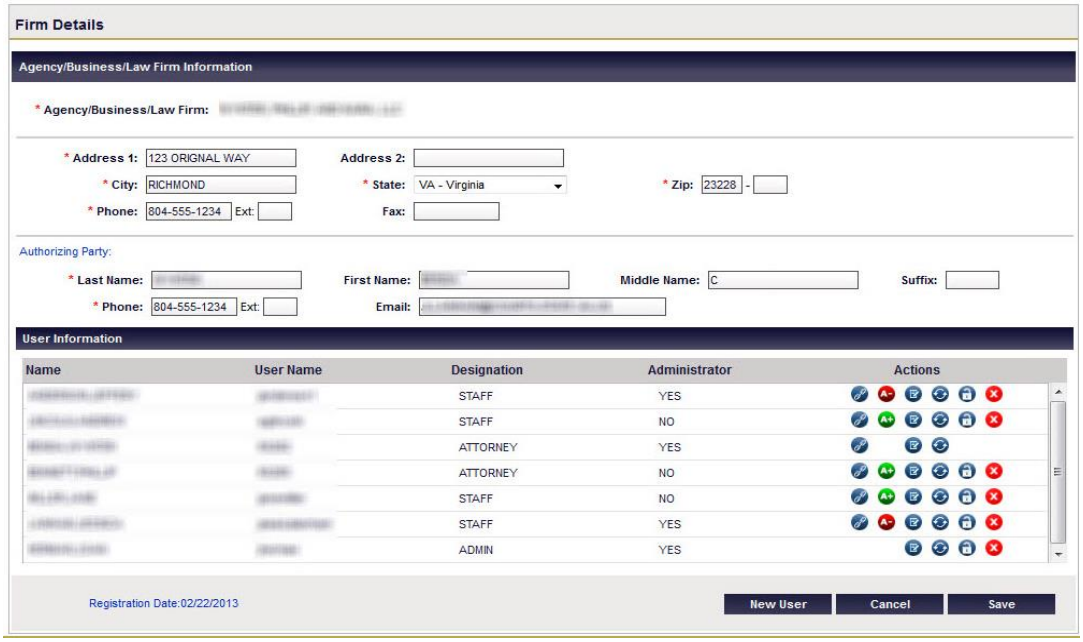
III. LOG IN TO VJEFS

Open a web browser and navigate to the **Login** page (https://efiling.courts.state.va.us/EfilingWeb/loginAction.action).

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

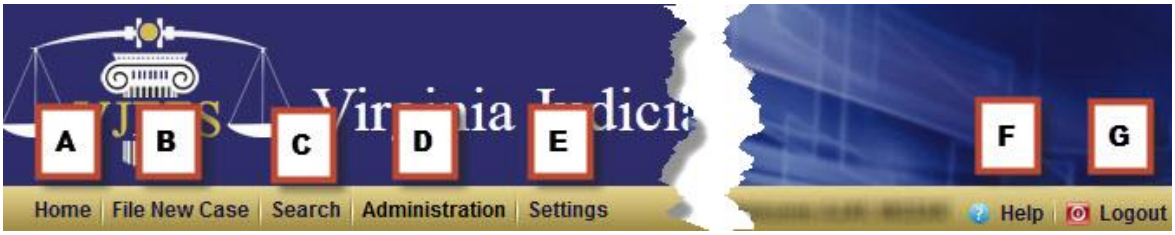
Users may be asked to type in **security questions** or to use a **security verification box** for authentication purposes.

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



IV. NAVIGATION BAR

The navigation bar contains numerous links that allow users to move between various pages in the VJEFS.



A	Home
B	File New Case
C	Search
D	Administration

E	Settings
F	Help
G	Logout

A. Home

This link will take the user to his or her home or landing page.

- Administrator Only users will be routed to the **Firm Details** page. *See* the **Firm Details** section for more information.
- Attorney or Staff users will be taken to a page that will list their pending and accepted filings. *See* the **Home Page** section for more details.

B. File New Case

This link will allow users to file new cases with the circuit court. *See* the **File New Case** section for further explanation.

C. Search

This link allows a user to search for cases that have been accepted by the clerk. See the **Search** section for more information.

D. Administration

This link will take the user to the Firm Details page. See the Firm Details Page section for more information.

E. Settings

This link will take the user to the **User Profile** page. This page allows the user to update his or her account information, as well as his or her personal and contact information. *See* the **Settings** section for further detail.

F. Help

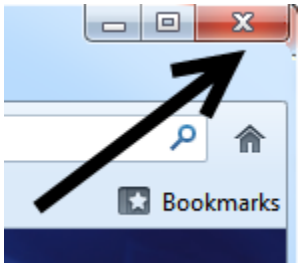
The link will take the user to the **VIRGINIA JUDICIARY E-FILING SYSTEM USER'S GUIDE**.

G. Logout

This link will allow the user to securely log off of VJEFS.

The user will see the VJEFS **Login** screen.

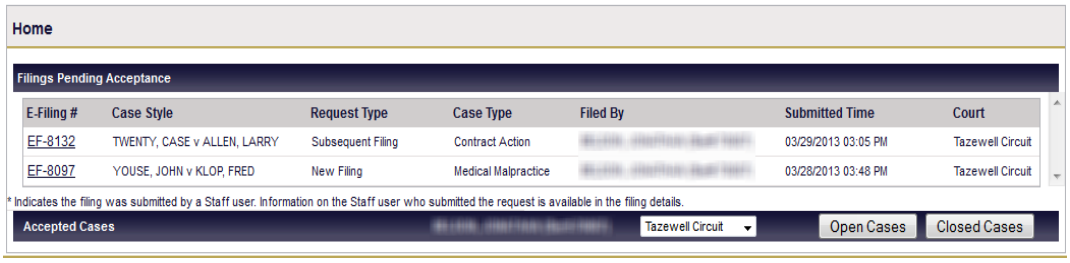
The user can close the browser window by clicking on the browser's **Close Window** button.



CHAPTER 3 - ATTORNEY/ STAFF NAVIGATION

I. HOME PAGE

The **Home** page displays pending filings and accepted cases (open and closed) for attorney and staff users.

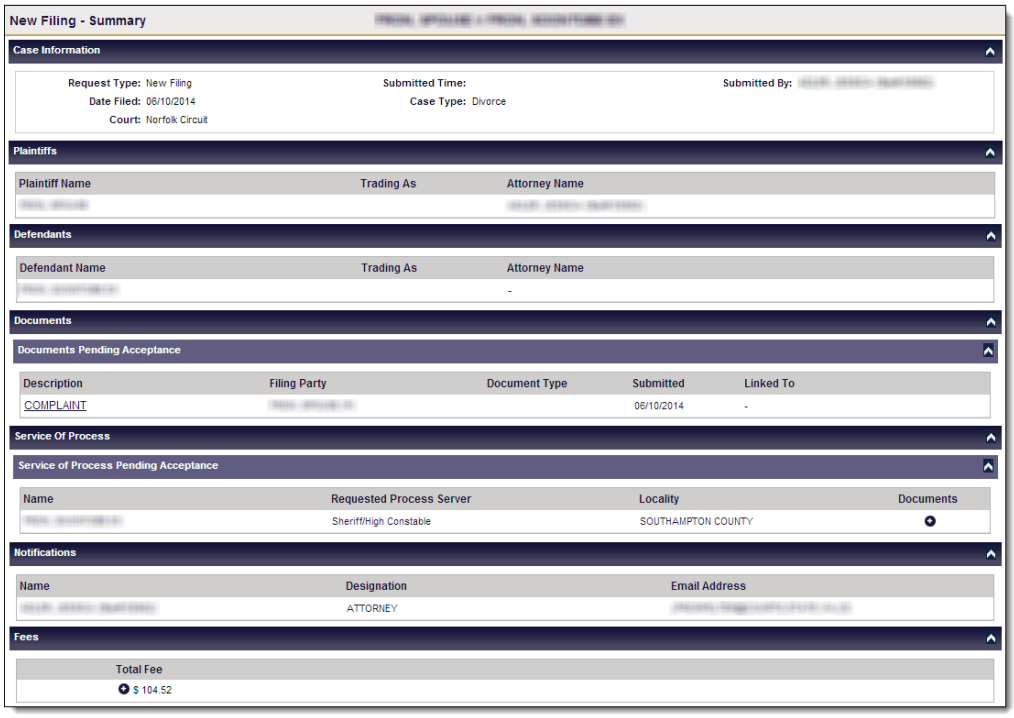


A. Filings Pending Acceptance

In this section, the user can view filings that have been submitted to the circuit court, but have **not** yet been accepted. To view a summary of the filing, the user clicks on the E-Filing number in the **E-Filing #** column.

New Filing – Summary:

The user clicks on the E-Filing number to be routed to the **New Filing – Summary** page. This page will allow the user to review the details of a pending filing, but will **not allow** him or her to make edits. The user can review submitted information in the following sections: **Case Information**, **Plaintiffs**, **Defendants**, **Documents Pending Acceptance**, **Service of Process Pending Acceptance**, **Notifications**, and **Fees**.

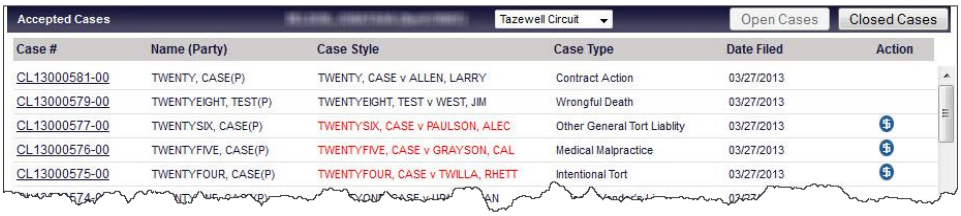


B. Accepted Cases

In this section, users can review or file additional documents in open cases and view closed cases.

1. Open Cases

   Cases that have been accepted by the circuit court clerk, but have not yet been concluded. The user uses the pull-down menu to select the appropriate circuit court. Once the user has made a circuit court selection, he or she clicks on the **Open Cases** button.



2. Pending Filing

The user selects the appropriate case in the **Case #** column to open the **Case Details** page.

The Case Details page is broken down into multiple sections and is collapsible. The user may click on the arrows at the end of each section to expand or collapse the sections.

a	Case Information
b	Plaintiffs
c	Defendants
d	Notifications
e	Pleadings & Orders
f	Case File Documents
g	Service of Process

a. Case Information

This section provides the user with basic information about the filing of the case, such as the Date Filed, Court name, Case Type, and whether the fees have been paid in full.

b. Plaintiffs

This section allows the user to review the name(s) of the plaintiff(s) and the name(s) of the attorney(s) representing the plaintiff(s).

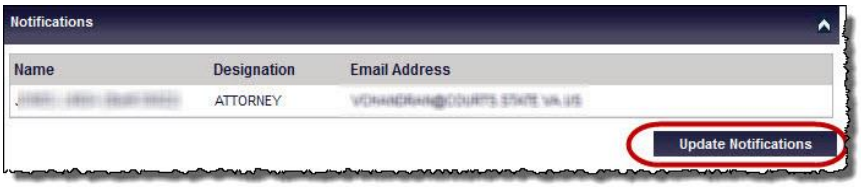
c. Defendants

This section allows the user to review the name(s) of the defendants(s) and the name(s) of the attorney(s) representing the defendant(s).

d. Notifications

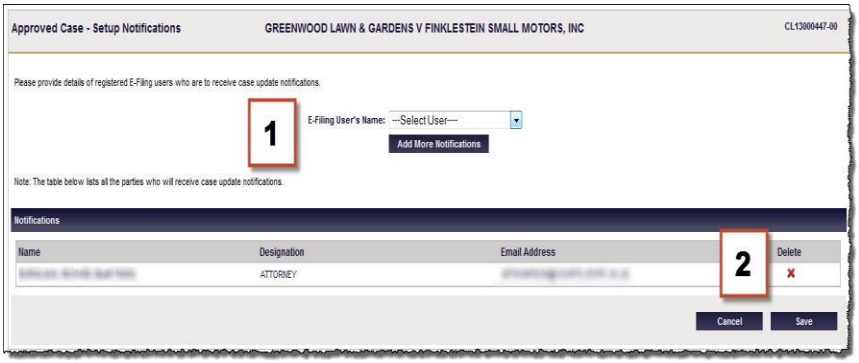
This section allows the user to review and update VJEFS registered users receiving notification emails regarding this case. To update user notifications, use the following steps:

Step 1 Go to the **Case Details** page (Accepted Cases) and look under the **Notifications** section. Click on the **Update Notifications** button.



Step 2 The user will be routed to the **Approved Case - Setup Notifications** screen.

Step 2 (cont'd)



a. To add notifications:
The user uses the **E-Filing User's Name** drop-down menu (1) to select the user name and then clicks on the **Add More Notifications** button. When prompted by the pop-up box, click on the **OK** button to continue or click on the **Cancel** button to undo any changes.

b. To remove notifications
The user clicks on the Delete icon ✖ under Notifications in the same row as the appropriate user (2). When prompted by the pop-up box, click on the OK button to continue or click on the Cancel button to undo any changes.

NOTE: The user may remove notifications before a case has been submitted or before additional notifications are saved to an existing case. After a case has been submitted or additional notifications are saved, the user must contact the circuit clerk's office that the case is filed in to have any notifications on the case deleted.

Step 3 When finished making notification updates, the user clicks on the **Save** button to continue or the **Cancel** button to undo any changes.

e. Pleadings & Orders

This section allows the user to view accepted documents located in **Pleadings & Orders**, which provides filing information about each document, such as the Description, Filing Party, Document Type, Date Filed, and whether the document is linked to another document.

Click on any document name in the **Description** column to view the document.

f. Case File Documents

This section allows the user to view accepted documents located in **Case File**, as well as provides filing information about each document, such as the Description, Filing Party, Document Type, Date Filed, and whether the document it is linked to another document.

Click on any document name in the **Description** column to view the document.

g. Service of Process

This section allows the user to view the service of process requests for initial filing documents as well as provides filing information about each service of process, such as the Name, Requested Process Server, and Submitted date.

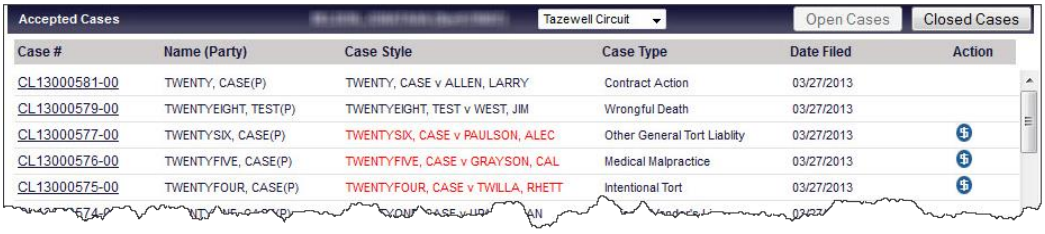
Click on any service name in the **Name** column to view the documents.

3. Review Closed Cases

This section allows the user to review any cases that have been accepted by the circuit court clerk and are still open or have been concluded within 90 days. The user may review closed cases, but is unable to make any edits or complete actions.

NOTE: After 90 days, these cases will no longer appear under the Ac**cepted Filings** section on the **Home** page. These cases may be still be found by using the **Search** link in the navigation bar; however, the documents attached to case cannot be viewed.

The user uses the pull-down menu to select the appropriate circuit court. Once the user has made his or her circuit court selection, he or she should click on the **Closed Cases** button.



Click on the appropriate entry in the **Case #** column to open the **Case Details** page.

The **Case Details** page is broken down into multiple sections and is collapsible. Click on the arrows at the end of the section to expand or collapse.

a	Case Information
b	Plaintiffs
c	Defendants
d	Notifications
e	Pleadings & Orders
f	Case File Documents
g	Service of Process

a. Case Information

This section provides the user with basic information about the filing of the case, such as the Date Filed, Case Type, Court, and if the fees have been paid in full, as well as date of the final order, judgment, and who concluded the case.

b. Plaintiffs

This section allows the user to review the name(s) of the plaintiff(s) and the name(s) of the party's attorney(s).

c. Defendants

This section allows the user to review the name(s) of the defendants(s) and the name(s) of the party's attorney(s).

d. Notifications

This section allows the user to review which VJEFS registered users received notification emails regarding this case.

e. Pleadings & Orders

This section allows the user to review accepted documents located in **Pleadings & Orders**, as well as provides filing information about each document, such as the Description, Filing Party, Document Type, Date Filed, and whether the document it is linked to another document.

Click on any document name in the **Description** column to view the document.

f. Case File Documents

This section allows the user to review accepted documents located in Case File, as well as provides filing information about each document, such as the Description, Filing Party, Document Type, Date Filed, and whether the document it is linked to another document.

Click on any document name in the **Description** column to view the document.

g. Service of Process

This section allows the user to review the service of process requests for initial filing documents as well as provides filing information about each service of process, such as the Name, Requested Process Server, and Submitted date.

Click on any service name in the **Name** column to view the documents.

II. FILING

A. File New Case

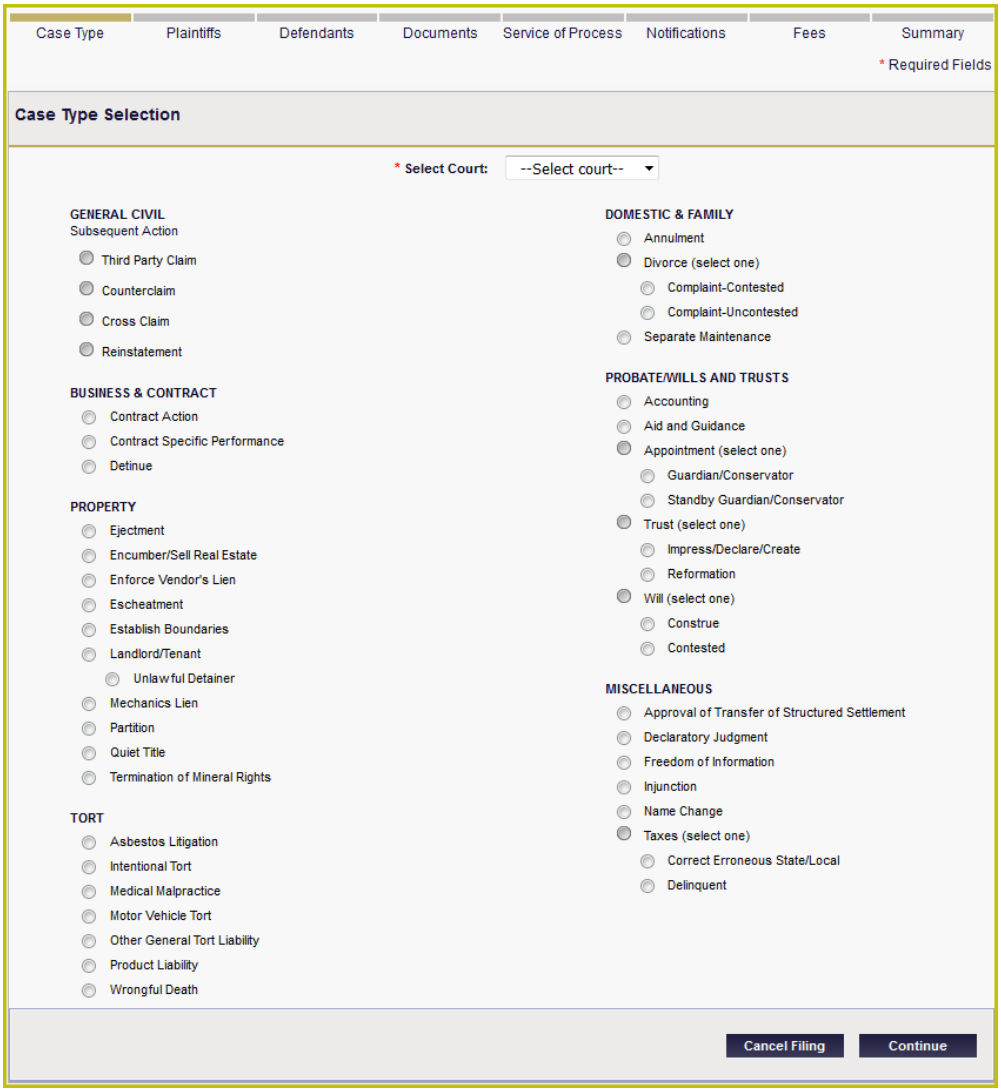
Attorneys in good standing with the Virginia State Bar (VSB) and staff members associated with such attorneys are eligible to use this function.

1. The user clicks the **File New Case** link in the navigation bar.

2. Case Type Selection Page

   All currently available case types are listed on this page. Not all case types will be available on the VJEFS, such as adoptions and expungements.

   NOTE: The **Case Type Selection** page displays a status bar across the top of the page, which illustrates the user's progress in completing a new filing.



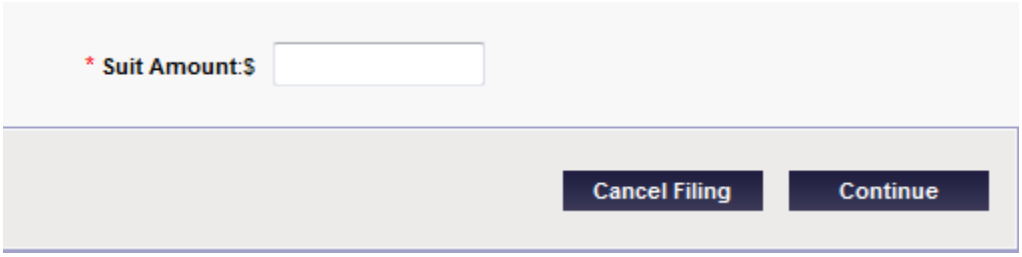
NOTE: Some buttons may not be clickable, which means that case type is not currently available in VJEFS.

a. Select the Court

The user will select the appropriate court by using the **Select Court** pull-down menu, which is located in the top center part of the page.

b. Select the Case Type

The user will click on the radio button next to the appropriate case type. Some cases may also require a Suit Amount figure to be entered in the **Suit Amount** field. This field will appear in the bottom center of the page, if required.

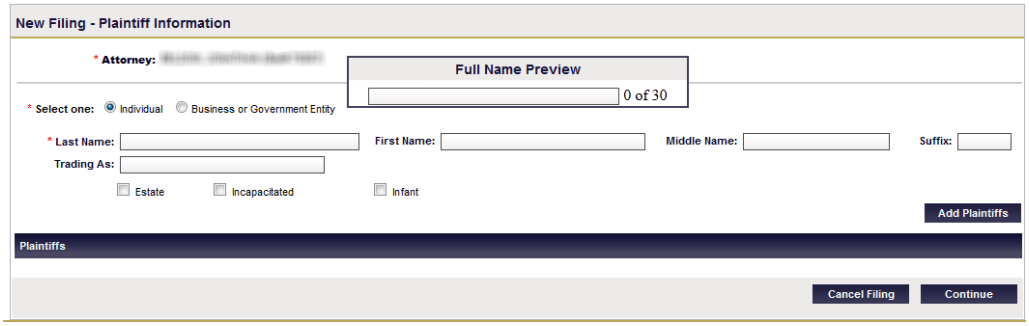


c. Click on the Continue Button

To continue with the filing, the user will click on the **Continue** button. To discard the filing, the user will click on the **Cancel Filing** button.

3. Enter the Plaintiff's Information

Once the user has chosen the case type, he or she will be routed to the **New Filing – Plaintiff Information** page. All fields marked with a **red** asterisk (*****) are required.



a. Select the Plaintiff Type

The user clicks on the appropriate radio button to identify whether the plaintiff is an Individual or Business/Government Entity.

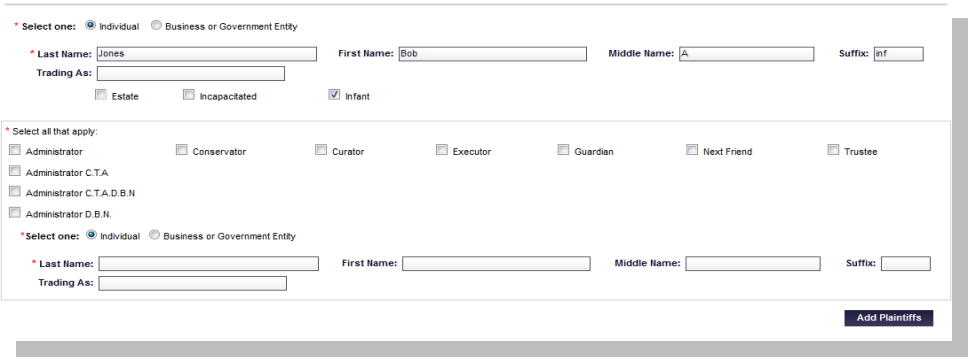
b. Enter the Plaintiff's Name Information

The user enters the plaintiff's name information into the appropriate fields.

NOTE: Names must not exceed 30 characters. The **Full Name Preview** window counts the characters of the plaintiff's name entry, including the suffix.

c. Special Designations, as applicable

If the plaintiff requires a special designation, such as if the plaintiff is an Estate or an Infant or is considered Incapacitated, the user will check the checkboxes below the Trading As field. If this option is selected, another menu will appear.



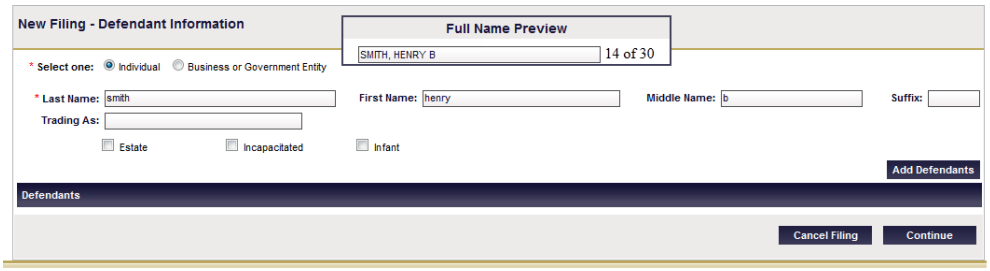
- The user checks one or more checkboxes to identify the role of the designee.
- The user clicks on the appropriate radio button to choose whether the designee is an **Individual** or Business/Government Entity.
- The user enters the designee's name information into the appropriate fields.

d. Save the Plaintiff's Information

To save the plaintiff's information, the user will click on the **Continue** button. To add additional plaintiffs to the case, the user will click on the **Add Plaintiffs** button to enter additional information and repeat procedure. A confirmation message will appear at the top of the page.

4. Enter the Defendant's Information

Next, the user will be routed to the **New Filing – Defendant Information** page. All fields marked with a red asterisk (*) are required.



a. Select the Defendant Type

The user clicks on the appropriate radio button to identify whether the defendant is an Individual or Business/Government Entity.

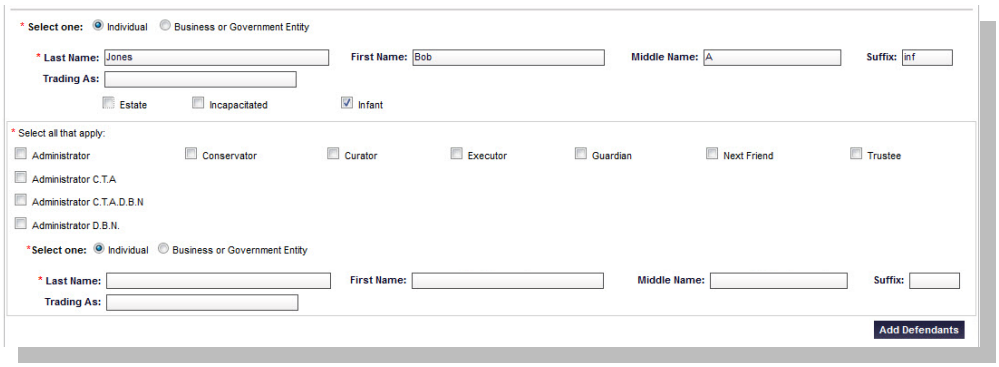
b. Enter the Defendant's Name Information

The user enters the defendant's name information into the appropriate fields.

NOTE: Names must not exceed 30 characters. The Full Name Preview window counts the characters of the plaintiff's name entry, including the suffix.

c. Special Designations, as applicable

If the plaintiff requires a special designation, such as if the plaintiff is an Estate or an Infant or is considered Incapacitated, the user checks the checkboxes below the **Trading As** field. If one or more of these options is selected, another menu will appear.



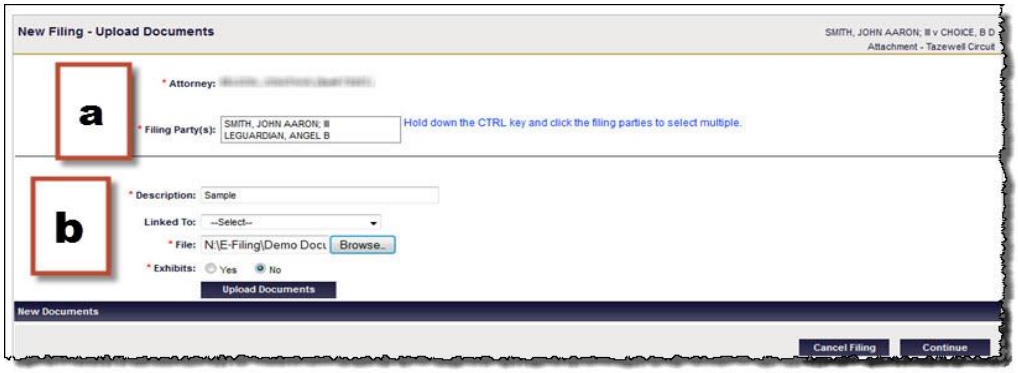
- Use one or more checkboxes to choose the best description of the designee.
- Click on the appropriate radio button to identify whether the designee is an individual or business/government entity.
- Enter the designee's name information into the appropriate fields.

d. Save the Defendant's Information

To save the defendant's information, the user clicks on the **Continue** button. To add additional plaintiffs to the case, the user clicks on the **Add Defendants** button to enter additional information and repeat procedure. A confirmation message will appear at the top of the page.

5. Upload Documents

Next, the user will be routed to the **New Filing – Upload Documents** page. This page allows the user to file, name, and link multiple documents, including exhibits. All fields marked with a red asterisk (*) are required.

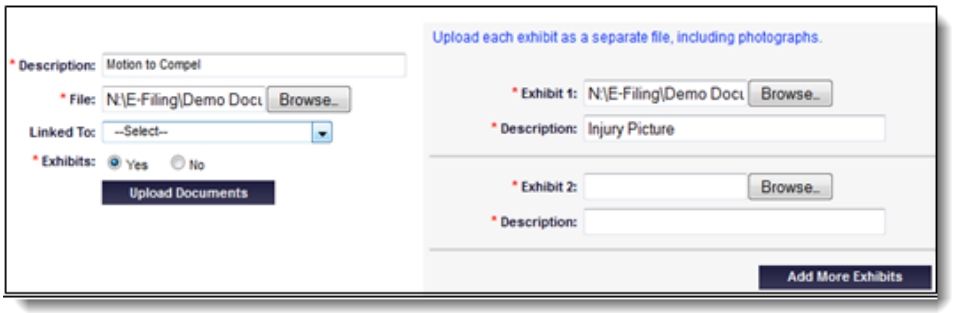


a. Select the Filing Party(s)

In the **Filing Party(s)** field, the user will select the party or parties. If there is more than one party, the user will press the **CTRL** key on the keyboard and click on the appropriate parties' names.

b. Enter the Document Information

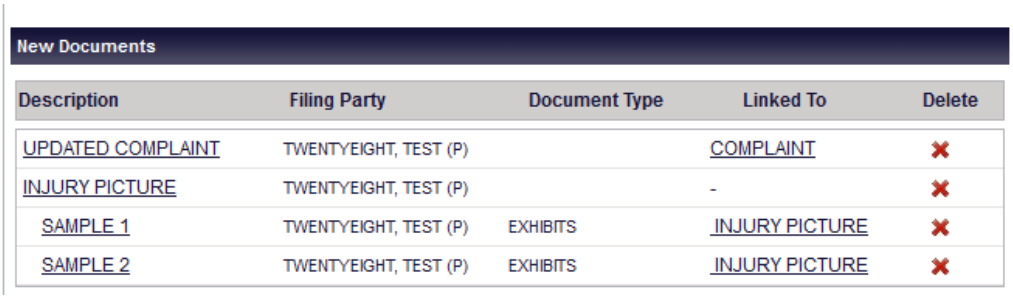
1) In the **Description** field, the user enters a brief name or identifier of the document's type, function, and/or contents.
2) In the **File** field, the user will click on the **Browse** button to locate the appropriate file on his or her computer.
NOTE: VJEFS only accepts PDF documents up to 10MB.
3) The **Linked To** field is not required, but this field may be used if the new document is connected to another document.
4) In the **Exhibits** field, the user selects the appropriate radio button. If the user indicates that a document includes an exhibit (or multiple exhibits), a menu will appear to the right-hand side.



In the Exhibit menu, the user clicks on the **Browse** button to select the correct document and fills in all required fields. If there are more than two exhibit documents, click on the **Add More Exhibits** button.

c. Upload and Review Documents

When finished entering all information, click on the **Upload Document** button. The document(s) will appear in the New Documents section for the user to review.



New Documents

Description	Filing Party	Document Type	Linked To	Delete
UPDATED COMPLAINT	TWENTYEIGHT, TEST (P)		COMPLAINT	✖
INJURY PICTURE	TWENTYEIGHT, TEST (P)		-	✖
SAMPLE 1	TWENTYEIGHT, TEST (P)	EXHIBITS	INJURY PICTURE	✖
SAMPLE 2	TWENTYEIGHT, TEST (P)	EXHIBITS	INJURY PICTURE	✖

The user may use the Delete icon ✖ in the appropriate row to remove any documents.

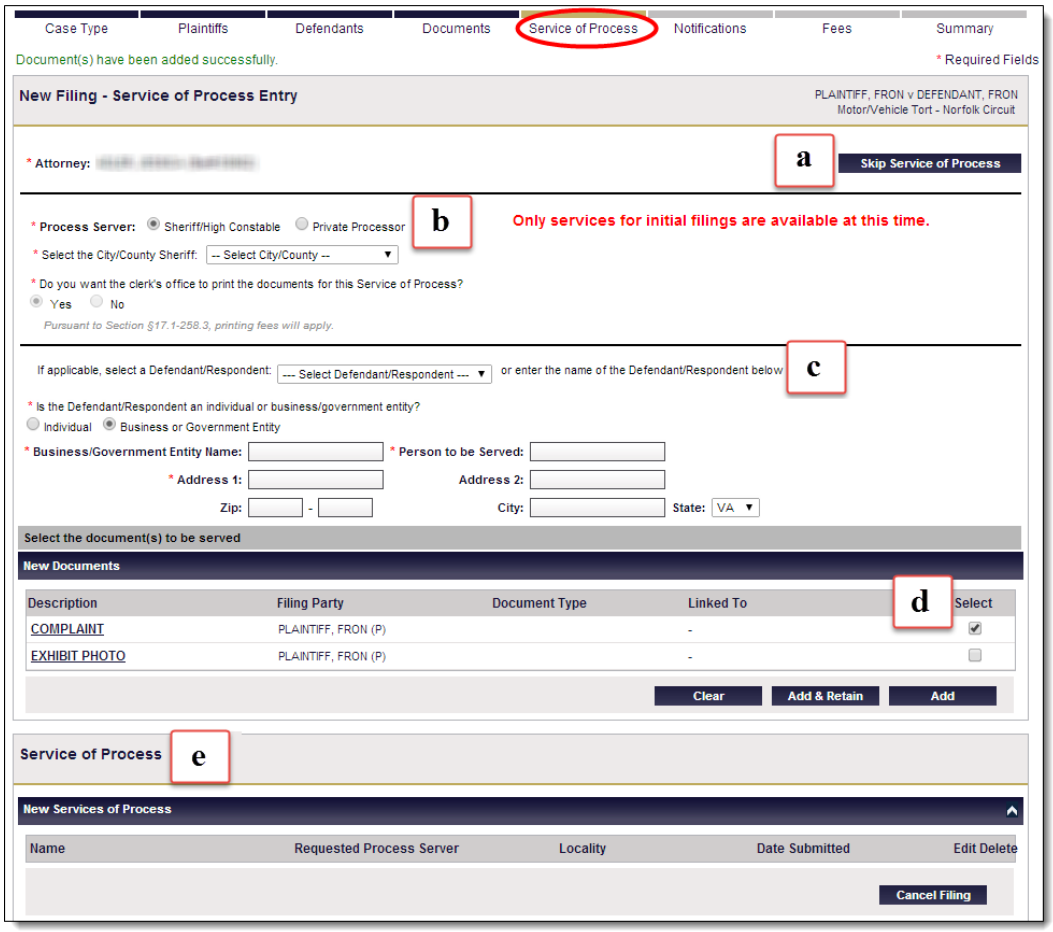
NOTE: If the user deletes the file that contains exhibits, all exhibits will be deleted in the process.

d. Submit Documents

The user will click on the **Submit** button in the lower right-hand corner of the screen to continue with the filing. Otherwise, the user may click on the **Cancel Filing** to abandon all changes.

6. Enter the Service of Process Information

After completing the **Documents** page for a new case or a subsequent action, users will be routed to the **Service of Process** page.



a. Skip Service of Process if service is **not** being requested at the time of the filing of the case.

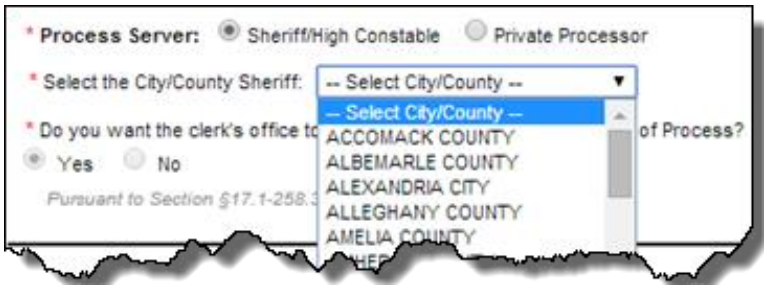
NOTE: If service is not requested at the time of the initial filing of the case, any subsequent request for service **must** be made as a manual request to the clerk's office.

b. The choices for Process **Server** are limited to **Sheriff/High Constable** or **Private Processor** at this time.

NOTE: Acceptance, Non-Resident, Secretary of the Commonwealth, DMV Commissioner, Subpoena *Duces Tecum*, and Witness Subpoenas will be added at a later date.

1) If **Sheriff/High Constable** is requested, the $12 service fee is assessed and pursuant to Va. Code § 17.1-258.3 the fifty cents (.50¢) per page printing fee will apply for each document to be served.

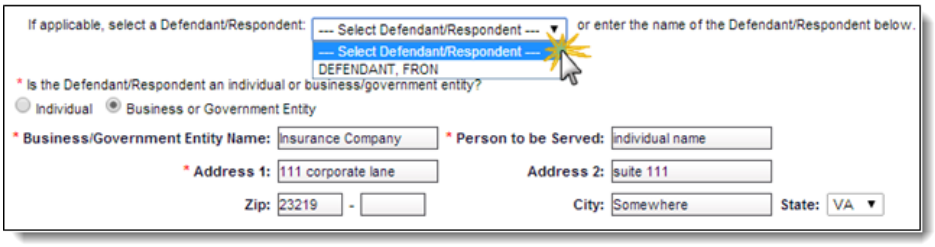
Select the appropriate **City/County Sheriff** responsible for the service from the drop-down of Virginia jurisdictions.



2) When Private Processor is chosen as the Process Server:

- Select **Yes** to request the clerk's office to print the service package documents for the private processor to pick up from the clerk's office. Pursuant to Va. Code § 17.1-258.3 the fifty cents (.50¢) per page printing fee will apply.
- Select **No** to print the service package from the VJEFS, and have the private processor pick up the service package from the attorney's office.

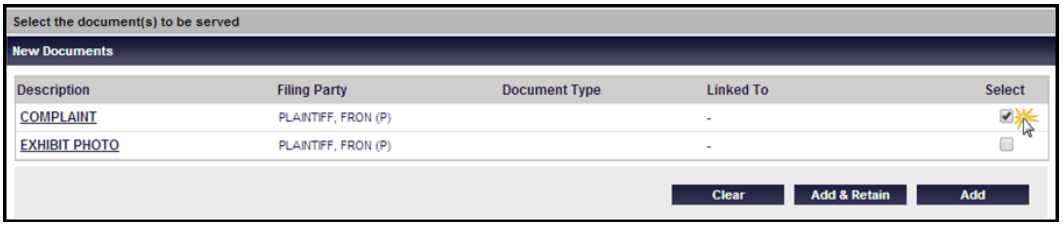
c. If the service of process is being requested for a **Defendant/Respondent** on the case, a drop down list provides the names of all defendants on the case for ease of auto-filling the name fields. If service of process is being requested for a respondent that is **not** a party to the case, name fields are provided for **Individual** or **Business/Government Entity** selections.



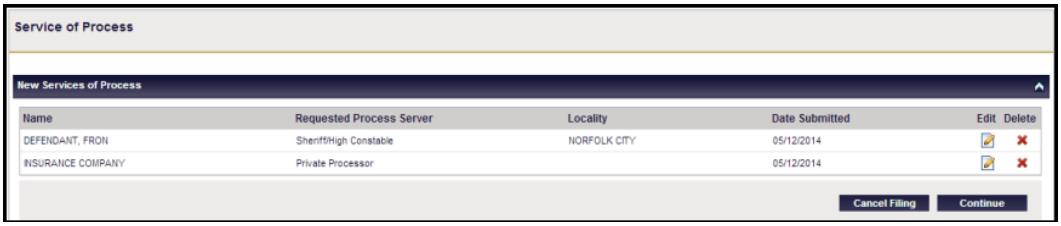
d. Select the document(s) to be served.

To select the documents:

- Select **Clear** to remove the selections.
- Select **Add & Retain** to add the service of process and retain the selections for additional service of process being added.
- Select **Add** to add the service of process request to the list.

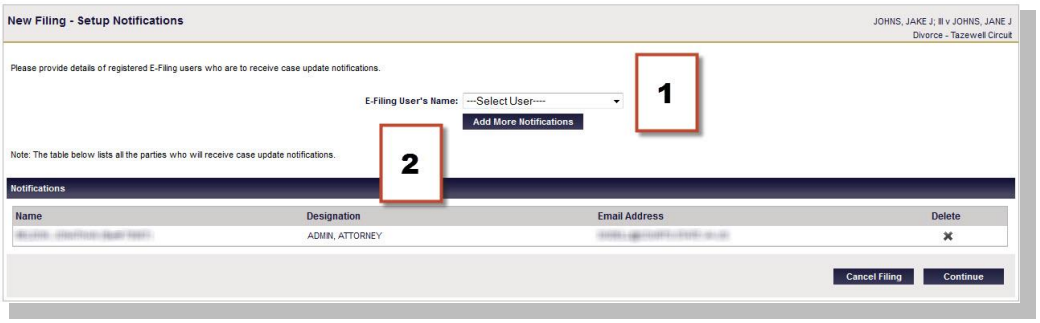


e. Each Service of Process request will be added to a listing. **Edit** and **Delete** are options for each service request. Once all service requests are added, press **Continue** to go to the **Notifications** page or press **Cancel Filing** to abandon all entries.



7. Setup Notifications

The user selects which VJEFS-registered user(s) in his or her organization should receive notifications on the **New Filing – Setup Notifications** page.



a. To add notifications:

The user selects VJEFS-registered users from the E-Filing User's Name drop-down menu (1) and then click on the **Add More Notifications** button.

b. To remove notifications:

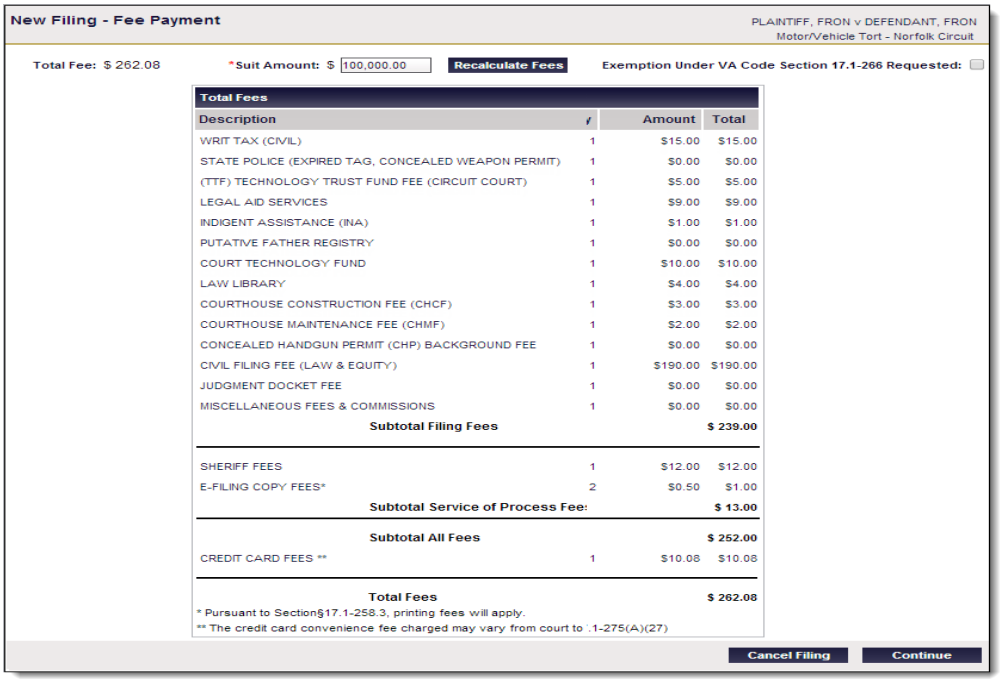
Under the notifications bar, the user will click on the red **Delete** icon ✖ in the same row as the appropriate VJEFS-registered user (2). When prompted by the pop-up box, the user will click on the **OK** button to continue or may click on the **Cancel** button to undo any changes.

When finished making notification updates, the user will click on the **Save** button to continue. Otherwise, the user may click on the **Cancel Filing** button to abandon all changes.

Note: If the Delete icon is gray, the notification can only be deleted by the circuit clerk's office that the case is filed in.

8. Review Fees

The user will review the itemized list of the fees on the **New Filing – Fee Payment** page.



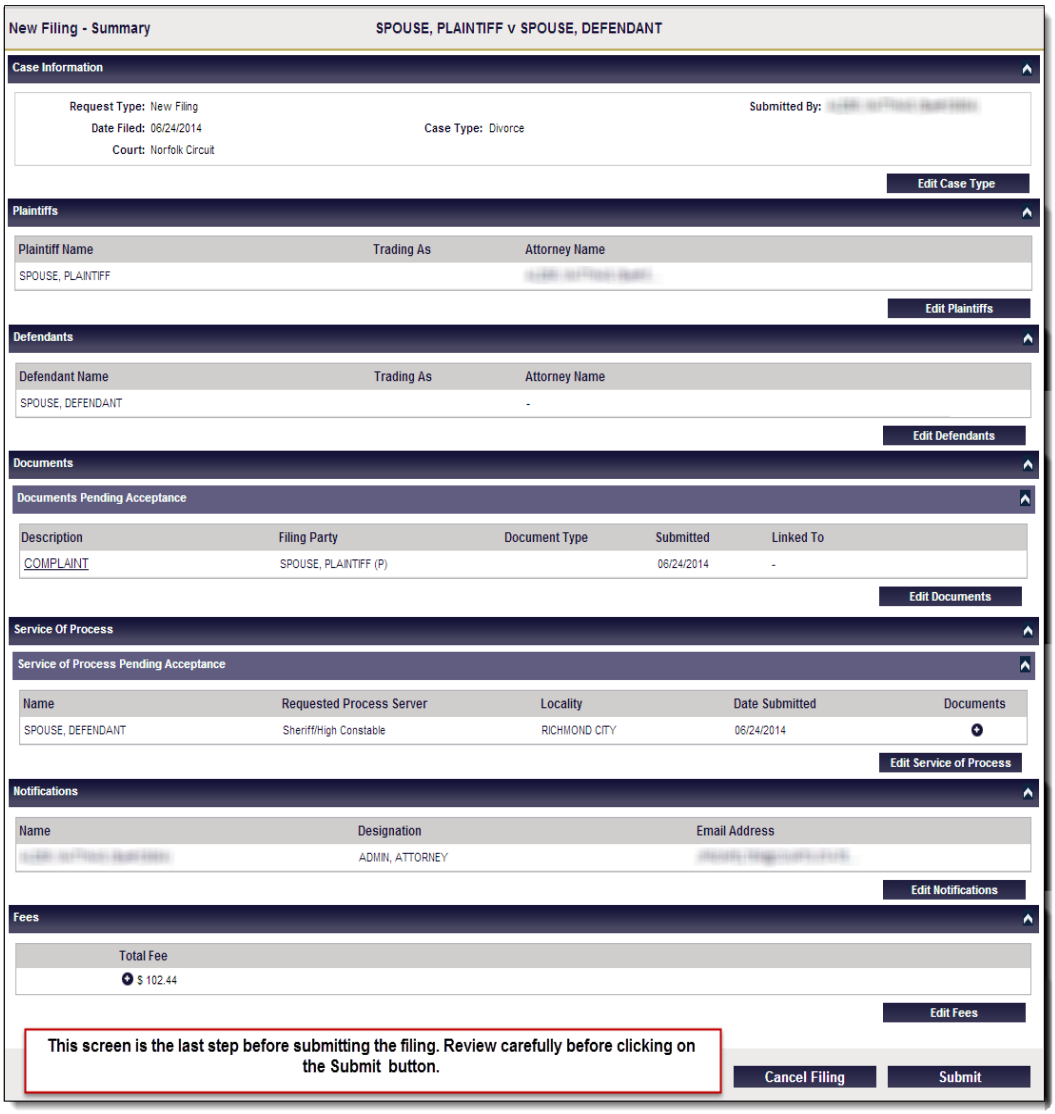
This page allows users to review the Filing Fees, Service of Process Fees, as well as any Credit Card Convenience Fees that will be charged.

Depending on the type of case, users may request a fee exemption; however, users will still have to enter credit card information in case the fee exemption request is rejected. To request a filing fee exemption, the user clicks on the checkbox in the upper right-hand corner of the screen.

After reviewing, the user clicks on the **Continue** button to proceed with the filing. Otherwise, he or she may click on the **Cancel Filing** button to abandon all changes.

9. New Filing Summary

The **New Filing - Summary** page is the last review before the user submits a payment. Click on the arrows at the end of each section to expand or collapse.



To make an edit, click on the button in the appropriate section. When finished with review and edits, the user clicks on the **Submit** button to pay all fees with a credit card. Otherwise, the user may click on the **Cancel Filing** button to discard all information.

B. Payment Processing

After the user has clicked on the **Submit** button, he or she will be transferred to the secure third-party credit card processing site. This site will allow the user to pre-authorize (e.g., create a hold for) the amount of the fees from his or her credit card. All major credit cards are accepted.

NOTES:

- No money will be taken from a user's account at this stage. In order for the filing to be accepted, the circuit court clerk **must** approve the filing and the user **must** completely pay the total amount of the fees to file the case.
- The third-party credit card processing site does not currently allow users to set up an account. All information must be re-entered each time the user pre-authorizes a fee payment to the court.

1. New Filing Summary

   To pay fees, the user completes the fields on the **Cardholder Information** page.

   The user clicks on the **Continue** button to be routed to the **Order Details** page will open.

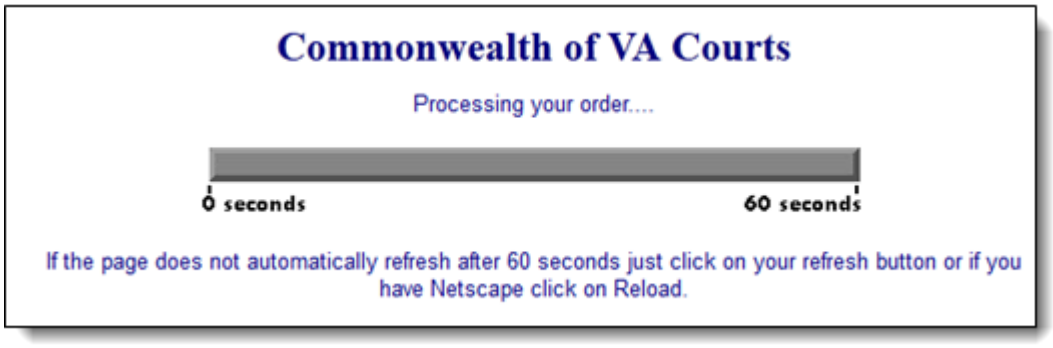
2. Order Details page

   The total amount of the fees is displayed in the **Order Details** section. The user is required to enter his or her credit card information in the **Card Details** section of the page.

Once the user has reviewed and entered his or her credit card information, he or she clicks on the **Submit to Card Issuer** button.

3. Order Processing Page

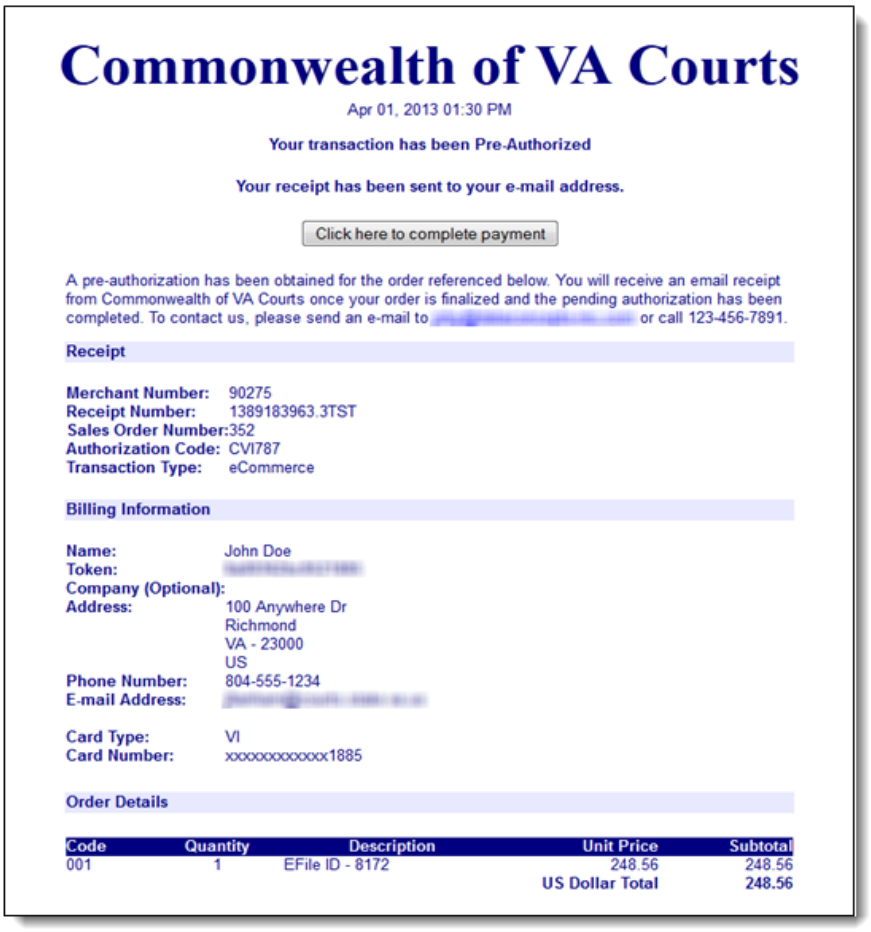
   After the user has submitted his or her credit card information, he or she will be routed to **Order Processing** page. This page provides the user with a status of the transaction.



4. Confirmation page

   a. Approved

      If the transaction has been successfully pre-authorized, the confirmation page will open.



Commonwealth of VA Courts

Apr 01, 2013 01:30 PM

Your transaction has been Pre-Authorized

Your receipt has been sent to your e-mail address.

Click here to complete payment

A pre-authorization has been obtained for the order referenced below. You will receive an email receipt from Commonwealth of VA Courts once your order is finalized and the pending authorization has been completed. To contact us, please send an e-mail to [redacted] or call 123-456-7891.

Receipt

Merchant Number: 90275
Receipt Number: 1389183963.3TST
Sales Order Number: 352
Authorization Code: CVI787
Transaction Type: eCommerce

Billing Information

Name: John Doe
Token: [redacted]
Company (Optional):
Address: 100 Anywhere Dr
Richmond
VA - 23000
US
Phone Number: 804-555-1234
E-mail Address: [redacted]

Card Type: VI
Card Number: xxxxxxxxxxxx1885

Order Details

Code	Quantity	Description	Unit Price	Subtotal
001	1	EFile ID - 8172	248.56	248.56
			US Dollar Total	**248.56**

The user clicks on the **Click here to complete payment** button to complete the transaction.

NOTE: A copy of this receipt will be sent via email-to-email address that the user entered on the **Cardholder Information** page, but this page can be printed or saved using the browser.

b. Declined

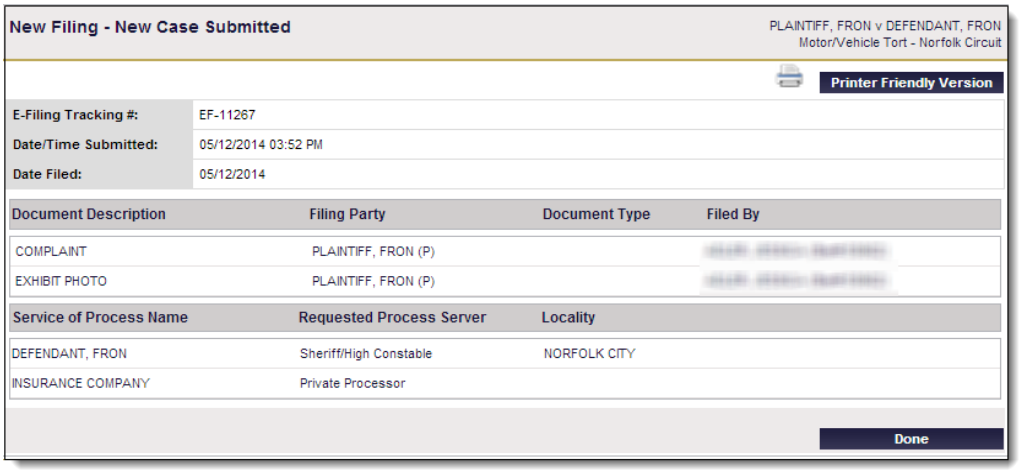
If the transaction has been declined, the user will be notified via email and on screen.

1) To pay for the transaction now, the user may click on the **Retry Transaction** button and use a different credit card.

2) If the user does not want to pay for the transaction now, the user should close the internet browser to leave the third-party credit card processing site.

NOTE: If the user closes his or her browser, the filing will not be submitted to the court or retained in VJEFS. All submitted information will be lost.

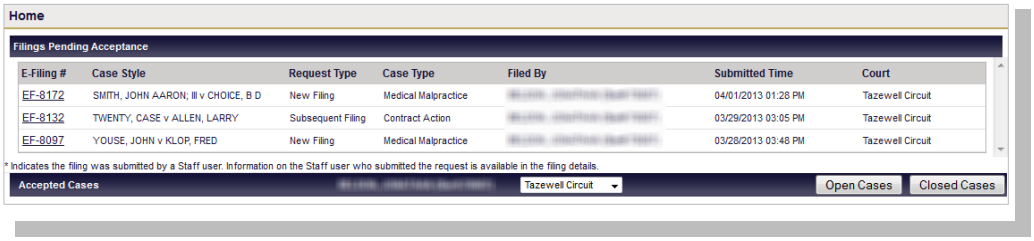
5. New Filing – New Case Submitted Page



Once the pre-authorized payment has been approved by the clerk, the user will be routed to the **New Filing – New Case Submitted** page. This page allows the user

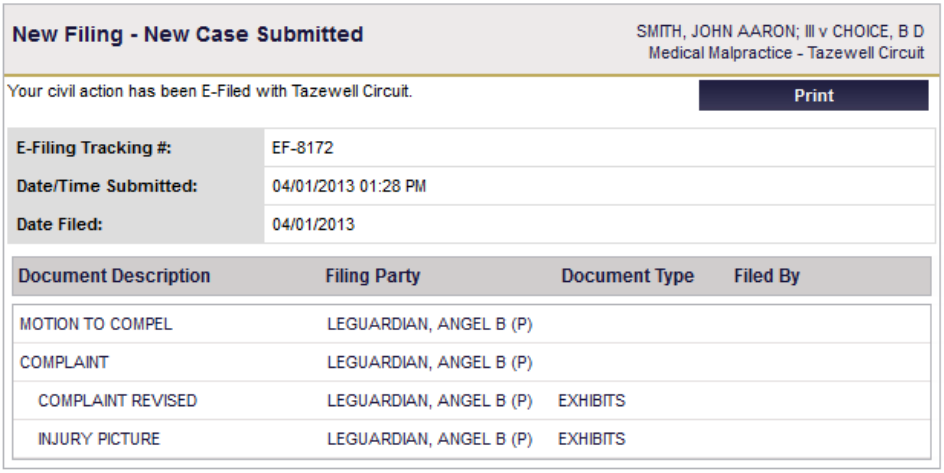
to see the names of the documents that are attached to the filing, as well as to print out a copy of the submission.

If the user is finished with this page, he or she clicks on the **Done** button to return to the **Home** page. The new filing will be listed in the **Filings Pending Acceptance** section.



a. To print out a copy of the filing's submission:

1) The user clicks on the **Printer Friendly Version** button in the top right-hand corner of the screen.
2) The **New Filing – New Case Submitted** (Printer Friendly) page will appear.



b. The user will click on the Print button and this screen will print to his or her local printer.

C. Acceptance by the Court

Users will be notified by the court through email about the status of their filing and can also track the status online using their home page and the search function.

Users will receive notification emails when the following occurs:

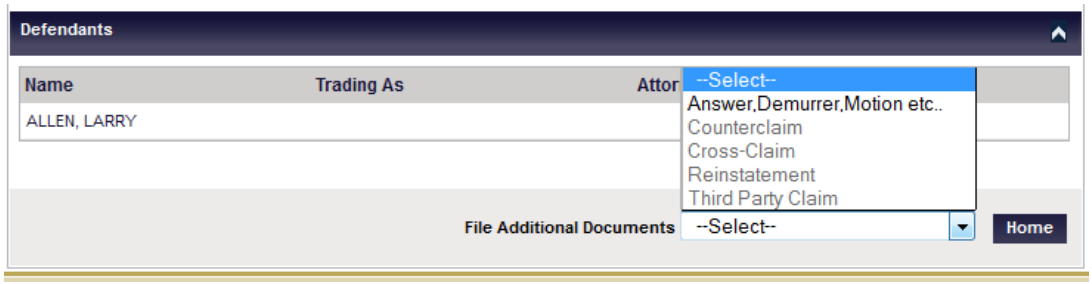
- A filing is submitted;
- A filing is accepted;
- Any subsequent filings have been submitted; or
- When a case has been changed from e-filed to manual

D. Subsequent Filings and Actions

This function allows a user to add additional documents to an accepted E-Filed case.

- Subsequent filings (i.e., **Answer**, **Demurrer**, **Motion**, **etc**.); or
- Subsequent actions (i.e., **Counterclaim**, **Cross-Claim**, or **Third Party Claim**)

On the **Home** page, the user locates the **Accepted Cases** section and selects the appropriate case in the **Case #** column to open the **Case Details** page. The **File Additional Documents** option is located at the bottom of the **Case Details** page. Use the drop-down menu to choose the appropriate option.



After the user clicks on the selection the **Subsequent Filing - Upload Documents** page will appear.

NOTE: All fields marked with a **red** asterisk (*****) are required.

1. Select the Filing Party(s)

   In the **Filing Party(s)** field, the user will select the party or parties. If there is more than one party, the user presses the **CTRL** key on the keyboard and clicks on the appropriate parties' names.

2. Enter the Document Information

   The user completes the following fields:

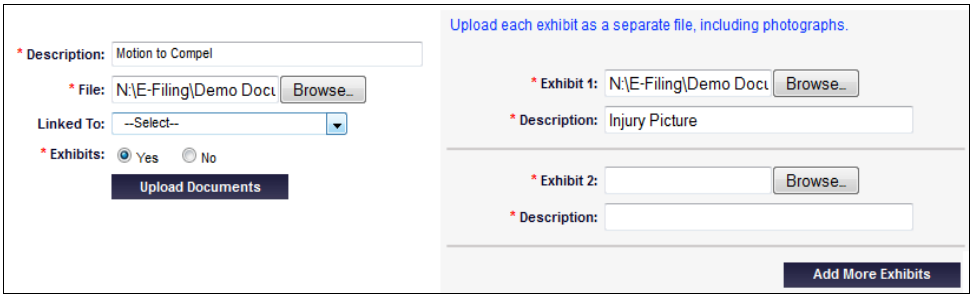
   a. In the **Description** field, the user enters a brief name or identifier of the document's type, function, and/or contents.

   b. In the **File** field, the user clicks on the **Browse** button to locate the appropriate file on his or her computer.

      NOTE: VJEFS only accepts PDF documents.

   c. The **Linked To** field is not required, but this field may be used if the new document is connected to another document.

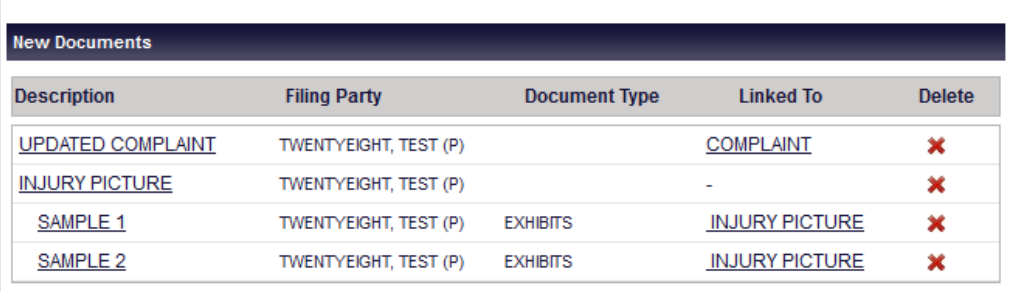
   d. In the **Exhibits** field, the user selects the appropriate radio button. If the user indicates that a document includes an exhibit (or multiple exhibits), a menu will appear to the right-hand side.



   In the **Exhibit** menu, the user clicks the **Browse** button to select the correct document and fills in all required fields. If there are more than two exhibit documents, the user clicks on the **Add More Exhibits** button.

3. Upload and Review Documents

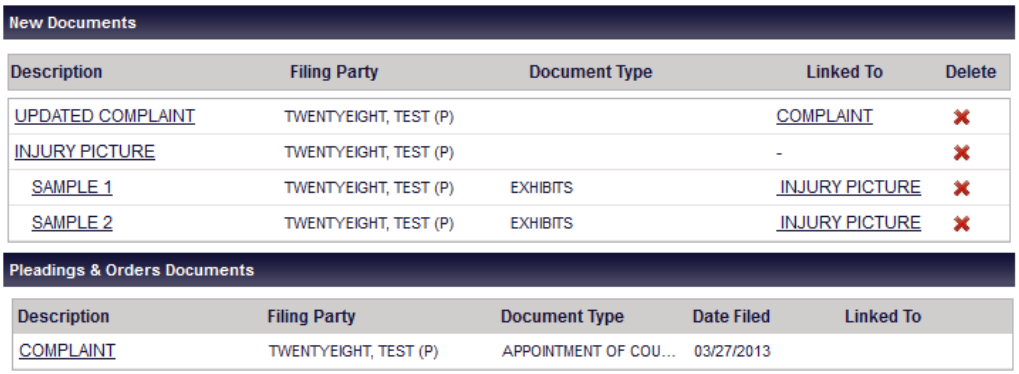
   When finished entering all information, the user clicks on the **Upload Document** button. The document(s) will appear in the New Documents section to review.



The user may use the Delete icon ✖ in the appropriate row to remove any documents.

NOTE: If the user deletes the file that contains exhibits, all exhibits will be deleted in the process.

4. When finished entering the information, click on the **Upload Document** button. The document(s) will appear in the Pleadings & Orders Documents section for review.



New Documents

Description	Filing Party	Document Type	Linked To	Delete
UPDATED COMPLAINT	TWENTYEIGHT, TEST (P)		COMPLAINT	✖
INJURY PICTURE	TWENTYEIGHT, TEST (P)		-	✖
SAMPLE 1	TWENTYEIGHT, TEST (P)	EXHIBITS	INJURY PICTURE	✖
SAMPLE 2	TWENTYEIGHT, TEST (P)	EXHIBITS	INJURY PICTURE	✖

Pleadings & Orders Documents

Description	Filing Party	Document Type	Date Filed	Linked To
COMPLAINT	TWENTYEIGHT, TEST (P)	APPOINTMENT OF COU...	03/27/2013	

a. The **Pleadings & Orders Documents** section allows the users to review the approved documents attached to a case.

b. Click the **Submit** button in the lower right-hand corner of the screen to continue with the filing. Otherwise, click the **Cancel Filing** button to abandon all changes.

CHAPTER 4 - SEARCH

Users may use this feature to locate open and closed E-Filed cases by party name or case number.

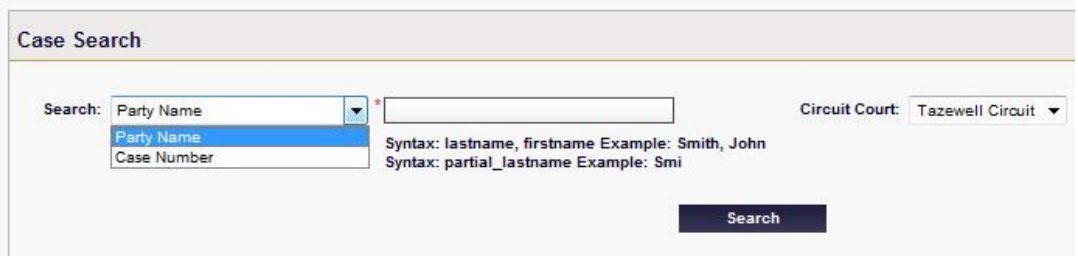
I. PARTY NAME

A. Select the appropriate court

The user may use the Circuit Court drop-down menu to select the appropriate court.

B. Enter search term

If searching by party name, the user types in the last name first, for example: Smith, John. At least one character must be typed to conduct a search.
The user clicks on the **Search** button.



If there are any results, they will populate in the lower section of the screen.

If there are no results, the user will receive an error message and the bottom section of the screen will remain unpopulated.

II. CASE NUMBER

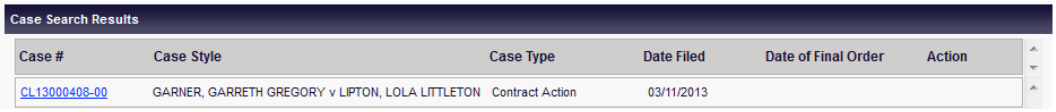
A. Select the Appropriate Court

The user uses the Circuit Court drop-down menu to select the appropriate court.

B. Enter the Search Term

- If searching by case number, the user types the circuit court case number into the correct field.
  - The user can search by the full or partial circuit court case number, but the search term must be at least eight characters long. If the entry is less than eight characters, an error message will appear.
  - The user clicks on the **Search** button.

- If there are any results, they will populate in the lower section of the screen.



- If there are no results, an error message will appear and the bottom section will remain unpopulated.
- If there is a **Pay Fees** icon in the **Action** column and/or the entry in the Case Style column is in red, court fees have not been paid in full. To pay the fees, click on the icon to be routed to the **Make Payment – Review Fee Balance** page.

III. MAKE PAYMENT – REVIEW FEE BALANCE PAGE

The **Make Payment – Review Fee Balance** page allows the user to review the fees. To pay the fees, click on the **Continue** button to make a credit card payment.

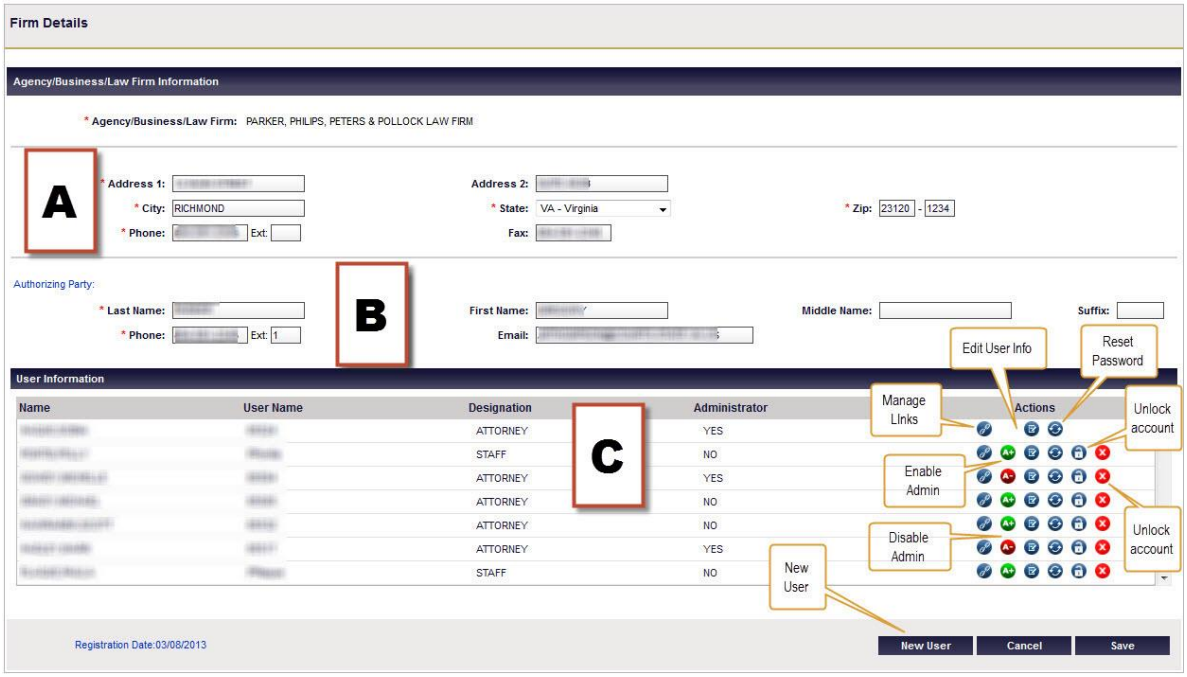
To stop the transaction, click on the **Cancel** button. A pop-up window will appear to verify. To cancel the transaction and go back to the **Case Search** page, click the **OK** button. Otherwise, click the **Cancel** button to go back to the **Make Payment – Review Fee Balance** page.

Make Payment - Review Fee Balance
Case #: CL13000407-00
Case Style: SIMPSON, HOMER v GOVERNMENT
Court: Tazewell Circuit
Case Type: Annulment
Filing Fees
Description
Quantity
Amount
Total
Miscellaneous Fees & Commissions
1
$1001.00
$1001.00
Credit Card Fees
1
$40.04
$40.04
Total Balance Due
$1041.04
Please review the balance details and click "Continue" to enter payment information.
Cancel
Continue

CHAPTER 5 - ADMINISTRATOR NAVIGATION

I. FIRM DETAILS PAGE

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



A	Agency/Business/Law Firm Information
B	Authorizing Party
C	User Information

A. Agency/Business/Law Firm Information

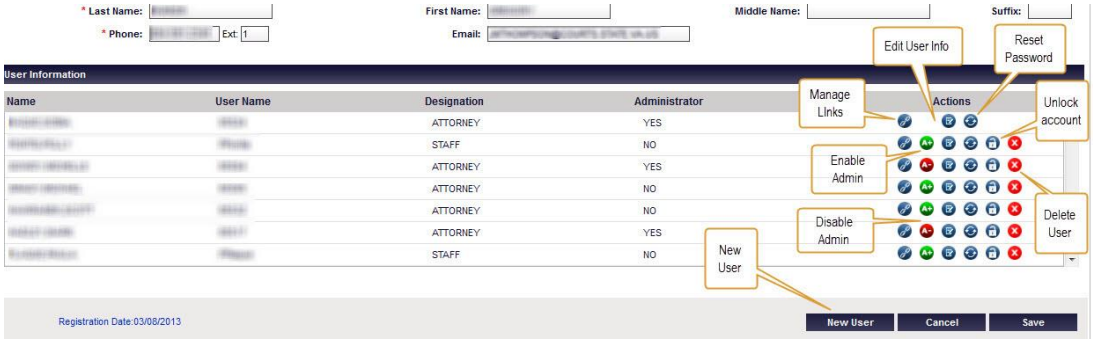
This section allows the administrator to view and edit his or her organization's information. This information is originally entered from the **VJEFS REGISTRATION APPLICATION**, but can be updated as needed. All data fields may be updated from this screen, except for the organization's name.

B. Authorizing Party

This section allows the administrator to view and edit the authorizing party's information. All data fields may be updated from this screen.

C. User Information - Actions

This section allows the administrator to complete a number of tasks, including adding new users, viewing all users and their information, and several other actions.



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

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

1. Manage Links

   This function allows the administrator to update associations between Attorneys and Staff, if applicable. For more information, see Edit User Info in this same section.

2. Disable or Enable Administrative Access

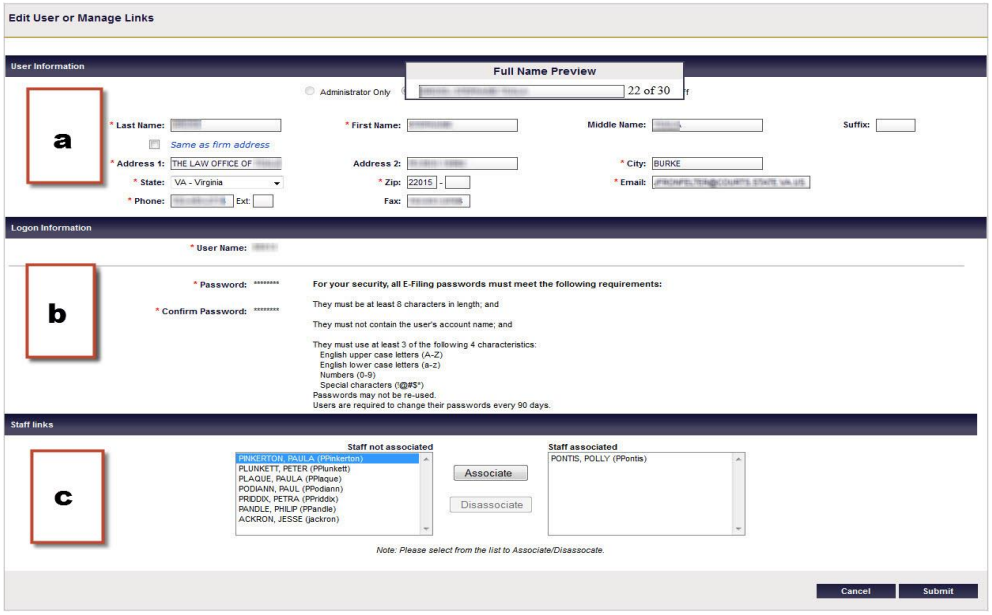
   This function allows the administrator to disable or enable other users' administrative privileges. When updated, the user will receive an email notification of his or her changed administrative status.

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

- If the **Disable Admin** icon is available, the user is already an Administrator and can be disabled for administrative access. Click on the icon and a pop-up screen will appear. Click on the **OK** button to disable administrative access for this user, otherwise click on the **Cancel** button.

3. 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 and to manage Attorney/Staff associations.



a	User Information
b	Logon Information
c	Staff/Attorney links

a. User 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: User type cannot be changed.

b. Logon Information

This section displays the user's **User Name**, but does not display his or her **Password**.

c. Staff/Attorney Links

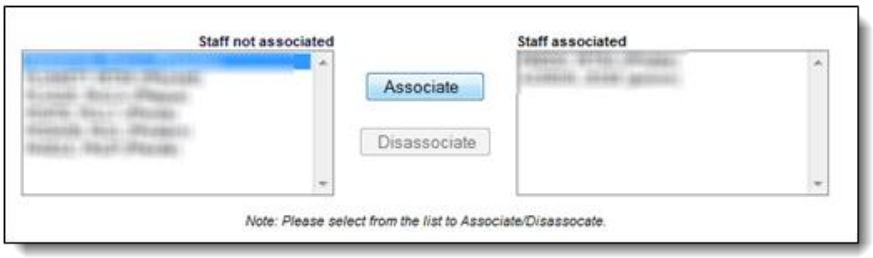
This section allows the administrator to create or remove associations between attorneys and staff, who may be linked regardless of administrative privileges.

A Staff or Administrator/Staff user must be associated with at least ONE Attorney or Administrator/Attorney user to file using VJEFS.

NOTE: This function is not available for staff associated with only ONE attorney. If that association needs to be removed, then the administrator must go through the attorney's associations.

1) Associate Staff with Attorneys

To associate a staff member with an attorney, use the following steps:



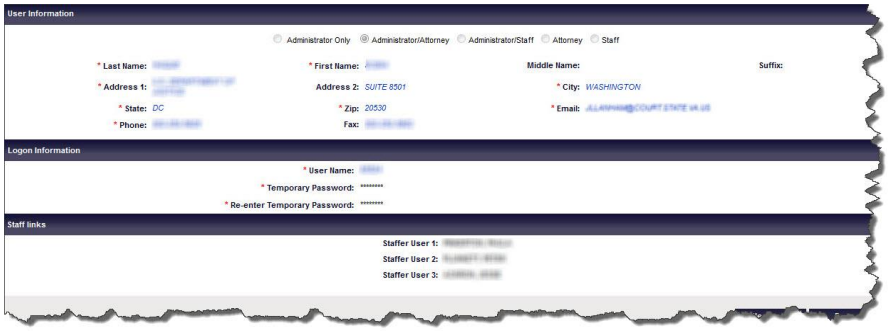
Step 1 In the **Staff not associated** column, the administrator clicks on the appropriate staff member's name.

Step 2 The administrator clicks on the **Associate** button and the staff member's name will be listed in the **Staff associated** column

Step 3 The administrator clicks on the **Submit** button in the lower right-hand corner of the screen.

Step 4 The **Confirm User Registration** page will appear with a verification message on the top of the screen. The new user will be listed in the bottom section. The administrator clicks on the **Done** button in the lower right-hand corner to complete the task.

Step 4 (cont'd) **Comments**: Users will receive an email notification of the updated status.



2) Disassociate a Staff Member from an Attorney

To disassociate a staff member from an attorney, use the following steps:

Step 1 In the **Staff associated** column, the administrator clicks on the appropriate staff member's name.

Step 2 The administrator clicks on the **Disassociate** button and the staff member's name will be listed in the **Staff not associated** column

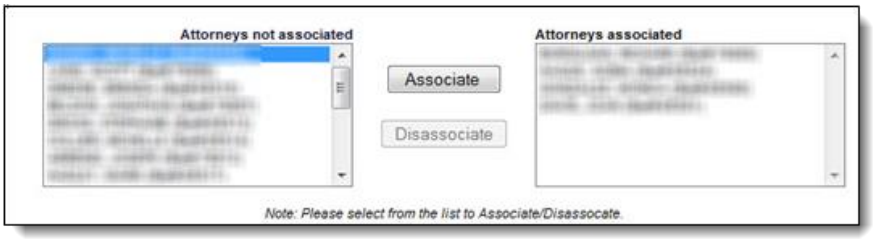
Step 3 The administrator clicks on the **Submit** button in the lower right-hand corner of the page.

Step 4 The **Confirm User Registration** page will appear with a verification message on the top of the screen. The new user will be listed in the bottom section. The administrator clicks on the **Done** button in the lower right-hand corner to complete the task.

Comments: Users will receive an email notification of the updated status.

3) Associate an Attorney with Staff

To associate an attorney with a staff member, use the following steps:



Step 1 In the **Attorneys not associated** column, the administrator clicks on the appropriate staff member's name.

Step 2 The administrator clicks on the **Associate** button and the staff member's name will be listed in the **Attorneys associated** column

Step 3 The administrator clicks on the **Submit** button in the lower right-hand corner of the page.

Step 4 The **Confirm User Registration** page will appear with a verification message on the top of the screen. The new user will be listed in the bottom section. The administrator clicks on the **Done** button in the lower right-hand corner to complete the task.

Comments: Users will receive an email notification of the updated status.

4) Disassociate an Attorney from a Staff member

To disassociate an attorney from a staff member, use the following steps:

Step 1 In the **Attorneys associated** column, the administrator clicks on the appropriate staff member's name.

Step 2 The administrator clicks on the **Disassociate** button and the staff member's name will be listed in the **Attorneys not associated** column

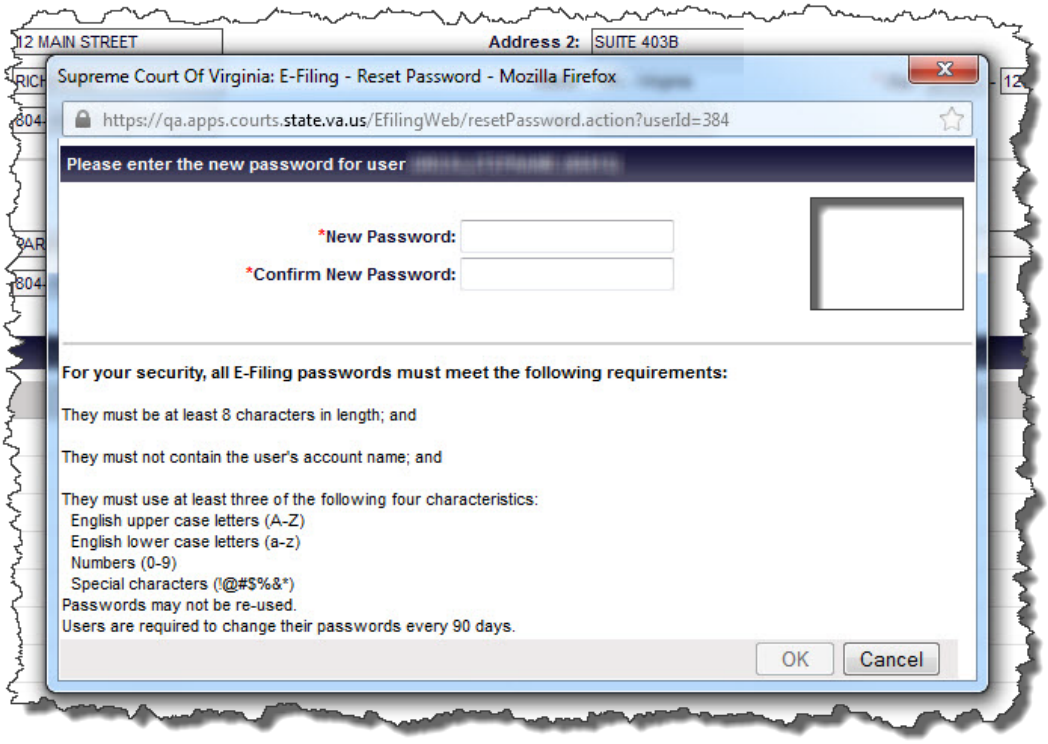
Step 3 The administrator clicks on the **Submit** button in the lower right-hand corner of the page.

Step 4 The **Confirm User Registration** page will appear with a verification message on the top of the screen. The new user will be listed in the bottom section. The administrator clicks on the **Done** button in the lower right-hand corner to complete the task.

Comments: Users will receive an email notification of the updated status.

4. 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.



a. The administrator will follow all instructions for creating a new Password for a user. When finished, the administrator clicks on the **OK** button or clicks on the **Cancel** button to discard all changes.

b. When finished, the administrator clicks on the **Save** button in the lower right-hand screen to reset the user's Password. Otherwise, he or she may click on the **Cancel** button to stop the reset.

c. Users should follow their organization's protocols to share the new Passwords with users.

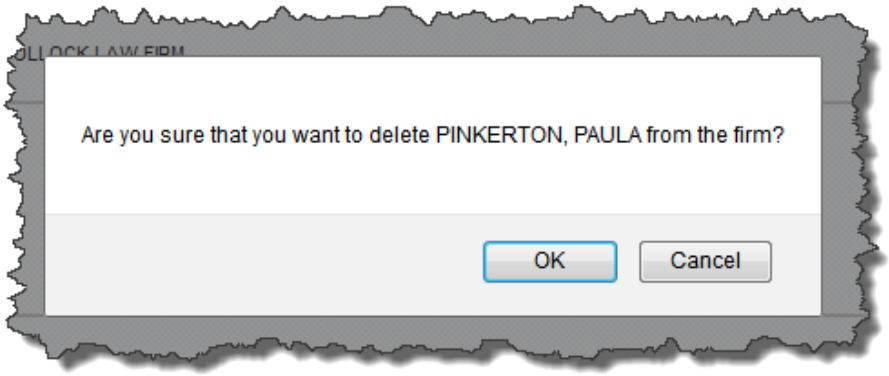
5. Unlock User

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 on the **OK** button, otherwise he or she may click on the **Cancel** button. There will be a validation message at the top of the screen.

6. 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.



a. To delete the user, the administrator clicks on the **OK** button. There will be a validation message at the top of the screen. The user will receive an email notification that he or she has been deleted as a user.

b. To keep the user, the administrator clicks on the **Cancel** button. This action will route him or her to the **Firm Details** page.

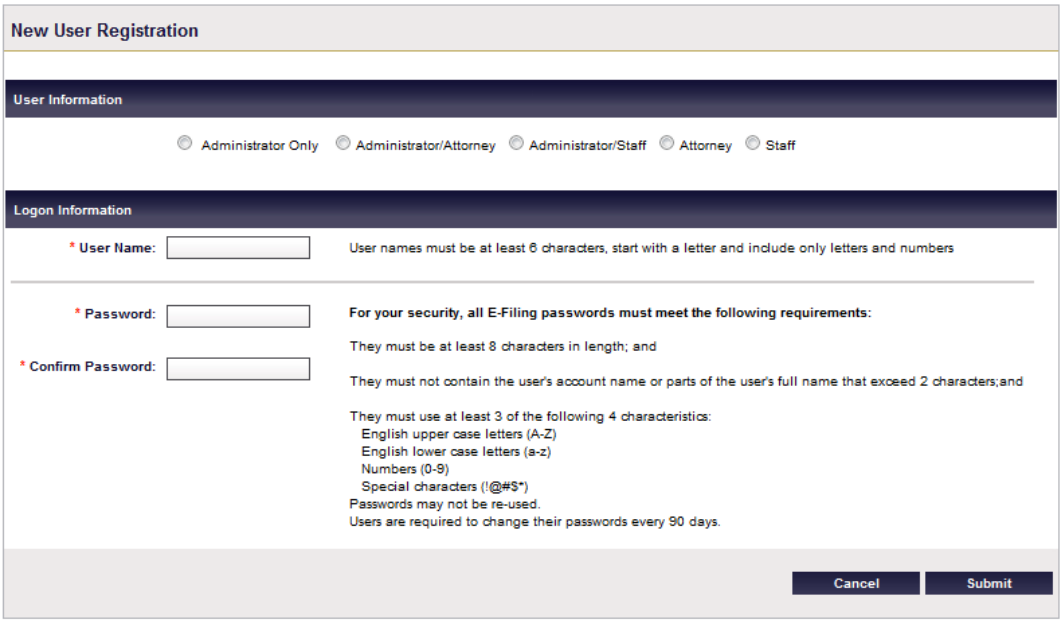
D. Adding a New User

NOTE: It is highly recommended that the administrator creates at least one other administrator after completing registration.

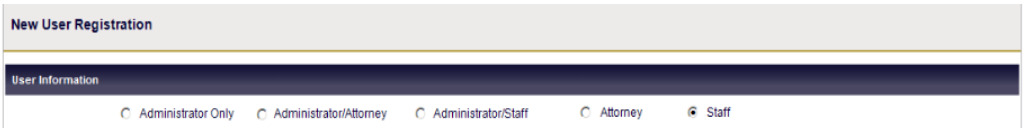
1. The user clicks on the **Administration** link in the navigation bar to open the **Firm Details** page.

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

3. The **New User Registration** page will appear.



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



This information is located in Section 4.7.3 of the VJEFS TERMS AND CONDITIONS OF USE (END USER LICENSE AGREEMENT).

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

   a. Administrator Only

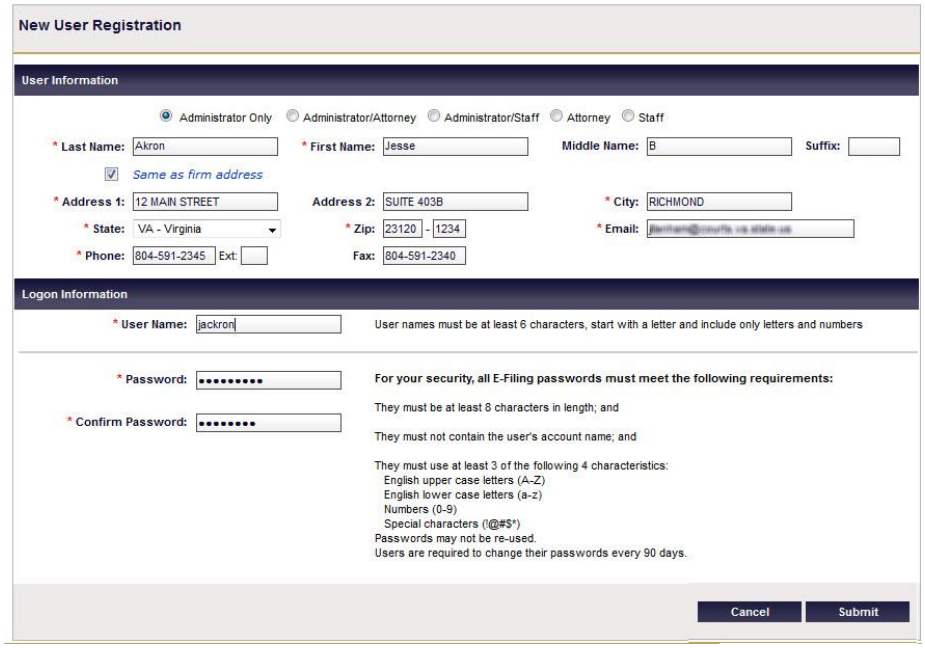
      1) Contact information

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

         - Below the **Last Name** field, click on the **Same as firm address** box to quickly fill in that user's contact information if that user can be contacted at that address. Otherwise, manually fill in the user's information.

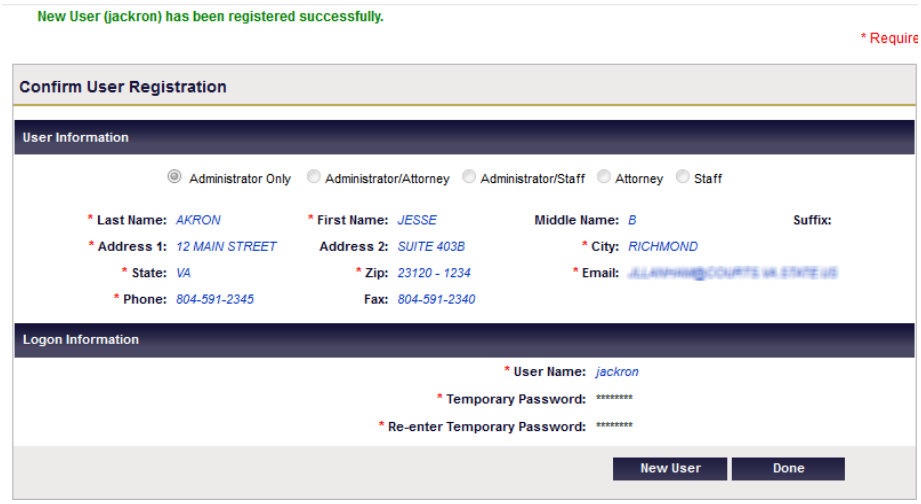
- If a User Name has already been assigned to another user, an error message will appear. Once User Names have been assigned, they cannot be changed.
- New passwords are set to expire at the new user's login. The user **must** select a new password at the **next** login.
- Enter the password in both the **Password** and **Confirm Password** fields.

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



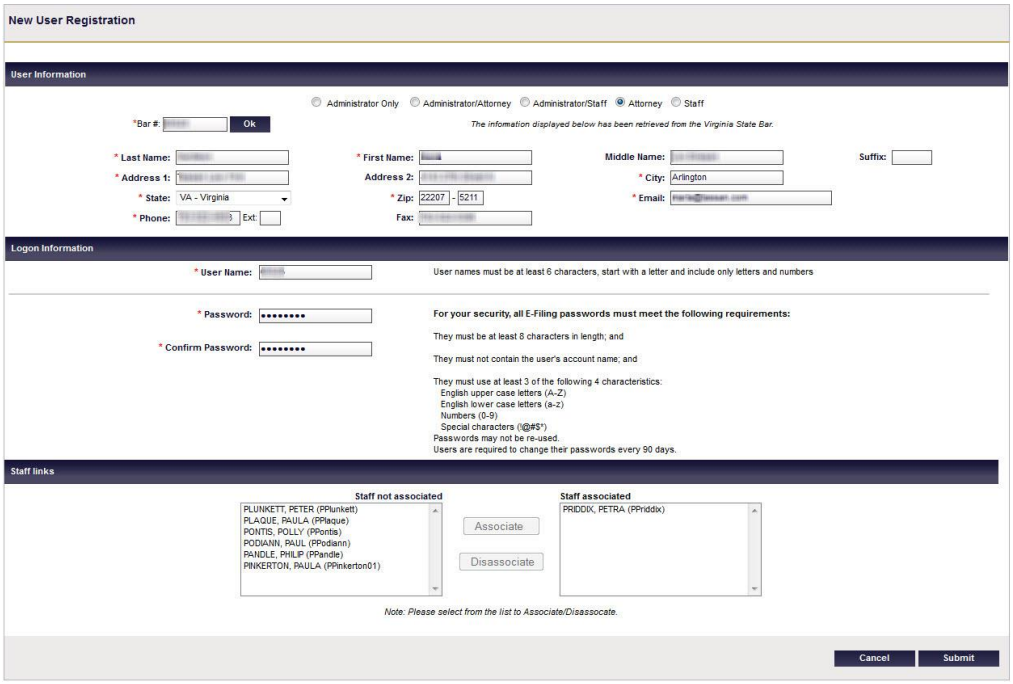
2) Confirmation

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



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

b. Administrator/Attorney and Attorney



1) VSB Information

Fill in the user's current **Virginia State Bar Number** and click the **OK** button. The Administrator/Attorney and Attorney user's Virginia State Bar number will be validated by the Virginia State Bar (VSB).

- If the Virginia State Bar number cannot be found or was incorrectly entered, an error message will appear.
- Verify that the user's name does not exceed the 30-character limit. If the user's name is too long, an error message will appear.
- If the attorney associated with the Virginia Bar Number is registered in the VJEFS with another firm, an error message will appear. Until the attorney has been removed as a user from his or her previous organization, the attorney cannot be added to his or her present organization.

2) Contact Information

Once the user's Virginia State Bar number has been verified, his or her contact information will populate based on what is on record with the Virginia State Bar. A confirmation message will appear.

If the automated information is out-of-date or needs to be changed, make any changes to the appropriate fields. After adjustments have been made, instruct the user to update his or her information with the Virginia State Bar.

3) Fill in the new user's Password

New passwords are set to expire at the new user's first login. The user must select a new password at the next login.

Enter his or her password in both the **Password** and **Confirm Password** fields.

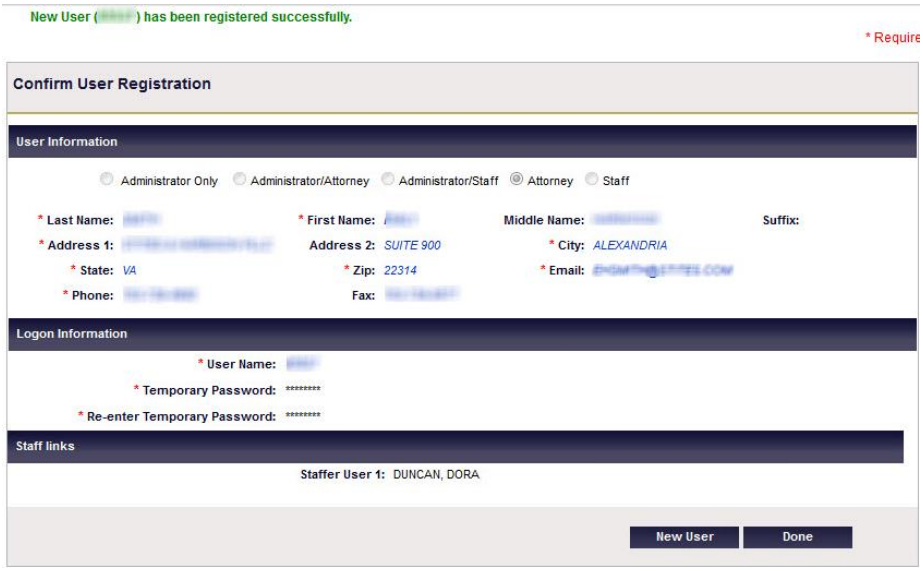
4) Associations

For more information about setting up associations, please see the section discussing **STAFF/ATTORNEY LINKS** in this document.

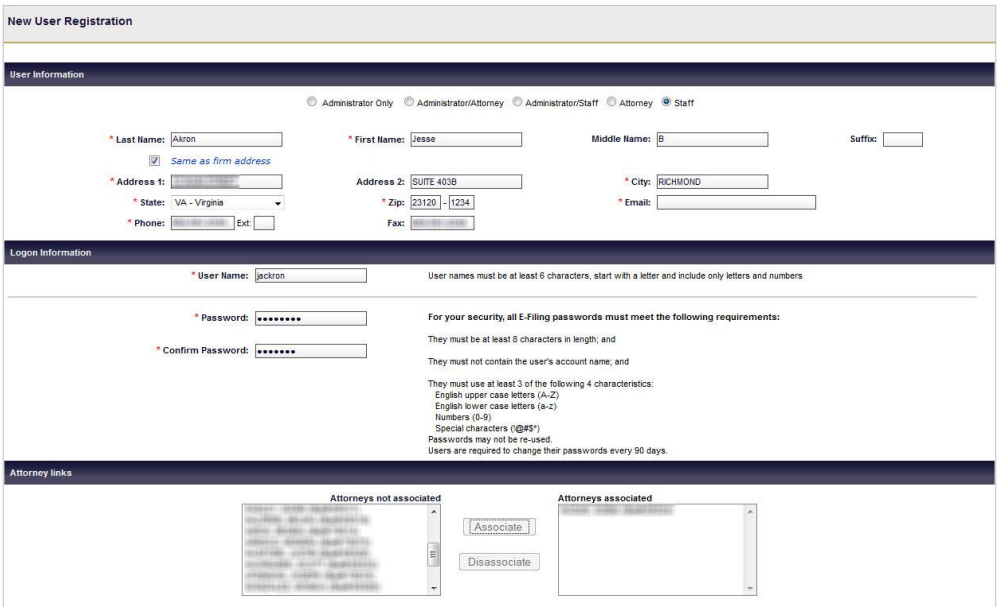
5) Save

Follow all instructions and click on the **Save** button in the lower right-hand corner of the screen when finished. To abandon the registration, click on the Cancel button.

A confirmation message will appear on the page. Review the information and click on the **Done** button in the bottom right-hand part of the screen. Or to create another user, click on the **New User** button.



c. Administrative/Staff and Staff



1) Fill in the new user's contact information, User Name, and Password.

- Below the **Last Name** field, administrators may click on the **Same as firm** address box to quickly fill in that user's contact information, provided that user can be contacted at that address. Otherwise, manually fill in the user's information.
- Type in a **unique User Name**. If a User Name has already been assigned to another user, an error message will appear. Once **User Names** have been assigned, they **cannot** be changed.

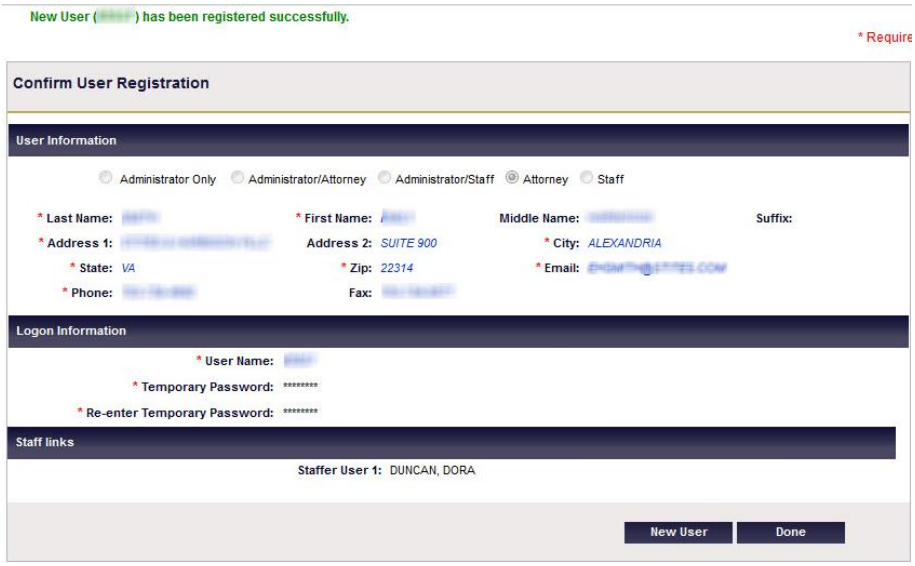
- New passwords are set to expire at the new user's login. The user **must** select a new password at the **next** login.
- Enter a password in both the **Password** and **Confirm Password** fields.

2) Associations

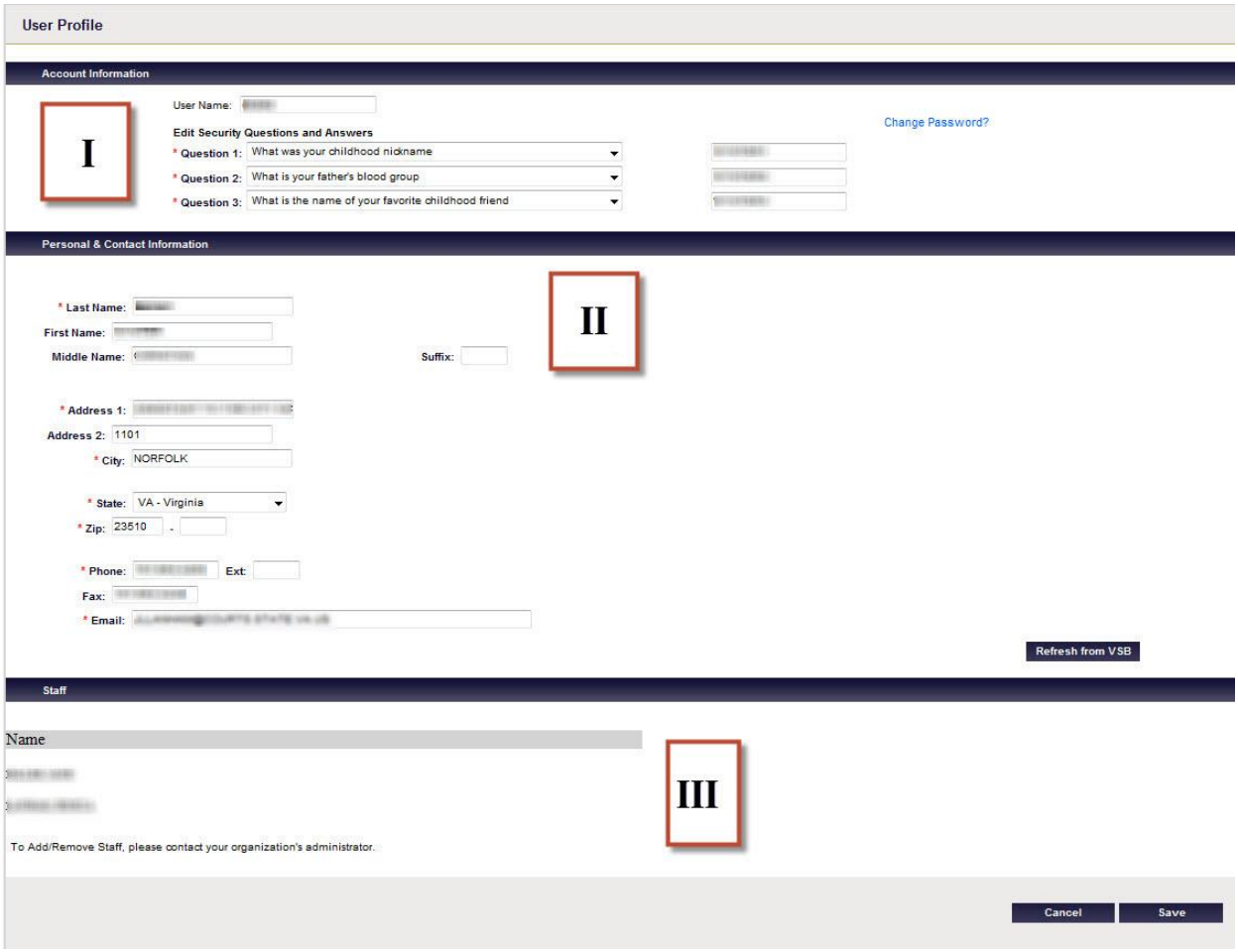
For more information about setting up associations, please see the **STAFF/ATTORNEY LINKS** section in this document.

3) Confirmation Message

Click on the **Save** button to receive a confirmation message. Review the information and click on the **Done** button in the bottom right-hand part of the screen, or create another user, click on the **New User** button.



CHAPTER 6 - SETTINGS/ USER PROFILE



I	Account Information
II	Personal & Contact Information
III	Attorneys/Staff (if applicable)

I. ACCOUNT INFORMATION

This section allows the user to make any updates to his or her security questions and VJEFS Password. User Names cannot be changed.

A. Security Questions

- The user uses the pull-down menus to select a new security question to answer and/or make any updates to existing questions.

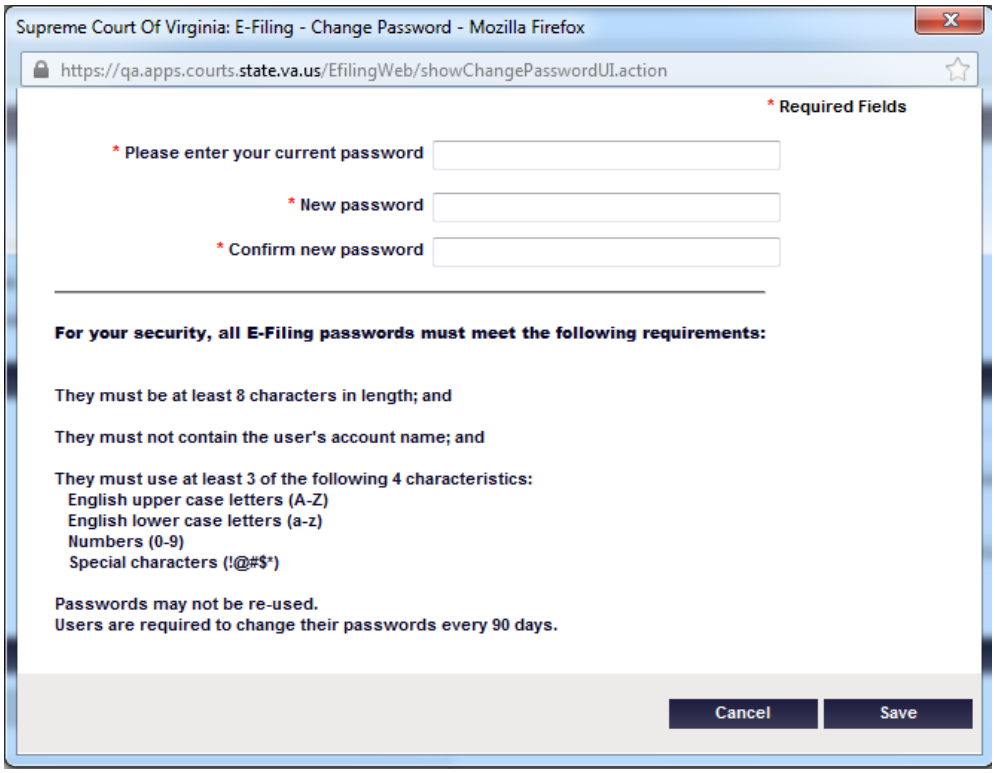
- The user uses the pull-down menus to choose three **DIFFERENT** security questions. If the user attempts to use the same question more than once, an error message will appear.

- Answers must also be unique, as each question must have a **DIFFERENT** answer. If the user attempts to use the same question more than once, an error message will appear.

B. Password

Users can either use the link provided in this section to change their password or they can request a new password from their VJEFS administrator. 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.



1. The user enters his or her 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 clicks on the **Save** button to continue. Otherwise, he or she may click on the **Cancel** button to abandon changes.

4. When finished making updates, the user should click on the **Save** button on the bottom right-hand side of the screen. To discard all changes, the user can click on the **Cancel** button.

II. PERSONAL & CONTACT INFORMATION

This section allows users to update their contact information, including name, address, phone numbers, and e-mail address.

- Staff or Administrator/Staff users type in their information.

- Attorney or Administrator/Attorney users have the option to update their contact information manually or to click on the Refresh from VSB button. Once the information populates from the Virginia State Bar (VSB), a confirmation message on the top of the page will appear that the information been successfully updated.

- Attorney or Administrator/Attorney users should review their information from the VSB, and manually update any information that needs to be changed. NOTE: It is highly recommended that attorney users update their contact information at the VSB before VJEFS registration.

- When finished making updates, the user clicks on the Save button in the bottom right-hand side of the screen. To discard all changes, he or she may click on the Cancel button.

III. ATTORNEYS/ STAFF (IF APPLICABLE)

This section is not available to Administrator Only users. It is only applicable to attorneys and staff. This section displays associations between attorneys and staff, if any exist. If updates need to be made, the user must contact the VJEFS administrator.

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