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Overview

The ELECTRONIC VOUCHER PAYMENT SYSTEM (EVPS) has been created to allow court-appointed counsel, including guardians ad litem (GAL), to electronically file a DC-40, LIST OF ALLOWANCES.

The ELECTRONIC VOUCHER PAYMENT SYSTEM- ATTORNEY USER GUIDE is designed for use by court-appointed counsel within the Commonwealth of Virginia. This guide is organized to give an overview of the system, with detailed instructions on how to complete functions using EVPS. It is intended to serve both as a training guide for those who are learning to use the computerized system and as a resource guide for those who have completed training and need follow-up instruction or assistance with problem solving.

EVPS is available 23/7, it is down for maintenance from 4:00 AM to 5:00 AM daily.

EVPS is supported by most internet browsers, such as Google Chrome (Best), Microsoft Edge, Bing, and Firefox; however, Internet Explorer is not supported.

Getting Help

If the user does not get a satisfactory answer to their question or problem by reviewing this guide, which is also accessible through the Help icon located in the EVPS navigation bar, they should contact EVPS Support at evpssupport@vacourts.gov.

Registration

The Electronic Voucher Payment System can be found on the VA Courts website (vacourts.gov) under the For Legal Community tab.
On this page the user may click on the Electronic Voucher Payment System link and will then be taken to the registration/login page. Additionally, the user has access to the Attorney User Guide, as well as the Privacy Policy and Terms and Conditions of Use. These documents will also be available in the user’s EVPS account.

In order to create a new account within EVPS, the user must already be an active OES vendor receiving payments for DC-40 vouchers. If the user is not an OES vendor, then they must contact the OES Accounts Payable Department at 804-225-3346 to complete the documentation needed to become an OES vendor.
To register/create a new account, the user will need to enter the Vendor F.I.N. or SSN, VSB Member Number and select the *Sign Up* button.

The user will need to continue through the prompts to complete the registration process.

**How EVPS is Organized**

**Accessing EVPS**

**Logging in to EVPS for the First Time**

Once logged in, the user’s personal information will populate based on the information from the Virginia State Bar. This information may be edited for voucher purposes at any time, as necessary.

The user will then be directed to complete the Voucher Preferences section. This information may be edited for voucher purposes at any time, as necessary.

**Note:** The user has the option to add more vendors, by clicking the *Add New Voucher Preference* + or delete vendors as needed.

**Log in to EVPS**

Registered users will sign in using their username (not case sensitive) and password provided upon completion of the registration portion of the system.
If you are a registered user and do not remember your username or password, please use the Forgot user name? or Forgot password? to have your username or password emailed to you. For more details, please see the Forgot User Name? and Forgot Password? sections within this guide.

Dashboard

The dashboard includes all of the user’s current vouchers with their reflected status. The user may click on any vendor invoice number, and the voucher details will appear for editing or review.

The user will have the option to sort vouchers within a Court, by Vendor Invoice No., Submitted Date, Last Updated Date and Status.

Vouchers will automatically be removed from the dashboard 30 days after their status has changed to Processed by OES. Vouchers are never deleted in EVPS, the user will be able to use the search feature to search for any and all vouchers submitted through EVPS. For more details, see the Search section within this guide.

Note: The user may delete, recall or print the voucher from the dashboard. For more details, see the Delete Voucher, Recall Voucher and Print Voucher sections within this user’s guide.

Navigation Bar

The navigation bar is found on the right side of the home screen.
Home

The *Home* icon will take the user to the home screen at any time. When selecting this icon, the home screen will also be refreshed.

Start New Voucher

The plus icon will allow the user to start a new voucher. Additionally, the user may select the plus icon in the lower right corner.

Search

The *Search* icon will allow the user to search for cases based on any of the following criteria:
- Court Type/Court Name
- Vendor Invoice Number
- Case number
- Name (Defendant/Juvenile)
- Judge
- Voucher Status
- Trial/Service Date
- Submitted Date from/to
- Mediator ID

Additionally, the user may search by vendor invoice number on the home screen.

Help

The *Help* icon will provide direct access to the ELECTRONIC VOUCHER PAYMENT SYSTEM-ATTORNEY USER GUIDE. The user may also access the *Frequently Asked Questions, Privacy Policy*, and *Terms and Conditions of Use*. If the user requires additional assistance, they should contact EVPS Support at evpssupport@vacourts.gov.
Settings

The *Settings* icon will allow the user to view or update any of the account information to include:

- **Personal Information** – The user’s personal information is populated based on the information from the Virginia State Bar. This information may be edited for voucher purposes at any time necessary.
- **Change password** – The user may change their password at any time.
- **Modify Security Questions** – The user may modify their security questions at any time.
- **Voucher Preferences** – The user may update, delete and/or add new vendors at any time. For instance, if the user changed firms, the user will need to add the new firm and delete the old firm in this section.

**Note:** For those companies with multiple addresses, an optional, *Suffix Number* field may be completed under the *Voucher Preferences* section. Any questions regarding a suffix number, contact the OES Accounts Payable Department at 804-225-3346.

Logout

The *Logout* icon will allow the user to securely log off EVPS.

Notification of EVPS Updates

When updates have been made to EVPS, the user will be notified upon login. The below pop-up will appear.

The user may select *Read*, and a listing of the new updates will be displayed.

**Note:** The pop-up will display for three logins unless the user selects *Read*.
Message Alerts

EVPS Admin may add a message on the EVPS login page for all users to view. This message will display any upcoming system maintenance dates or dates that the system will/will not be available.

The user will have the option to Dismiss the message.

How to Start a Voucher

To start a voucher, the user may either select the plus icon in the upper right corner or the plus icon in the lower right corner.

The user will need to review and complete the Vendor Information, Pay To The Order Of, and Court Information sections.
Vendor Information includes the Vendor F.I.N. or SSN, VSB Member Number, Vendor Invoice Number, and Vendor Reference.

Note: A refresh icon is displayed to the right of this field. If selected, their information will be updated with any changes made in the voucher preferences section.

The Vendor Reference is an optional field. This information will be printed on the check stub. Do not use any characters other than numbers or letters in this field.

Note: If the user has more than one Vendor added on their account, make sure the correct Vendor is selected from the drop-down.

Pay To The Order Of, should display how the check should be written and requires an entry, including address.
• Court Information includes Court Type which requires the user to select the level of court, for example Circuit Court, General District Court, or J&DR Court; COURT NAME which requires the user to select the name of the locality that the case was heard.

**Note:** Combined Courts will be listed under both General District Court and J&DR Court.

The user will then be directed to the Chart of Allowances and required to select the appropriate allowances code. The user will have the option to edit this selection, if needed before submission.

**Note:** Recently used allowance code sections will be listed at the top for future entries.

## Voucher Details

Every voucher will have the navigation bar, banner bar, and voucher header. Additionally, every voucher is divided into five main sections, Case Information, Time Spent for this Charge, Attachments, Expenses for this Charge, and Waiver.

### Banner Bar

Displayed on the left side of the banner bar:
- Vendor Invoice Number
- Status of the current voucher
- Refresh icon

Displayed on the right side on the banner bar:
- Reference to DC-40, when selected a blank, readable DC-40 will appear. This DC-40 is for reference and viewing purposes only.
- Start New Voucher, when selected will allow the user to start a new voucher. The current voucher will not automatically be saved.
- Status, when selected will display a detailed summary of the status thus far, as well as any rejection reasons.
- Expenses when selected will display the expenses for ALL charges on the voucher.
- At the end of the banner bar, the total amount for the voucher (not individual case) will be displayed.
Voucher Header

The voucher header lists the Vendor F.I.N. or SSN, Vendor Reference (if applicable), VSB Member Number, Court Name, and Pay to the order of. If needed, the user may edit these fields by selecting the edit icon.

**Note:** If Vendor EIN/SSN or Pay to the Order of needs to be edited, user must first edit the information under the settings icon, Voucher Preferences. Then select, the above, edit icon on the voucher.

Case Information
The case information section will include all case related information. There are some helpful links the user may select, such as the red question mark in the corner of this section and the blue, underlined fields.

Additionally, some fields will be required by displaying a red asterisk.

**Case Number**

The user will want to start with entering the case number, and then selecting the retrieve icon. By selecting the retrieve icon, the case will be verified, and data will be populated from the Court’s Case Management System to the appropriate fields.

Once data has been retrieved from the Court’s Case Management System, the user will need to complete the other fields as they relate to the user’s individual voucher submission.

If the user has previously, electronically submitted on the case number, a duplicate submission pop-up message will appear.
If OK is selected, date will be retrieved/populated from the Court’s Case Management System. If Cancel is selected, data will NOT be retrieved/populated from the Court’s Case Management System.

Note: It is recommended to always select the retrieve icon after entering the case number.

**Defendant’s Name**

The defendant’s name may populate for the user depending on the type of case. For instance, the defendant’s name will populate for General District Court cases, Circuit Court criminal cases, and Juvenile and Domestic Relations Court adult criminal cases.

**Original Code Section**

The Original Code Section field will populate based on the original code section entered into the Court’s Case Management System. This section is not editable by the user.

Note: The Original Code Section field will not populate for Circuit Court civil cases; however, this field is required for voucher submission.

**Allowances Code Section**

The user selects the allowances code prior to beginning the voucher. If needed, the user may edit this field after beginning their voucher. The user must save their voucher before selecting the Edit, otherwise, they will lose all voucher information.

**Revocation**

The user must complete this field if the case is a probation violation. If the user selects Yes, the original code section will change to 19.2-306.
Trial/Service Date

The Trial/Service Date field will populate with the last hearing date entered into the Court’s Case Management System. The user can edit this field; however, it is required for voucher submission. The trial/service date cannot be in the future, and cannot be past 24 months.

Note: When the user selects Chart of Allowances code §19.2-326, the Trial/Service Date field will not populate on retrieval. The user will need to enter the date on the Court of Appeals/Supreme Court order as the Trial/Service Date.

Case Type

The Case Type field will populate based on the Court’s Case Management System. This field is not editable.

Locality

The Locality field will populate based on the Court’s Case Management System. This field is not editable.

Note: In order to submit a voucher using EVPS, the case must be a Commonwealth of Virginia case. Locality cases cannot be submitted electronically unless the user is submitting as a Guardian ad litem.

For District Court Felony, Was Case Certified?

The user will need to indicate if the case was certified to Circuit Court. This field is only required for District Court felony cases.

Offense Type

The Offense Type field will populate the offense type based on the Court’s Case Management System, only if the case is criminal in nature; however, this field will not populate if the case is an unclassified felony. The user will be required to select the appropriate unclassified felony option.

Attorney Type

The attorney type is required for voucher submission. The user must select either Court Appointed Counsel or Guardian ad litem.
Type of Representation

Depending on counsel representation, the user will need to select, Juvenile, Mother, Father, or Other.

Note: The user will not be allowed to select both an offense type and type of representation.

Appeal from Juvenile Court

This field will be populated if the case was appealed from Juvenile and Domestic Relations Court. This field is only for Circuit Court juvenile appealed cases.

Disposition

This field will populate based on the Court’s Case Management System. If the user selects an offense type, a disposition will be required.

Disposition Notes

The Disposition Notes field is optional. The information entered will be seen by the Court and the OES Accounts Payable Department.

Case Judge

The Case Judge field is required.

The user will need to select, Select a Judge.

Then the user will search and select the appropriate case judge.
Note: When searching for the case judge, search by judges’ last name only. This will yield better results.

Substitute Counsel

The Substitute Counsel field is required. The user should select No if they are the first or only attorney appointed to the case. The user should select Yes, if they are the second or sequential attorney appointed to the case.

Sealed Case

The user should select YES if the case is sealed. This field is optional.

Juvenile Tried as an Adult

The user should select YES if the juvenile was tried as an adult. This field is optional.

Other Remarks

The Other Remarks field is optional. This user may provide additional information to the Court or the OES Accounts Payable Department.

Note: The user should not enter any confidential information, such as TAX-ID or SSN, in this field.

Detention Hearing

If the user was only appointed for the detention hearing, they should notate in this field. This information will be recorded and recognized by the OES Accounts Payable Department, so the second attorney does not have their claim rejected.
If notes are entered in the *Detention Hearing* field, a letter of appointment will be required as an attachment.

**Note:** The *Detention Hearing* field is only applicable for District Court cases.

**Time Spent for This Charge**

<table>
<thead>
<tr>
<th>Time Spent for This Charge</th>
</tr>
</thead>
</table>
| **Please select the minute interval range as appropriate (Refer to this link for tenth of an hour conversion, if the minutes are between 57 and 60, please choose the next hour and make the minutes as 00-02).**  
| **TIME SHEET DETAILS**  
| **In Court time** | Hourly Rate $0.00 | Hours 0 | Minutes 00-02 | $0.00  
| **Out of Court time** | Hourly Rate $0.00 | Hours 0 | Minutes 00-02 | $0.00  
| **Total:** | $0.00 |

The *In Court time* and *Out of Court time* fields are required for voucher submission. The *Hourly Rate* field will populate based on the *Attorney Type* selected (Court Appointed Counsel or Guardian ad litem).

For the *Minutes* field, the user must select the appropriate interval from the drop-down. As per the *Chart of Allowances*, “Time shall be recorded in increments not greater than .10 (6 minutes),” attorneys will now be required to enter their time in 6 minute increments when submitting electronic vouchers.

After the voucher is submitted, EVPS will convert the interval selected to the appropriate 6 minute increment (0, 6, 12, 18, 24, 30, 36, 42, 48, 56), and display it in the *In Court time* and *Out of Court time* minute field.

**Note:** Refer to this link for the tenth of an hour conversion chart. If the minutes are between 57 and 60, please choose the next hour and make the minutes as “00-02.”

**Time Sheet Details**

The user also has the option to enter their time in the *Time Sheet Details* section.
The user may sort the timesheet table by dates in ascending, chronological order.

When the user selects the *Save as Draft* button, EVPS will automatically sort the date in ascending, chronological order.

Once the voucher has been submitted to the Court, the user will have the option to print their detailed time sheet.

### TIME SPENT FOR THIS CHARGE

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>In Court</th>
<th>Out Court</th>
<th>Hourly Rate $</th>
<th>Compensation $</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/10/2021</td>
<td>Receive, review indictments, confer with client</td>
<td>00:00</td>
<td>00:48</td>
<td>90.00</td>
<td>72.00</td>
</tr>
<tr>
<td>03/10/2021</td>
<td>Jail visit with client</td>
<td>00:00</td>
<td>01:06</td>
<td>90.00</td>
<td>99.00</td>
</tr>
<tr>
<td>05/06/2021</td>
<td>Court - Sentencing</td>
<td>01:06</td>
<td>00:00</td>
<td>90.00</td>
<td>99.00</td>
</tr>
</tbody>
</table>

In Court time: 1 Hours 6 Minutes $99.00  
Out of Court time: 1 Hours 5 Minutes $171.00  
Total: $270.00

### Attachments

Attachments may be required based on the requirements outlined in the CHART OF ALLOWANCES. The user may also attach their detailed timesheet in this section.

The user will need to select, *Click to Browse*, and select their document they want to attach.
Once the user has selected their document, a category from the drop-down list must be selected. The Description field is optional.

After a category is selected, select the Upload button.
Attachment requirements:

- Maximum of 10 attachments can be submitted per case number.
- Only claim related attachments should be uploaded in this section.
- The maximum size per file is 25 MB.
- The system allows PDF, JPEG, PNG, and GIF file attachments only.

**Note:** Receipts are to be attached in the *Expenses for this Charge* section NOT in the *Attachments* section.

## Expenses for this Charge

The *Expenses for this Charge* section has two categories, *Miles Traveled* and *Other Expenses*.

### Miles Traveled

The user will need to enter a date, description, and number of miles. Mileage does not require a receipt. The amount will automatically be calculated based on the current mileage rate.
The user may select the red, trash can icon to delete a row or select the blue, plus icon to add a row.

**Other Expenses**

The user will need to enter a date, description, select a category from the drop-down list, and enter an amount.

If the individual expense is more than $20, a receipt will be required. The receipt will need to be attached using the paperclip icon.
Waiver

The user may use this section to request a waiver above the statutory limitations on payment of fees, including a supplemental waiver amount up to a certain specified amount and an additional waiver amount to be awarded by the court in which the case is concluded.

There is a Reference to Waiver link, when selected, a blank DC-40A form will appear. This DC-40A form is for reference and viewing purposes only.

If the user has previously submitted for the statutory limit, and is only requesting the waiver, the user needs to check the Apply only Waiver Amount checkbox in the Summary for this Charge section. For more details, see Apply Timesheet Amount and Apply only Waiver Amount sections within this guide.

Note: Waivers are only applicable for chart of allowance code §16.1-267 and §19.2-163.
Summary for this Charge

This section provides the Fee amount claimed, Total expenses, Waiver amount requested, and the Total amount claimed.

<table>
<thead>
<tr>
<th>SUMMARY FOR THIS CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fee amount claimed $</strong></td>
</tr>
<tr>
<td><strong>Total expenses $</strong></td>
</tr>
<tr>
<td><strong>Waiver amount requested $</strong></td>
</tr>
<tr>
<td><strong>Total amount claimed $</strong></td>
</tr>
</tbody>
</table>

☐ I was appointed and served as co-counsel in the above cases.
☐ I certify that the above claim for fees and/or expenses is true and accurate and that no compensation for the time or services set forth has previously been received.

Based on the voucher submission, please check the appropriate box or boxes. For example, if the user served as co-counsel, please select the box, "I was appointed and served as co-counsel in the above case."

Apply Timesheet Amount

The Apply Timesheet Amount checkbox will be checked by default. The user may uncheck this checkbox and manually enter the requested amount; however, the amount can not be more than the amount entered in the Time Spent for this Charge section.

Apply only Waiver Amount

If the user has previously submitted for the statutory fee, and only wants to apply for the waiver amount, the user needs to select the Apply only Waiver Amount checkbox.
When the user selects the *Apply only Waiver Amount* checkbox, the *Fee amount claimed* field will become zero, and a fee amount will not be permitted.

In addition, a pop-up message will appear.

**Note:** Waivers are only applicable for chart of allowance code §16.1-267 and §19.2-163.

**Delete Voucher**

The user may delete their voucher by selecting the *Delete Voucher* button.

The user has the option to delete their voucher from the dashboard; however, the voucher must have a *Draft* or *Rejected by Court* status.
Note: To delete a case number, not the voucher, the user may select the red, trash can icon.

Save As Draft

The user may select the Save as Draft button if they want to save and continue later, or if they want to add more case numbers to the voucher.

Send Voucher to Court

Once the user has completed their voucher and they are ready to submit, select the Send Voucher to Court button.

EVPS will automatically update the fees based on the statutory limit.
The user will then need to select the *Send Voucher to Court* button again in order to successfully submit to the Court. If the voucher has been successfully sent to the Court, the user will receive a “Voucher sent to Court successfully” message.

**Note:** The user will receive an email if the Court rejects their voucher. A rejection reason will be given to the user.

**Add a Case Number**

The user may enter up to 10 cases per voucher. In order to add a case number, the user needs to save their voucher by selecting the *Save as Draft* button. A message will then appear, “Voucher saved successfully.” Once the message appears, the user may then select the *Add Case Number* button.
**Note:** After selecting the *Add Case Number* button, the user will be routed to the **Chart of Allowances**. The user will need to select the appropriate chart of allowances code section for the new case being added.
Status

The status will be displayed on the user’s dashboard and in the left corner of the voucher.

- **Draft** - Voucher is waiting for user to complete and submit to Court. Voucher may be edited or deleted when in Draft status.
- **Sent to Court** – Voucher has been sent to Court and awaiting the Clerk’s Office review.
- **Waiting for Court Approval** – Voucher has been sent to the Judge for review.
- **Waiting for Clerk Approval** – Voucher has been approved by the Judge and waiting Clerk certification to OES.
- **Rejected by the Presiding Judge** – Voucher has been rejected by the Judge and waiting for Clerk’s Office to take action. The Clerk’s Office must reject the voucher in order for the user to edit and resubmit.
- **Rejected by the Chief Judge** - Voucher has been approved by the presiding judge, rejected by the chief judge and waiting for the Clerk’s Office to take action. The Clerk’s Office must reject the voucher in order for the user to edit and resubmit.
- **Rejected by Court** – Voucher has been rejected by the Clerk’s Office. The user may now edit and resubmit the voucher, if applicable.
- **Sent to OES** – Voucher has been approved by the Judge, certified by the Clerk’s Office, and sent to OES (Accounts Payable Department) for payment.
- **Under Court Review** – Voucher has been rejected by OES and waiting for the Clerk’s Office to take action. The Clerk’s Office must reject the voucher in order for the user to edit and resubmit.
- **Processed by OES** – Voucher has been approved by the Accounts Payable Department. When the status of a voucher has been updated to **Processed by OES**, EVPS will display the OES approved amount certified for payment as well as the voucher number.
In addition, the user is able to view an up-to-date timeline for the stage of each voucher in the Status section.

At a glance the user can track where the voucher is during the approval and payment process.

The user may click on the dotted line to extend the timeline.

**Note:** The user may select the case number on the left column to go back to the voucher details.

**Payment Information**

The user will be able to view payment information on vouchers that have been Processed by OES.

The payment method, payment date, and payment reference number will be listed.
Payment Methods are as follows: \textit{ACH, Check, EFT, GE (form of EFT payment), Manual Check, and Wire Transfer}. If the payment method has been stopped or voided, EVPS will display \textit{Stopped} or \textit{Void}.

Every Monday, OES receives payment details from the Department of Accounts, at which time EVPS will display the payment disbursed within the last week.

\textbf{Note:} If Monday is a holiday, payment information will be displayed on the next business day.

Payment information will only be seen by the user, it will not be displayed for the Clerk’s Office or judges.

\textbf{Note:} If payment method is by check, the reference number is the check number.

For any questions regarding payment information, please contact the OES Accounts Payable Department at 804-225-3346.

\textbf{Rejections}

Vouchers may be rejected by the Judge, the Clerk’s Office, or OES (Accounts Payable Department).

If a voucher has been rejected, the latest rejection reason will be in red at the top of the voucher. The user can ONLY edit and resubmit the voucher once the Clerk’s Office has rejected the voucher. When the Clerk’s Office rejects the voucher, the user will receive an email that said voucher has been rejected.
A link will be displayed in the rejection reason box, *See all rejection reasons*, if there is more than one rejection reason.

When selecting the link, the user will be taken to the *Status* page where all rejection reasons are listed under the *Rejection Reasons* section.

**Note:** All rejection reasons can be found under the *Status* section.
Recall Voucher

A recall icon 🔄 will be displayed if the voucher can be recalled. The voucher can only be recalled if the voucher status is *Sent to Court* or *Resubmitted to Court*.

The recall icon can be found on the dashboard to the left of the print icon.

The recall icon can also be found on the voucher, itself.
Print Voucher

The user may print their voucher using the print icon. The voucher may only be printed once it has been sent to the Court.

The print icon can be found on the dashboard.

The print icon can also be found on the voucher, itself.
Forgot User Name

If the user does remember their username, they may select, **Forgot user name?** on the EVPS login page ([https://eapps.courts.state.va.us/dc40/landing](https://eapps.courts.state.va.us/dc40/landing)).

Forgot Password

If the user does remember their password, they may select, **Forgot password?** on the EVPS login page ([https://eapps.courts.state.va.us/dc40/landing](https://eapps.courts.state.va.us/dc40/landing)).
Account Locked/Reset Account

If the user has been locked out of their account, the account will need to be reset. In order to reset the account, the user will need to follow the below steps.

1. The user will enter the Vendor F.I.N. or SSN, VSB Member Number on the EVPS login page (https://eapps.courts.state.va.us/dc40/landing), then select the Reset Account button.
2. The user will then select the Get Verification Code button.

![Electronic Voucher Payment System](image)

**Note:** If the user does not have access to the mode of communication, they have the option to send the verification code to the email address associated with the Virginia State Bar.

3. The user will then need to enter their email address and select the Verify button. An email with be sent with a verification code.
The email will be from noReply-EVPS@vacourts.gov.

Your EVPS Account Reset Request Form Has Been Received

Your EVPS Account Reset Request Form has been received.

You may begin your submission by completing the following steps:

1. Go to EVPS OR,
2. Enter your passcode 919993, then click Continue.

Be aware that the link and verification code contained in this email expires 10 minutes after its generation.

You will receive an email regarding your account after you have completed the EVPS user verification process.

Regards,
EVPS

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

********************************************************************** This message is sent from QA Test Server And is only for testing purpose. Please disregard this message. Destination e-mail addresses have been modified based on the configuration. Actual Mail addresses included in the message are: To: khancock@vacourts.gov **********************************************************************

4. The user will enter their verification code and select the Continue button.
5. Lastly, the user will create a new password. The user’s username is displayed.

![Reset Password Form]

Since the account is being reset, the user will be required to select/answer security questions upon login.
Frequently Asked Questions (FAQ’s)

A link to the Frequently Asked Questions can be found at the bottom of the EVPS screen.

They can also be found under the Help Icon.