Supreme Court of Virginia

Guidelines for Submission of Electronic Records

And

User’s/Administrator’s Manual for the Virginia Appellate Courts Electronic System
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CHAPTER 1 - OVERVIEW

The Virginia Appellate Courts Electronic System (VACES) is designed for users associated with a registered tribunal to submit records electronically for Supreme Court of Virginia (SCV) and Court of Appeals of Virginia (CAV) cases.

This manual is organized to provide an overview of the system with detailed instructions on how to use VACES and is intended to serve as a training and resource guide for VACES users.

I. INTRODUCTION

Registered users can submit digital appellate records electronically to the SCV and the CAV through the VACES. The system allows users to submit up to twenty-five files with each submission. Files exceeding 150 MB Portable Document File (PDF) size limit must be uploaded as separate volumes.

Records must meet the Digital Appellate Record Standards for the Supreme Court of Virginia and the Court of Appeals of Virginia located at http://www.courts.state.va.us/online/vaces/resources/dar_standards.pdf.

II. SUPPORT

If the user does not get a satisfactory answer to questions or problems by reviewing this document, which is also accessible through the Help link on the VACES navigation bar, the user may contact the SCV or CAV Clerk's Offices.

When the VACES is unavailable, a message will display the Hours of Operation page instead of the Login page when the system is unavailable. Clicking the Return to the Website of Virginia's Judicial System hyperlink will route to the external link: http://www.courts.state.va.us/.

The system is available daily, including weekends, and holidays, from 7:00 AM to 12:00 AM Eastern Daylight Time (EDT). If a user is still logged into the system as of 12:00 AM EDT, the user will be automatically logged out of the system upon clicking any button/link/icon/etc.

The system is available for eRecord submissions during the operating hours of 7:00 AM to 3:30 PM EST on business days only.

Users in the process of uploading an eRecord submission before 3:30 PM will be able to complete the submission process.

III. VACES ROLES AND FUNCTIONS

The term User encompasses:
Administrators;  
Administrator/Filers; and  
Filers

A. Administrator Only

The Tribunal’s Administrator can support organizational account management and can perform the following tasks:

- Manage the Organization’s contact information;
- Grant user access and permissions;
- Add or delete other users;
- Update users’ contact information; and
- Unlock and reset users’ passwords.

**IMPORTANT:** It is strongly recommended that all Organizations, including Sole-Practitioners, designate a backup or secondary Administrator, either as an Administrator Only user or an Administrator/Filer user, for the sole purpose of supporting a primary Administrator user.

B. Filer

A Filer is a user who files a document electronically and shall have the same responsibility as a person filing a document in paper form for ensuring that the document is properly filed, complete, and readable.

1. Filers submitting eRecords can use the system to perform the following functions:
   - Send digital appellate records electronically to SCV and CAV;
   - Receive event notifications by email; and
   - View the user’s eRecord submissions history up to 30 days.

C. Administrator/Filer

An Administrator/Filer user can support both the organizational account management as an Administrator and the electronic document filings as a Filer as described in the previous two sections.

The sole additional feature given to the Administrator/Filer is that the user can view all of the Organization’s eRecord submissions up to 30 days instead of only submissions filed by the individual.
IV. SYSTEM FUNCTIONS

A. Software/Hardware

Administrators must ensure that users' equipment and software meet requirements for connecting to the VACES and that the organization has the minimum system and software requirements to use and operate the system.

In order to use the VACES, the user’s equipment must meet or exceed the following software and hardware requirements:

- A computer operating with internet access;
- Internet browser software such as:
  - Google Chrome® 39 or higher;
  - Microsoft Edge® latest version
  - Mozilla Firefox® version 39 or higher;
  - Microsoft Internet Explorer® version 11 or higher; and
  - Apple Safari® latest version.
- Compatibility View for Internet Explorer should not be turned on;
- Adobe Reader® or equivalent software to view Portable Document Format (PDF) documents (PDF reader software is free and downloadable from various websites); and
- The correct security settings, on the computer, that allow it to accept cookies from the VACES.

In addition to the requirements above, users must use PDF/A compliant file software to convert documents to a PDF and should not use a scanner unless absolutely necessary. There are several PDF writer/conversion programs available on the Internet, as well as existing functionality within many newer word processing programs.

B. Navigation Bar

The navigation bar is visible once the user successfully logs into the system. Users have the ability to move between the system’s screens below:

- Home
- History (visible for users with filing privileges)
• Account Management (visible for users designated as Administrators)
• Settings
• Help
• Logout

C. Home

The Home link will display once users log into the system successfully. Depending on the user’s role, the Home page displays as one of the screen options below:

  o Account Details screen: Users designated as Administrator Only will see the Account Details screen as their Home page.
  o Submission screen: Users with filing privileges will see the Submission screen as their Home page.
  o See section III. VACES ROLES AND FUNCTIONS within this chapter for further details.

D. History

The History link allows users the capability to view submissions made within the past 30 days. The Submission History screen displays history based on the user’s role:

  o Administrators with filing privileges will see all submissions made by the Tribunal’s users.
  o Registered Filers will only see submissions made by the user.

See Chapter 3 section III. HISTORY within this manual for further details.

E. Account Management

Only users designated as Administrator have the ability to view the Account Management link on the menu bar.

This feature allows the user the capability to manage the Administrator’s account and perform administrative tasks on behalf of the Tribunal and its users.

See Chapter 3 section IV. ACCOUNT MANAGEMENT within this manual for further details.
F. **Settings**

The **Settings** link allows users the capability to update their **account** and **contact** information. *See Chapter 3 section V. SETTINGS/USER PROFILE* within this manual for further details.

G. **Navigate To**

Users with access to multiple Virginia Judiciary Electronic Systems (VJCS, VACES, GALR, etc.) can click the **Navigate To** link and the system will route users to the system selected.

H. **Help**

Users can click the **Help** icon and the system will route users to the **VACES GUIDELINES AND USER’S MANUAL** in a new browser window.

I. **Logout**

Users can click the **Logout** icon to log out of the **VACES** securely. Once clicked, the system will route to the **Login** screen.
CHAPTER 2 - REGISTRATION

I. OVERVIEW

This section is for users defined as Administrator on the VACES Registration Application.

To begin the registration process, the tribunal’s authorizing party must first complete the VACES Registration Application and return the application to the SCV or CAV Clerk’s Office.

Once the Clerk processes the application, the Tribunal’s Administrator, as defined on the VACES Registration Application, will receive an email notification from the System Administrator that will provide a link to complete the Tribunal’s registration process.

Click on the link within the email to go to the Complete Firm Registration page.

IMPORTANT: The Complete Firm Registration link will be valid for up to 24 hours after being generated.

- If the 24-hour period has elapsed, the Administrator must contact the SCV or CAV Clerk’s office to request that the registration email be re-sent.
- If the Complete Registration link within the registration email is visited more than five times, an error message will display.

II. COMPLETE VACES REGISTRATION APPLICATION

The tribunal’s authorizing party must first complete the VACES Registration Application and return it to the SCV or CAV Clerk’s Office to begin the registration process.

All fields indicated with an asterisk (*) on the registration application are required and must be completed.

A. Initial eRecord Registration
o Tribunal Administrators registering for the first time (initial registration) for system access/permission must complete all sections of the application.

o Tribunals with an existing system account must complete sections 1, 3, and 4.

For a new system account, complete all sections of the application:

Step 1 Select Initial Registration.

Step 2 Enter Section 1 –Tribunal Information:
   a. Enter the Tribunal Name.
   b. Enter Address 1.
   c. Enter any additional address information in Address 2, if applicable.
   d. Enter the City.
   e. Select the State from the drop-down list.
   f. Enter the Zip code.
   g. Enter the Organization’s Phone number.
   h. Enter the phone Ext, if applicable.
   i. Enter the Fax number, if applicable.

Step 3 Enter Section 2 – Authorizing Party Information:
   a. Enter the Last Name.
   b. Enter the First Name.
   c. Enter the Middle Initial, if applicable.
   d. Enter the Suffix, if applicable.
   e. Enter the Title.
   f. Enter the Email address.
   g. Enter the Organization’s PIN (Personal Identification Number).

Comment: The Administrator must create the PIN and should keep a record of it in order to complete the registration process.

Step 4 Enter Section 3 – Administrator Information:
   a. Select the appropriate Administrator role type using the radio button options.
   b. Enter the Last Name.
   c. Enter the First Name.
   d. Enter the Middle Initial, if applicable.
   e. Enter the Suffix, if applicable.
   f. Enter the Title.
   g. Enter the Email address.
   h. Enter the Phone number.
   i. Enter the Fax number, if applicable.
j. Enter the mailing address.
   ☑ If the mailing address of the Administrator is the same as the Tribunal’s, check the box labeled, “Use the same address as organization.”
   ☑ If not, enter the mailing address:
     1) Enter Address 1.
     2) Enter any additional address information in Address 2, if applicable.
     3) Enter the City.
     4) Select the State from the drop-down list.
     5) Enter the Zip code.
     6) Enter the Email address.
     7) Enter the Phone number.
     8) Enter the phone Ext, if applicable.
     9) Enter the Fax number, if applicable.

Step 5 Complete Section 4 – Authorizing Party Signature section.
   a. Enter the authorizing party’s Signature.
   b. Enter the Date.

Comment: The authorizing party’s signature and the date are required to establish the account.

Step 6 After the application is completed and signed, email the form to the Court Administrator.
   ☑ Supreme Court of Virginia at: scvrecords@vacourts.gov
   ☑ Court of Appeals of Virginia at: cavrecords@vacourts.gov

Comment: A confirmation notification will be emailed to the designated Authorized Party to complete the registration process.

B. Update Organization Information

To update an existing system account, complete sections 1, 3, and 4 of the application:

Step 1 Select Update Organization Information.

Step 2 Enter Section 1 – Organization Information:
Step 3 Enter Section 2 – Administrator Information:

a. Select the appropriate administrator role type using the radio button options.
b. Enter the Last Name.
c. Enter the First Name.
d. Enter the Middle Initial, if applicable.
e. Enter the Suffix, if applicable.
f. Enter the Title.
g. Enter the Email address.
h. Enter the Phone number.
i. Enter the phone Ext, if applicable.
j. Enter the Fax number, if applicable.
k. Enter the mailing address.

› If the mailing address of the Administrator is the same as the Firm’s, check the box labeled, “Use the same address as organization.”

› If not, enter the mailing address:

1) Enter Address 1.
2) Enter any additional address information in Address 2, if applicable.

Step 3 (cont’d)

3) Enter the City.
4) Select the State from the drop-down list.
5) Enter the Zip code.
6) Enter the Email address.
7) Enter the Phone number.
8) Enter the phone Ext, if applicable.
9) Enter the Fax number, if applicable.

Step 4 Complete Section 4 – Authorizing Party Signature section.

a. Enter the authorizing party’s Signature.
b. Enter the Date.

Comment: The authorizing party’s signature and the date are required to update the account.
Step 5  After the application is completed and signed, email the form to the appropriate Court Administrator.

- Supreme Court of Virginia at: scvrecords@vacourts.gov
- Court of Appeals of Virginia at: cavrecords@vacourts.gov

Comment: A confirmation notification will be emailed to the Tribunal’s Administrator when the update is complete.

III. COMPLETE REGISTRATION

Upon signing into the system for the first time (initial login), users will be required to perform the following tasks:

- Create a password;
- Choose and answer three security questions; and
- Read and accept the VACES Terms and Conditions of Use.

IMPORTANT: The registration link will expire within 24 hours of being generated. Be sure to following all instructions.

To complete the Tribunal’s registration process:

Step 1  Click on the Complete Registration link within the registration email.
Comment: The user’s default web browser will open and navigate to the Complete Registration screen where the Administrator can create the User Name and Password.

Step 2 Create a User Name.

Comment: If a user name has already been assigned to another user, an error message will display. Create and enter a Password.

Step 3 Create and enter a Password.

Step 4 Re-enter the Password.

Comment: Safeguard your password, only a Tribunal’s Administrator or the System Administrator can reset passwords.

Step 5 Enter the organization’s PIN (Personal Identification Number) from the Tribunal’s VACES Registration Application.

IMPORTANT:

- The PIN must match the number submitted on the Registration Application.
- If the PIN does not match or meet the minimum password requirements, an error message will appear.
- The administrator has up to five invalid attempts to enter the matching PIN.

NOTE: If the fifth attempt fails:

- The link to the Complete Registration page will expire and an error message will appear.
- If this occurs, Administrators must contact the SCV or CAV Clerk’s office to resend a registration email.

Step 6 Enter the information requested in the CAPTCHA security verification box.

Comment: The administrator must enter the exact randomly generated character string displayed. If the security verification:

- Does not match, an error message will appear.
- Is unreadable, administrator may request a new security image by clicking on the link to generate a new code or have the security codes read aloud by clicking on the speaker icon.
Step 7  Click Submit.

**Comment:** A **confirmation** screen will display indicating that the Tribunal’s registration is complete.

### IV. FIRST TIME USERS

The following users **will not be required** to change/update their password:

- Users with an **existing** Virginia Judiciary Electronic Systems account (VJCS, VACES, GALR, etc.) because their password is applicable for all systems; and
- The designated Administrator on the **VACES Registration Application**

#### A. Initial Login

Upon logging into the system for the **first** time, users will be required to perform the following tasks:

- **Create** a password;
- **NOTE:** The password provided is *temporary* and will expire immediately upon the **initial** login.
- **Choose** and **answer** three security questions; and
- **Read** and accept the VACES Terms and Conditions of Use.

**IMPORTANT:** Be sure to follow all instructions.

To log into the system for the first time:

#### Step 1  Open a web browser and navigate to the **Login** page

https://eapps.courts.state.va.us/usermgmtinitialLogin.action?appContext=DRS.
Step 1  
(cont’d)

Comment: The VACES login window will display.

Step 2  Enter the Login credentials provided by the Administrator:

  a. Enter the User Name.
  b. Enter the temporary password.

Step 3  Click Login.

Comment: The system will route to the password reset screen. Users will see a password expiration message instructing the user to set a new password.

Step 4  Create and enter a new password in the Please enter your new password field.

Comment: Safeguard your password, only an Administrator or a backup Administrator can reset your password.

Step 5  Re-enter the password in the Please confirm your new password field.

Comment: If the passwords do not match or do not meet the minimum password requirements, an error message will appear. See Chapter 3 section V. SETTINGS/USER PROFILE, sub-section (C) PASSWORD within this manual for the criteria on creating a password.

Step 6  Enter the information requested in the CAPTCHA security verification box.

Comment: The user must enter the exact randomly generated character string displayed.

  › If the information does not match, an error message will appear.
  › If the security verification is unreadable, the user 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.
Step 7  Click Login.

**Comment:** A message will display indicating the password reset was successful and then the system will route users to the Select Security Questions and Answers screen.

B. **Set Security Questions and Answers**

Users will be prompted to select and answer three security questions on the Security Questions page during the initial login process.

To set the Login security questions and answers:

**Step 1**  Enter the Login credentials:

a. Enter the User Name.
b. Enter the Password.

**Step 2**  Press Login.

**Comment:** The system will route to the Select Security Questions and Answers screen.

**Step 3**  Choose three different security questions using the drop-down lists.

**Step 4**  Provide unique answers for each security question selected.

**Step 5**  Click Save & Continue.

**Comment:** The system will route to the Terms & Conditions screen.

C. **Accept Terms and Conditions of Use**

Users are encouraged to carefully read and accept the Terms and Conditions of Use (Terms) on the Terms & Conditions page.

- By accepting these Terms, this demonstrates that the user wishes to proceed with the VACES registration. The system will then route to the Home page.
- Users who select **Decline** will be routed to the **Login** page and will **not** be permitted to access the system until they **accept** the **Terms**.
- As the **Terms** are updated, users will be asked to **agree** again in order to retain access to the VACES.
CHAPTER 3 - SYSTEM NAVIGATION

I. OVERVIEW

The user’s Home page view will depend on the role assigned by the Administrator.

To access the VACES:

Step 1  Open a web browser and navigate to the Login page https://eapps.courts.state.va.us/usermgmt-initialLogin.action?appContext=DRS.

Comment: The VACES login window will display.

Step 2 Enter the Login credentials:
   a. Enter the user name.
   b. Enter the password.

Step 3 Click Login.

Comment: Once the user has logged into the VACES successfully, the Home page will display.

NOTE: If the user has access to multiple Virginia Judiciary Electronic Systems (VJCS, VACES, GALR, etc.) the Login page will navigate to the System Selection page. Select the Virginia Appellate Courts Electronic Systems (VACES) option to continue.
II. DIGITAL RECORD SUBMISSIONS

The Submission screen displays as the Home page for registered Filers whether their designated role is Filer Only, or Administrator/Filer. Users can enter case information and upload records/documents. The screen is divided into four areas:

- Case Information;
- Documents;
- Contact Information; and
- Notes

**NOTE:** If during an eRecord submission, a filer encounters an issue in the upload process of a document, the system will prevent further uploads and the filing will need to be resubmitted.

To submit an eRecord:

**Step 1** Open a web browser and navigate to the Login page.

**Comments:**

**Step 2** Enter the Login credentials:

a. Enter the **user name**.

b. Enter the **password**.

**Step 3** Click Login.
Step 3 Comment: Once the user has logged into the VACES successfully, the Home page will display.

Step 4 Enter the Case Information:

a. Select whether this is a Resubmission or not using the radio button options.
   Comment: Yes indicates to the appellate court that this submission is a replacement of a previous submission submitted in error.

b. Select a court from the Appellate Court Name drop-down list.
   Comment: Users can choose one of the following
   › Court of Appeals of Virginia; or
   › Supreme Court of Virginia

c. Enter the short Case Style.
   Short Style Example: Jones v. Commonwealth

d. Enter the Appellant’s Name.

e. Enter the Tribunal Name.

f. Enter the Tribunal Judge(s):
   Comment: If more than one Judge’s name needs to be entered, click Add Additional Judge(s).

g. Enter the Tribunal Case Number.
   Comment: If more than one case number entry is needed, click Add Additional Case Number.

Step 5 Enter the Document details.

a. Upload the documents.
Step 5 (cont'd)

b. Click **Browse** to locate the appropriate file(s) needed for submission.

**IMPORTANT:** VACES only accepts **PDF** documents.

c. **Highlight** the file (or files) needed and then click **OK**.

**NOTE:** Single or **multiple** documents can be selected for upload

d. **Select** the **Document Type** from the drop-down list for each document uploaded.

![Document Upload Interface]

**IMPORTANT:** Failure to adhere to document **Naming Conventions** will result in rejection of the submission. *See Digital Appellate Record Standards* on naming conventions.

e. **Repeat steps 5a through 5d** until all required files are imported.

**Comment:** In the alternative, a user may select the documents needed, and *drag and drop multiple files* into the patterned box.

![Drag and Drop Interface]

**NOTE:** To **delete** any unwanted files, select the **red** in the **Delete** column.

Step 6

Enter additional **Contact Information**, if applicable

**Comment:** The application will populate **Contact Information** fields with the users’ information associated to the account.

**NOTE:** If more than one contact number entry is needed, click **Add Additional Contact**.
Step 7  Enter any pertinent **notes** in the **Notes** text box.

![Notes Text Box]

**Comment:** **Notes** has a 1,000-character limit. The message on the side of the text box will indicate how many characters remain.

**Notes Examples:**
- “The criminal record and the habeas record are being submitted as separate DAR submissions.”
- “Original record was previously submitted, this submission supplements that record.”

Step 8  Click **Submit** once all **case information** is entered and all required **PDF** attachments are listed.

**NOTE:** The **document upload progress** screen will appear displaying the progress of the file(s) being uploaded by the system.

- If the user has small files to upload, or the servers have low activity, and/or the user has a fast connection, the screen will display briefly.
- If the user has larger files to upload, or the servers have high activity, and/or the user has a slow connection, the screen will display longer.

**Comment:** Once the system completes the upload process, a **confirmation** screen will display confirming the user’s submission in the order in which they were attached. The system will indicate if the submission was successful and the information details below will display:
- Appellate Court of submission;
- Appellant’s name;
- Short style case name;
- Tribunal name;
- Tribunal Judge(s);
- Tribunal case number;
- Submitter;
- Confirmation number;
- Submission date and time;
- Records submitted and associated record type; and
- Total number of documents submitted
Step 9  Print the confirmation.

Comment: Users can print the confirmation using the Printer Friendly Version button on the top right of the page.

NOTE: A confirmation email will be sent to the email address associated with the account and contain the following submission details:

- Appellant’s name;
- Court of submission;
- Submission date and time;
- Case style (case name);
- Tribunal name;
- Tribunal division;
- Tribunal case number(s);
- Tribunal case/filing type;
- Tribunal Judge names(s);
- Confirmation number;
- File count (by the number of document types submitted);
- Name of submitter;
- Submitter’s email address;
- Submitter’s telephone number;
- Name of first contact listed, if applicable;
- First contact’s email address, if applicable;
- First contact’s telephone number, if applicable;
- Name of second contact listed, if applicable;
- Second contact’s email address, if applicable;
- Second contact’s telephone number, if applicable; and
- Submitter’s notes
III. HISTORY

This section is for Filers.

The **History** screen provides users the ability to view eRecord submissions made within the past 30 days.

**NOTE:** Users must have successfully created new submissions in order for the Submission History table to display the status of document uploads. If there are no submissions made within the past 30 days to display, a message will display.

Clickable actions icons either expand (+) or collapse (-) document details. Multiple rows can expand at the same time. The system has a ToolTip (mouse over) for each icon/button option.

To view a previously submitted eRecord:

**Step 1** Open a web browser and navigate to the **Login** page.

**Step 2** Enter the **Login** credentials.

**Comment:** Once the user has logged into the VACES successfully, the **Home** page will display.

**Step 3** Select **History** from the menu bar.

**Comment:** The submission history will appear in order by Submission Date/Time in descending order.

**NOTE:** If the Submission History table lists more than 10 submissions, a scroll-bar will appear. This may vary depending on the user’s computer screen resolution, font size, and monitor size.

**Step 4** Locate the entry needed and then click its **Documents** (+) icon.

**Comment:** The screen will display a list of documents attached to the entry selection.
Step 4 (cont’d)

NOTE: If the user does not have any filings within the preceding 30 days, the system will display a message that no entries are available.

Step 5 Click the documents icon (+) or another location on the screen to close the document window.

IV. ACCOUNT MANAGEMENT

This section is for users designated as an Administrator.

Administrators must ensure that users’ equipment and software meet the VACES system requirements, which are accessible in the Terms and Conditions of Use (End User License Agreement).

- In order to use this system, browser cookies must be turned on.
- It is the Administrator’s responsibility to communicate User Names and Passwords to their Organization’s new users.
- All fields indicated with an asterisk (*) are required and must be completed.

A. Add New User

To add new user’s account:

Step 1 Click Account Management and then select the Account / User Management option from the menu bar.

Comment: The Account Details screen will display

Step 2 Click New User.
Comment: The New User Registration screen will display.

Step 3 Enter the User Information.

Step 3 (cont’d) a. Select one of the user’s role types below from the radio button options.
   ‣ Administrator Only;
   ‣ Administrator/Filer; or
   ‣ Filer
b. Enter the Last Name.
c. Enter the First Name.
d. Enter the Middle Name, if applicable.
e. Enter the Suffix, if applicable.
f. Enter the user’s mailing address.
   ‣ If the user’s address is the same as the Tribunal, check the Same as the organization address box.
   ‣ If the address is not the same as the Tribunal’s address enter the user’s address.
   1) Enter Address 1.
   2) Enter any additional address information in Address 2, if applicable.
   3) Enter the City.
   4) Select the State from the drop-down list.
   5) Enter the Zip code.
   6) Enter the user’s Email address.
   7) Enter the user’s Phone number.
   8) Enter the telephone extension, if applicable.
   9) Enter the user’s Fax number, if applicable.

Step 4 Click Register.

Comment: A confirmation screen will display indicating that the new user has been registered successfully.
B. Edit Existing User

To edit an existing user’s account:

**Step 1**  Click **Account Management** and then select the **Account / User Management** option from the menu bar.

*Comment:* The **Account Details** screen will display.

**Step 2**  Click the edit icon located next to the appropriate user’s name.

*Comment:* The **Edit User** screen will display.

**Step 3**  Edit the **User Information**.

**Step 4**  Make the necessary changes and then click **Submit**.

*Comment:* A confirmation screen will display indicating that the user’s account **updated successfully**. The system will generate an **email confirmation** to the user that the account has been updated.

C. Delete User

**NOTE:** Administrators **cannot** delete their own account while logged into the system because the icon need for this action is **not** available. Another administrator is needed to complete this type of action.
To delete a user’s account:

Step 1  Click Account Management and then select the Account / User Management option from the menu bar.

Comment: The Account Details screen will display.

Step 2  Click the delete icon located next to the appropriate user’s account.

A dialog box will display asking, if you are sure you want to delete the account.

- If yes, click OK to continue deleting the account.
- If no, click Cancel to abandon the action and the system will return to the Home screen.

Comment: A confirmation screen will display indicating that the account deleted successfully.

NOTE: If the user has access to multiple Virginia Judiciary Electronic Systems (VJCS, VACES, GALR, etc.), deleting them from one system will not delete them from the other(s).

D. Action Icon Keys

The action keys located on the right of the user’s name provide Administrators the ability to perform the tasks below:

- Enables (grants) Administrator privileges;
- Disables (removes) Administrator privileges;
- Edits user’s account information;
- Resets user’s password;
- Unlocks user’s account; and
- Deletes user accounts from the current system.

V. SETTINGS/USER PROFILE

The Settings screen permits users to make updates to their profile or change their security questions and VACES password. Users can perform the functions below:

- Make updates to their profile;
- Change security questions; or
- Reset the VACES password.
Users can update any information regarding their profile, with the exception of their User Name. User Names cannot be changed once set by the Administrator.

The User Profile screen contains the following elements:

- Account Information
- Personal & Contact Information
- Change Password

NOTE: If the Tribunal has access to another system, like VJCS, changing the user’s password will change the password to that system as well.

A. Account Information/Security Questions

The Account Information section provides users the ability to edit and/or change their security questions and/or answers. Using the drop-down lists, users can perform the following tasks:

- Select and answer new security questions; or
- Change the answer to existing security questions.

B. Personal & Contact Information

The Personal & Contact Information section provides users the ability to make personal and contact information changes, which includes the following elements:

- Name;
- Address;
- Phone numbers; and
- Email address

IMPORTANT: Users must click Save to complete the update action.

To discard changes, click Cancel.

- Click OK to continue with the action; or
- Click Cancel to continue editing. The application will return to the Home screen.

C. Change Password

If the Tribunal’s users have access to other Virginia Judiciary Electronic Systems (VJCS, VACES, GALR, etc.), changing the user’s password will change the password for all other systems as well as the VACES.

- Password resets will apply for all registered Virginia Judiciary Electronic Systems (i.e., VJCS, VACES, GALR, etc.).
Passwords must meet the following criteria:

- Be at least eight characters in length;
- Must not contain the user’s name; and

  - Must use at least three of the following four characteristics:
    - English upper case letters (A-Z);
    - English lower case letters (a-z);
    - Numbers (0-9); and
    - Special characters (!@#$*)

**NOTE:** Users can change or request a new password from their VACES administrator or backup administrator.

1. **Password Reset**

   To reset a login password:

   **Step 1** Open a web browser and navigate to the **Login** page.

   **Step 2** Select **Settings**.

   **Step 3** Click the **Change Password** link located on the **right** side of the screen.

   **Comment:** A password entry screen will display.

   **Step 4** Enter the **current** password into the **Please enter your current password** field.

   **Step 5** Create a new **password** and enter into the **New password** field.

   **Comment:** The same password may not be re-used.

   **Step 6** Re-enter the **password** into the **Confirm new password** field.

   **Step 7** Click **Save**.

   **Comment:** This system will update with the password change. It may take up to five minutes for the system to synchronize after resetting the password.
Step 7 (cont'd) NOTE: To discard changes, click Cancel. The application will display a message indicating all information entered will be discarded and then request confirmation of the action. Click Cancel to continue editing.

2. Forgot User Name

Users who have forgotten their Login User Name must contact the Tribunal Administrator who can retrieve their User Name from the Account Details screen.

3. Forgot Password

To reset a forgotten password:

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

Comment: The Forgot Password screen will display.

Step 2 Enter the User Name.

Step 3 Click OK.

Comment: The Forgot Password screen will display the User Name entered and the security questions chosen during the initial login setup.
Step 4 Provide the **answers** entered during the **initial login setup** to the security questions.

Step 5 Enter the information requested in the **CAPTCHA** security verification box.

**Comment:** The user must enter the **exact** randomly generated character string displayed.

- If the information does **not** match, an error message will appear.
- If the security verification is **unreadable**, the user 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.

Step 6 Click **Submit**.

**Comment:** A message will display indicating an email notification will be sent with a new *(temporary)* password to the email address associated with the account.

**IMPORTANT:** It is advised that the user log into the system as soon as possible where the system will require the user to change this password upon login.

**NOTE:** If the user did **not** request a password reset, contact the **Tribunal’s Administrator** for further assistance.

Step 7 Navigate to the **Login** page and enter the **Login** credentials:
   a. Enter the **User Name**.
   b. Enter the **temporary password**.

Step 8 Click **Login**.

**Comment:** The system will route to the **password reset** screen. Users will see a password expiration message instructing the user to set a **new** password.

Step 9 Create and enter a **new password** in the **Please enter your new password** field.

**Re-enter** the **password** in the **Please confirm your new password** field.

**Comment:** If the passwords do **not** match or do **not meet** the **minimum** password requirements, an error message will appear. *See the password criteria* above within this section.
Step 10  Enter the information requested in the CAPTCHA security verification box.

Comment: The user must enter the exact randomly generated character string displayed.

› If the information does not match, an error message will appear.

› If the security verification is unreadable, the user 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.

Step 11  Click Login.

Comment: A message will display indicating the password reset was successful.
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