

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](http://www.courts.state.va.us/online/vaces/resources/dar_standards.pdf) 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 Web site 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. Filers

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:

- Account Details screen: Users designated as Administrator Only will see the Account Details screen as their Home page.
- **Submission screen:** Users with **filing privileges** will see the **Submission** screen as their **Home** page.
- *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:

- **Administrators** with **filing privileges** will see all submissions made by the Tribunal's users.
- 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.

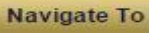
This feature allows the user the capability to manage the **Administrator's account** and perform **administrative tasks** on behalf of the Tribunal and its users.

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.

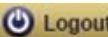
G. Navigate To

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

H. Help

Users can click the  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  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

The screenshot shows the 'VIRGINIA APPELLATE COURTS ERECORD SYSTEM (VACES) REGISTRATION APPLICATION' form. At the top left is the VACES logo. The title is centered. Below the title, it says 'Fields marked with an asterisk (*) are required.' There is a section titled '*Select One:' with two radio button options: 'Initial Registration Complete All Sections' and 'Update Information Complete Sections 1, 3, & 4 only'. Below this is 'Section 1 - Organization/Tribunal Information' with a red-bordered input field for '*Organization Name'.

- **Tribunal Administrators** registering for the **first** time (**initial** registration) for system access/permission **must** complete **all sections** of the application.
- 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.
- 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 **Phone number**.
- h. Enter the phone **Ext**, if applicable.
- 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

*Select One:	<input type="checkbox"/> Update Organization Information Complete Sections 1, 3, & 4 only
---------------------	--

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**:

- 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 Tribunal's **Phone number**.
- h. Enter the phone **Ext**, if applicable.
- i. Enter the **Fax** number, if applicable.

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.
 - 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 3
(cont'd)

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

The screenshot shows the 'Complete Registration' page of the Virginia Appellate Courts Electronic System. The page title is 'Virginia Appellate Courts Electronic System'. Below the title, it says 'Complete Registration' and 'Required Fields'. The main content area contains a welcome message: 'Welcome JANE DOE(JACME LAW HENRICO), please enter the following information to complete your VACES registration.' There are three input fields: 1. 'Please create your VACES user ID:' with a text box and a note: 'User names must be at least 6 characters, start with a letter, should not exceed more than 17 characters and include only letters and numbers.' 2. 'Please enter your VACES user password:' with a text box and a note: 'For your security, all passwords must meet the following requirements: They must be at least 6 characters in length, and They must not contain the user's account name, and They must use at least 3 of the following 4 characteristics: English upper case letters (A-Z), English lower case letters (a-z), Numbers (0-9), Special characters (!@#%&). Users are required to change their passwords every 90 days. Passwords may not be re-used.' 3. 'Please re-enter your VACES user password:' with a text box. Below these fields is a 'Please enter the PIN submitted with the registration:' field. At the bottom, there is a CAPTCHA image showing the number '1031' and a 'Type the text' input box. There are also links for 'Privacy & Terms' and a 'Submit' button.

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**.

Step 7
(cont'd)

Home Account Management Settings Welcome JANE DOE Help Logout
Updated user details successfully. Please wait up to 5 minutes for the account to synchronize.

Confirm User Registration

User Information
 Administrator Only Administrator/Filer Filer

* Last Name: SMITH * First Name: JOHN Middle Name: MICHAEL Suffix: JR
* Address 1: 123 LAW PLACE Address 2: SUITE 123 * City: RICHMOND
* State: VA * Zip: 23219 * Email: LEONE@COURTS.VA.GOV
* Phone: 804-555-6666 Fax:

Login Information
* User Name: jmh@hacme.gov
* Temporary Password: *****
* Re-enter Temporary Password: *****

New User Done

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

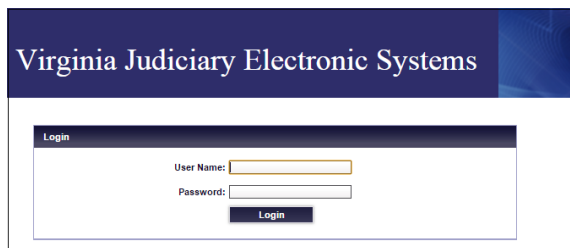
Upon logging into the system for the **first** time, users will be required to perform the following tasks:

- **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/usermgmt/initialLogin.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

Select Security Questions and Answers

* Required Fields

* Question 1: What is the most famous landmark near your office | State Capitol

* Question 2: How many siblings does your mother have | 2

* Question 3: In what city or town was your first job | Richmond

Save & Continue

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>.

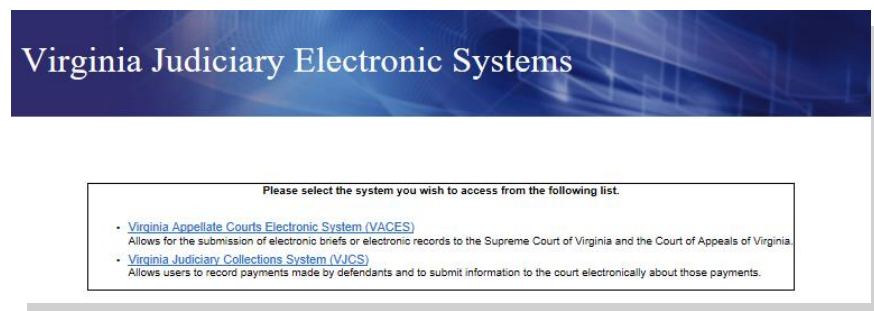
Comment: The **VACES** login window will display.

- Step 2** Enter the **Login** credentials:
- Enter the **user name**.
 - 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

Welcome to the Virginia Appellate Court eRecord System. This system allows the electronic submission of case records to the Supreme Court of Virginia and Court of Appeals of Virginia. Twenty five (25) documents may be uploaded per submission. PDF file size is limited to 150MB.

Case Information * Required Fields

* Resubmission: Yes No (*Yes* indicates to the appellate court that this submission is a replacement of a previous submission submitted in error)

* Appellate Court Name:

* Case Style: (Short style, Example: Jones v. Commonwealth)

* Appellant Name:

* Tribunal Name:

Tribunal Judge(s):

* Tribunal Case Number(s): (Primary)

Documents

* Select File(s): Or drag and drop multiple files:

Important: Failure to adhere to Document File Naming Standards will result in risk rejection of the submission.

Contact Information

* Submitter Name:

* Submitter Email:

Submitter Phone:

Notes:

1000 characters remaining

The **Submission** screen displays as the **Home** page for **registered Filers** whether their designated role is **File Only**, or **Administrator/File**. 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 (cont'd) 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)

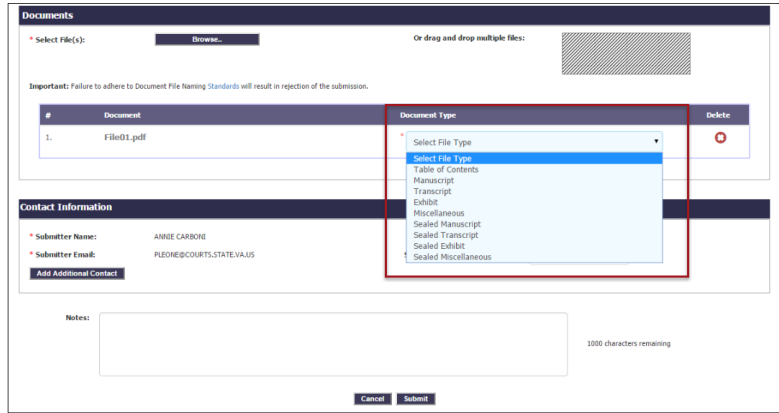
b. Click **Browse** to locate the appropriate file(s) needed for submission.

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

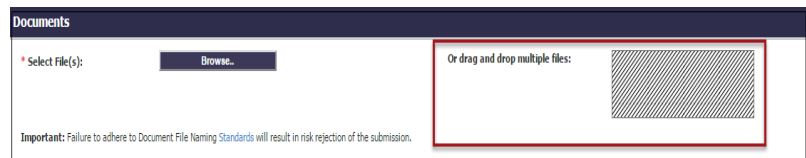
d. **Select the Document Type** from the drop-down list for each document uploaded.




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.



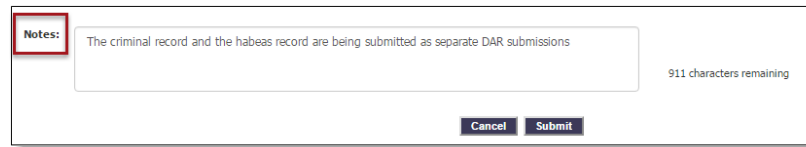
NOTE: To **delete** any unwanted files, select the **red**  in the **Delete** column.

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.



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.

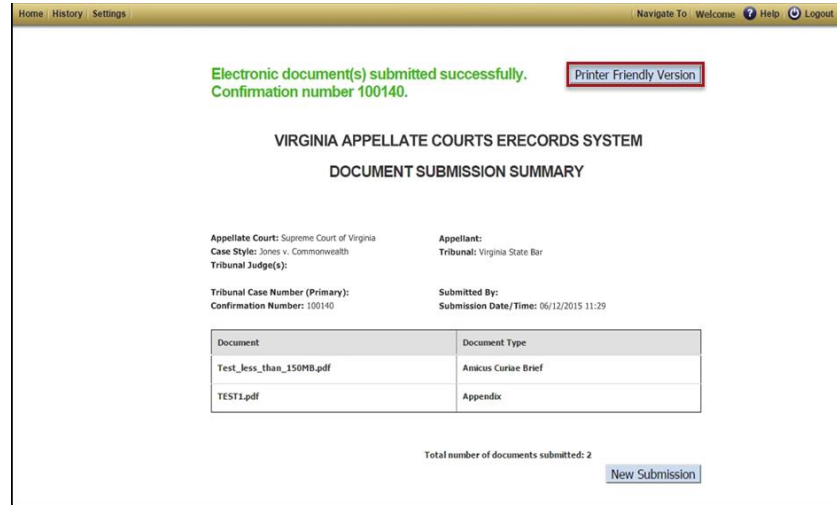
- ▶ If the user has small files to upload, or the servers have low activity, and/or the user has a fast connection, the screen will display briefly.
- ▶ If the user has larger files to upload, or the servers have high activity, and/or the user has a slow connection, the screen will display longer.

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.

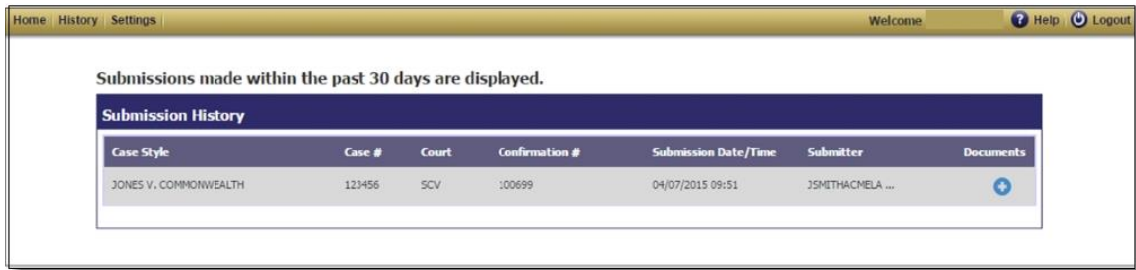


NOTE: A confirmation email will be sent to the email address associated with the account and contain the following submission details:

- 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)

Submission History						
Case Style	Record #	Court	Confirmation #	Submission Date/Time	Submitter	Actions
Jones v Commonwealth	123456	SCV	210389	12/16/2020 11:40 AM	JOHN HENRY DOE	
Appellate Court: Supreme Court of Virginia Case Style: Jones v Commonwealth Tribunal Judges: Honorable James M. Smith Tribunal Case Number (Primary): 123456 Confirmation Number: 210389 Calculated Fees:			Appellants: Jane Jones Tribunal: Richmond City Circuit Court Submitted By: JOHN HENRY DOE Submission Date/Time: 12/16/2020 11:40 AM Fee Exemption Requested: Yes			
Document		Document Type				
SFDoc1.pdf		Table of Contents				
SFDoc2.pdf		Sealed Transcript				
Smith v Commonwealth	123456	CAV	210390 (Resubmission)	12/16/2020 11:42 AM	JOHN HENRY DOE	
Appellate Court: Court of Appeals of Virginia Case Style: Smith v Commonwealth Tribunal Judges: Honorable Kirk Douglas Tribunal Case Number (Primary): 123456 Confirmation Number: 210390 (Resubmission) Calculated Fees:			Appellants: Harry Thomas Michaels Tribunal: Richmond County Circuit Court Submitted By: JOHN HENRY DOE Submission Date/Time: 12/16/2020 11:42 AM Fee Exemption Requested: Yes			
Document		Document Type				
SFDoc3.pdf		Manuscript				
SFDoc4.pdf		Sealed Exhibit				

Submissions made within the past 30 days are displayed.

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

Edit User or Manage Links * Required Fields

User Information

Administrator Only Administrator/Filer Filer

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

Same as firm address

* Address 1: Address 2: * City:

* State: * Zip: - * Email:

* Phone: Ext: Fax:

Logon Information

* User Name: jsmith@cmelaw

* Password: **For your security, all passwords must meet the following requirements:**

* Confirm Password:

They must be at least 8 characters in length; and
They must not contain the user's account name; and
They must use at least 3 of the following 4 characteristics:
English upper case letters (A-Z)
English lower case letters (a-z)
Numbers (0-9)
Special characters (!@#%*&)

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

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.

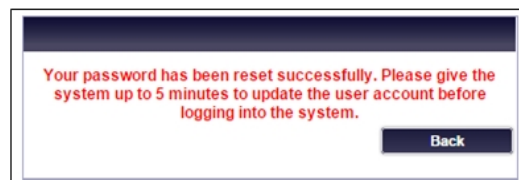
Step 5 **Create** a new **password** and enter into the **New password** field.

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**.

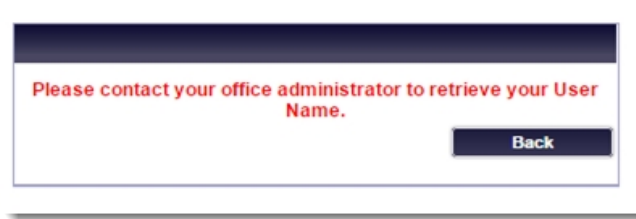
Comment: This system will update with the password change. It may take up to five minutes for the system to synchronize after resetting the password.



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.

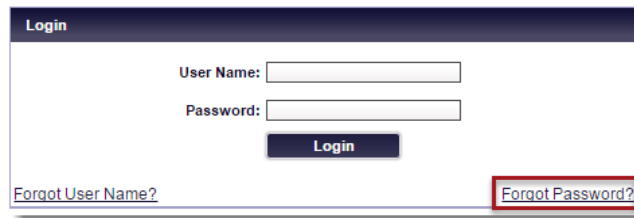


3. Forgot Password

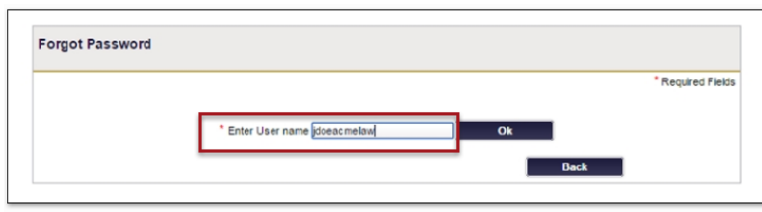
To reset a forgotten password:

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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