

Miscellaneous Information: Questions/Help

Getting Assistance with Questions and Concerns

Our goal is to make your EDVA electronic filing experience as easy and smooth as possible. We are available to assist you with your questions.

The following are types of help provided:

- Quick information on specific filing questions.
- Error correction when filing users realize that they have made a mistake after they have committed a transaction.
- Walk-through for first-time filers.
- Registration for live classes and questions about training.

Below is a summary of the various ways you can contact clerk's office staff for assistance:

Help Source	Contact Information
Alexandria Help Desk	<ul style="list-style-type: none"> • 703-299-2101 – Civil • 703-299-2102 – Criminal
Norfolk/ Newport News Help Desk	<ul style="list-style-type: none"> • 757-222-7201 – Civil • 757-222-7202 – Criminal
Richmond Help Desk	<ul style="list-style-type: none"> • 804-916-2220 – Civil • 804-916-2230 – Criminal
Frequently Asked Questions (FAQ) List	May be accessed by going to the: <ul style="list-style-type: none"> • EDVA Internet page, • CM/ECF main page, • FAQ page.
Clerk's Office Staff Responsible for FAQ List and Revising Manual	vaed_ecf_questions@vaed.uscourts.gov <i>Note:</i> Questions and comments about the FAQ list, the <i>E-Filing Policies and Procedures</i> manual, or other ECF policies and materials will be taken under advisement. They may be answered through the EDVA CM/ECF FAQ Internet page or through revisions to the manual, but the individuals posing questions to this e-mail box may not receive individualized responses.
