

# eDocs Portal

## Frequently Asked Questions

### eDocs Portal - general

#### What is eDocs Portal?

The eDocs Portal is an electronic document lodgement portal that enables external parties to upload documents in a scanned format for lodgement with the Magistrates' Court of Victoria (MCV) and Children's Court of Victoria (ChCV).

This is a preliminary first step being introduced as part of a broader new case management system that will be rolled out over the next few years.

External court users can manage lodgements and will receive email notifications to notify when a document has been reviewed, including the outcome. eDocs also provides an electronic payment service for the relevant fees (where applicable).

#### Which jurisdictions are included in eDocs?

All jurisdictions across MCV and ChCV are included in eDocs, except for child protection. While child protection is not included in the eDocs Portal, the broader new case management system will include this jurisdiction in due course.

#### When does eDocs go live?

eDocs is now live for all courts across Victoria. External court users are being rolled out on a staged basis between November 2020 and January 2021. Please see the roll out schedule on page 4 for more information.

#### Are the eDocs Portal links and documents secure?

All files uploaded to and available for download on the eDocs Portal have been virus scanned for your protection by the Court Services Victoria IT Security System. This also applies to all documents sent to you via email from the CMS Project.

#### What forms are available for filing in eDocs?

Most forms are included in eDocs. However, there are a number of forms that are not included in the initial eDocs release, but may be included in future releases. [View the full list of forms included in eDocs portal here.](#)

#### What type of document format will eDocs accept?

Only documents in PDF format can be accepted in the eDocs Portal.

#### How do I know when my lodgement has progressed?

You will receive email notifications regarding the status of your document. This includes when it has been lodged, and when it has been accepted or rejected.

#### What happens if my document has incorrect information?

Your document will be rejected, and the court will provide you with a reason as to why it was rejected. You will be notified via email of this outcome.

#### Where do I get the form I need to upload to eDocs?

Where you access your forms has not changed. Continue to visit wherever you download, create or source your documents from (such as the MCV, ChCV or VOCAT websites).

If you are a member of an organisation using the eDocs portal - you may continue to access the forms from your organisation's document management system.

#### Is there any training material or a manual for eDocs?

Yes. There is a list of quick reference guides and instructional videos available in the [Help Centre of the eDocs Portal](#).

## For legal practitioners

### **I am a sole practitioner. How do I create an eDocs account?**

If you have received an email from the CMS Project, please fill in the Bulk User Account Creation Spreadsheet, add yourself as a Trusted Agency Admin in the role assignment column, and return to the eDocs Enrolment Team. If you did not receive an email from the CMS Project, please email [edocs.enrolment@courts.vic.gov.au](mailto:edocs.enrolment@courts.vic.gov.au) to set up an account

### **I am a lawyer, can law clerks or paralegals lodge forms on my behalf?**

Each person lodging forms must have their own eDocs Portal account and be lodging under their own profile. To ensure that eDocs users do not impersonate any person or entity when using the portal, law clerks and paralegals can lodge documents on behalf of a lawyer, as long as it is under their own account. This is detailed in the eDocs Terms of Use.

### **I'm a legal practitioner, when does my eDocs account go-live?**

eDocs account creation takes place via a staggered approach due to the high volume of accounts required to be set up.

If you have sent back your account creation information prior to 7 December, the eDocs enrolment team will start provisioning your account information commencing from 8 December, unless we have been in contact with you regarding issues.

If you send back your account creation spreadsheet any time after the 7 December the team will endeavour to create your account within a week of receiving the spreadsheet (unless there are errors in the information provided).

Please continue to use current lodgement channels while you wait to have your eDocs account set up.

### **I am a Barrister. Should I have an eDocs account?**

While creation of an eDocs account for Barristers is optional, we encourage you to register. Circumstances may arise, including the acceptance of a direct brief, which necessitate the ability to file.

### **What if I'm a private practitioner and I work between two different firms, or with a legal service? Do I need to have two separate accounts?**

Yes, you must have two separate eDocs accounts, one for each of the law firms/legal services you work for.

### **What is the difference between EFAS and eDocs?**

The current Practice Direction for EFAS for criminal appearances or adjournments remains in places - See Practice Direction No.17 of 2020. Therefore, you continue to use EFAS for these matters until further notice. You can use eDocs for all other matters. The court is currently reviewing practice directions and rules in relation to Covid-19 practices.

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## For staff members of an organisation

**I am part of an organisation. Can I create my own user account or does my organisation need to do it?**

Initially all organisation accounts are being created by the CMS Project team. If your organisation already has an eDocs account, your Organisational Admin user(s) can add you as a new user. Please contact the Organisation Admin in your organisation for more information.

**Can I use a shared email address to set up an account?**

Shared accounts do not meet the courts confidentiality obligations for the information provided, stored and processed through eDocs. Therefore, unfortunately shared email addresses are not allowed. All accounts must be linked to an individual email account.

**What happens after my account has been created?**

You will receive an email with a link to activate your account. Click the email link and follow the prompts to enter your Unique ID, accept the Terms of Use, and then create a password.

Following this, you will receive three additional emails to confirm that your account has been activated and updated and is ready to use.

**How do I get access if I miss the deadline to activate my account via the link?**

Email activation links expire after 45 days. If you miss this deadline, please email [edocs.enrolment@courts.vic.gov.au](mailto:edocs.enrolment@courts.vic.gov.au) to arrange for a new email link to be sent to you.

**What is my Unique ID?**

Every organisational staff member must have a onetime use Unique ID, which is a number that is unique to you as an eDocs user. Your Org Admin User(s) will assign this number to you to enter when you first login to eDocs as part of the system's two-factor authentication process.

Please contact the Org Admin User(s) in your organisation if you do not know your Unique ID.

## For self-represented parties

**I am representing myself; can I use eDocs?**

Currently only organisations can use eDocs. Self-represented parties continue to lodge documents in the current process.

# External party roll out schedule

