

## ACeS FAQ's

- 1. I would like to recertify and I have never used ACeS before. How do I access my account?**

*Once you register on ACeS, you will be able to access your certification information. You can find instructions on how to set up an account on our website, [www.indigentdefense.com](http://www.indigentdefense.com). Your current certification information will appear after you register with ACeS.*

- 2. I need to recertify. How do I enter the CLEs I have taken in the past two years to qualify for recertification?**

*After you login to your ACeS account, select "Courses" at the top of the page. Enter each individual course and click "Save." The phrase "Pending Approval" should appear next to each course you enter. Your courses will be reviewed for approval by the training staff. Please refer to the instructions on the website on how to recertify on ACeS.*

- 3. I have moved and need to update my contact information. How do I do that? How quickly will my new contact information appear on the Certified Counsel list that is viewable by the courts?**

*You will need to login to your account. Click "Attorney Information." Update your contact information and click "Save." Your new contact information will be updated immediately to the Certified Counsel list.*

- 4. Can I elect to only receive certain types of cases in certain judicial circuits (i.e., I only want to handle misdemeanors in Chesterfield or capital cases in Chesapeake)?**

*Yes. After you login to your account, you will need to click "Case Type/Jurisdictions" at the top of the page. Under your selections, click "Modify" next to the jurisdictions in which you wish to accept appointments and select the appropriate judicial circuits. Click "Save Checked Selections." The additional/modified judicial circuits will appear.*

- 5. How will I be notified of my certification status?**

*You will receive an approval or denial letter in the mail. You may also check ACeS for your certification status.*

- 6. I do not see the course I want to enter in the course drop-down menu. What do I do?**

*Select “Course Not Listed” in the drop down menu. You will be prompted to enter the course information.*

**7. I have selected a course from the drop-down menu, but the date I took the course is not listed. What do I do?**

*Select “Date Not Found” in the date drop-down menu. You will be prompted to enter the start and end date(s) for the course you have taken. Enter the date(s) you took the course.*

**8. I do not remember my username or password. How do I retrieve it?**

*If you do not know your username, you will need to contact the VIDC at (804) 662-7249 ext. 139 to receive it. If you know your login, but can not remember your password, select “Reset Password.” You will enter your username and an email will be sent to you with a temporary password. When you login using this temporary password, you will be prompted to change your password.*

**9. I have completed the case representation requirement. How do I update my information?**

*After you log on to ACeS, select “Case Type/Jurisdiction.” Select the case type and desired jurisdictions and click “Save Checked Selections.” Next, select “Case Type Questionnaire.” You will need to answer the questions regarding case representation and click “Save.” Your certification status will change to “pending” and will be reviewed for approval.*