

I-CAN! VIRGINIA

Virginia's Online Forms Completion Program for Protective Orders



Frequently Asked Questions

1. What is I-CAN! Virginia?

I-CAN! Virginia is a free online program that helps a person complete the forms necessary to ask the court for a protective order.

2. How does I-CAN! Virginia work?

The person is asked questions about his or her situation. The person's answers are added to the correct court forms that can then be printed and taken to the appropriate court for filing.

3. How do I access *I-CAN! Virginia* and are there any technology restrictions?

I-CAN! Virginia is available on Virginia's Judicial System Web site at: <http://www.courts.state.va.us/> From either the Online Services or the Programs page, you can click on "Assistance with Protective Orders (I-CAN!)," which will take you to *I-CAN! Virginia*. Or you may go directly to: <http://www.ican.courts.state.va.us>.

4. How long does it take to complete *I-CAN! Virginia*?

It takes approximately 30 minutes to answer the questions and print out the forms needed to ask for a protective order.

5. If I complete the forms online to ask for a protective order, does this mean that I have filed for a protective order with the court?

No. *I-CAN! Virginia* helps you complete and print the forms necessary to file for the protective order. You **must** bring these forms to the appropriate court so that the forms can be filed with the court. Forms completed through *I-CAN! Virginia* are not automatically or electronically sent to the court.

6. Once completed, where do I take the forms?

Once you print the forms from *I-CAN! Virginia*, you should look at the top of the form (Petition). If the form says juvenile and domestic relations district court, you should take the forms to the Court Services Unit of the court named on the forms. If the form says general district court, you should take the forms to the clerk's office of the general district court.

7. If I don't answer all the questions or print out the forms, can I return later to *I-CAN! Virginia* to finish?

Yes. When you begin using *I-CAN! Virginia*, a personal identification number (PIN) is given to you. It is helpful to print your PIN or write it down and keep it in a safe place. If you do not answer all the questions or print out the forms, you can exit *I-CAN! Virginia* and return to it later using your PIN.

8. Is there anything that I can do before starting *I-CAN! Virginia* that will assist me in using this program?

Yes. You can gather information about the person from whom you are seeking protection and the events that caused you to ask for a protective order. You must give the person's name and address in order to ask for a protective order. Other information you will be asked to give includes the person's date of birth, social security number, phone number and any other identifying information. This additional information will help to have the person served with a copy of the order, which is required to make the order effective.

9. Is there any other information that would help me understand the court process for protective orders?

Yes, there is an information sheet, "What You Need to Know About Protective Orders," at: http://www.courts.state.va.us/forms/district/info_sheet_protective_order_stalking.pdf

10. Will *I-CAN! Virginia* give me legal advice for my protective order case?

No. *I-CAN! Virginia* will not give you legal advice. I-CAN Virginia only helps you complete the forms necessary to ask the court for a protective order. You may hire an attorney to give you legal advice.

For legal help, you can call:

Legal Aid Hotline: 866-LEGALAID (866-534-5243)

Virginia State Bar Lawyer Referral Service: 800-552-7977

Virginia Poverty Law Center (Family and Sexual Violence): 800-868-8752

11. What should I do if I have a disability and need assistance with *I-CAN! Virginia* or another community resource?

For information on services and assistance for adults with a disability, go to:

Virginia Easy Access at: <http://www.easyaccess.virginia.gov/> (disability specific resources/information) or

2-1-1 Virginia at: <https://211.getcare.com/211provider/consumer/index211.do> (general resources/information)