

**Is there anything that I can do before starting I-CAN! Virginia that will assist me in completing the forms?**

**Yes.** You will be asked to provide specific identifying information about the person from whom you are seeking protection. This information includes (if known): address, date of birth, social security number, phone number and any other descriptive information such as place/location of employment, car license number, scars or other ways to identify and find the individual. This information will assist in the service (providing a copy of the order directly to this person) of an order, which is required to make the order effective.

For a family abuse protective order, you will also be asked about any children in common (including their identifying information) and whether you would like the protective order to also include any children.

Finally, you will be asked to provide a description of any event that led to your request for the protective order. Having all of this information with you will help speed the process of completing your petition through the I-CAN! Virginia system.

**Is there any other information that would be helpful to me regarding what to expect in court, the different types of protective orders, etc.**

**Yes,** the information sheet, "What You Need to Know About Protective Orders," was developed to provide additional information on the different type of protective orders in Virginia, and how they work. It is also available online at: [http://www.courts.state.va.us/forms/district/protective\\_order\\_information\\_sheet.pdf](http://www.courts.state.va.us/forms/district/protective_order_information_sheet.pdf).

**Will I-CAN! Virginia provide me with legal advice on how to proceed with my case in court?**

**No.** I-CAN! Virginia is not a substitute for the legal advice of a licensed attorney and will not provide you with any legal advice on how to proceed with your specific case. I-CAN! Virginia merely 'maps' the answers you provide onto the correct court form. For legal help, call:

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

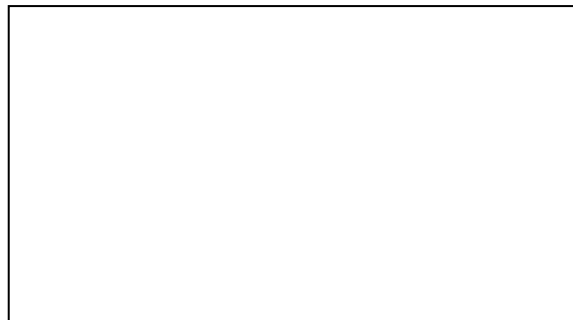
**Virginia State Bar (Lawyer Referral Service): 800-552-7977**

**Virginia Poverty Law Center (Family and Sexual Violence): 804-782-9430**

**For additional information** on the I-CAN! Virginia System, please contact:

The Department of Judicial Planning,  
Office of the Executive Secretary,  
Supreme Court of Virginia,  
804-786-8902.

**Local Court Information Here:**



**Virginia's Online Forms Completion Program for Protective Orders**



This brochure was printed with VAWA-STOP grant funds, Grant No. 11-14161VA10 awarded to the Office of the Executive Secretary of the Supreme Court of Virginia through the Virginia Department of Criminal Justice Services.

This brochure is for informational purposes only and does not constitute legal advice.

**If you are in immediate danger of abuse, call 911.** For assistance in locating a domestic violence program near you, contact the Virginia Sexual and Domestic Violence Action Alliance's 24-hour hotline at **800-838-8238**.

### **What is I-CAN! Virginia?**

I-CAN!\* (Interactive Community Assistance Network) is a FREE Internet-based service that provides assistance with preparing protective order petition forms.

The I-CAN! Virginia system is an online forms completion program that assists the user in creating a properly formatted petition for a Preliminary Protective Order (15 day) in Virginia.

\*powered by Legal Genie.

### **How does I-CAN! Virginia work?**

Users are guided through a series of questions online; answers are then "mapped" to the appropriate court forms that can then be printed and taken to the appropriate court for filing.

### **How do I access I-CAN! Virginia?**

I-CAN! Virginia is accessible from the homepage of Supreme Court of Virginia's website at: <http://www.courts.state.va.us/> Under the Online Services heading, click on "Assistance with Protective Orders." This will take you to the I-CAN! Virginia landing or homepage at: <http://www.courts.state.va.us/courtadmin/ao/cjudpln/programs/afapo/home.html>

You can also do a keyword search using "Assistance with Protective Orders" from the homepage of <http://www.courts.state.va.us>.

### **Are there any technology restrictions to use the I-CAN! Virginia system?**

There are no known technology restrictions to use I-CAN! Virginia. I-CAN! Virginia can be accessed from any computer that has Internet access and should work well with most browsers (Internet Explorer, Firefox, Chrome, Safari, Opera) and platforms (Microsoft and Apple/Mac).

### **Is I-CAN! Virginia available in other languages and how does this work?**

Yes. I-CAN! Virginia is available in Spanish.

Once in the I-CAN! Virginia system, one of the first questions you will be asked is whether you want to proceed with the program in English or Spanish. If you choose Spanish, all the questions will be posed in Spanish. Just as in the English version of I-CAN! Virginia, answers are "mapped" to the appropriate court forms, which are printed in English.

### **How long does it take to go through I-CAN! Virginia and complete my family abuse protective order petition forms?**

It takes approximately 30 minutes to answer all the questions and print out the forms.

### **If my petition for a protective order is completed online, does this mean that I have filed for a protective order with the court?**

**No**, you will have only completed and printed the forms necessary to file for the order. You **must** bring these forms to the appropriate court. Forms completed through the I-CAN! Virginia system are not automatically or electronically sent to the court.

### **Once completed, where do I take the I-CAN! Virginia generated forms?**

It depends on the type of protective order. If the person from whom you want protection is a family or household member or a juvenile, or if you are a juvenile, you should go to the juvenile and domestic relations district court (Court Service Unit). Otherwise, you should go to the general district court.

### **If I don't finish completing the forms with I-CAN! Virginia, can I return to the program later to finish?**

**Yes.** When you begin using the I-CAN! Virginia system, a unique password is assigned to you. It is helpful to print your password or write it down and keep it in a safe place for future reference.

If you do not finish completing the forms all at one time, you can exit the program and return using the password, which will bring you back to the forms you began completing previously.

### **Is my information on the forms automatically sent to the courts, and saved on the courts' computer system?**

**No**, the information you provide in I-CAN! Virginia is **not** automatically sent to the courts electronically or saved on their computer system. You must bring your completed paperwork, to the proper court in your jurisdiction, and they will process and file the forms with the court.