

# Secure Remote Access via TrueFiling

Arlington County Circuit Court allows secure remote access to non-confidential case files to attorneys licensed by the Virginia State Bar via the TrueFiling website. Attorneys that want to access to case files remotely need to complete the user agreement, the application and pay an annual subscription fee (the fee will be waived for attorneys working for governmental agencies) to gain access to the files. The forms can be found at <https://www.arlingtonva.us/Government/Departments/Courts/Circuit-Court/TrueFiling>

1. Login to TrueFiling at <https://tf3.truefiling.com/login>.
2. Click “Case Search” on the menu on the left side of the screen.

The screenshot shows the TrueFiling web application interface. On the left sidebar, under 'Main Pages', the 'Case Search' option is highlighted with a red rectangular box. The main content area is titled 'Case Search'. It features a search form with a 'Court' dropdown menu set to 'VA Arlington 17th Circuit Court'. To the right of the dropdown is a text input field containing 'cl18000046-00'. Above this input field is the label 'Search by Case Number or Case Title'. To the right of the input field is a checkbox labeled 'Search by Date' and a 'Search' button. Below the search form is a section labeled 'Search Result (0)'. The footer of the page contains the text '© 2018 - ImageSoft Inc. - Version 3.0.3.5' and links for 'Contact Support', 'Terms of Use', and 'View Available Courts'.

3. Select “VA Arlington 17<sup>th</sup> Circuit Court” from the Court drop down menu

This screenshot shows the same TrueFiling interface as the previous one, but with the 'VA Arlington 17th Circuit Court' option in the 'Court' dropdown menu highlighted by a red rectangular box. The search criteria and the 'Search' button remain the same. The search results section still shows 'Search Result (0)'. The footer is identical to the previous screenshot.

# Secure Remote Access via TrueFiling

4. Enter the complete case number or the last name or business name of one of the parties in the search file and click "Search"

The screenshot shows the TrueFiling Case Search interface. On the left is a sidebar with 'Main Pages' (File, Case Search, History, Favorites, Settings) and 'Resources' (Help / Support, Email Activity). The main area is titled 'Case Search'. It contains a 'Court' dropdown menu set to 'VA Arlington 17th Circuit Court'. To the right is a search input field with 'cl18000046-00' entered, and a 'Search' button. Above the search field are two checkboxes: 'Search by Case Number or Case Title' (checked) and 'Search by Date' (unchecked). Below the search field, the 'Search Result (0)' section is empty. The footer shows '© 2018 - ImageSoft Inc. - Version 3.0.3.5' and links for 'Contact Support', 'Terms of Use', and 'View Available Courts'.

5. When the search results are returned, click on the case number you want to open.

The screenshot shows the TrueFiling Case Search interface with search results. The search input field now contains 'CL18000046-00' (note the capitalization change). The 'Search' button is blue. Below the search field, the 'Search Result (1)' section displays a table with one result. The table has four columns: 'Case Number', 'Court', 'Case Title', and 'Date'. The first row contains the case number 'CL18000046-00' (highlighted with a red box), the court 'VA Arlington 17th Circuit Court', the case title 'ON DECK CAPITAL, INC. V. PRO-HEALTH NURSING SERVICES, INC., ET AL.', and the date '1/9/18'. The footer is identical to the previous screenshot.

Case Number	Court	Case Title	Date
CL18000046-00	VA Arlington 17th Circuit Court	ON DECK CAPITAL, INC. V. PRO-HEALTH NURSING SERVICES, INC., ET AL.	1/9/18

# Secure Remote Access via TrueFiling

6. From the Case Details page, click “Request Case File”

The screenshot shows the TrueFiling interface. The top header includes the TrueFiling logo and a 'Log Out' button. A left sidebar lists 'Main Pages' (File, Case Search, History, Favorites, Settings) and 'Resources' (Help / Support, Email Activity). The main content area is titled 'Case Details' with a 'File to this Case' button. The case information section displays the case name, number (CL18000046-00), court (VA Arlington 17th Circuit Court), and type (Civil General). Below this is a 'Case Contacts (1)' section with a table listing one contact as an Attorney. At the bottom, there are sections for 'Filings (0)' and 'Secure Remote Access(0)'. In the 'Secure Remote Access(0)' section, a button labeled 'Request Case File' is highlighted with a red rectangle.

7. Verify that you want to request the case file.

The screenshot shows the same TrueFiling interface as before, but with a modal dialog box open. The dialog box is titled 'Request Case File for case number CL18000046-00' and contains two buttons: 'Cancel' and 'Request'. The 'Request' button is highlighted with a red rectangle.

# Secure Remote Access via TrueFiling

8. You will see that your request has been submitted.

The screenshot displays the TrueFiling interface. On the left is a sidebar with navigation links like 'Main Pages', 'File', 'Case Search', 'History', 'Favorites', 'Settings', 'Resources', 'Help / Support', and 'Email Activity'. The main content area is titled 'Case Details' and includes a 'File to this Case' button. Below this, the case title 'ON DECK CAPITAL, INC. V. PRO-HEALTH NURSING SERVICES, INC., ET AL.' and case number 'CL18000046-00' are shown, along with the court 'VA Arlington 17th Circuit Court' and 'Case Type: Civil General'. A 'Case Contacts (1)' section lists an attorney. At the bottom, the 'Secure Remote Access(0)' section is highlighted with a red box, showing the 'Last Case File Request: 01/09/2018 at 11:53:52 AM' and a 'Send another Request' button. The footer contains copyright information and links for 'Contact Support', 'Terms of Use', and 'View Available Courts'.

9. You will receive an email from [info@truefiling.com](mailto:info@truefiling.com) when the request has been processed and the files are ready to be retrieved. The first time a user requests a case file, it can take up to one business day for the request to be manually approved by a clerk. Subsequent requests are processed automatically, typically in less than 5 minutes.

The screenshot shows an email from Info@TrueFiling.com. The subject line is 'TrueFiling: Case List Request for CL18000046-00 has been processed'. The email body begins with 'Attention' and states 'Your TrueFiling Case List Request has been processed. There are documents available from the court to download.' It then lists the following details:

- Case Title: ON DECK CAPITAL, INC. V. PRO-HEALTH NURSING SERVICES, INC., ET AL.
- Case Number: CL18000046-00
- Status: Available

It continues with 'To view the case and download available documents, log into TrueFiling and search for the case via the link below.' and provides the URL <https://va.truefiling.com>. The email concludes with 'Thank you,' and 'VA Arlington 17th Circuit Court'.

# Secure Remote Access via TrueFiling

10. Return to the Case Details page and refresh it. Please **do not request** the case file again. This will only delay the availability of the documents.
11. The documents will be listed under the secure remote access section. In this example there are two documents as indicated by the number 2 in parenthesis.

The screenshot displays the TrueFiling interface for a specific case. The header includes the TrueFiling logo and a 'Log Out' button. The left sidebar lists navigation options: Main Pages (File, Case Search, History, Favorites, Settings), Resources (Help / Support, Email Activity), and a 'File to this Case' button. The main content area is titled 'Case Details' and shows the case name 'ON DECK CAPITAL, INC. V. PRO-HEALTH NURSING SERVICES, INC., ET AL.' with case number CL18000046-00 and court information 'VA Arlington 17th Circuit Court'. Below this is a 'Case Contacts (1)' table with one contact listed as 'Attorney'. A 'Filings (0)' section is also present. The 'Secure Remote Access(2)' section is highlighted with a red rectangle, indicating two documents are available for secure remote access. A 'Request Case File' button is located to the right of this section. The footer contains copyright information and links for 'Contact Support', 'Terms of Use', and 'View Available Courts'.

# Secure Remote Access via TrueFiling

12. Click on the greater than sign (>) to expand the list of documents.

The screenshot displays the TrueFiling interface for a specific case. The left sidebar contains navigation links like 'Main Pages', 'File', 'Case Search', 'History', 'Favorites', 'Settings', 'Resources', 'Help / Support', and 'Email Activity'. The main content area is titled 'Case Details' and includes a 'File to this Case' button. The case name is 'ON DECK CAPITAL, INC. V. PRO-HEALTH NURSING SERVICES, INC., ET AL.' with case number 'CL18000046-00' and location 'VA Arlington 17th Circuit Court'. Below this, there's a 'Case Contacts (1)' section with a table showing one contact as an 'Attorney'. Further down is a 'Filings (0)' section with 'Previous' and 'Next' buttons. The 'Secure Remote Access(2)' section is expanded, showing a table with two entries, each with a 'Download' link. A red box highlights the expand/collapse arrow next to the section header. The footer contains copyright information and links for 'Contact Support', 'Terms of Use', and 'View Available Courts'.

Name	Role	Organization	Email
	Attorney		

Action Date	Comments	Author	Document Link
01/09/2018	MISCELLANEOUS	32754	<a href="#">Download</a>
01/09/2018	BREACH OF CONTRACT COMPLAINT	32754	<a href="#">Download</a>

13. The document link will state “Download” if the document is ready to be downloaded. If the document link states “Pending” the document is still being downloaded. Wait a few minutes and refresh the screen to determine when the documents is ready to be downloaded.

14. Click on Download to open the document. At this point, the user will be able to read, print and save filings.

15. Please note—the case list **is not automatically updated** when new documents are filed. The documents listed in TrueFiling are a snapshot of documents that were available at the time the request was made. On subsequent logins to TrueFiling, the user should request the case file again in order to confirm that the list is complete and accurate.