

Getting help with the eDocs Portal

eDocs Portal is a tool provided by Court Services Victoria that allows you to:

- submit documents to initiate cases
- submit documents against existing case
- pay associated fees (if applicable)
- view previously filed documents.

Please note: References to ‘submission’ on the eDocs Portal, and in related documentation, refers to the process of electronically filing a document through the portal and should not be confused with other definitions related to ‘submission’ in a legal context.

I need technical help

If you need technical help, **Contact Us** on the eDocs Portal Homepage.

Technical help could include issues with:

- Your registration
- Your password (See password reset procedure below)

Contact Us

eDocs Portal support

Our support team is available between 8:30am and 5:00pm, Monday to Friday to help with general use of the portal.

E-Mail: edocs.support@courts.vic.gov.au

Court Services Victoria

Web: <https://www.courts.vic.gov.au>

PO Box: 13193

Law Courts, Melbourne VIC 8010

If you are filing on behalf of an organisation, contact your Organisation Administrator.

I need help with court processes

If you need help regarding court processes, please contact your court.

For general enquiries or feedback about the portal, please email edocs.support@courts.vic.gov.au

Please note, we cannot provide advice, comment on court or tribunal matters, or answer legal questions.

I don't understand how to use the eDocs Portal

Help videos and quick reference guides are available from the **Portal homepage** at <https://edocsportal.courts.vic.gov.au>

Access the **Help Centre** via the **Help Centre** drop down menu at the top of the **Home page**



or via the **Portal Support** quick links to the right of the **Home** page.

Quick Links

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Portal Support

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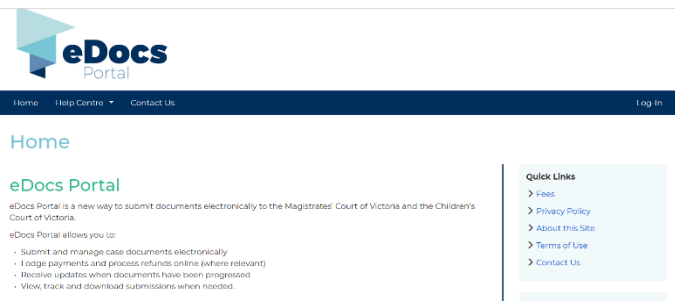

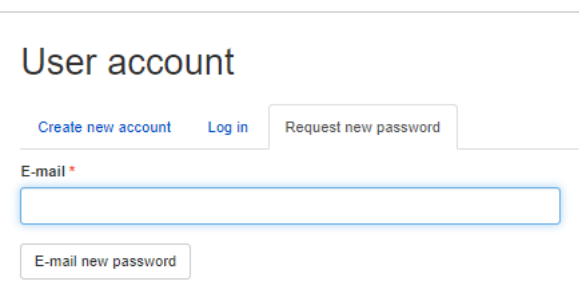
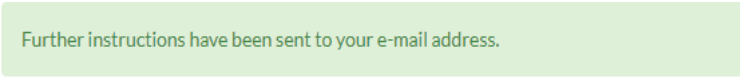
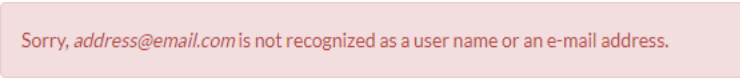
For further support contact:

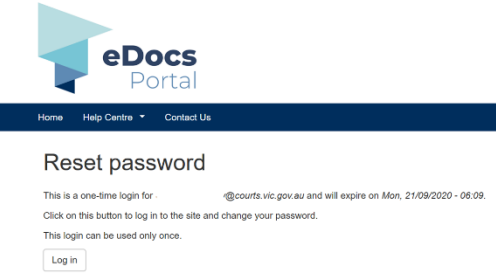
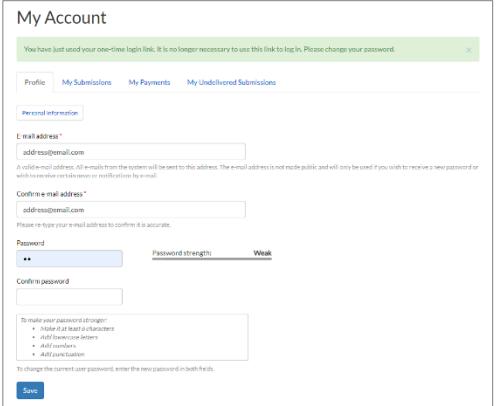
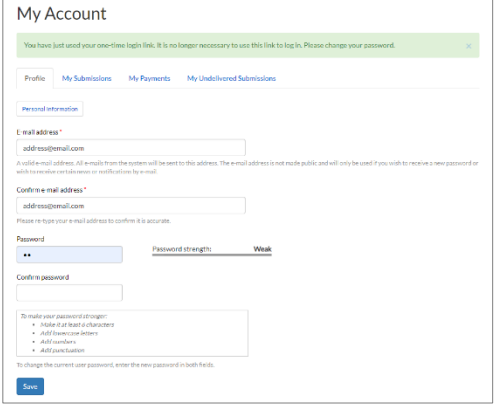
edocs.support@courts.vic.gov.au

If you need to speak with a Registrar, contact the appropriate court.

I have forgotten my password

To reset your password:

Step	Action	Result
1	Go to: https://edocsportal.courts.vic.gov.au	
2		<p>The Home page will display.</p> 
3	Click Log-in . Log-in using your username and password.	
4	Click the Request New Password tab. Please note: If you do not have permission to change your password, you will not see this tab. Contact your Organisation Administrator.	
5	Enter your current email address then click E-mail new password .	<p>If the email address entered is on file, the following message is displayed.</p>  <p>If the email address entered is not for an existing user, the following message is displayed.</p>  <p>If your email address is not on file, contact IT Support via the contact details on the eDocs Portal Homepage.</p> <p>If you file on behalf of an organisation, contact your Organisation Administrator.</p>

Step	Action	Result
6		<p>An email is then sent to reset the password.</p> 
7	Click the link in the email.	<p>The <i>My Account</i> page is displayed.</p> 
8	<p>Enter and confirm your new password.</p> <p>To create a strong password:</p> <ol style="list-style-type: none"> 1. Use at least 6 characters 2. Include a combination of upper and lower case letters 3. Include numbers 4. Include punctuation and symbols. 	
9	Click Save button.	