

Troubleshooting the Electronic Filing System - Filers

Statement of Economic Interests and Financial Disclosure Forms

	Problem	Solution
<p>Getting Started</p>	<ul style="list-style-type: none"> When I go to your website, I do not see a way to complete and submit my form. 	<ul style="list-style-type: none"> Forms are completed using a secure portal. To access your account in the portal, please go to: <ul style="list-style-type: none"> coi.dls.virginia.gov Enter your email address which is also your user name. Enter your password or click on <i>I forgot my password</i> to create a new one. If you are a local government officer or employee, you will not use the electronic filing system to submit your form. You will file with the clerk of your local governing body.
	<ul style="list-style-type: none"> I tried to reset my password and it says that the PIN is not valid. 	<ul style="list-style-type: none"> How many times have you clicked <i>I forgot my password</i>? It takes the system some time to generate a new PIN and email it to you. Each time you click <i>I forgot my password</i>, a new PIN is generated making the previous one obsolete or invalid.
	<ul style="list-style-type: none"> I do not see a form to complete. 	<ul style="list-style-type: none"> Will you hold this position on February 1? If not, you are not required to file. Has your role changed? If so, you may no longer be required to file. Contact your Agency Coordinator or the Council for assistance. The Council may be reached at 804.698.1810 or via email at ethics@dls.virginia.gov Have you changed agencies? If so, your form may have been issued under your old email address and not your new one. Contact the Council for assistance at 804.698.1810 or email us at ethics@dls.virginia.gov
	<ul style="list-style-type: none"> I see multiple forms – which one do I complete? 	<ul style="list-style-type: none"> You need to complete the form with the current year on it. If there are multiple forms for the current year, you only need to complete one. Please contact the Council at 804.698.1810 or by email at ethics@dls.virginia.gov to help you determine which form to complete. Do not complete all of them. If you have open forms for other years, it is because the form was submitted and opened for editing and not yet signed and resubmitted; or, the form was never completed in the first place. If you have an open form, it is critical that you complete the form and submit it to the Council as quickly as possible.

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Completing the Form	<ul style="list-style-type: none"> I am stuck on a page and do not know how to move forward. 	<ul style="list-style-type: none"> The Next button will take you to the subsequent page. Scroll down to the bottom of the page and click Next in the right-hand corner.
	<ul style="list-style-type: none"> I have answered the questions on the page and when I click Next, I receive an error message and cannot move forward. 	<ul style="list-style-type: none"> Did you answer <i>yes</i> to any of the questions? If so, you must complete the table with the accompanying information. You must click on Add after each entry before clicking on Next to go to the next page. If you do not have information to disclose, change the answer to the question to <i>no</i>.
Signing and/or Submitting The Form	<ul style="list-style-type: none"> I am unable to sign the form in the signature box. 	<ul style="list-style-type: none"> Do you see one or two signature boxes? If you only see one, you are still in <i>Preview</i>. To close <i>Preview</i>, scroll down the page and click Next in the bottom right-hand corner. If your browser opened <i>Preview</i> in a new window or tab, you will need to click the X in the upper right-hand corner to close <i>Preview</i>.
	<ul style="list-style-type: none"> After I type my name in both signature boxes, I am unable to click Next to submit my form and I receive an error message. 	<ul style="list-style-type: none"> Your name must be typed exactly as it appears beneath the box. Once you type your name in the first box, use your Tab key or mouse to go to the next signature box. If you hit the space bar after the last letter in your name, the system will recognize that space as a character in your name.
Confirmation of Submission	<ul style="list-style-type: none"> I have completed my form and clicked on Submit. Now what? I did not receive confirmation and am wondering if I should have. 	<ul style="list-style-type: none"> When the form is received by the Council, you will receive a confirmation email from the system. Check your spam box to see if it is there. If not, please log back into your account. If your dashboard says the form is in <i>Draft</i>, please click on Edit and use the wizard to navigate back through the form until you come to the affirmation and signature page and re-sign.
Amending Submitted Form	<ul style="list-style-type: none"> I need to change my form and it will not let me make any modifications. 	<ul style="list-style-type: none"> Once the form has been completed and submitted to the Council, it is locked and you are only able to <i>View</i> the form from the dashboard in your portal. To make a change to a previously submitted form, you may call the Council at 804.698.1810 or send an email to ethics@dls.virginia.gov requesting that your form be unlocked.

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Making Changes to Your Account	<ul style="list-style-type: none">I want to change my email address, but am unable to do so.	<ul style="list-style-type: none">To change your email address/user name, email the Council at ethics@dls.virginia.gov to request the change. Please provide your full name, current email address and the email you would like to use as your account name.
	<ul style="list-style-type: none">My name has changed and I would like the system to reflect it.	<ul style="list-style-type: none">When you complete your name in the first section of the form, typing your name here will capture it for your signature and will also be the name shown on the searchable database.To change the name on your account, you will need to contact the Council at ethics@dls.virginia.gov.