FAQ – Account Management

WV E-File Account Management

WV E-File: https://efile.courtswva.com
WV E-File Guides: www.courtswv.gov/e-file/guides
IMPORTANT: Email address serves as E-File User ID and destination for notifications from the WV E-File system.
Tip: Attorneys may permit support staff to file on their behalf. (See FAQ – Act on Behalf of Attorney)

USER ID - Update E-File User ID (email address) within E-File:

1. Log into WV **E-File** - https://efile.courtswva.com
2. Select **Account → Settings**
3. Update **User ID** (Email Address)
4. Click **Update** Button
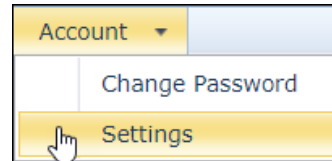
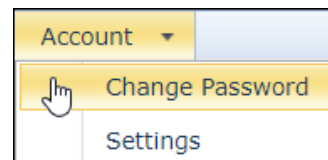### *Forgotten User ID (email address):

IMPORTANT: Users must submit their own request for User ID changes. Third-party requests are not permitted.

1. Email ServiceDesk@courtswv.gov to request User ID (email address) update
   - Provide the following in the email:
     i. User Type: Attorney, Government, or Other
     ii. WV State Bar ID (if Attorney)
     iii. Name on Account
     iv. Address on Account
     v. Phone Number on Account
     vi. Date of Birth
     vii. Additional Emails listed on account (if applicable)
     viii. Requested User ID (email address)

   NOTE: Service Desk can only update an Attorney's User ID (email address) to match the email listed under the attorney's profile on the WV State Bar Membership Directory.

PASSWORD - Update E-File **Password** within E-File:

1. Log into WV **E-File** - https://efile.courtswva.com
2. Select **Account → Change Password**
3. Update **Password**
   ✓ Minimum Requirements: 5 characters (1 upper case, 1 lower case, 1 number or special character)
4. Click **Change** Button

*Forgotten Password:

1. Open WV **E-File** - https://efile.courtswva.com
2. Select Forgot your password? Click here! Hyperlink
3. Enter **User ID** (email address)
4. Click **Reset** button
5. Open **Email Application**
6. Locate email (subject: "*Reset West Virginia E-Filing Password*") from Notifications@courtswva.com
7. Open WV **E-File** - https://efile.courtswva.com
8. Log into WV E-File using temporary password provided in email.

ADDITIONAL EMAILS – Update courtesy copy ("Cc") email addresses for filing notifications:

1. Log into WV **E-File** - https://efile.courtswva.com
2. Select **Account → Settings**
3. Select **Additional E-Mails** tab
4. **Add** or **Remove** email addresses, as desired.
5. Click **Update** Button
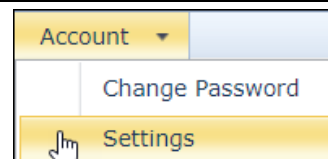
Email recipients added to "Additional E-Mails" receive a copy of filing notification emails sent to the E-Filer's User ID (registered email address).

Revision 8-2-2022 AKS