

**Fairfax Circuit Court  
EZ-Scheduling  
Online Scheduling System (OSS)**

**Frequently Asked Questions**

**1. Q: What computer hardware and software is needed to use OSS?**

**A:** You will need the following hardware and software to use OSS:

- A standard operating system, such as Microsoft Windows 7 or Macintosh OS X.
- An Internet service provider, a web browser and access to the Fairfax County Public web site.
- A valid email address. Some of the email includes attachments of MS Word documents, so users will need MS Word 2003 or a higher version to open those documents. (Microsoft offers Word Viewer 2003 as a free download.)

**2. Q: How do I become an authorized user?**

**A:** To request access to OSS, an attorney clicks the New User link on the Public OSS Login page and completes the New User request form. Once the New User request is successfully submitted, a confirmation page appears. The Circuit Court Help Desk processes the access request, assigns the user a user login ID and temporary password and sends an email to the user informing him/her of the user login ID and temporary password.

All authorized users must be a member of the Virginia State Bar and authorized to practice law in Virginia.

**3. Q: How will I know if I have successfully registered for OSS?**

**A:** After the registration request has been processed by the Circuit Court Help Desk, you will receive an email confirming your registration. The email will come from a *@fairfaxcounty.gov* email address. Please ensure that your email spam filter does not block this email address.

**4. Q: I have registered as a new user but haven't received an email confirmation with my user login ID and password.**

**A:** Check your "junk mail" or spam folder for messages from OSS. You can add *@fairfaxcounty.gov* to your safe sender list to avoid future messages from being filtered from your Inbox.

**Q: What is my user login ID?**

**A:** Users are assigned a user login ID and temporary password by the Circuit Court Help Desk which they will change to a password of their own choosing at their first login. The user login ID will be the attorney's Virginia Bar Number.

**6. Q: Will my password expire?**

**A:** No, your OSS password will not expire.

**7. Q: How do I change my password?**

**A:** After the initial login to OSS a user cannot reset his/her own password; it must be reset by the Circuit Court Help Desk. To have a password changed the user may either email the Help Desk at [ccrhelp@fairfaxcounty.gov](mailto:ccrhelp@fairfaxcounty.gov) or call (703) 246-2366 and ask to have the password reset.

**8. Q: Why will OSS not accept my password?**

**A:** Passwords must meet certain requirements:

- be at least 8 characters,
- contain at least one uppercase letter,
- contain at least one lowercase letter, and
- contain at least one number.

**9. Q: How can I obtain my password if I forget it?**

**A:** If a password is forgotten, an attorney may click Forgot Password on the OSS Login page. The attorney is prompted to enter his/her user login ID (Virginia State Bar Number). The attorney enters the user login ID and clicks Email and the password is sent to the email account on record in OSS.

**10. Q: Will paralegals or legal secretaries be able to use OSS?**

**A:** Paralegals and legal secretaries will be able to schedule hearings by using the user login ID and password created by the attorney(s) for whom they are scheduling. Only attorneys will be issued user login ID's and passwords.

The sharing of user names and passwords is not recommended.

**11. Q: How do I change my contact information with the court?**

**A:** Contact the Civil Division at (703) 691-7320, Press 3, 1, 0.

**12.Q: What cases qualify for OSS?**

A: To qualify for OSS, cases must meet the following criteria:

- Domestic and civil action cases
- All service is complete
- No defendant is in default
- Any motions for default judgment, demurrer, plea in bar or any other dispositive motions have been resolved
- No pending attorney withdrawals
- No pending case consolidation

**13.Q: How many trial dates do I have to select?**

A: You can make up to 7 trial date selections in the priority you choose. Because you are competing with other court patrons for the same dates, it is recommended that you select at least 3 dates so that your request is not rejected because a trial date is no longer available.

**14.Q: What are “available slots”?**

A: The term “available slots” refers to the number of open trial dates for a particular day. After logging into OSS, attorneys can click on the available slots preview option to view a calendar that shows the number of slots currently available based on the estimated length of the case and whether or not a jury trial is requested.

**15. Q: How will I know if I have successfully scheduled a hearing?**

A: You will receive an email upon successfully scheduling a hearing. This email will come from a *@fairfaxcounty.gov* address. Please ensure that your email spam filters do not block this email address.

If the attorney who initiates the request does not receive an approval or denial from OSS one week from the request, it is that attorney’s responsibility to contact the Case Tracking staff in the Clerk’s Office and check on the status of the request. The Case Tracking staff can be reached at (703) 246-2880.

**16. Q: How long does it take for the trial date to be confirmed or denied once submitted to the Clerk's Office?**

**A:** Parties should receive a response within 2-3 business days. If a response has not been received within 5 days from when the request was submitted, contact the Case Tracking staff at (703) 246-2880.

**17. Q: Will I receive a copy of the scheduling order once the trial date has been set?**

**A:** Yes, a copy of the scheduling order will be emailed to you and the other attorneys on the case who have an email address in OSS.

**18. Q: If one of the attorneys on a case does not have an email in OSS or is not an OSS user, how will he/she know the trial date?**

**A:** The attorney requesting the trial date via OSS is responsible for notifying the attorney(s) without an email in OSS or non-OSS users of the trial date.

**19. Q: How can I reschedule a trial date?**

**A:** You must speak with the Calendar Control judge. The Calendar Control Judges are available Monday through Friday (excluding holidays) between 8:30 a.m. and 9:30 a.m.

**20. Q: When is technical support available for OSS?**

**A:** The Circuit Court Help Desk is available from 8:00 a.m. to 4:00 p.m., Monday through Friday (excluding holidays) by email at [ccrhhelp@fairfaxcounty.gov](mailto:ccrhhelp@fairfaxcounty.gov) or phone at (703) 246-2366.

**21. Q: What are the regularly scheduled maintenance hours of OSS?**

**A:** OSS is available 24 hours a day, 7 days a week, except for the regularly scheduled maintenance hours every Sunday, 6:00 p.m. to midnight.