

FAQ FOR DEFENSE ATTORNEYS GETTING EDC DOWNLOAD LINKS

- 1. I have not received discovery yet for a 2023 case. Should I send a request form to DA Discovery?**
 - a. *No. Request forms are being phased out alongside physical disks.*
 - b. *You will automatically receive your download link once **both** of the following have happened;*
 - i. *You submit your rep letter and it is processed.*
 - ii. *There is discovery for the case at hand.*
 - c. *If you feel too much time has passed, contact the assigned court legal or the prosecutor.*

- 2. I created a free myevidence.com account. What do I do now?**
 - a. *This is not an actual Evidence.com account that you can use to receive digital case shares from the DA's office. This type of account is intended for something else. **If you wish to purchase an actual EDC portal account, please [CLICK HERE](#).** Unless you purchase an EDC portal account, you will only receive download links for your discovery.*

- 3. I was told I have discovery on evidence.com, but when I go to evidence.com it asks for a login. I do not have a login. What now?**
 - a. *Unless you are actively paying Axon for an account, you cannot log into Evidence.com. There likely is discovery on the system, but you will be receiving it via a download link. **Keep an eye out for an email from 'AXON', and know that they expire in 30 days.** Make sure to check your SPAM folders.*

- 4. The download link I previously received has expired. How do I get a new one?**
 - a. *Contact the assigned court legal or the prosecutor. They can generate a new link for you.*
 - b. ***Keep in mind these links expire within 30 days.***

- 5. When I click on the link in the download link email, it asks me to sign in. Why?**
 - a. *Ensure you are clicking on the **blue "Click Here to Download"** link towards the **bottom** of the email.*
 - b. *The download links do not require anything extra to use. If you receive one, you are able to use it.*

- 6. I don't like having to download discovery. Can you provide me disks, or can I bring you a USB drive?**
 - a. *No. Your best option would be to look into signing up for an Evidence.com portal account with Axon. Otherwise downloading the discovery to your computer is the only option available.*

- 7. My downloads take forever, and sometimes fail. What's the issue?**
 - a. *Ensure you are on a wired internet connection if possible. Wireless can be slow and unreliable. If your only option is Wi-Fi, look into getting the best Wireless internet you can. If your wired connection is still slow, look into upgrading if possible. If nothing else works, your only other option would be to sign up for an EDC portal account which requires no downloading.*