

FAQ FOR DEFENSE ATTORNEYS USING AN EDC PORTAL ACCOUNT

- 1. Every time I log into Evidence.com, I have to enter an authentication code. Can I turn that off?**
 - a. *No. In December 2022, Axon forced all accounts to have Multi-Factor Authentication (MFA) enabled due to the nature of the system and its content. While you are not able to disable it, you can go to Admin>Multi-Factor Authentication Settings (MFA), and change the method in which the MFA is handled, be it through the App, a text, an email, or a phone call.*

- 2. I am tired of changing my password so often. Can I set a permanent password?**
 - a. *No. However, if you go to Admin>Password Configuration, you can change session timeout, failed login limits, lockout duration, password history length, **maximum password age**, minimum password age, and password length, as well as the requirements for a password to be accepted.*

- 3. The cases I receive have a Case ID that means nothing to me. Can that be changed?**
 - a. *Yes. Though you will always receive them with the DA Office's number as the Case ID, if you wish to change the Case ID, simply click 'Edit' on the summary page of the case, and edit the Case ID to be whatever you want. See page 3 of the Defense Attorney EDC Manual for more details.*

- 4. I was told I can perform redactions and transcriptions with my Portal Account. How do I do so?**
 - a. *To learn about these two features, please refer to the links below;*
 - i. *Redactions – [Click Here](#)*
 - ii. *Transcriptions – [Click Here](#) and [Here](#)*

- 5. I heard there was a Manual I should read, as well as training videos on basic usage. Where?**
 - a. *[Click here](#) and scroll to the bottom. You will see many links to choose from.*