

# Virginia Department of Forensic Science Physical Evidence Recovery Kit (PERK) Tracking System Victim/Survivor System Access Troubleshooting Guide



Having trouble accessing the Victim Portal to view the location and status of your kit? This guide will help you troubleshoot some common issues.

## “NO KIT WITH THAT NUMBER EXISTS” ERROR MESSAGE

The screenshot shows the Victim Portal interface. At the top, it says "Victim Portal" and provides instructions on how to view the status of a PERK by entering the unique PERK ID/Barcode number. Below this, there is a text input field labeled "Kit ID Number" containing the value "12312345". To the left of the input field is a "Reset" button, and to the right is a green "Get Status" button. Below the input field, a red-bordered box highlights the error message: "No kit with that number exists."

## “No kit with that number exists” Troubleshooting Tips:

1. Verify that the kit ID number written on or affixed to the Victim Information Form by the healthcare provider matches what is typed into the Kit ID Number field.

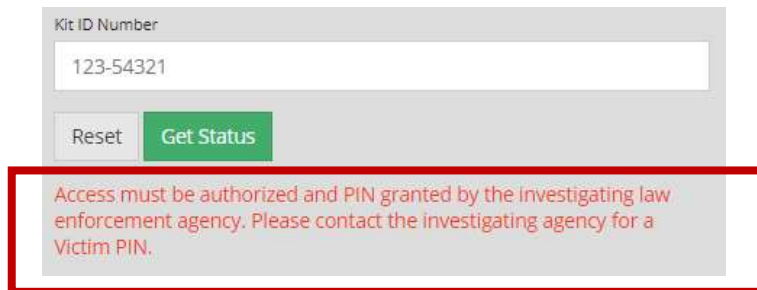
The screenshot shows the top portion of the Victim Information Form. It features the Virginia Department of Forensic Science logo and the title "Physical Evidence Recovery Kit (PERK) Tracking System". Below this, there is a field labeled "Unique PERK ID:" with a dashed border containing the handwritten number "123-12345". Below the field, it says "Print PERK # or affix kit ID label in box above". At the bottom, a note reads: "The PERK Tracking System tracks kits by their Unique PERK ID #. No personal identifying information is entered into the System."

2. If your kit was collected by a Virginia healthcare provider, verify that the kit ID you typed into the Kit ID Number field is in **one of the valid Virginia PERK ID number formats**. Virginia victim PERK ID numbers have three valid formats:
  - o Three digits, a hyphen, followed by five digits (e.g. **218-12345**)
  - o Five or six digits (**12345, 123456**)
  - o Three digits, an “M”, followed by five digits (e.g. **218M12345**)If you are typing the number from a barcode label that includes the word “PERK” before the kit ID number, **you do not need to include the letters “PERK”**.

3. If you are still receiving the “No kit with that number exists” message after entering your kit ID number as described above, contact the healthcare provider who collected the kit or investigating law enforcement agency to confirm the kit ID number.
  - **If your kit was collected in another state or jurisdiction**, your kit will have been entered into the System with an “NVA” prefix (e.g., **NVA1234567**). If you continue to receive the error message after adding the NVA prefix to your kit ID number, please contact the investigating law enforcement agency to verify the kit ID number used to enter your kit into the System.

### **“ACCESS MUST BE AUTHORIZED AND PIN GRANTED...” ERROR MESSAGE**

*(offense reported kits only)*

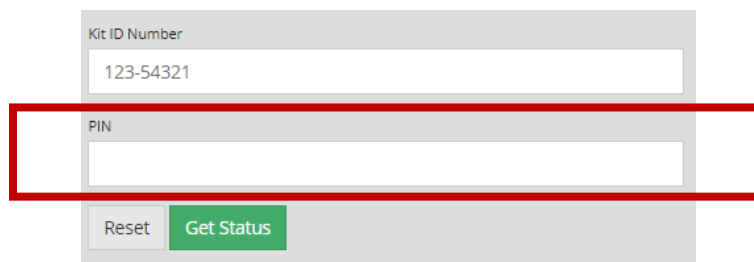


The screenshot shows a web form with a text input field labeled "Kit ID Number" containing the value "123-54321". Below the input field are two buttons: "Reset" and "Get Status". A red rectangular box highlights a message box below the buttons that contains the text: "Access must be authorized and PIN granted by the investigating law enforcement agency. Please contact the investigating agency for a Victim PIN."

### **“Access must be authorized and PIN granted...” Troubleshooting Tip:**

For a victim who reported the offense to law enforcement, you will need: 1) your **PERK ID number**, which should have been provided to you by the health care provider at the time of the forensic exam; and 2) a **Victim PIN**, which you must request from the investigating law enforcement agency. When you receive the “**Access must be authorized and PIN granted...**” error message, **it means that your kit does not have an assigned Victim PIN**. You must request a Victim PIN from the investigating law enforcement agency.

Once you get your **Victim PIN** from the investigating law enforcement agency, under the header “Victim Portal”, enter your **PERK ID number** and click “Get Status”. A second box labelled “PIN” will appear. You will need to enter the **Victim PIN** provided to you by the investigating law enforcement agency, then click the “Get Status” button, and you will be directed to a page where you can view information about your PERK.



The screenshot shows the same web form as above, but with a new text input field labeled "PIN" added below the "Kit ID Number" field. This "PIN" field is highlighted with a red rectangular box. The "Reset" and "Get Status" buttons remain below the input fields.

### **QUESTIONS?**

Contact the PERK Tracking System Coordinator  
[perktracking@dfs.virginia.gov](mailto:perktracking@dfs.virginia.gov)