SOFTSIM TECHNOLOGIES INC. · FOIA AND PUBLIC RECORDS

Axcess1 | SoftSim

Virginia

Built around your law — not around generic case management.

Axcess1 takes a request from intake to release under Virginia Freedom of Information Act (Code of Virginia § 2.2-3700 et seq.).

Your Act
Provisions, time limits, notices and letters already loaded

5 working days
The statutory time limit, calculated for every request

Agentic AI, optional
AI assists. Authorized officials decide.

Free for 30 days
One licence, the full product, no obligation

Built around your law

Many case-management products ask a public body to adapt its process to the software. Axcess1 is configured around the legislation, the procedures, the vocabulary and the reporting obligations of each jurisdiction. An organization chooses its Act once; every screen, deadline, letter and report then follows it.

Generic case management

The organization adapts to the software.

Axcess1

The software follows the legislation and the way government works.

Legislative support — VFOIA

Virginia Freedom of Information Act (Code of Virginia § 2.2-3700 et seq.)

What the Act requires	As configured in Axcess1
Who it applies to	"Public body" in § 2.2-3701: any legislative body, authority, board, bureau, commission, district or agency of the Commonwealth or of any political subdivision, including counties, cities and towns, school boards and planning commissions; governing boards of public institutions of higher education; and other organizations supported wholly or principally by public funds. Records are open to citizens of the Commonwealth and to media representatives (§ 2.2-3704(A)). Not covered: see § 2.2-3703.
Time limit to respond	5 working days (Code of Virginia § 2.2-3704(B)). The due date is calculated when the request is entered, with the holidays of the jurisdiction.
Extensions	Up to 7 working days. If it is not practically possible to provide the records or determine whether they are available within the 5 working days, a written response made within those 5 days and stating the conditions gives 7 additional work days (60 work days for criminal investigative files under § 2.2-3706.1). For an extraordinary volume of records or an extraordinarily lengthy search, the public body may petition the court for more time after reasonable efforts to agree with the requester (§ 2.2-3704(C)). (Code of Virginia § 2.2-3704(B)(4))
No answer in time	Treated as a refusal (Code of Virginia § 2.2-3704(E)); overdue requests are flagged.
Third parties	The Act sets no formal notice; consultations are recorded and tracked on the request.
Transfer to another body	Code of Virginia § 2.2-3704(B)(3) (records not found: the response gives contact information for another public body known to have them), within 5 days
Decision and reasons	The decision letter gives the reasons, the provision relied on and the right of review (Code of Virginia § 2.2-3704(B)(1)-(2); § 2.2-3704.01).
Fees	No application fee. Amounts in U.S. dollars (USD). Reasonable charges not exceeding the actual cost of accessing, duplicating, supplying or searching for the records; no general overhead. Before searching, the requester is told in writing that charges may apply and asked whether a cost estimate is wanted; the response period is tolled while the estimate awaits an answer (withdrawn after 30 days). A deposit may be required when charges are likely to exceed $200 (§ 2.2-3704(H)).

What the Act requires	As configured in Axcess1
Review and complaints	the general district court or circuit court (petition for mandamus or injunction, § 2.2-3713) (Code of Virginia § 2.2-3713(A), (C))

Loaded for this Act

- **42 provisions** (exemptions, exceptions and exclusions) ready to cite on a redaction, each with its section number.
- **Request types:** Virginia FOIA records request (Code of Virginia § 2.2-3704).
- **Statutory steps on the timeline:** Written response that a reply is not practically possible within 5 working days, § 2.2-3704(B)(4) (7 additional work days); Written response for criminal investigative files under § 2.2-3706.1, § 2.2-3704(B)(4) (60 additional work days); Petition to the court for additional time, § 2.2-3704(C) (extraordinary volume or extraordinarily lengthy search; after reasonable efforts to agree with the requester) — enter the time the court allows; Cost estimate sent to the requester, § 2.2-3704(F) (response period tolled until the requester answers; request deemed withdrawn after 30 days without a response); Deposit required — charges likely to exceed $200, § 2.2-3704(H) (response period tolled until the requester answers); Payment required of amounts owed for previous requests unpaid 30 days or more after billing, before processing, § 2.2-3704(I)….
- **Standard letters** for this Act: acknowledgement, extension, third-party notice, fee notice and decision, from templates your office can edit.

Legislation-to-feature matrix

Legislative requirement	Axcess1 support
Statutory deadline	5 working days (Code of Virginia § 2.2-3704(B)): calculated automatically for each request; overdue and upcoming requests on the dashboard.
Extensions and holds	Recorded as events that move the due date, each tied to its section of the Act.
Exemptions and exclusions	The provisions of VFOIA in the redaction editor, each with its section number.
Third parties and consultations	Notices, consultation packages and their due dates tracked on the request.
Fees	Fee notices and payments recorded on the request.
Reviews, appeals and complaints	Recorded on the request timeline with their dates and outcome.

Legislative requirement	Axcess1 support
Redaction	Done by the analyst in the built-in editor; optional AI suggestions that the analyst accepts or rejects.
Decision letters	Generated from templates for this Act, with the provisions cited.
Release	A release package built from the reviewed records; redactions are permanent in the released file.
Annual statistics	Annual access statistics for the period, with each figure traceable to its requests.
Audit trail	Every action on a request is recorded with the user and the time.

From request to release

Step	What Axcess1 does
Receive and validate	The request is entered with its type, requester and date received; a number is issued from your own numbering pattern.
Calculate the deadline	The due date follows the Act: 5 working days (Code of Virginia § 2.2-3704(B)). Holds and extensions move it and are recorded.
Assign and search	The request is assigned to an officer; the units holding records are tasked and their answers tracked.
Collect and review	Records are uploaded (PDF, Office files, scans with text recognition) and reviewed page by page.
Apply the provisions and redact	The analyst marks a passage and picks the provision of this Act; the released copy shows the section relied on.
Consult	Consultation packages are produced per party, with their due dates.
Approve	The response goes to the approver’s inbox for review and signature.
Release	The release package and the decision letter are generated from the request.
Report	Requests, processing times, decisions and provisions invoked are counted for the period you choose.

Agentic AI across the lifecycle

AI is switched off until your administrator turns it on, one capability at a time. **AI assists. Authorized officials decide.**

Agent	What it does
Intake agent	Proposes a new request from a message, the portal or a drop folder; an officer confirms it.
Document intelligence	Summarizes and classifies the records and finds the people and organizations named in them.
Responsiveness agent	Suggests which records answer the request.
Exemption assist	Proposes provisions of VFOIA with reasons; redaction candidates appear in the editor.
Consultation agent	Suggests who should be consulted and on which pages.
Quality assurance agent	Checks a package a second time before release.
Deadline watch	Lists the requests at risk of running late.
Copilot	Answers questions about a request, citing the records it used.

Audio and video, redacted and checked

- **Picture and sound together:** blur or black out part of the picture and mute or bleep what is said at the same moment, each redaction tied to the provision of your Act.
- **Faces, licence plates, screens and text found for you:** detection runs on the server that runs Axcess1 (yours, or ours in Canada), with no outside AI service, and follows each one as it moves. An authorized official accepts or rejects every find.
- **Checked before release:** each redacted copy is compared with the original, box by box and passage by passage, and a copy that fails is not released. Location, author and device details are removed; the original is never changed.

Migration, deployment and security

- **Migration:** case history, requesters and documents are brought over from the system you use today.
- **Deployment:** hosted by SoftSim in Canada, on your own private cloud or servers, or standalone on a PC or Mac.
- **Security:** SoftSim is cleared by the Government of Canada at the Top Secret level. Each organization's records are separate, access is controlled by role and every action is recorded.

Try it free for 30 days

One free licence for 30 days, with the full product and no obligation.

Prices are quoted in your own currency. Write to us for the price list for your country.

Write to **atip@softsim.ca** to start your free month or to see a 30-minute demonstration. · axcess1.ca

Axcess1 supports configurable workflows designed around the applicable legislation. Government organizations remain responsible for legal interpretation and statutory decisions. Summaries of the legislation are paraphrases prepared from the published text; they are not legal advice. Text of the Act checked on 2026-10-03.