

Research & Copy Request Center Helpful Hints / Frequently Asked Questions

Register / My Account

Popup windows:

If you click the “Register” link on the main page and nothing happens, the application has encountered some type of popup blocker software loaded and enabled on your pc. The application will not function properly and you will not be able to register and submit requests until the popup blocker software has been disabled.

Cookies:

Once you have successfully registered and logged in, a cookie will be placed on your pc. This cookie is used to help us identify you for future request submissions to our office and allow you to enter your password less frequently during a session. If you have set your pc to disable cookies, this application will not function properly.

Do I need to register in order to submit a request to your office?

Yes, you do need to establish an account with us in order to submit requests to our office. Setting up an account allows you to submit requests more expediently and track the status of your requests online.

Why do you need my email address?

A valid email address enables us to notify you immediately that your request has been completed or if we have encountered any problems with filling your request.

What does the red asterisk mean next to a form field?

The red asterisk means that the information in that field is required, and that your account can not be created without all of the required information being submitted.

How should I enter an area code and phone number?

The area code is a 3 digit number and the phone number field requires a 7 digit number, no spaces or special characters.

How should I enter a fax number?

The fax area code is a 3 digit number and the fax phone number field requires a 7 digit number, no spaces or special characters.

What is a valid credit card number?

A valid credit card number is a 15 or 16 digit number (depending on the type of card), no spaces or special characters.

How should I enter a valid expiration date?

The expiration date field should contain a 2 digit month and a 2 digit year as MMY, no dashes or slashes.

What is a login?

The login is used to identify you the next time you visit our site and wish to submit another request. The login field can be any combination of letters and numbers, not to exceed 8 characters and may not contain spaces or special characters. It must be unique in that no one else may have the same login. If we find that a login you choose already exists on our system, we will notify you of that and you will have the option of changing it.

How should I enter my password?

A valid password can be any combination of letters and numbers, not to exceed 8 characters and may not contain spaces or special characters.

Why do I need to choose a secret question and answer?

The question and answer that you enter is for the security of your account and will be used to help us identify you in the event that you forget your password.

Do I have to enter my credit card number?

No, you do not. But charging your requests will speed up the process of filling your order.

Do I have to keep my credit card number on file?

No, you do not. But by maintaining your credit card on file you will not have to enter this information for each request and will speed up the amount of time it takes to submit orders.

If I choose to keep my credit card information on file, is it secure?

Yes. Our office protects your credit card information on our secure server and does not share your personal information with any other agency or office.

How will I get notification of the charges to my credit card?

You may check your requests and charges for each item online through the application and you will receive a payment receipt with your order.

How do I pay for my requests if I choose not to keep my credit card information on file?

If you do not want your credit card information kept on file in our office, you may come in to one of the branch offices and pay for it by cash, check or credit card at that time at the time you are notified it is complete.

Sign In

What do I do if I forget my login?

If you forget your login while attempting to sign in, type in your email address and click on the “**Submit**” button. Your login will immediately be sent to the email address you have on file with us.

What do I do if I forget my password?

If you forget your password, first type in your login and click on the “**Continue**” button. On the next page, type in your email address and the answer to your secret question. Email will immediately be sent to you with a link to a page that allows you to create a new password. After you have chosen and submitted a new password, you will be able to sign in and begin submitting requests.

Submit Requests

Do I have to be signed in to submit requests?

Yes, you do. Since you must be signed in to submit requests, your account and contact information is automatically populated on the first record of your request. You may change this information if you wish, but you must choose a “**Method of Delivery**” and “**Payment Type**” before submitting your request to our office.

What is a Request Title?

A request title is any descriptive name to a single request or a batch of multiple requests submitted that helps you, and us, to differentiate one particular request from another.

Can I submit multiple requests at one time?

Yes. You may submit as many requests within one batch submission as you want, up until you choose “**I’m done**” at the bottom of your request page. If you wish to keep submitting requests, choose the “**Submit Another Request**” link. At the time you click on the “**I’m done**” link, your requests are submitted to our office to be worked on by Clerk employees.

How will I know if my request has reached your office for processing?

If you have provided us with a valid email address, you will be notified of the successful submission of your request to our office.

Can I cancel a request?

You can cancel a request if the status is ‘Created’, which means it has not yet been submitted to our office.

Is there a cancellation fee?

No.

If I have my credit card on file, why does it ask me to select the Payment Type on each request?

This gives you the option of paying for your request in a different manner, such as cash or personal check.

Is there a fee for faxing?

There is no fee for a local fax. However, there is a \$2.00 flat fee per total order (regardless of the number of page) for a long distance fax.

What does expedite mean, and why is it an additional fee?

We process requests in the order they are received. By paying an additional \$10.00, your request gets priority over other regular requests. However, expedited requests that require lengthy searches, or ones that are received after 4:00 p.m., may be processed the following business day but still ahead of the other regular requests.

Inquiry

What information is being displayed to me on this page, and can I change what records are shown?

This link will show you all of the requests you have submitted and the status of each batch as they are being processed. If the batch is in the ‘Created’ status, you may still add document requests to it before submission by clicking on the **“Add”** link for that particular batch.

If you would like to change the request information on a batch not yet submitted, in other words it is in the ‘Created’ status, click on the **“Edit”** link for that particular record. Then choose which request you want to change by clicking on the **“Edit”** link, make your changes and click on the **“Save”** link.

When you are finished making your changes, open up the batch master record by clicking on the **“Request Id”** link, change the status to ‘Submitted’ from the Status list box, and click on the **“Save”** link.

If you have provided us with a valid email address, you will be notified of the successful submission of your request to our office.