



Frequently asked Questions

What is ClerkePass.com?

ClerkePass.com allows you to Order and Purchase Court Documents Digitally Signed by the Court Clerk. These days, electronic commerce has created the potential for converting conventional buying into a web-based electronic buying process. ClerkePass.com tries to achieve the same that is Virtual Buying and Selling of Court Documents. Using ClerkePass.com, one can order a Certified as well as a Non-Certified copy of Court Documents.

How do I register with ClerkePass.com?

To register with ClerkePass.com, you have to follow the steps below:

1. Go to www.ClerkePass.com
2. Select the State from the "Select State" Dropdown box and click on the Go button
3. Select the County from the "Select County" Dropdown box and click on the Go button
4. Click on the "New User Register here?" link
5. A registration form will be displayed, fill in the form with the correct details and click on the Submit button.
6. Once you click on the Submit button, you will get a confirmation e-mail on the e-mail id provided.

Now you are a Registered User of ClerkePass.com.

Is there any fee to register?

No, there is no fee to register. You are going to be charged just for the documents that you request and our service.

If I have registered with a particular County, can I make requests from other Counties?

Who is a Viewer?

A Viewer is a type of user who can only view Certified Documents.

Who is a Guest User?

A Guest User is a user who can request documents without registering with ClerkePass.com

Is there any difference between a User and a Viewer?

In ClerkePass, there are 2 types of Users:

--User

--Viewer

A User can request and view Certified as well as Non-Certified documents.

A viewer can only view Certified documents ordered by other users. He cannot request any documents.

After I have registered as a Viewer, can I view the documents from any County and State?

Yes, a Viewer can view documents of any County in a particular State, but cannot view the documents of Counties located in different States.

What if I want to order documents but do not register with ClerkePass.com?

If you want to order documents but do not register with ClerkePass, you can do so by logging on as a Guest User. To order documents as a Guest User follow the points below.

1. Go to www.ClerkePass.com, select the State and the County from where you want to order the Documents.

2. Click on the Request A Document link in the "Guest User" area

3. You will be directed to a page where you will get four options. They are:

---Request a Document.

---View a Certified Document.

---View a Non Certified Document.

---Check Order Status.

4. Click on Request a Document. If you are ordering a document from West Virginia, you will be directed to a page where you have to select Department from Department Dropdown and Document from Document Dropdown and Click on submit button.

form will be Displayed, fill in the form, here you have to Select Print/Display for ordering a Non-Certified document and Certified to order a Certified document and Click on the Submit button.

5. You will be directed to a page displaying details of your Ordered Documents. If you want to order more documents, click on the Continue Shopping button or you can click on Check Out if finished.

6. You will be directed to a page displaying the terms and conditions, Select "I Agree" and click on the Submit button.

7. You will be directed to the Payment Page. Enter the Valid details and Click on Submit. Once you click on the Submit button, your order is placed.

You will receive a Confirmation e-mail acknowledging your order.

What is a Digital Signature?

A digital code that can be attached to an electronically transmitted message that uniquely identifies the sender. Like a written signature, the purpose of a digital signature is to guarantee that the individual sending the message really is who he or she claims to be. Digital Signatures are especially important for electronic commerce and are a key component of most authentication schemes. To be effective, digital signatures must be protected from forgery. There are a number of different encryption techniques to guarantee this level of security.

A set of alphabetic or numeric characters used to authenticate a cryptographic message by ensuring that the sender cannot later disavow the message, the receiver cannot forge the message or signature, and the receiver can prove to others that the contents of the message are genuine and originated with the sender.

ClerkePass has been issuing SSL Certificates to secure web sites and transactions, Digital IDs to secure and authenticate identities and Code Signing Certificates to secure applications since 1996. ClerkePass is a leading Certification Authority and SSL Provider and expert in understanding and fulfilling the online security requirements of Enterprises, Organizations and Governments of all sizes.

How do I request a document?

To request a document as a non- registered user, please follow the points mentioned in Question #9.If you are a Registered User, follow the below mentioned points to order a document

1. Go to www.clerkePass.com, select the State and the County from where you want to order the Documents.

2. Login using your Username and Password

3. You will be directed to a page where you will get four options. They are

---Request a Document.

---View a Certified Document.

---View a Non Certified Document.

---Check Order Status.

4. Click on Request a Document.

If you are ordering a document from West Virginia, you will be directed to a page where you have to select Department form Department Dropdown and Document from Document Dropdown and Click on submit button.

A form will be Displayed, fill in the form, here you have to Select Print/Display for ordering a Non-Certified document and Certified to order a Certified document and Click on the Submit button.

5. You will be directed to a page displaying details of your Ordered Documents. If you want to order more documents, click on the Continue Shopping button or you can click on Check Out if finished.

6. You will be directed to a page displaying the terms and conditions, Select "I Agree" and click on the Submit button.

7. You will be Directed to the Payment Page. Enter the Valid details and Click on Submit. Once you click on Submit button, your order is placed.

You will receive a Confirmation e-mail acknowledging your order.

Can I order documents after being registered as a Viewer?

No, once you are registered as a Viewer, you cannot Order/Request documents.

What are the different types of documents that can be ordered?

As a user, you can order 2 types of Documents.

1. A Certified Document:- A Certified document is a copy which is Digitally signed by the County Clerk.
2. A Non-Certified Document:- A Non Certified document, is a copy of the Document which is not Digitally Signed by the County Clerk.

What are the charges?

For Washington State

1. For A Certified Document:- County Fees * No. of Copies + Customized Access Fees(CAF) * No. of Copies.
2. For A Non-Certified Document:- County Fees + Customized Access Fees(CAF).

For West Virginia State

1. For A Certified Document:- County Fees + Customized Access Fees(CAF).
2. For A Non-Certified Document:- County Fees + Customized Access Fees(CAF).
3. For Vital Documents:-
 - a) By Web:- County Fees + Customized Access Fees(CAF).
 - b) By FedEx:-
 - i) Ground Shipping:- County Fees + Customized Access Fees(CAF) + Shipping Charge.
 - ii) OverNight Shipping:- County Fees + Customized Access Fees(CAF) + Shipping Charge.

What are the Payment Procedures?

To make the payment for a ordered document, you have to fill in the Credit Card details, once the County Clerk replies with the document, the Amount is calculated and charged to your account with reference to the Credit Card number you have entered.

Does ClerkePass maintain my credit card information so it doesn't have to be entered for each request?

No, for law and security purposes ClerkePass does not maintain credit card information but maintains the CustomerProfileId provided by the Authorize.net. By using this CustomerProfileId

the customer's credit card information will be displayed on payment page and you have to enter only CVC code number to validate your credit card.

If you are going to be ordering a lot of documents, you can set up a prepaid account. You set up the account with a payment to us by credit card or check and then we will provide you a user name/password so that you can request documents without using your credit card each time. Once the balance gets low on your prepaid account, then we will notify you to recharge it.

How will I know that my order is placed and completed?

Once your order is placed, you will get an e-mail confirming that your order has been received. When your order is completed you will be get an e-mail confirming that your order has been completed.

How do I view the requested documents?

View a Certified Document, please follow the steps mentioned below

1. Go to www.ClerkePass.com, select the State and the County from where you want to View the Documents.
2. Login using your Username and Password.
3. You will be directed to a page where you will get four options. They are:
 - Request a Document.
 - View a Certified Document.
 - View a Non Certified Document.
 - Check Order Status.
4. Click on View a Certified Document. You will be directed to a page, where you have to enter the 22 digit SerialID sent to you in the Certification e-mail. Once you enter the SerialId, the copy of a Certified Document will be displayed.

View a Non-Certified Document, please follow the steps mentioned below

1. Go to www.ClerkePass.com, select the State and the County from where you want to View the Documents.
2. Login using the Username and Password.

3. You will be directed to a page where you will get four options. They are:

---Request a Document.

---View a Certified Document.

---View a Non Certified Document.

---Check Order Status.

4. Click on View a Non-Certified Document. You will be directed to the Order History page. Click on the respective order number and the order details will be displayed. For a Non-Certified copy, a PDF icon is present near the order number. Click on the PDF icon and a copy of the Non-Certified document is displayed.

What if I encounter certain issues while using ClerkePass.com?

In case of any problems encountered while using ClerkePass.com, you can send us a Feedback. To send us a feedback, you can click on the Send us Feedback link or Technical Support link.

How can my password be retrieved?

1. Type www.ClerkePass.com in your browser.

2. Select the state from the State dropdown and click on the Go image. This will display a page where you have to select the county. Select the county from the County dropdown and click on the Go image. This will take you to the respective county home page.

3. Please click the link Forgot Password.

4. Please Enter your UserName and Email Id. Click on Submit.

5. Please enter the Secret Answer. (It should be the same answer which was entered while registering) If you have not set the Secret Question and Answer, you can do it now. Click on Submit button

6. Please enter the New Password and Retype the New Password. Click on Submit Button

You can Login now using the New Password

What concession do I get if I am in the Military?

If you are a Military Service man, you can Order Document free of cost. But to use the Facility, ClerkePass.com requires a verification e-mail from the County Clerk.

For how long can I view my requested documents?

Certified Documents can be Viewed for 30/60 days (depends upon the county) after date of certification

Non-Certified Documents can be Viewed for 30/60 days (depends upon the county) from document processed date.

How do I cancel the requested documents?

To cancel the order, you can call the County Clerk or send ClerkePass an order cancellation e-mail.

Will the ordered document charges get refunded?

Yes, once the order is cancelled the amount debited to your account will be refunded.

Can I get a hard copy of the ordered documents?

You can print the document to get a hard copy just for a reference. Actual certified copy is hosted on the website which you can view by logging on to the server and using the document Serial ID provided to you.

If you have ordered a vital document and have selected the option of receiving the documents by FedEx, a hard copy of the document is posted to the address mentioned while placing the order.

In case of a Vital documents, within how much will the document reach me?

Documents ordered using FedEx with Ground Shipping option, will be delivered within 5-6 days after the certification is completed. Documents ordered using FedEx with Overnight shipping option, will be delivered within a day after the certification is completed.

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3. Please click the link [Forgot Password](#).
4. Please Enter your Username and Email Id. Click on Submit.
5. Please enter the Secret Answer.(It should be the same answer which was entered while registering) If you have not set the Secret Question and Answer, you can do it now. Click on Submit button
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