

Create an Account in the Clerk's Information System

The SCC Clerk's Information System (CIS) <https://cis.scc.virginia.gov/> allows you to perform many business transactions online. To use CIS, all businesses need to register for a new system account. This how-to guide will walk you through registering and accessing the system for the first time.

NOTE: Past SCC eFile account credentials **will not** work in CIS.

1 Navigate to CIS at cis.scc.virginia.gov and click **Register** in the bottom left
Note: Chrome, IE or Microsoft Edge are recommended

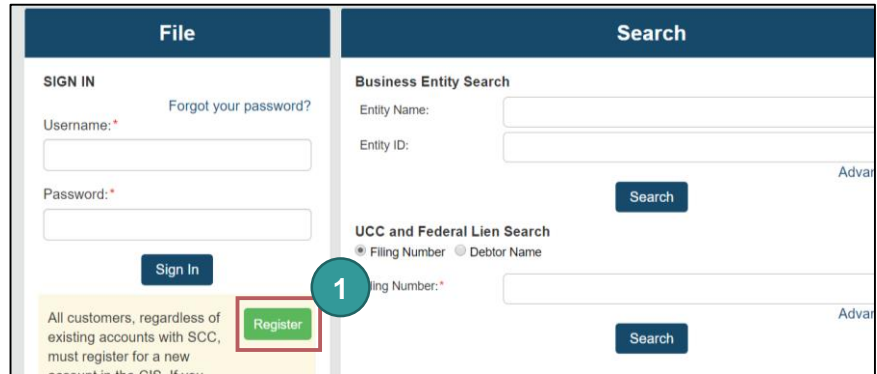
2 Review the terms and conditions on the **Account Creation** page.

3 Enter your name in the **Name Information** section.
Note: Be sure to complete all mandatory fields marked with an asterisk ().*

4 Enter your mailing address in the **Mailing Address Information** section.

5 If your Home Address is the same as your Mailing Address, check the **Same as Mailing Address** box. If not, go to step 6.

6 Enter your home address in the **Home Address Information** section.



NOTE: In step 6 you must use your home address where you live, not your business address. This information is collected solely to verify your identity with our third party vendor, Experian. This is not a credit check: this step validates your identity by cross referencing your typed home address with the home address Experian has on file. If you recently moved, Experian may not have your new information, and you may try entering your old address or maiden name.

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- 7 Review the **Username Requirements** and **Password Requirements** under Login Information.
- 8 Enter your Email Address in the **Email Address** field.
- 9 Create a Username, Password, and confirm the Password, following the requirements.
- 10 Check the box acknowledging the home address information you entered above will be sent to Experian to verify your identity.
- 11 Click **Submit**.

The screenshot shows the 'Login Information' section of the account creation form. It includes two requirement boxes: 'Username Requirements' (6-20 characters, standard keyboard) and 'Password Requirements' (8+ characters, mix of letters, numbers, and special characters). Below are input fields for 'Email Address', 'Username', 'Password', and 'Confirm New Password'. A checkbox at the bottom is labeled with callout 10. A 'Submit' button is at the bottom right, labeled with callout 11. Red arrows point from callouts 7, 8, and 9 to their respective elements.

- 12 After a few minutes, you will receive a confirmation email with your username for later reference.

The screenshot shows a confirmation email with the following text: 'Dear Customer, Thank you for creating an online account for the SCC Clerk's Information System. Your Username is: [redacted]. You may access the Clerk's Information System to sign in to your account. If you have any questions or need further assistance, contact the Clerk's Office: By E-mail: SCCeFile@scc.virginia.gov By Phone: (804) 371-9733 or toll free in Virginia at 1-866-722-2551 (8:15 a.m. to 5:00 p.m. Eastern Time, Monday through Friday). Visit our home page for more information about the SCC Clerk's Office. If you have any questions or need further assistance, contact the Clerk's Office: Thank you for using the online Clerk's Information System.' Callout 12 points to the email content.

- 13 Now that you have an account, you will be able to see all your business information from your new dashboard and take care of important updates online, including submitting payments, filing annual reports, and general correspondence.

- 14 **Note that your dashboard will not populate until you complete an action requiring the BE PIN on the online services tab.**

The screenshot shows the user dashboard with a navigation bar containing 'Dashboard', 'Online Services', 'Search', 'Entity FAQs', 'UCC Search', 'UCC FAQs', and 'Profile'. The 'Online Services' tab is highlighted with callout 14. The main content area is titled 'DASHBOARD' and lists five items: 'Alerts', 'Correspondence', 'UCC Filings', 'Unfinished Submissions', and 'Shopping Cart', each with an upward-pointing arrow icon. Callout 13 points to the dashboard content area.