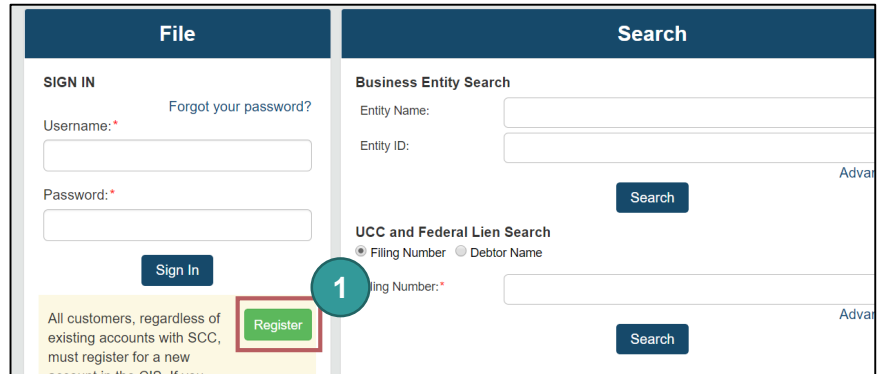


Create an Account in the Clerk's Information System

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.

1 Navigate to CIS at <https://cis.scc.virginia.gov/> and click **Register** on the bottom left.
Note: Google Chrome, Internet Explorer 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 a 'Login Information' form. At the top, there are two sections: 'Username Requirements' and 'Password Requirements'. Below these are four input fields: 'Email Address', 'Username', 'Password', and 'Confirm New Password'. At the bottom, there is a checkbox with a text label. A 'Submit' button is located at the bottom right. Red arrows point from numbered callouts (7, 8, 9, 10, 11) to the respective elements in the form.

Username Requirements

- Username must contain 6-20 characters
- Username can only contain characters found on a standard keyboard

Password Requirements

- Must be at least 8 characters in length
- Must contain a combination of letters, numbers and special characters
- Must contain at least one capitalized letter
- Must contain at least one number
- Must contain at least one special character

Email Address:*

Username:*

Password:*

Confirm New Password:*

* I acknowledge that when I click "Submit," the home address information I entered above will be sent to Experian to verify my identity as part of the account creation process.

Submit

- 12 After a few minutes, you will receive a confirmation email with your username for later reference. Skip to step 16.

12A If you see the following pop-up, go to step 13.

- 13 Click **Continue to submit a request** to be taken to a web form to complete for account help.

The screenshot shows an email body 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: SCCeFiles@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.

The screenshot shows a pop-up message with a red exclamation mark icon. The text reads:

12A

Experian was not able to verify the name and home address combination. Verify all information was entered correctly and try again. If you continue to receive this message, you may click on the submit request button to request help from Account Management Team.

Cancel Continue to submit a request

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14 Review the form instructions.

14A Enter your contact information in all required fields.

14B Upload a current bill to verify your home address.

14C Check the box beside **I'm not a robot**.

14D Click **Submit**.

Clerk's Information System (CIS) Account Help Request

Experian is attempting to verify your identity. There are several reasons why you may be getting an error. Please try these tips:

1. Adjust your name by spelling out your middle name, using just a middle initial or no middle name at all
2. If you were recently married, try using your maiden name
3. Make sure you are using your home address, not your business address
4. Try using your previous home address

After trying the above, if you continue to receive an error message stating "Experian is unable to verify your name and home address combination," please submit the form below.

To validate your name and your **home address**, please submit a copy of ONE of the following bills with a current date no more than 60 days old:

- SCC Assessment notice
- Electric
- Gas
- Water/Sewer
- Landline Phone
- Cable
- Trash/Refuse Removal
- Mortgage
- Internet

You may redact or cover up account numbers, activity, and amount due or billed. The only information we are requiring is your name, the home address and the biller, the due date, and what the bill is for.

* Required Fields

14A

Email * Contact Number

First Name * Last Name *

Current Home Address Line 1 *

Current Home Address Line 2

City * State * Zip Code *

VA

14B

Upload a current bill to verify your home address *

Please select a file

Browse...

14C

reCAPTCHA

I'm not a robot

14D

Submit

15 You will get confirmation that your request has been received.

Note: It takes 24-48 hours for the account management team to research and approve a request. You will receive a follow-up email with next steps.

We have received your request.

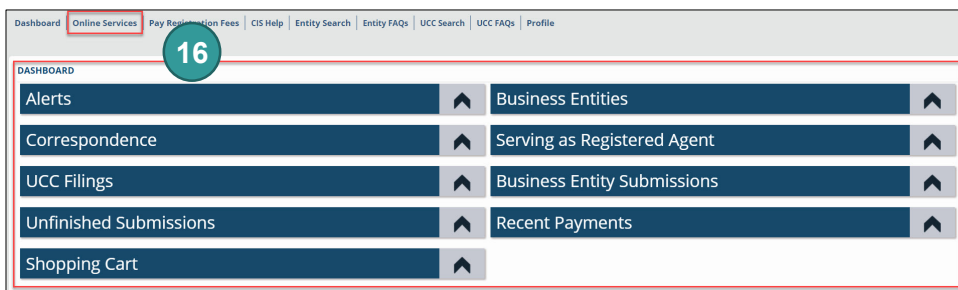
15

You will receive an email confirmation. This has been escalated to the Account Management Team for further research. Please note that once escalated a response back can take 1-3 business days.

Please return to the [CIS Help](#) page for more information on how to do business online with the Clerk's Office.

Create an Account in the Clerk's Information System

16 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.



Note: Your dashboard will not populate until you complete an action requiring the BE PIN on the online services tab.