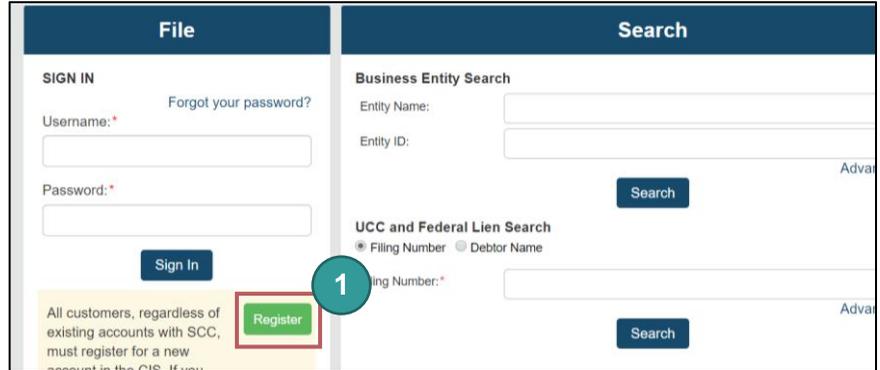


# Create an Account in the Clerk's Information System

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 create an account. This how-to guide will walk you through the account creation process.

- 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 Enter your name in the **Name Information** section.

*Note: Be sure to complete all mandatory fields marked with an asterisk (\*).*

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

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

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

**NOTE: In step 5 you must use your home address, not your business address.** We use your home address to verify your identity. If you enter something other than your home address, our third-party vendor cannot verify your identity. If you have recently moved or changed your name, try entering your old address or previous name.

# Create an Account in the Clerk's Information System

6 Review the **Username** and **Password Requirements** under Login Information.

7 Enter your Email Address in the **Email Address** field.

8 Create a **Username** and **Password** following the requirements.

9 Check the box to confirm

10 Click **Submit**.

11 Enter the **verification code** that was sent to your cell phone. Then click **Submit**.

If you receive an error message, go to the next page for trouble shooting.

Congratulations!

Now that you have an account, you can easily access information from your dashboard and submit requests. Remember, filing online saves you time by avoiding processing errors.

The screenshot shows the 'Login Information' form. It includes two sections: 'Username Requirements' and 'Password Requirements'. Below these are four input fields: 'Email Address', 'Username', 'Password', and 'Confirm New Password'. A checkbox at the bottom is for acknowledging terms. Red arrows point from callout numbers 6, 7, 8, and 9 to the respective requirements and input fields.

**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.

A close-up of the 'Submit' button, which is highlighted with a red border and a callout number 10.

The screenshot shows the 'Passcode Verification' screen. It prompts the user to enter a passcode sent to their cell phone. There are six input boxes for the passcode and 'Submit' and 'Clear' buttons. A callout number 11 points to the title of the screen.

Passcode Verification 11

Enter the passcode that was sent to your cell phone to complete account setup. This Passcode is good for five minutes.

Submit Clear

The screenshot shows the user dashboard. It has a navigation bar at the top with links like 'Dashboard', 'Online Services', 'Pay Registration Fees', etc. Below is a grid of dashboard items: Alerts, Correspondence, UCC Filings, Unfinished Submissions, Shopping Cart, Business Entities, Serving as Registered Agent, Business Entity Submissions, and Recent Payments. A red border highlights the main content area.

Dashboard | Online Services | Pay Registration Fees | CIS Help | Entity Search | Entity FAQs | UCC Search | UCC FAQs | Profile

DASHBOARD

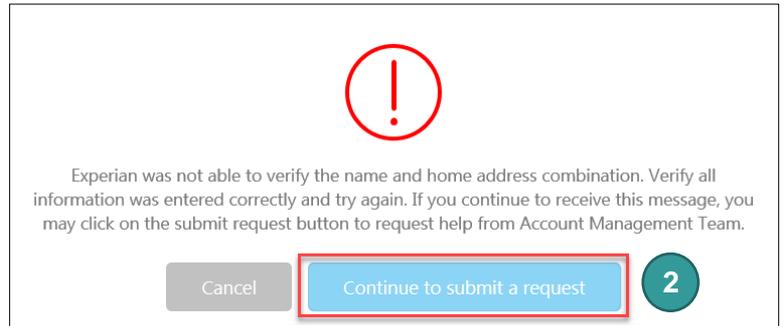
Alerts	Business Entities
Correspondence	Serving as Registered Agent
UCC Filings	Business Entity Submissions
Unfinished Submissions	Recent Payments
Shopping Cart	

Helpful Hints:

- [Navigate your Dashboard video](#) provides a quick tutorial on how to navigate your dashboard.
- Welcome Email contains your username. Save this email to reference later. If you cannot recall, your username you will need to create another account.

# Trouble Shooting: Create an Account

- 1 Start trouble shooting by completing the following:
  - Adjust your name by spelling out your middle name, using a middle initial or no middle name
  - Try a previous name
  - Validate you entered a home address
  - Try a previous home address
  - Enter the password that was sent to your cell phone.



- 2 Click **Continue to submit a request** if the error messages continues appears after trouble shooting

- 3 Complete the Account Help Request form.

**3A** Enter your contact information in all required fields.

**3B** Upload a current bill to verify your home address.

*Note: Cover up your account number before uploading. You may also cover up your account activity and/or amount due.*

**3C** Check the box beside **I'm not a robot**.

**3D** Click **Submit**.

**3A**

**3B**

**3C**

- 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.*

**15**

## We have received your request.

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.