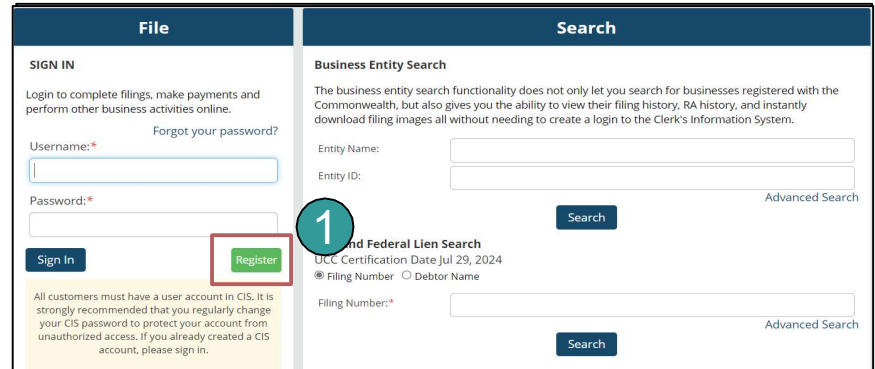


Create an Account in the Clerk's Information System

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.

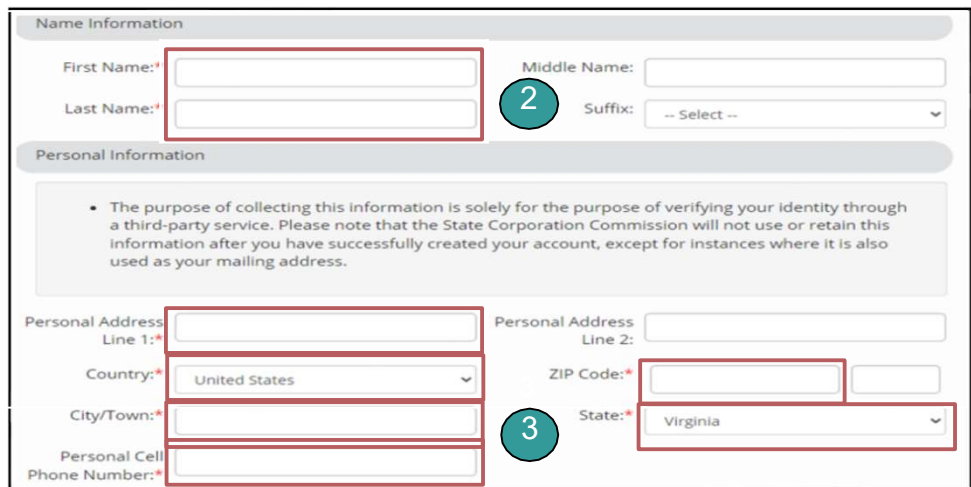
- 1 Navigate to CIS at <https://cis.scc.virginia.gov/> and click **Register** on the bottom left.

Note: Google Chrome or Microsoft Edge are recommended.

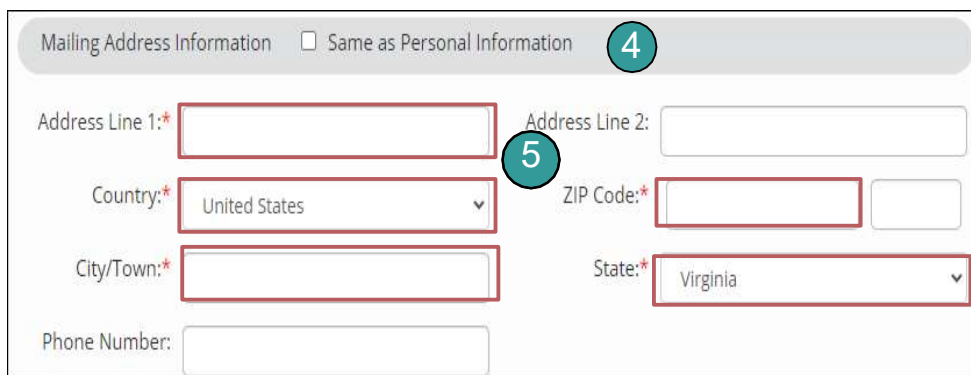


- 2 Enter your name in the **Name Information** section.

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



- 3 Enter your **Personal Address** and **Personal Cell Phone Number** in the **Personal Information** section.



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

- 5 Enter your Mailing Address in the **Address Line** section.

NOTE: In step 3 you must use your Personal Address, not your Business Address. We use your Personal Address to verify your identity. If you enter information other than your Personal Address and Personal Cell Phone Number, 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 Please read and acknowledge by checking the box for the identity verification statement.

10 Click **Submit**.

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

If you did not receive passcode, please click **Did not receive code** and follow the instructions or use the trouble shooting guide on the following pages.

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.

Helpful Hint:

- Welcome Email contains your Username. Save this email to reference later. If you cannot recall your Username, you will need to create another account.

The screenshot shows the 'Login Information' form. It includes sections for 'Username Requirements' and 'Password Requirements'. Below these are input fields for 'Email Address', 'Username', 'Password', and 'Confirm New Password'. A checkbox for an identity verification statement is also present. A 'Submit' button is at the bottom right. Red arrows and numbered callouts (6-10) point to the requirements, input fields, and the submit button.

The screenshot shows the 'Passcode Verification' form. It prompts the user to enter a passcode sent to their cell phone. There are six input boxes for the passcode. Below the boxes are buttons for 'Did not receive code', 'Submit', and 'Clear'. A callout '11' points to the 'Submit' button.

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

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.
 - Verify that you entered a Personal Address.
 - Try a previous Personal Address if you have recently moved.
 - Enter the Verification Passcode that was sent to your cell phone.

- 2 Click **Did not receive code** if you still have not received one after trouble shooting.

2A After reading the alert message, Click Continue to Submit Request.

- 3 Complete the Clerk's Information System Account Help Request form.

3A Enter your contact information in all required fields.

3B Upload a current bill to validate 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**.

- 4 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.

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:

- Adjust your name by spelling out your middle name, using just a middle initial or no middle name at all
- If you were recently married, try using your maiden name
- Make sure you are using your home address, not your business address
- Try using your previous home address
- Enter the passcode that was sent to your personal cell phone when the pop up box appears for Passcode Verification. If you move away from the pop up box before entering the code, you'll need to select Submit again.

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

Please cover up your account number. You may cover up account activity and amount due/billed. The only information we are requiring is your name, the home address and the biller and the due date.

* Required Fields

reCAPTCHA

3D

Submit

We have received your request. 4

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.