

# **Chesterfield Circuit Court Clerk's Office Secure Remote Access Application Information**

## **1. Secure Remote Access**

The Clerk will provide a secure remote access (SRA) system. This system will allow the subscriber to access land records maintained by the Clerk in a digitized format. The records available on the secure remote access site are listed in Attachment A of the **Chesterfield Circuit Court Clerk's Office's Subscriber Agreement for Secure Remote Access**. The Clerk reserves the right to modify the available records from time to time.

## **2. Application**

A potential subscriber must complete the **Chesterfield Circuit Court Clerk's Office's Application for Secure Remote Access**. There are different versions of the Application for businesses and individuals. The applicant must complete the Application and present it to the Circuit Court Clerk. If the applicant is a business, an Application shall also be signed by an authorized representative of the business. A separate "Business" Application is not required if the applicant is the sole owner of the business.

## **3. Agreement**

All applicants requesting a user name and password shall submit the **Chesterfield Circuit Court Clerk's Office's Subscriber Agreement for Secure Remote Access** with the Application. There are different versions of the Agreement for businesses and individuals. If the applicant is a business, an authorized representative of the business must sign the separate "Business" Agreement on behalf of the business. A separate "Business" Agreement is not required if the applicant is the sole owner of the business.

## **4. Account Creation (only necessary upon initial subscription)**

Prior to submitting an Application and Agreement, prospective users should create a user account that will be activated upon approval of the Subscriber Agreement. All applicants requesting a user name and password should visit the following web site to create a user account: [www.ccclandrecords.org](http://www.ccclandrecords.org)

## **5. Renewal**

SRA Agreements were revised as of June 4, 2015 to allow for an easier renewal process in future years. Agreements with this revision date (and forward) are eligible to be renewed with the rapid renewal process. The rapid renewal process is only available for subscriptions that have not yet expired. To ensure that access is uninterrupted, it is suggested that renewal requests be submitted at least a week before the current subscription ends. For expired subscriptions, full Applications/Agreements are required.

## **6. Submission of Fees**

Applicants shall submit payment with their Application and Agreement. See the below checklist for payment requirements.

## **7. Term of Agreement and Fees**

The term of the Agreement is one year (12 months). The annual fee is \$600.00 per user, which can be paid in six (6) month increments. The Clerk reserves the right to change the fees for providing access. Unless otherwise required by law, any change in fees will not affect current subscribers during the term of the Agreement. The new fees will be in effect for the next one-year term.

## **8. Approval of Application**

The Clerk may approve or deny the Application for secure remote access. Such approval is at the complete discretion of the Clerk. Applicants will be notified of the decision on their Application, with successful applicants having their user names and passwords activated (or reactivated) for use on the site. The Clerk will return the fee submitted along with notification of denial of the Application for any applicant denied approval.

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**IMPORTANT NOTE: Incomplete applications/agreements will not be processed.**

**To avoid processing delays, please review the checklist provided below.**

## Chesterfield Circuit Court Clerk's Office

### Checklist for Obtaining Secure Remote Access to Land Records

#### Individual Users:

- ❑ Complete an Individual Application for Secure Remote Access.
- ❑ Complete the Individual Subscriber Agreement for Secure Remote Access.
- ❑ Create a user account on the Chesterfield Secure Remote Access site (first-time users only).
- ❑ First-time users: With the completed Application and Agreement, submit cash or a **cashier's check** or money order payable to the Chesterfield Circuit Court Clerk in the amount of \$600.00 (or \$300.00 if planning to pay in six-month increments).
- ❑ Previous subscribers: With the completed Application and Agreement, submit cash, check or money order payable to the Chesterfield Circuit Court Clerk in the amount of \$600.00 (or \$300.00 if planning to pay in six-month increments). *Previous subscribers may pay by personal or business check but should be aware that, pursuant to Virginia law, there is a returned check fee for checks unpaid by the financial institution. At the Clerk's discretion, any subscriber may be required to pay with cash or certified funds.*

#### Business Users

- ❑ *Business principal*
  - Complete a Business Application for Secure Remote Access.
  - Complete the Business Subscriber Agreement for Secure Remote Access.
- ❑ *Each business user identified in the Business Subscriber Application:*
  - Complete an Individual Application for Secure Remote Access.
  - Complete the Individual Subscriber Agreement for Secure Remote Access.
  - Create a user account on the Chesterfield Secure Remote Access site (first-time users only).
- ❑ First-time users: With ALL completed Applications and Agreements, submit cash or a **cashier's check** or money order payable to the Chesterfield Circuit Court Clerk in the amount of \$600.00 per user (or \$300.00 per user if planning to pay in six-month increments).
- ❑ Previous subscribers: With ALL completed Applications and Agreements, submit cash, check or money order payable to the Chesterfield Circuit Court Clerk in the amount of \$600.00 per user (or \$300.00 per user if planning to pay in six-month increments). *Previous subscribers may pay by personal or business check but should be aware that, pursuant to Virginia law, there is a returned check fee for checks unpaid by the financial institution. At the Clerk's discretion, any subscriber may be required to pay with cash or certified funds.*

# **Chesterfield Circuit Court Clerk's Office Secure Remote Access to Land Records**

## **Frequently Asked Questions**

### **GENERAL INFORMATION**

**Q. What determines the requirements for remote access to land records?**

- A. Virginia law dictates how secure remote access to land records may be provided. Pursuant to statute, the Virginia Information Technology Agency (VITA) is the governing body that sets the standard for documentation required to obtain remote access to land records. VITA also sets security standards for secure remote access (SRA) sites.

**Q. What must be done to meet VITA documentation requirements?**

- A. Prospective users must complete an Application, enter into a Subscriber Agreement, and pay a fee for a subscription service. There are different versions of the Application and Agreement for businesses and individuals. The completed Application/Agreement must be presented to the Circuit Court Clerk. If the applicant is a business, an Application and Agreement shall also be signed by an authorized representative of the business. A separate "Business" Application/Agreement is not required if the applicant is the sole owner of the business.

**Q. What information is available through the remote access system?**

- A. Refer to Attachment A to the Subscriber Agreement for a chart of available data.

**Q. For the records available, is there any difference between the information made available in the Record Room as compared with that made available via SRA?**

- A. To the extent possible and pursuant to Virginia law, the Clerk has redacted social security numbers from the images contained on the SRA site.

**Q. All of our paperwork has been completed and forwarded to the Clerk's Office. What happens next?**

- A. Once all requested information has been provided, such information will be reviewed for approval/denial. If approved, your payment will be processed and you will be notified that your account has been activated/reactivated. The Clerk's Office will provide a hard copy of the approved/denied Application and Agreement for your records or may return same via email.

**Q. How will billing work?**

A. As outlined in the Subscriber Agreement, the Clerk's Office will not bill users. *It is the user's responsibility to keep up with his/her expiration date.* Users choosing to pay in six month increments must pay in advance of the six months lapsing to avoid any disruption in system access. The Agreement term is fixed and will not be lengthened for Subscribers paying in six-month increments who fail to pay in advance and subsequently lose access until payment is made. *It is suggested that payments be submitted at least a week before the pre-paid period ends to ensure that access is uninterrupted.*

**Q. How can I renew my subscription?**

A. SRA Agreements were revised as of June 4, 2015 to allow for an easier renewal process in future years. Agreements with this revision date (and forward) are eligible to be renewed with the rapid renewal process. The rapid renewal process is only available for subscriptions that have not yet expired. To ensure that access is uninterrupted, it is suggested that renewal requests be submitted at least a week before the current subscription ends. For expired subscriptions, full Applications/Agreements are required.

**Q. For a business subscriber, what happens if an employee terminates employment?**

A. When an authorized user ceases to be employed, written notification to the Clerk must be provided immediately. That user's account will be immediately deactivated and a separate user account for a new user can be created. A new user may be substituted upon the Clerk's approval of the new user's Individual Subscriber Application and Agreement. User fees are non-refundable, even if no substitution is made. An SRA Change Form should be used to document the terminated employee and, as applicable, the addition of a substitute.

**Q. How many persons can use a user name?**

A. Only one. Only the person who executed the Individual Subscriber Agreement may use the user name. Pursuant to the terms of the Subscriber Agreement, the Clerk may terminate access if user names are shared.

**TROUBLESHOOTING / TECHNICAL INFORMATION**

**Q. Can I access images on my Mac or with other Non-Internet Explorer browsers?**

A. This website will allow all users to access all scanned documents and plats, regardless of the operating system used. Users will need a copy of Adobe Acrobat to view and print the images. Adobe Acrobat is available for free from Adobe. A link to the download is also provided on the secure remote access site.

**Q. What resolution setting should I use so that my monitor displays the best quality image?**

A. A display setting of 1024 x 768 (or greater) is recommended.

**Q. Why can't I view the images?**

A. In order to view imaged documents, users must download Adobe Acrobat or another viewer of PDF images. Adobe Acrobat software is available at Adobe's website, including versions that are provided at no cost to the user. A link to the download is provided on the secure remote access site.

**Q. What kind of Internet connectivity is recommended?**

A. Image files are quite large and access time is directly related to the speed of the user's Internet connection. Users with broadband access or other high-speed connections receive the best results.

**Q. I'm reviewing recently-recorded images and it appears that multiple documents are combined into one PDF file instead of each document appearing separately. Why is this happening?**

A. As a convenience to users, images are loaded to the site immediately as they become available. Occasionally, index data is loaded later the same day or early the following day. For the image program to calculate the number of pages contained in a document being displayed, it must rely on index data. If multiple documents appear to be combined, it typically indicates that the images were loaded to the SRA site prior to the corresponding indexing data being loaded.

**Q. My account has been locked and I know I'm using the correct user name and password. How can I prevent this from occurring?**

A. Always completely log out of the system when you are finished using it. Simply closing the browser window does not always terminate the active session.

**Q. Is support available 24 hours a day?**

**Q. What if I've forgotten my user name and/or password?**

**Q. Whom do I contact if I'm having technical problems in relation to the SRA site?**

**Q. Whom do I contact if I have a question about the specific records available on the site?**

A. Technical support is available from 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding holidays. Email the Clerk's Office at [chesterfieldsra@chesterfield.gov](mailto:chesterfieldsra@chesterfield.gov). *For security purposes, do not provide your user name and password via email.* During public service hours (8:00 a.m. to 4:00 p.m.), you may also call the Clerk's Office at 804-748-1241 for assistance. Simply advise the receptionist that you need to speak with someone in the Record Room regarding your secure remote access account.