



AuditorePass
Order Documents Online

Frequently asked Questions

What is AuditorePass.com?

AuditorePass.com allows you to Order and Purchase Court Documents Digitally Signed by the Auditor. These days, electronic commerce has created the potential for converting conventional buying into a web-based electronic buying process. AuditorePass.com tries to achieve the same that is Virtual Buying and Selling of Documents. Using AuditorePass.com, one can order a Certified as well as Non-Certified documents.

How do I register with AuditorePass.com?

To Register with AuditorePass.com, you have to follow the steps below:

1. Go to www.AuditorePass.com
2. Select the State from the "Select State" Dropdown box and click on the Go button
3. Select the County from the "Select County" Dropdown box and click on the Go button
4. Click on the "New User Register here?" link
5. A registration form will be displayed, fill in the form with the correct details and click on the Submit button.
6. Once you click on the submit button, you will get a confirmation e-mail on the e-mail id provided.

Now you are a registered user of AuditorePass.com.

Is there any fee to register?

No, there is no fee to register. You are going to be charged just for the documents that you request and our service.

If I have registered with a particular County, can I make requests from other Counties?

Yes, if you have registered with a particular County, you can still order documents from any other Counties in that State, but not from Counties belonging to different States.

What if I want to order documents but do not register with AuditorePass.com?

To order documents, you have to be a registered user of AuditorePass.com

What is a Digital Signature?

A digital code that can be attached to an electronically transmitted message that uniquely identifies the sender. Like a written signature, the purpose of a digital signature is to guarantee that the individual sending the message really is who he or she claims to be. Digital Signatures are especially important for electronic commerce and are a key component of most authentication schemes. To be effective, digital signatures must be protected from forgery. There are a number of different encryption techniques to guarantee this level of security.

A set of alphabetic or numeric characters used to authenticate a cryptographic message by ensuring that the sender cannot later disavow the message, the receiver cannot forge the message or signature, and the receiver can prove to others that the contents of the message are genuine and originated with the sender.

AuditorePass has been issuing SSL Certificates to secure web sites and transactions, Digital IDs to secure and authenticate identities and Code Signing Certificates to secure applications since 1996. AuditorePass is a leading Certification Authority and SSL Provider and expert in understanding and fulfilling the online security requirements of Enterprises, Organizations and Governments of all sizes.

How do I request a document?

If you are a registered user, follow the below mentioned points to order a document

1. Go to www.AuditorePass.com, select the State and the county from where you want to order the Documents.
2. Login using your Username and Password.
3. You will be directed to a page where you will get four options. They are
 - Request a Document.
 - View a Certified. Document.
 - View a Non Certified Document.
 - Check Order Status.
4. Click on Request a Document. A form will be displayed, fill in the form, here you have to Select Print/Display for ordering a Non-Certified document and Certified to order a Certified document and Click on submit button.
5. You will be directed to a Page Displaying details of your Ordered Documents, click on the Check-out button.
6. You will be Directed to a Page Displaying the terms and conditions, Select "I Agree" and click on the Submit button.
7. You will be directed to the Payment Page. Enter the Valid details and Click on the Submit button. Once you click on the Submit button, your order is placed.
You will receive a Confirmation e-mail acknowledging your order.

What are the different types of documents that can be ordered?

As a user you can order 2 types of Documents.

1. A Certified Document:- A Certified document is a copy which is Digitally signed by the Auditor.
2. A Non-Certified Document:- A non Certified document, is a copy of the Document which is not Digitally Signed by the Auditor.

What are the charges?

1. For A Certified Document:- County Auditor Fees * No. of Copies + Customized Access Fees(CAF) * No. of Copies.
2. For A Non-Certified Document:- County Auditor Fees + Customized Access Fees(CAF).

What are the Payment Procedures?

To make the payment for a ordered document, you have to fill in the Credit Card details, once the Auditor replies with the document, the Amount is calculated and charged to your account with reference to the Credit Card number you have entered.

Does AuditorePass maintain my credit card information so it doesn't have to be entered for each request?

No, for law and security purposes AuditorePass does not maintain credit card information. Every time that you request any quantity of documents, you need to enter your credit card information.

How will I know that my order is placed and completed?

Once your order is placed, you will get an e-mail confirming that your order has been received. When your order is completed you will be get an e-mail confirming that your order has been completed.

How do I view the requested documents?

To View a Certified Document, please follow the steps mentioned below

1. Go to www.AuditorePass.com, select the State and the county from where you want to view the documents.
2. Login using your Username and Password.
3. You will be directed to a page where you will get four options. They are
 - Request a Document.
 - View a Certified. Document.
 - View a Non Certified Document.
 - Check Order Status.
4. You will be directed to a page, where you have to enter the 22 digit Serial ID sent to you in the Certification e-mail. Once you enter the Serial ID, the copy of a Certified Document will be displayed.

To View a Non-Certified Document, please follow the steps mentioned below

1. Go to www.AuditorePass.com, select the State and the county from where you want to view the documents.
2. Login using the Username and Password.
3. You will be directed to a page where you will get four options. They are
 - Request a Document.
 - View a Certified. Document.
 - View a Non Certified Document.
 - Check Order Status.
4. Click on View a Non-Certified Document. You will be directed to the Order History page. Click on the respective order number and the order details will be displayed. For a Non-Certified copy, a PDF icon is present near the order number. Click on the PDF icon and a copy of the Non-Certified document is displayed.

How can my password be retrieved?

1. Type www.ClerkePass.com in your browser.
2. Select the state from the State dropdown and click on the Go image. This will display a page where you have to select the county. Select the county from the County dropdown and click on the Go image. This will take you to the respective county home page.
3. Please click the link Forgot Password.
4. Please Enter your Username and Email Id. Click on Submit.
5. Please enter the Secret Answer. (It should be the same answer which was entered while registering) If you have not set the Secret Question and Answer, you can do it now. Click on Submit button
6. Please enter the New Password and Retype the New Password. Click on Submit Button

You can Login now using the New Password

If I have a document in my possession, then can I get the Certified copy of that document?

If you have the document in your possession and want a certified copy of the same, while placing the order you can directly attach the document.

How do I cancel the requested documents?

To cancel the order, you can call the Auditor or send AuditorePass an order cancellation e-mail.

Will the ordered document charges get refunded?

Yes, once the order is cancelled the amount debited to your account will be refunded.

Can I get a hard copy of the ordered documents?

You can print the document to get a hard copy just for a reference. Actual certified copy is hosted on the website which you can view by logging on to the server and using the document serial id provided to you.