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Escrow Account Management

Once your Escrow Account Agreement has been processed by our office, your escrow account will be available. You will have the ability to deposit any amount over $7.00 into your escrow account. If funds have been depleted to a level where there are insufficient funds to cover account charges and recording fees, another method of payment will have to be used until you deposit additional money into the account. The default deposit amount is set at $50.00, but this can be changed to any amount no less than $7.00. If you use a credit card, a 3% surcharge will be added to the total. You will also have the ability to edit your account information, and in the case of online accounts, the information of any other logins authorized to use the escrow funds. You can also view and print statements and activity reports to keep track of usage (Acrobat Reader required www.adobe.com).

How to Manage Your Account:

Upon logging in, you will be taken to your homepage. If you are unable to log in to your account, it may mean that you did not log out of a previous session. You must log out every time you use the service, otherwise you won’t be able to log in again. You can log out by clicking the “log out” link from the menu on the left on your home page.

The homepage shows an “Account Overview” section which displays your company information and the balance of your escrow account. You can also change the passwords of logins, update company contact information and deposit funds. There is also a “Reports” section which will allow you to view and print invoices and view/print account activity. Below that is a list of logins that have access to use the escrow funds. Each login can be selected and contact information edited. The “Administrator” account is denoted by the “key” icon next to the name. This account has the ability to update company information, login information, reset passwords, run reports and deposit money. The “Activity Overview” section at the bottom of the page displays the account activity from the last 7 days. (See Fig. A)
TO LOG IN:

1. Go to our website: www.ebrclerkofcourt.org
2. Click “Hot Topics”
3. Click “Escrow Account Login” under the “Online Access Services” section
4. Enter the “Login” and “Password” you chose when signing the contract (passwords are case-sensitive)
5. Click “Submit” or press enter (See Fig. B)
TO UPDATE COMPANY INFORMATION:

1. Log in as the Account Administrator to view the “Account Home” page (See Fig. C)

(Fig. C)

2. Click “edit” in the “Account Overview” section (See Fig. D)

(Fig. D)

3. All values except “Account Code” can be changed
4. This is the information we use to contact you regarding changes or additions to our services. Please take special care when changing this information, especially the address, email, and phone number (See Fig. E)
TO UPDATE LOGIN INFORMATION:

1. Log in as the Account Administrator to view the “Account Home” page (See Fig. F)

2. Click one of the logins in the “Online Logins” section. (See Fig. G)
3. This will bring you to the “Login Home” page. This page is also the homepage of the non-administrator accounts. Here you can edit the login contact information. The Account Administrator can update all logins, but non-administrators can only update themselves. (See Fig. H)

(Fig. H)

(Fig. G)

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<tr>
<th>Login</th>
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<th>CC Access</th>
<th>Email</th>
<th>Last Login</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin</td>
<td>✔</td>
<td>❌</td>
<td><a href="mailto:lenodata@belkouth.net">lenodata@belkouth.net</a></td>
<td>12/31/1969 08:00 pm</td>
<td>DO NOT ERASE THIS ACCOUNT.</td>
</tr>
<tr>
<td>tester</td>
<td>✔</td>
<td>❌</td>
<td><a href="mailto:youremail@domain.com">youremail@domain.com</a></td>
<td>04/14/2009 11:37 am</td>
<td>This is a test account</td>
</tr>
<tr>
<td>tlo</td>
<td>✔</td>
<td>❌</td>
<td><a href="mailto:youremail@domain.com">youremail@domain.com</a></td>
<td>04/14/2009 12:04 pm</td>
<td>This is a test account administrator</td>
</tr>
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4. Click “edit” in the “Login Overview” section to modify contact information (See Fig. I)

(Fig. I)
5. All values except “Login” can be changed.
6. This is the contact information for the Login ID, not the company. Enter the first name, last name and email address of the person using the login.
7. Click “Submit” to save or “Cancel” to leave it unchanged (See Fig. J)

(Fig. J)

8. The password for the login can also be changed from the “Login Home” page by clicking “Reset” in the “Login Overview” section. (See Fig. K)

(Fig. K)

9. Enter the old password in the appropriate field then enter the new password twice below that, then click “Submit” to save. Passwords are case-sensitive. (See Fig. L)
TO DEPOSIT FUNDS:

1. Both administrator and non-administrator accounts can deposit funds from their respective homepages by clicking “Deposit” in the “Account Overview” or “Login Overview” sections. (See Fig. M)

2. Enter the desired amount in the “Deposit Amount” field. The default amount is $50.00 and the minimum amount is $7.00.

3. Enter the credit card number in the “Card Number” field. No dashes or spaces are necessary, and we accept all card types.

4. Choose the expiration date of the card from the drop-down menus labeled “Expiration Date”.

5. Enter the Card Security Code number in the “Security Code” field. The code is located on the back of MasterCard, Visa and Discover credit or debit cards and is typically a separate printed group of 3 digits to the right of the signature strip. On American Express cards, the code is a printed group of four digits on the front of the card towards the right.

6. Click the “Make Deposit” button. A 3% surcharge will be added to all credit card transactions. Users must acknowledge this and accept the adjusted amount by pressing “OK” on the information window that appears after the “Make Deposit” button is pressed (See Fig. N).
7. After the payment has been processed, the funds will be made available and the balance will be updated in the “Login/Account Overview” section on the homepage.

TO VIEW AND PRINT REPORTS:

1. Log in as the Account Administrator to view the “Account Home” page (See Fig. O)

2. Click one of the plus-signs next to “Statements” or “Account Activity” in the “Reports” section. This will show the options for whichever report you choose to run. (See Fig. P)
3. To view “Statements”, choose an invoice date from the drop-down list, then click “View”. The report is in PDF format, so you will need Adobe Reader or any other PDF reader to view it.
4. To view “Account Activity”, click “From Date” and “To Date” selecting the date range from the popup calendars. The dates may also be entered manually in the format: mm/dd/yyyy
5. By default, both “show items with a receipt number” and “show items without a receipt number” are selected. You may de-select either one, but at least one of the options must be selected. Items with receipt numbers will display transactions involving money. Items without receipt numbers will display login times and contact information updates
6. Click “View” to generate and display the report. The report is also in PDF format, so you will need Adobe Reader or any other PDF reader to view it. (See Fig. Q)

TO LOG OUT:

1. To log out, you must return to your home screen by pressing your browser’s “Back” button
2. Once you’re at your home screen, click the “Logout” link in the menu on the left. (See fig.R)
3. If you close your browser window without logging out, your session will remain active and you will be unable to log in until the session has been disconnected.