



# **Business Information Systems**

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## **NCVitals User Manual**

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*Department: Online Services*

*Updated By: Marisa Long*

*October 01, 2018*

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# Introduction

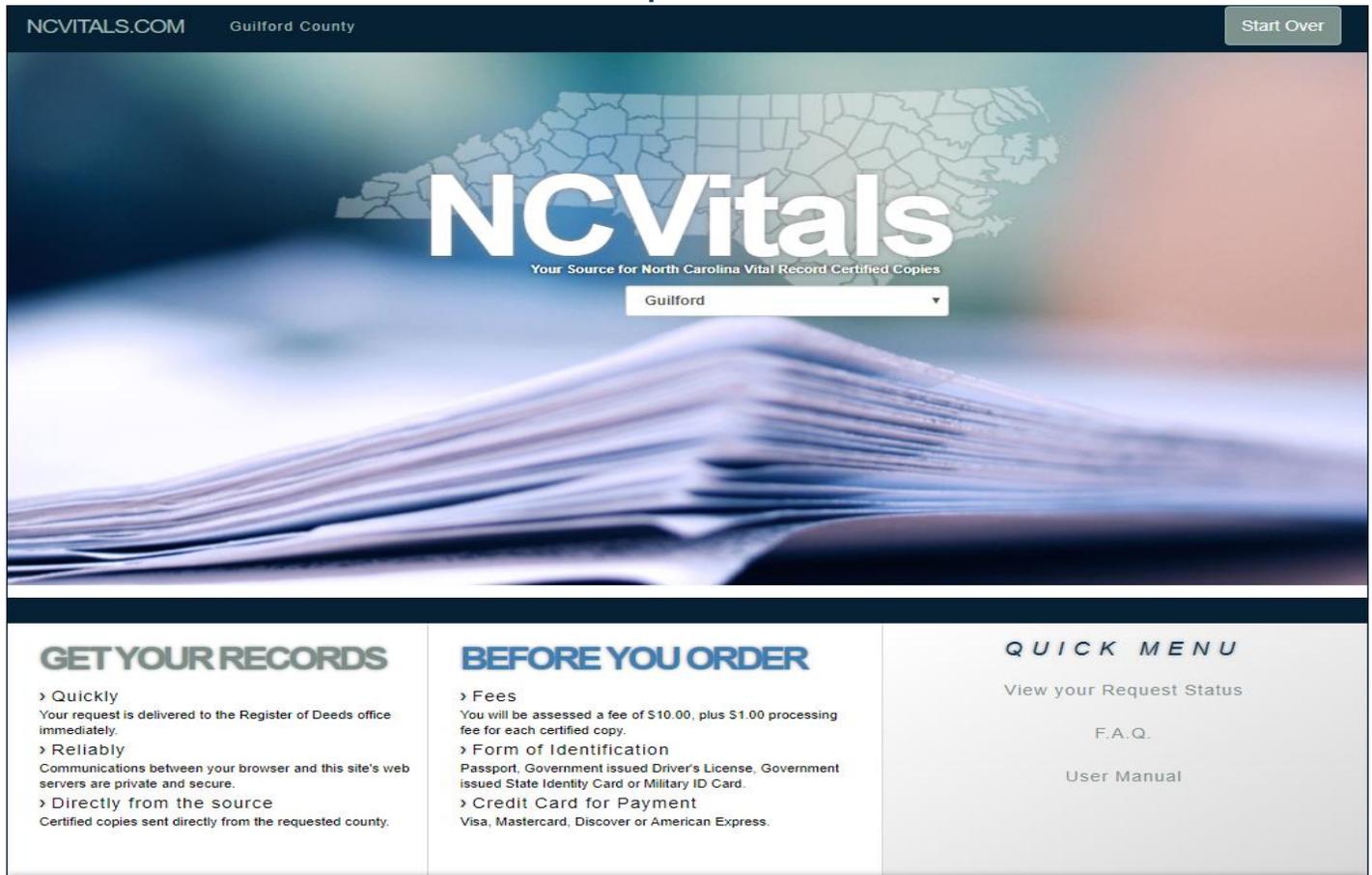
This user manual is designed to provide all relevant information on how to access and use the NCVitals website. This document outlines the process of requesting Birth, Death, and Marriage Certificates online, along with checking on the status of your request.

# Walkthrough of Requesting Vital Records

To begin, read through the information found under 'Before You Order' and then select a county from the dropdown to start your request.

<h3>GET YOUR RECORDS</h3> <ul style="list-style-type: none"><li>› Quickly Your request is delivered to the Register of Deeds office immediately.</li><li>› Reliably Communications between your browser and this site's web servers are private and secure.</li><li>› Directly from the source Certified copies sent directly from the requested county.</li></ul>	<h3>BEFORE YOU ORDER</h3> <ul style="list-style-type: none"><li>› Fees You will be assessed a fee of \$10.00, plus \$1.00 processing fee for each certified copy.</li><li>› Form of Identification Passport, Government issued Driver's License, Government issued State Identity Card or Military ID Card.</li><li>› Credit Card for Payment Visa, Mastercard, Discover or American Express.</li></ul>	<h3>QUICK MENU</h3> <ul style="list-style-type: none"><li>View your Request Status</li><li>F.A.Q.</li><li>User Manual</li></ul>
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For this example, we will select Guilford County from the dropdown.



The screenshot shows the NCVitals website interface. At the top left, it says "NCVITALS.COM" and "Guilford County". At the top right, there is a "Start Over" button. The main header features a map of North Carolina with "NCVitals" written in large white letters, and the tagline "Your Source for North Carolina Vital Record Certified Copies" below it. A dropdown menu is open, showing "Guilford" selected. Below the header is a large image of a stack of papers. At the bottom, there is a navigation bar with three columns: "GET YOUR RECORDS", "BEFORE YOU ORDER", and "QUICK MENU".

# Select County

Once selected, you will be redirected to a page asking what type of Vital Record you are looking for: Birth, Death, or Marriage Certificate. For this example, we will request a birth certificate from Columbus County. Click the button beside 'Birth' and then 'Next' to continue.

NCVITALS.COM Guilford County Start Over

## Selected County: Guilford County, NC

English / Ingles

**SELECT COUNTY**    DISCLAIMER    GENERAL INFO    PHOTO UPLOAD    CERTIFICATE INFO    PAYMENT INFO    PREVIEW    COMPLETION



Jeff L. Thigpen  
Guilford County Register of Deeds

### Guilford County Register Of Deeds

The Guilford County Register of Deeds mission is to record, preserve, maintain, and provide access to real estate and vital records in an effective and efficient manner in accordance with North Carolina General Statutes. We are committed to be the best organization, a role model, by using the most advanced technology and innovative business practices. By providing courteous, professional and excellent service, we will exceed the expectations of the citizens we serve. Thank you and we hope you enjoy your visit. –Jeff L. Thigpen

**Phone:** (336) 641-7556  
**Hours:** Monday - Friday, 8:00 a.m. to 5:00 p.m.  
**Website:** <http://www.guilforddeeds.com>  
**Fees:** \$10.00 plus \$1.00 processing fee for each certified copy. All online requests will be processed by the end of the next business day

Please select the certificate you would like to request:

- Birth
- Death
- Marriage

[« Select a different county](#) Next >>

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Once completed, click the 'Next' button in the bottom right corner to continue.

# Disclaimer

You will need to view the Disclaimer and click the 'Accept' button on the Disclaimer page to continue.

NCVITALS.COM    Guilford County    [Start Over](#)

## NEW RECORD REQUEST

SELECT COUNTY    **DISCLAIMER**    GENERAL INFO    PHOTO UPLOAD    CERTIFICATE INFO    PAYMENT INFO    PREVIEW    COMPLETION

### Disclaimer

Select "Accept" if you agree with the following disclaimer, or "Decline" to return to the home page.

**WARRANTY DISCLAIMER**

The NCVitals.com online payment system and all of the information it contains are provided 'as is' without warranty of any kind, whether express or implied. Information is being supplied only as of the date entered. It may contain generalizations, technical inaccuracies, or typographical errors. Updates and corrections may be made without notice. NCVitals.com disclaims all implied warranties, including, without merchantability fitness for a particular purpose, and non-infringement.

**ABOUT THIS SERVICE**

NCVitals.com accepts payments on behalf of other entities and in turn sends the final amount charged, less any service fees charged by NCVitals.com, to the entity. You can make payments by using a Visa, MasterCard, Discover or American Express credit/debit card. Electronic check payments are also accepted by some entities. Payments made through the NCVitals.com online payment system are subject to approval by the entity to which the payment is made. If you submit inaccurate or incomplete payment information, then your payment may be rejected. The entity also reserves the right to reject your payment for any other reason. In the event that your payment is rejected a notification will be sent to the email address that was originally submitted with the payment. Upon final submission of payment, you will be provided with a status number which you can use to check the status of your payment at any time by visiting the Request Status link on the NCVitals.com home page.

When you submit a credit/debit card payment through the NCVitals.com system, your card information is temporarily stored in an encrypted database and assigned a token number. When the entity to which you submitted the payment chooses to accept the payment, the token number is used to refer to the card information and the system will attempt to charge your card in a secure data environment. By clicking the Accept Disclaimer button below, you hereby authorize NCVitals.com to store your credit/debit card information in this fashion. The tokenization method of storing credit/debit card information is permitted by law and meets all PCI compliance regulations. You will receive a confirmation email when you initially submit the payment, but your payment is not actually completed until it is accepted by the entity you paid.

Electronic check payments that fail due to insufficient funds, invalid bank account information or any other reason may result in additional charges imposed by the entity to which the payment was made.

[Decline](#)    [Accept](#)

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# General Info

The next page requires you to fill out your information as the applicant. This is the mailing address in which you would like the certificate mailed to. All fields marked with an asterisk (\*) are required, anything not marked can be skipped if not applicable.

NCVITALS.COM    Guilford County    [Start Over](#)

NEW RECORD REQUEST

SELECT COUNTY    DISCLAIMER    **GENERAL INFO**    PHOTO UPLOAD    CERTIFICATE INFO    PAYMENT INFO    PREVIEW    COMPLETION

## Applicant Information

*Enter your contact information in the fields below. Required Fields are marked with a \*.*

<b>Your Name</b>	<b>Shipping Address</b>
* First: <input type="text"/>	* Address 1: <input type="text"/>
Middle: <input type="text"/>	Address 2: <input type="text"/>
* Last: <input type="text"/>	* City: <input type="text"/>
	* State: <input type="text" value="Pick a state"/>
	* Zip: <input type="text"/>
	* Phone: <input type="text"/>
	* Email: <input type="text"/>

Optional Express Shipping (1-2 days) for \$24.70 (Signature Required Upon Delivery):

[Guilford County Holiday Calendar](#)

[<< Back](#)    [Next >>](#)

Once completed, click the 'Next' button in the bottom right corner to continue.

# Photo Upload

On the 'Photo Identification' screen, you have the option to upload a form of photo identification or fax or mail a copy of your valid Photo ID.

The forms of photo identification accepted are:

**Passport**

**Government Issued Driver's License**

**Government Issued State Identity Card**

**Military ID Card**

To upload a picture, click the 'Choose File' and find the location of your picture on your computer. Please note that the picture must have a file type of either JPG or JPEG.

The screenshot shows the 'Photo Identification' step in a multi-step process. At the top, it says 'NCVITALS.COM Guilford County' and has a 'Start Over' button. Below is a progress bar with steps: SELECT COUNTY, DISCLAIMER, GENERAL INFO, PHOTO UPLOAD (current step), CERTIFICATE INFO, PAYMENT INFO, PREVIEW, and COMPLETION. The main heading is 'Photo Identification' with a note: 'A Valid Photo ID is required for your request to be approved.' Under 'Accepted forms of Identification:', there is a bulleted list: Passport, Government issued Driver's License, Government issued State Identity Card, and Military ID Card. Under 'Upload', there is a 'Choose File' button and the text 'No file chosen'. Below that, it says 'File Types Allowed: JPG, JPEG, TIF, PDF'. At the bottom right, there are '<< Back' and 'Next >>' buttons.

Once completed, click the 'Next' button in the bottom right corner

# Certificate Information

Next, fill out all required fields marked with an asterisk (\*). For Birth Certificates, this includes the Birth Certificate Owner's name and the Mother and Father's information. (Required fields will vary based on certificate selected.)

NCVITALS.COM Guilford County Start Over

NEW RECORD REQUEST

SELECT COUNTY    DISCLAIMER    GENERAL INFO    PHOTO UPLOAD    **CERTIFICATE INFO**    PAYMENT INFO    PREVIEW    COMPLETION

## Birth Certificate Request

*Enter the information for the certificate you would like to request. Required Fields are marked with a \**

<b>Certificate Owner (?)</b>	<b>Parent 1 (?)</b>	<b>Parent 2 (?)</b>
* First: <input type="text"/>	* First: <input type="text"/>	* First: <input type="text"/>
Middle: <input type="text"/>	Middle: <input type="text"/>	Middle: <input type="text"/>
* Last: <input type="text"/>	* Last: <input type="text"/>	* Last: <input type="text"/>
* Date of Birth: <input type="text"/> <i>mm/dd/yyyy</i>	* Maiden: <input type="text"/>	* Maiden: <input type="text"/>
	<input type="checkbox"/> Note: If no maiden name, check box	<input type="checkbox"/> Note: If no maiden name, check box

Your relationship to Certificate Owner:

I hereby certify that I am related to the person whose document I am requesting or I am an Authorized Agent or an Attorney. This includes: spouse, sibling, child, parent, grandparent, and grandchild. This may also include step relationships.

<< Back    Next >>

Choose your relationship to Certificate Owner by clicking on the dropdown arrow and selecting the option that fits your situation. If the statement highlighted in blue is true for which you are requesting, check the box next to the message in blue, and click 'Next' in the bottom right to proceed.

# Record Request Cart

Next, you may review your information before proceeding to check out. From here you may change your information and review the photo you uploaded on the left.

NCVITALS.COM    Your Requests ▾    Guilford County    [Start Over](#)

## Record Request Cart

**Applicant Information**    [Edit](#)    [Change Photo](#)

[View Uploaded Photo ID](#)    **Name:** TEST TESTER

**Address:** 1234 Test Blvd  
Jackson TN, 12345

**Phone:** 5555555555

**Email:** test@test.com

**Record Requests**    [Add Another Request](#)

Birth Certificate Requests					
Date of Birth	Certificate Owner	Relationship	Quantity	Price (\$)	Options
04/11/2002	TEST TESTER	Self	<input type="text" value="1"/> <a href="#">Update Quantity</a>	10.00	<a href="#">Edit</a> <a href="#">Delete</a>
<b>Certificate Total (?)</b>				\$10.00	
<b>Processing Fee Total (?)</b>				\$1.00	
<b>PAYMENT TOTAL</b>				<b>\$11.00</b>	

Click 'Next' in the bottom right to proceed.

# Record Request Cart Continued

At this stage you also have the option to change the quantity of certificates you are requesting, along with reviewing fees and the total amount due.

## Additional Comments

If you need to give us any additional information, please provide it in the section below.

I hereby certify that all the information I have provided is true to the best of my knowledge.

**NOTE: It is a felony violation of North Carolina Law (G.S. 130a-26) to make a false statement on the application or to unlawfully obtain a certified copy of a vital record.**

<< Back

Next >>

If everything looks correct after reviewing, add any additional comments (if any) and check the box certifying that the information you have provided is true to the best of your knowledge. Click 'Next' in the bottom right to proceed.

# Payment Information

Enter all required payment fields marked with an asterisk (\*), along with billing information. You may click the check box under 'Bill To' if applicant is the same as the person being billed.

NCVITALS.COM   Your Requests -   Guilford County   [Start Over](#)

NEW RECORD REQUEST

[SELECT COUNTY](#)   [DISCLAIMER](#)   [GENERAL INFO](#)   [PHOTO UPLOAD](#)   [CERTIFICATE INFO](#)   [PAYMENT INFO](#)   [PREVIEW](#)   [COMPLETION](#)

## Payment Information

*Enter your payment information in the fields below. Required Fields are marked with a \*.*

**Payment Type**

Debit / Credit Card

**Payment Data**

**Bill To**

Same as Applicant Info

\* First:

Middle:

\* Last:

**Billing Information**

\* Address 1:

Address 2:

\* City:

\* State:

\* Zip:

\* Phone:

\* Email:

[<< Back](#)

Once all required fields are completed, click 'Submit' to continue.

# Order Preview

Your order preview allows you one last chance to check your payment details, billing information, and your certificate(s) order. If there are any discrepancies, click 'Edit Payment Information', 'Edit Application Information', or 'Edit Cart' to modify any of the information.

NCVITALS.COM    Your Requests ▾    Guilford County    [Start Over](#)

NEW RECORD REQUEST

SELECT COUNTY    DISCLAIMER    GENERAL INFO    PHOTO UPLOAD    CERTIFICATE INFO    PAYMENT INFO    PREVIEW    COMPLETION

## Order Preview

*Please make sure all items listed in this preview are accurate before placing your order.*

**Applicant Information**

TEST TEST  
1234 Jackson Blvd  
Jackson, TN 12345  
5555555555  
test@test.com

[View Uploaded Photo ID](#)

[Edit Applicant Information](#)

**Payment Details**

Credit

[Edit Payment Information](#)

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*Ordered Records from Guilford County Register of Deeds*

Quantity	Certificate Owner	Relationship	Price (\$)
<b>Birth Certificate Requests</b>			
1	Test Tester	Self	10.00
<b>Certificate Total (?)</b>			\$10.00
<b>Processing Fee Total (?)</b>			\$1.00
<b>PAYMENT TOTAL</b>			<b>\$11.00</b>

[Edit Cart](#)

[<< Back](#)    [Finish and Pay >>](#)

If all information is verified to be accurate, click the 'Finish and Pay' button in the bottom right corner to complete your order.

# Completion

Lastly, you will be presented with your final order screen which will display your Status Number.

NCVITALS.COM Guilford County Start Over

NEW RECORD REQUEST

[SELECT COUNTY](#) [DISCLAIMER](#) [GENERAL INFO](#) [PHOTO UPLOAD](#) [CERTIFICATE INFO](#) [PAYMENT INFO](#) [PREVIEW](#) [COMPLETION](#)

## Payment Submitted!

Your payment has been submitted. Keep this information for your future records.

NCVitals.com - You have successfully submitted a record request for Guilford County, NC.

### Submission Details

TEST TEST  
1234 Jackson Blvd  
Jackson, TN  
5555555555  
test@test.com

Credit  
MC  
XXXX-XXXX-XXXX-5454  
1220

### Ordered Records

Quantity	Certificate Owner	Relationship	Price (\$)
Birth Certificate Requests			
1	Test Tester	Self	10.00
Certificate Total (?)			\$10.00
Processing Fee Total (?)			\$1.00
Payment Total			\$11.00

**Total: \$11.00 (?)**

### Order Status Number - KT1COOb1

This number allows you to view your request status from the "View Request Status" page. Write this number down or print this summary for future reference.

[Home](#) [Print](#)

You may also print this page to keep for your records by hitting the 'Print' button in the bottom right corner of your screen.

You will also receive an email with the status number to the email you provided in applicant information. You will also receive an email when your request has been accepted or rejected.

# Completion Continued

With this Status Number, you may check the status of your order at any time by going back to the home page of [www.ncvitals.com](http://www.ncvitals.com) and clicking 'View your Request Status' under 'Quick Menu' in the bottom left of your screen.

NCVITALS.COM

CHECK STATUS

Status Number:

[Back](#) [Check Status](#)

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Your vital request sent to Guilford county is PENDING

**Applicant Info..**

TEST TEST  
1234 Jackson Blvd  
Jackson, TN 12345

5555555555  
[test@test.com](mailto:test@test.com)

**Birth Request(s)**

Status	Date of Birth	Name at Birth	Parent 1 / Parent 2	Relationship	Quantity
Pending	05-01-1990	test tester	test tester test tester	self	1

This allows you to know exactly when your vital request is ACCEPTED or REJECTED by the county. If neither has happened, your request will show a PENDING status.

Thank you for using NCVitals.com!