



ePrepare®

User Guide

FOR ALL USERS

ePrepare is our web-based eRecording solution designed for fast, secure, and efficient recording of real estate documents. It streamlines the recording process, helping you reduce errors, save time, and enhance document tracking — all from one easy-to-use platform.

MAY 2025



CSC offers electronic recording (eRecording) services for real estate documents, enabling clients to securely and efficiently record documents nationwide. As a pioneer in this space, we deliver both speed and reliability to support smooth real estate transactions.

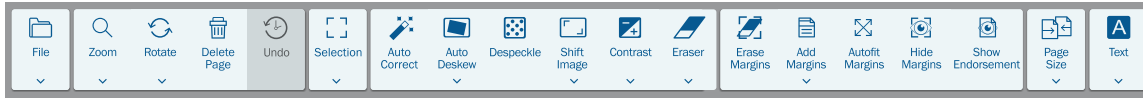
Our intuitive, web-based platform reduces the time between closing and recordation, minimizes errors that lead to rejections, and enhances document tracking for greater operational efficiency.

To learn more about our comprehensive paper and electronic recording services with coast-to-coast coverage, please visit <https://www.cscglobal.com/service/erecording>.

We're ready to talk.

1 855 200 1150 csc-help@cscglobal.com [cscglobal.com](https://www.cscglobal.com)

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Welcome to **ePrepare’s User Guide!** This guide provides helpful tips for navigating our secure, web-based eRecording solution for real estate documents.

Our platform streamlines the process of preparing and submitting documents to the county. Upload documents to our website, index required information, and submit them electronically to county offices for review and recording.

This overview offers a basic introduction to ePrepare, and we highly recommend [registering](#) for a complimentary training session. Each week, our Support Team hosts live webinars where we walk you through the eRecording process and address any questions you may have. Sign up for a session today and learn how ePrepare can simplify and enhance your document recording experience!

Questions? Contact our Support Team. **Ready to start?** The guide begins on the next page!

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¹ **DISCLAIMER** — You are solely responsible for the image content of your uploaded document, and CSC shall not be liable for any loss caused by your manipulation of any document image. Our editing toolbar offers limited options for some counties in Ohio and New Hampshire, and all counties in California and Missouri. For more information, see page 9 of this guide. For questions about possible legal ramifications resulting from manipulation of document images, consult with your in-house legal counsel or a qualified real estate attorney.

DOCUMENT SCANNING — BEST PRACTICES

- ✓ Prefer **letter-quality** (300 dpi) to retain detail with text and graphics.
- ✓ Use **letter 8.5 × 11** or **legal 8.5 × 11 document presets**.
- ✓ Scan in **black and white** for the smallest file sizes.
- ✓ Text must be **legible** — typically 8–12 points in size.
- ✓ For the best results when scanning documents, we recommend installing TWAIN drivers for your printers and scanners. These drivers are specifically optimized for document scanning. While other methods may let you adjust the resolution (pixels per inch or **ppi**), doing so can create unusually large page sizes that may be rejected.

ePrepare displays the size of each page to help you manage this. If you notice any pages with non-standard sizes, you can use the **Page Size** button on the toolbar to easily resize them to standard letter or legal dimensions. However, please avoid resizing oversized documents such as maps or plats as this may reduce the text or content to a size that’s difficult to read, causing rejections.

- ✗ **Avoid presets that automatically detect page sizes**, as they are best suited for scanning photographs. When used with documents, this kind of preset often creates non-standard page sizes (e.g., 8.14 × 10.56 in), a leading cause of document rejections.

Login to ePrepare

ePrepare is our web-based, electronic document recording solution that allows document submitters (including title companies, banks, and law firms) to electronically record real estate documents with county offices across the U.S.

We offer support for Chrome and Edge, but our website works with other modern browsers using Chromium at their core. If you prefer using another browser, feel free to try your favorite!

FIGURE 1 | <https://ep.erecording.com/>

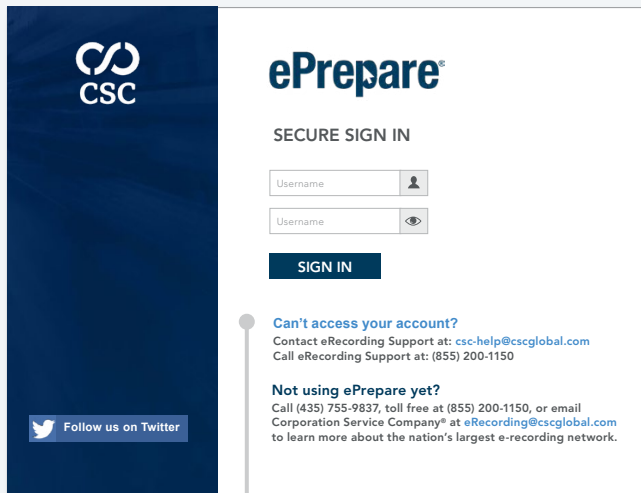


FIGURE 2 | ePrepare Internet Browser Compatibility

BROWSERS	SUPPORTED?	LINKS
Chrome	✓ Yes	Google
Edge	✓ Yes	Microsoft

For the safest and most optimal experience, we recommend using the latest version of Chrome or Edge. However, other modern browsers using Chromium at their core should also work.

General Browser Requirements:

- ✓ JavaScript™ and cookies enabled
- ✓ Capable of 128-bit or better TLS encryption
- ✓ Pop-up blocker disabled

Multi-Factor Authentication



Multi-Factor Authentication (MFA) provides an added layer of security during the login process. Once this ePrepare setting is enabled, users receive a unique verification code via the email address listed in their user profile each time they log in. Users are prompted to enter this code to complete the login process.

This feature will be available as a user setting on May 15, 2025. You can choose to enable MFA individually, or your local eRecording administrator may require it for all users within your organization.

Users Can Self-Manage Password Resets



- ✓ **Click "Can't access your account?" to initiate a reset**
All users can initiate password resets by clicking this link found on the login page. To prevent access to this link, Administrators can disable the following setting found in the Security section: **Global Allow Password Reset.**
- ✓ **Users are prompted for their username and email**
Users are prompted to provide their username and email. Provided we find a match to what is stored in their user profile, they'll receive an email with a password reset token, valid for 24 hours.
- ✓ **One self-initiated password reset allowed in 24 hours**
Contact our Support Team for exceptions.

Password Requirements



- **Minimum of 9 characters**
- **At least 3 of the following:**
 - ✓ lowercase letters
 - ✓ uppercase letters
 - ✓ numbers
 - ✓ special characters
- **Not similar to your name**
- **Not similar to your username**
- **Not a recently-used password**
- **Not found in online searches**

How to Choose Good Passphrases



- **Be creative**
Olympic2028PaperMedals!
- **Replace spaces**
Stop!!Hammer\$Time!
- **Use random words**
Dolphin3Giraffe5Whale7
- **Use mixed metaphors**
Golf-Interception!
Robust!Confusion!
#LowAnxietyModerateFear#
FamilyWarMongering!!

Be Careful



- **Avoid famous quotes**
FourScoreAnd7Years
- **Avoid personal facts**
EagleBoyScout1986
- **Avoid keyboard patterns**
Qwerty12345678
- **Avoid oversimplification**
MyPassword1sPassword
- **Avoid social media details**
MyDogsName1sFluffy
#SeeMeOnOneSpace

Worklist View

Below is an example of a typical worklist, or your document library. Documents are sent to counties in virtual envelopes called packages, which are created and managed here. Sort your worklist by package status, package details, or by clicking on a column header.

There are other customization options — and shortcuts to additional pages — to help you manage your eRecording experience. Below are some key points for navigating the worklist, so take a moment and see what Worklist View offers you!

FIGURE 3 | ePrepare Worklist

The screenshot shows the CSC ePrepare Worklist interface. At the top, there's a navigation bar with 'CSC ePrepare' and 'Upload Worklist'. Below that, a dark blue header contains 'WORKLIST', 'REPORTS', and 'COUNTY KNOWLEDGE'. A user profile for Jennifer Morales is visible in the top right. The main area features a search bar for 'Package Name' and filters for 'Office' (Default Office) and 'Jurisdiction' (Enter state or county). A table lists packages with columns for PACKAGE, DOCS, JURISDICTION, MODIFIED DATE, STATUS, and ACTIONS. The status column includes categories like Preparing, Ready, Pending, Rejected, and Recorded. Callouts point to various UI elements: 'Shortcuts to popular features.' points to the top navigation; 'View application announcements...' points to the Announcements icon; 'Menu of all features.' points to the user profile dropdown; 'Shortcuts to Settings and Help.' points to the gear and help icons; 'See Search for Packages.' points to the search bar; 'Sort by package status.' points to the left-hand status filter menu; 'Page navigation.' points to the 'Page 1 of 7' indicator; 'Sort by package details.' points to the column headers; and 'Items per page.' points to the '25' items per page selector.

Jennifer Morales

- Settings
 - Flags
 - Utilities
 - Users
 - Signature
- Logout
- Prefilled Data
- Offices
- Jurisdictions
- Change Worklist
- Settings

Help

Helpful Document Tips

- A package should only contain related documents. If you have a reason to send them individually, send the first and wait for it to return as recorded before sending the next document in the series. Repeat with each document, one-at-a-time. Otherwise, there's a risk that documents may record out of order.
- Non-related documents should be sent to the county in separate packages. If sent together and one document is rejected, all documents are rejected, delaying their recording.
- Documents in a package record in order of their appearance, not by how they are named or numbered. If recording order is important, verify their arrangement before sending the package.

Unable to Find a Package?

There is a setting called **Days to Wait Before Archiving Documents** (page 14) which determines how many days recorded or rejected¹ packages appear on your worklist. The default is 30 days and it improves the responsiveness of very large worklists. If you can't find a package,

it may lie outside of this visibility window. Try increasing the value of the setting, or search for the package name directly. If someone inadvertently deletes a package, contact us — we can restore it for you.

Related Setting

¹ **Archive Rejected Packages?** is a global setting that determines whether rejected packages also adhere to the archive setting. Only administrators can manage global settings, since they affect all users.

Worklist Contents

Below is an example of a typical worklist, or your document library. Documents are sent to counties in virtual envelopes called packages, which are created and managed here. Sort your worklist by package status or details, and click on a column header to use it as a sort filter.

There are other customization options — and shortcuts to additional pages — to help you manage your eRecording experience. Below are some key points for navigating the worklist, so take a moment and see what Worklist View offers you!

FIGURE 4 | Typical Scan/Upload Worklist

	PACKAGE	DOCS	JURISDICTION	MODIFIED DATE	STATUS	ACTIONS
<input type="checkbox"/>	> MTG - V3989	1	Mecklenburg County, NC	4/09/2025 8:27 AM	Preparing	
<input type="checkbox"/>	> DEED - R22931	1	Nassau County, NY	4/09/2025 8:25 AM	Ready	
<input type="checkbox"/>	> HENDERSON	2	Harris County, TX	4/08/2025 3:59 PM	Ready	

Column headers can be used as sort ↓ ↑ filters.

PACKAGE ACTION ICONS
Below are some common package actions:

- Send Package or Prepare for Resubmission
- Delete Package
- Schedule Package
- Get Help from CSC

Package lock status

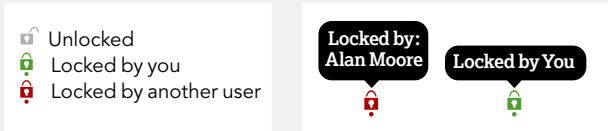
Click to open package

Click to open County Knowledge

See our guide: [Package Statuses](#)

How Does a Package Become Locked?

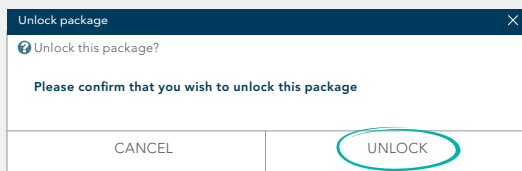
Packages lock when a user opens a document in the package. To see who locked it, hover your mouse cursor over the lock icon:



In addition, if a user closes their browser while the document is open, this is known as a "forced lockout" and the package remains locked until one of the following occurs:

How To Unlock a Package Locked By Me?

- If the package is open, close all open documents, or —
- From the worklist, click the green lock icon and then click UNLOCK from the dialog box:



How To Unlock a Package Locked By Someone Else?

Only administrators can unlock packages locked by someone else. Contact your administrator or ask the person who locked it for help.

OR

Package View

To open a package from your worklist, click on the package's name. Package View appears (below) and displays the package contents. The fees shown here are our estimates, based on the document type, number of pages in each document, and completed indexing.

If the estimate is significantly different than your expectations, first double-check the documents and your indexing. If you are unable to resolve the discrepancy, call or chat with our Support Team before you send the package. Below are some highlights of this view:

FIGURE 5 | Package View

Package name. D500-0001

Specify who is notified when the package returns. Office: Default Office

If the package has not yet been sent, you can change its destination county by clicking here. Franklin County, NC

If all documents are Ready to Send, click this icon to send the package. SEND PACKAGE

Add a document to the package. ADD A DOC

See our Scheduled Send guide. SCHEDULE

Delete a document. [Trash icon]

Audit History Report. Show Audit History Report

The Audit History Report shows a timeline for each document and any rejections previously received.

DOCUMENT	ACTION	DETAILS	TIME	USER
Document 2	Document Uploaded	Image Upload Successful	4/09/2025 2:03 PM	jmorales559198
Document 2	Document Type Changed	Document Type has been changed to DeedofTrust	4/09/2025 2:03 PM	jmorales559198
Document 2	Indexing Changed	Document indexing was changed	4/09/2025 2:03 PM	jmorales559198
Document 1	Document Uploaded	Image Upload Successful	4/09/2025 1:50 PM	jmorales559198
Document 1	Indexing Changed	Document indexing was changed	4/09/2025 1:50 PM	jmorales559198
Document 1	Document Type Changed	Document Type was changed to DeedHasAttorneyStatement	4/09/2025 1:50 PM	jmorales559198
Document 2	Document Added	Document Created	4/09/2025 1:50 PM	jmorales559198
Document 1	Document Added	Document Created	4/09/2025 1:50 PM	jmorales559198
Document 1	Binder Added		4/09/2025 1:50 PM	jmorales559198

Click a document name to open it and make changes.

Delete the package. DELETE PACKAGE

Documents record in the order they appear. To change recordation order, click + drag a document's order icon up or down in the list.

ePrepare can notify you when a package returns and you can automate this feature using the Notifications options found on your Settings page.

Creating New Packages

Drag and drop a document (or a folder of related documents) onto your worklist. This is the preferred method, and offers the fastest results when using ePrepare’s ability to predict document-types:

Method #1 — Drag and Drop a Document or Document Folder

All documents must be in .PDF or .TIF format.

1. From File Explorer, drag and drop a single document or a folder of related documents ...
2. ... onto your main worklist area ...
3. From the *Create Package* dialog, enter the package name, choose an optional office, and enter a valid county ...
4. Click **ADD PACKAGE**.

— OR —

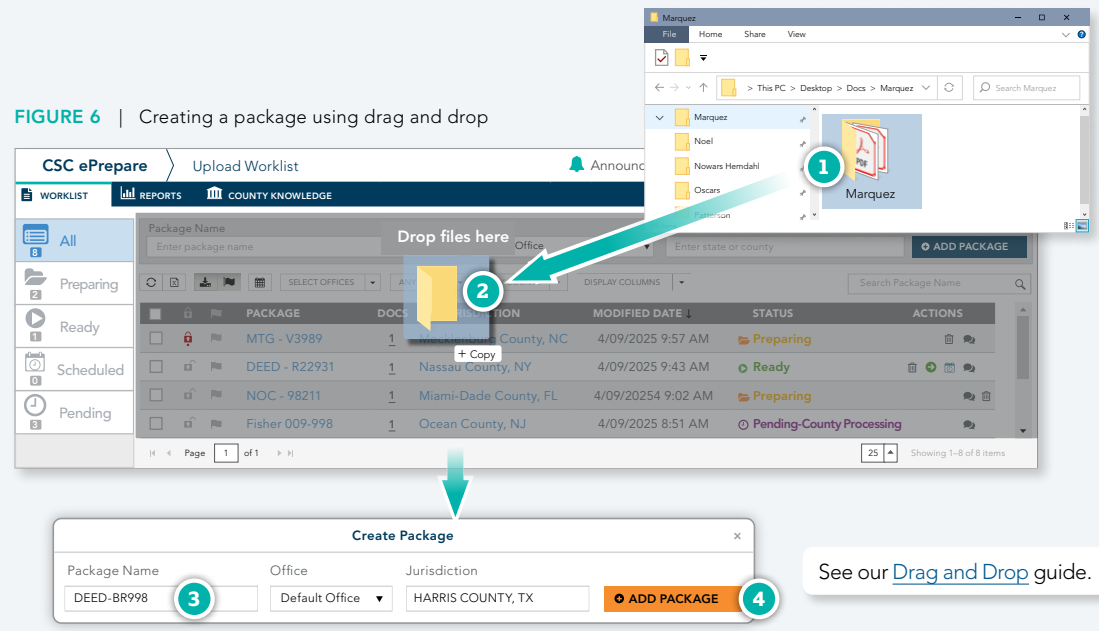
METHOD #2 — Manually Enter Package Name and Destination

All documents must be in .PDF or .TIF format.

You may also enter the package name and destination directly onto the worklist, but this method for creating packages is a little slower when used with ePrepare’s ability to predict document-types:

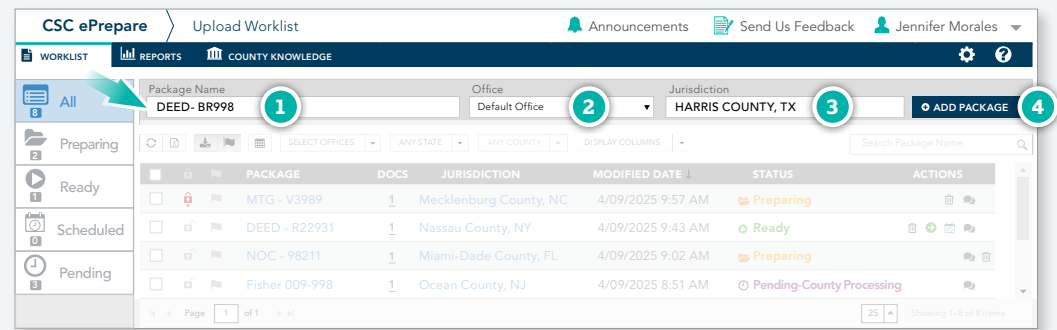
1. Enter a package name ...
2. Enter an optional office ...
3. Enter an valid county ...
4. Click **ADD PACKAGE**.

FIGURE 6 | Creating a package using drag and drop



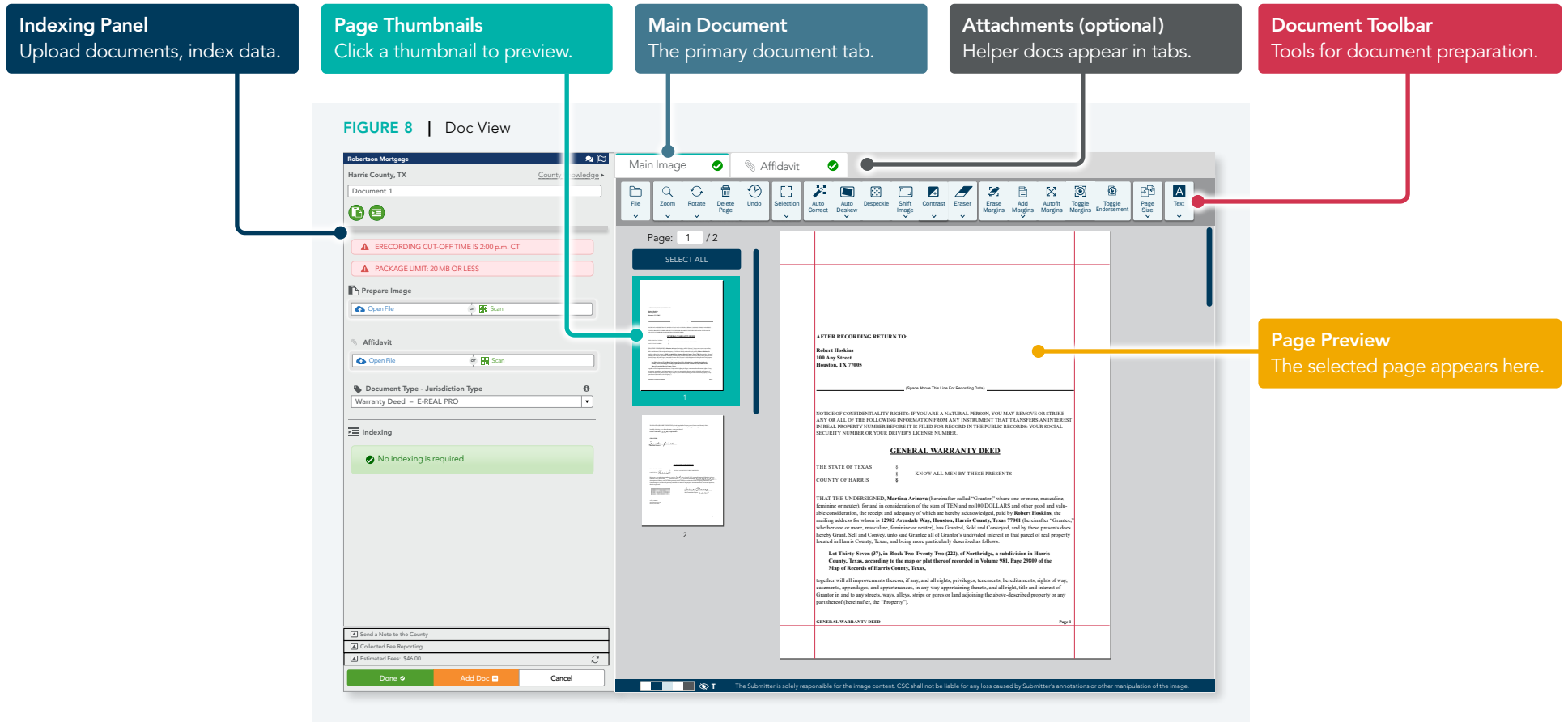
See our [Drag and Drop](#) guide.

FIGURE 7 | Creating a package entering the package name and county



Document View

Document View is where documents are prepared for submission. This is where you upload, edit, or replace document images. And it is where helper documents are added and indexing is done. It appears when you click on a document name to open it. Below are some highlights:



Document Preparation Includes Several Steps

- ✓ **Optimization** — removal of scanning artifacts and image enhancement. A few counties do not permit this and insist that uploaded images match their paper counterparts exactly. In these situations, the document toolbar may offer limited functionality.
- ✓ **Managing Helper Documents** — required attachments like tax forms, cover pages, etc.
- ✓ **Indexing** — Some counties require indexing of party names, consideration or loan amounts, document references, etc. This data may be used to calculate recording fees and to facilitate public searches for land records on county websites. Recording fees are often calculated on indexed information, so be accurate!

Document Editing Toolbar

Our document editing toolbar is automatically available in any internet browser, and it appears during document preparation. Some buttons expand to display additional options, and a widget at the bottom of the document preparation window offers several color

variations, including icon- and text-only versions. A small number of counties do not permit changes to uploaded documents, including image enhancements — so in these situations, the toolbar may offer limited functionality. We offer additional information below:

FIGURE 9 | The default document editing toolbar

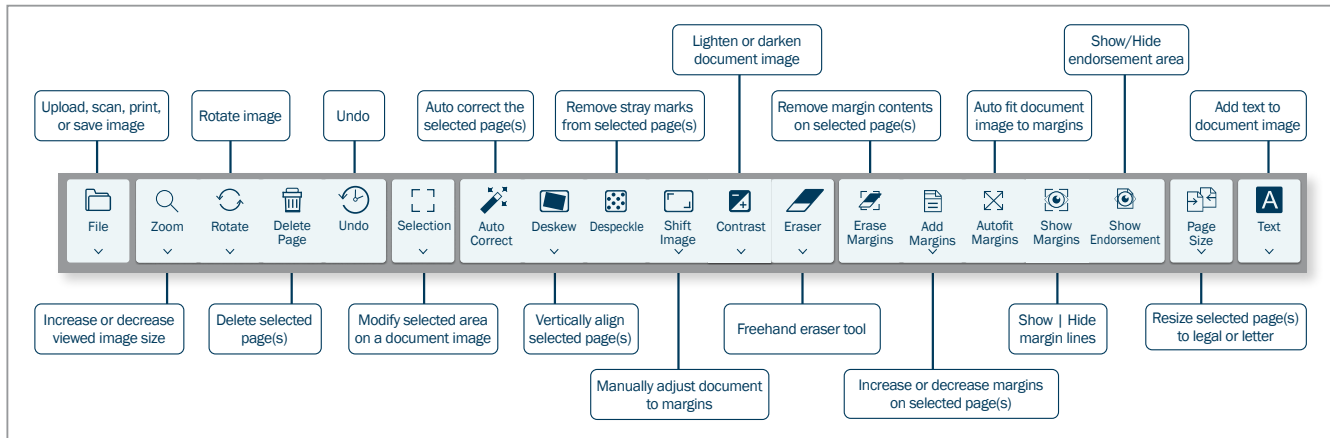
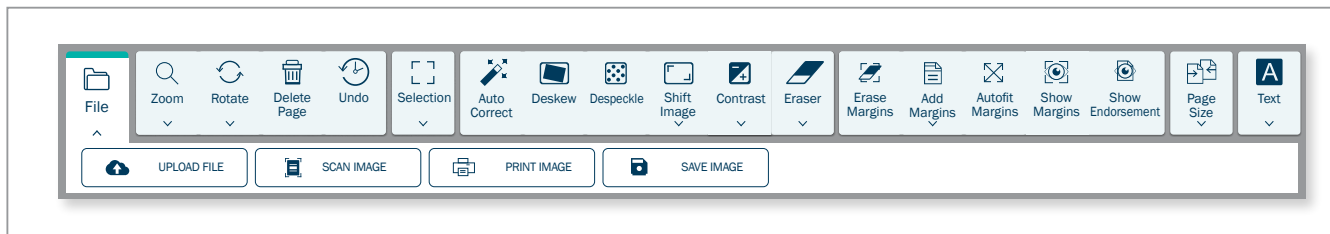


FIGURE 10 | Some toolbar buttons expand to offer additional options



Important Notice About Manipulating Scanned Document Images

Some counties have expressed concerns about the potential use of editing tools to modify scanned documents improperly. They emphasize that eRecording submissions should exactly match the paper originals in every detail.

As an eRecording vendor, CSC understands that county recorders are the final authority in determining what is acceptable for recording. In response to these concerns, we have proactively disabled certain editing toolbar functionalities for some counties in Ohio and New Hampshire, as well as for all counties in California and Missouri.

When submitting documents to these counties, CSC kindly requests that our customers refrain from using their own tools to alter scanned document images. Counties reserve the right to temporarily or permanently suspend your organization's ability to submit documents if they suspect any violations.

For guidance on the legal implications of modifying scanned images, please consult with your in-house legal team or a qualified real estate attorney.

Affected Counties

05/15/2025 – Subject to Change

- **California**
All Counties
- **Missouri**
All Counties
- **New Hampshire**
Rockingham County
- **Ohio**

Defiance County	Mercer County	Wyandot County
Fulton County	Paulding County	
Henry County	Williams County	

Indexing Documents

Indexing requirements are determined by the county or their software provider. The data may be posted on the county's website to facilitate online searches for recorded documents.

The contents of the indexing panel may change, depending on the selected document-type and how you respond to some questions, and a general example is shown below:

FIGURE 11 | Indexing

Document Name: Document 1

County: Miami-Dade County, FL

Document Type - Jurisdiction Type: Mortgage - MOR

Borrower: Robertson, Belle

Lender: Palm Grove Bank

Loan Amount: \$ 295,000.00

Do you want a Borrower Notification Letter?: No

Estimated Fees: \$ 1,723.58

Jurisdiction Fees:	
Documentary Stamp Fee	\$1,032.50
Intangible Tax	\$590.00
First Page Fee	\$10.00
Additional Page Fee	\$51.00
Indexing Fee	\$0.00
Estimated Total:	\$1,683.50

Service Fees:	
Sales Tax	\$0.08
CSC Service Fee	\$40.00
Total:	\$40.08

Estimated Fees Total: \$1,723.58



Buttons: Save, Add Doc, Cancel

Callouts:

- You can accept default document names or change them for your convenience, but counties do not see this information.
- Upload a document image saved to your computer or scan one directly. If you are replacing an existing image, options are:
 - Overwrite existing image
 - Insert at beginning
 - Insert at current page
 - Add to end
- Additional options may appear if you or your organization has added optional [Customer Reference Fields](#).
- Enter one name at a time or choose one from the drop-down list, then click **Add**.
- This name has been added to indexing. To remove it, click the **x** icon.
- Counties may use your document type and indexing when calculating recording fees and taxes for this document.
- Buttons are context-aware and options may change depending on the status of the document.
- Clicking County Knowledge opens a new page with details for this jurisdiction.
- Notifications for this county appear here with helpful information. Click to open it.
- Based on a quick analysis of your document image, we are highly confident your document is a Mortgage.
- ePrepare can suggest a document-type based on content, but your administrator can disable this feature if desired.
- Click on a name to expand its component name fields. Any changes will be updated when the document is saved.
- Click the icon and a pop-up appears showing a fee breakdown. If our estimates significantly differ from your expectations, first verify your indexing for errors. If none are found, contact us before sending the package to the county.
- Service Fees apply but your administrator controls whether you see them.

Handling Rejection

Rejections occur for a variety of reasons. Typically, an explanation is included when the package is returned to you. Once you understand the reason for the rejection, prepare the package for resubmission, make needed corrections, and then successfully resubmit it.

1. Locate the rejected package on your worklist and click the status **Rejected** to view the rejection message ...
2. Click the  **Prepare for Resubmission** icon. The package opens, allowing you an opportunity to make corrections before resubmitting the package ...
3. Or click the  **Chat** icon to ask us for assistance. Choose from one of the three options illustrated below.

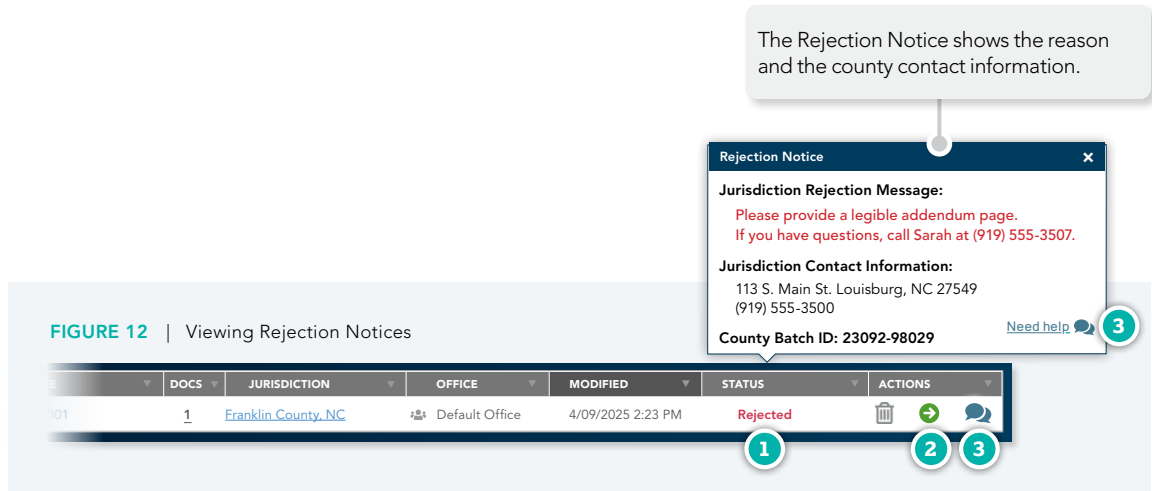


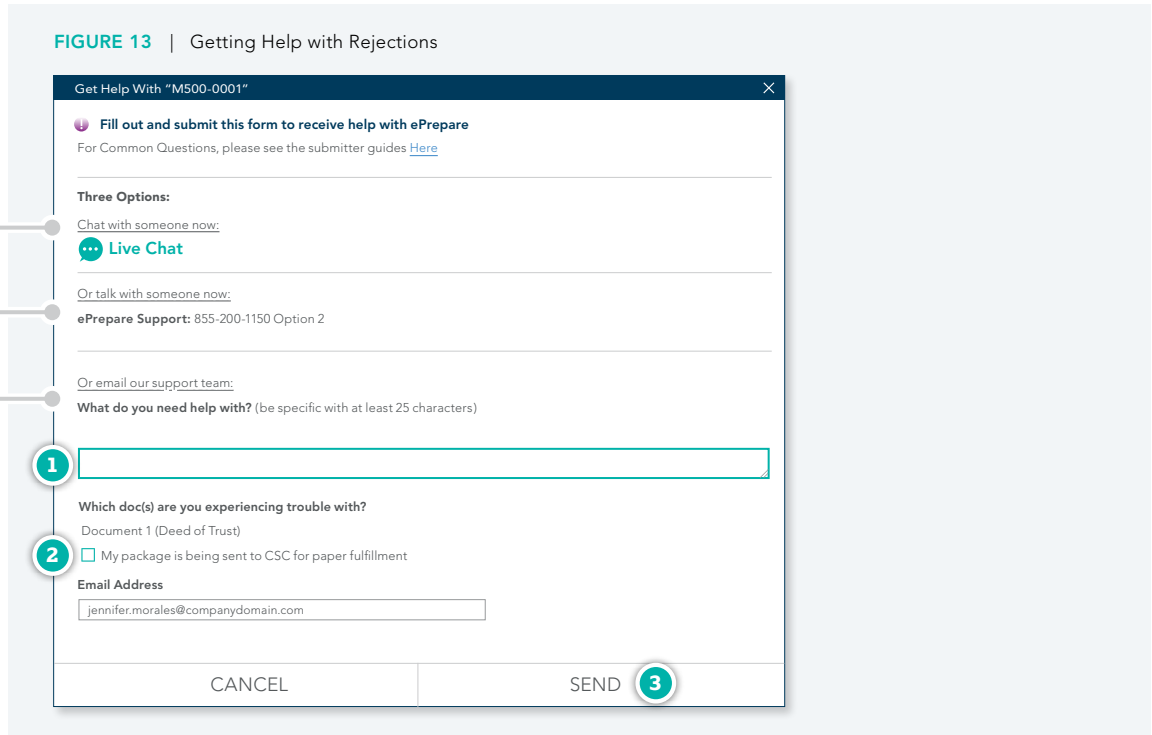
FIGURE 12 | Viewing Rejection Notices

Requesting Help From CSC

If you want our assistance with the rejection, there are three options:

- Chat with a member of our Support Team. Your administrator can disable this option if your organization does not allow chat communications.
- For urgent matters, please call us.
- Email your question and we'll reply as soon as possible ... (during business hours, typically within 10–60 minutes).


1. If you choose the **email option** for assistance, please let us know what you need help with ...
2. If you are sending the package to CSC for paper fulfillment be sure to check the appropriate box ...
3. To send us your email request, click **SEND**.



County Knowledge

ePrepare offers a county knowledge page offering information about each available county in our eRecording network. You may search by county or by state, as illustrated below:

SEARCHING BY COUNTY NAME

1. From the shortcuts bar, click  COUNTY KNOWLEDGE ...
2. Begin typing a county name. For this example, we'll type "wak" ...
3. Select a county from the matching pop-up list.

or

SEARCHING BY STATE NAME


1. From the shortcuts bar, click  COUNTY KNOWLEDGE ...
2. Type a comma, a space, and a valid state abbreviation. For this example, we'll type ", NC" and then wait for a moment for the search matches to appear ...
3. Select a county from the matching pop-up list.

FIGURE 14 | Searching County Knowledge by County

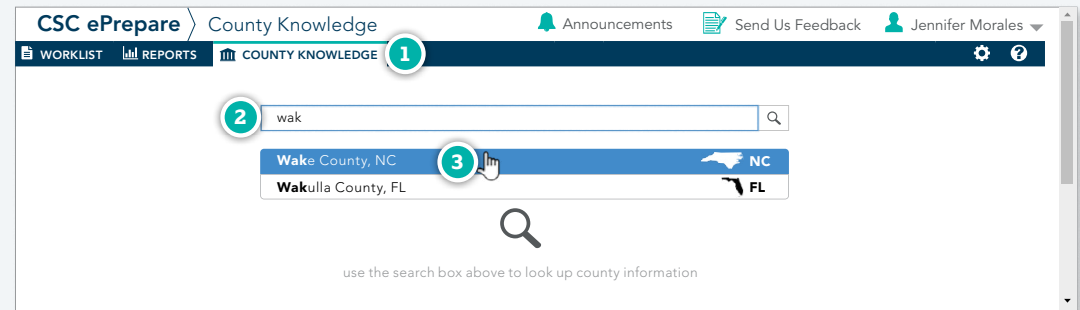
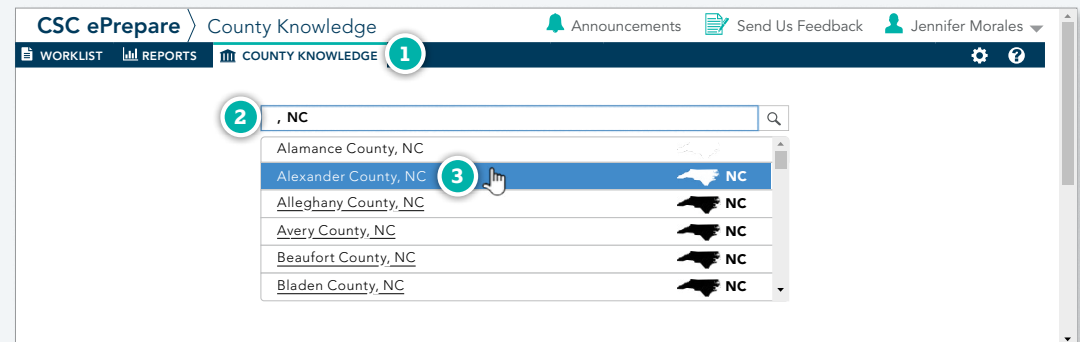


FIGURE 15 | Searching County Knowledge by State



SEARCH RESULT



An example appears on the next page.

A SEARCH RESULT



Here is an example of a search result.

FIGURE 16 | Wake County NC example

View county contact information and if pre-authorization is required for submissions.

See the pending packages for your organization and the average recording time.

View your organization's pending packages for this specific county, if any.

View notes created by your organization.

The screenshot displays the 'County Knowledge' page for Wake County, NC. At the top, there are navigation tabs for 'WORKLIST', 'REPORTS', and 'COUNTY KNOWLEDGE'. A search bar contains 'Wake County, NC'. The main content area is divided into several sections:

- Wake County, NC:** A blue box containing contact information: 'Wake County Justice Center 300 S. Salisbury St., Ste 1700 Raleigh, NC 27601', phone '(919) 856-5440', email 'rodinfo@wakegov.com', website 'http://www.wakegov.com/rod/Pages/default.aspx', and hours 'Mon-Fri 8:30 a.m.-4:45 p.m. ET • PROCESSING HOURS MAY VARY'. It also indicates 'Submitter Authorization Required: Yes', 'Status: Unverified', and a 'View Authorization' link. A 'JUDGMENT SEARCH' button is present.
- Jurisdiction Notes:** A blue box showing 'total notes 0', a 'view all notes' link, and 'Compliance Time: 30 days'. An 'ADD A NOTE' button is at the bottom.
- Recording Queue:** A green box showing '0 documents in queue' and a 'View Details' link.
- Average Recording Time:** A red box showing '< 1' and a note 'Same day based on county operating hours and time of submission'. A 'View Details' link is included.
- Document Types:** An orange box showing '188 available documents' and a 'View Details' link.
- Recording Queue Table:** A table with columns: Package Name, Docs, County, Status, Date Created, Date Modified, Estimated Date. A message below the table states 'The queue is clear of documents at this time'.
- Organization Notes on Jurisdiction:** A section with an 'ADD A NOTE' button and a table with columns: Subject, Last Updated, Author, Category, Estimated Date. A message below the table states 'No notes for this jurisdiction'.
- Accepted Documents Table:** A table with columns: Document Name, Type. The rows list: Addendum (Scan/Upload), Affidavit (Scan/Upload), Affidavit of Adverse Possess (Scan/Upload), Affidavit of Affixation (Scan/Upload), Affidavit of Corr Transfer Tax (Scan/Upload), Affidavit of Heirship (Scan/Upload), and Affidavit of Merger (Scan/Upload).

At the bottom of the page, there is a copyright notice: 'Copyright © Corporation Service Company. All Rights Reserved.'

See if your organization created any notes for this county and view compliance time.

View the number of document-types available for this county.

View notes for this county or add a new one.

View a list of available document-types.

User Settings

Users customize ePrepare through the application's **Settings** page. The settings shown here are considered local policies and only affect the individual user.

1. Login to ePrepare and click the **Settings** icon in the upper-right corner ...
2. To view additional settings, use the scrollbar or the wheel on your mouse, if available ...
3. If a section is collapsed and the contents are not visible, click the **div** divider bar to expand its contents.
4. To confirm any updates, click **SAVE CHANGES**.

USER SETTINGS

These are considered local policies and are managed by **each user**.

SETTINGS ARE SUBJECT TO CHANGE

While we make every effort to keep this guide up-to-date, available settings are subject to change. Settings may also vary, depending on the specific configurations and requested features applied to your ePrepare account.

THERE ARE ALSO GLOBAL SETTINGS

While account administrators also have their own individual user settings, they also control Global settings which affect all users on the account. For details, see [ePrepare Administrator Guide](#).

Congratulations — This concludes our guide!

If you have any questions, please contact us:

1 855 200 1150

csc-help@cscglobal.com

FIGURE 17 | ePrepare Settings

The screenshot shows the 'Admin - Settings' page in the ePrepare application. The page is organized into several sections: Processing, Other, Printing and Downloading, Security, Notifications, and Signatures - Coversheets - Stamps. A 'SAVE CHANGES' button is located at the bottom right. Numbered callouts (1-4) are placed on the page to correspond with the instructions in the adjacent text: 1 points to the Settings gear icon in the top right; 2 points to the scrollbar on the right side; 3 points to a collapsed section header; 4 points to the SAVE CHANGES button.

PDF Feature Guides

Announcement Preferences	Dynamic Worklist	Onboarding ⓘ
Borrower Notification Letters	eChecks ⓘ	Prefilled Data
Calculator ⓘ	Fill Ins	Property Search ⓘ
Certified Copies ⓘ	Flags	Report Subscriptions ⓘ
Changing Jurisdictions	Hawaii Fill Ins	Reporting Hub ⓘ
Correction Requests	Indexing Names	Resizable Indexing Panel
Custom Email Notifications ⓘ	Jurisdiction Document Names	Scanning Photo IDs
Customer Reference Fields	Managing Jurisdictions ⓘ	Scheduled Send
Data Extraction ⓘ	Master Accounts ⓘ	Search for Packages
Design Custom Reports ⓘ	Multi-Titled Documents	Self-Manage ACH Information ⓘ
Doc Type Recognition	North Carolina Judgment Search ⓘ	Voided Packages
Drag and Drop	Notes	
	Office Management ⓘ	

ⓘ This feature may be available to administrators or users with the appropriate roles. Please note that some features may require an activation fee or incur recurring charges. For complete details, refer to the applicable user guide.



PDF Document Editing Guides

Add Margins Tool	Modifying Pages	Selection Tool
Auto Correct Tool	Page Size Tool	Shift Image Tool
Auto Deskew Tool	PDF Conversion Threshold	Stamp Tool
Eraser Tool	Scanning Documents to ePrepare	Text Tool

PDF Supplemental Guides

Excel files are saved to your workstation's Downloads folder.

Active County List	County Authorization Guide ⓘ
Active County List (Excel format)	ePrepare Administrative User Guide ⓘ
CeRTNA SECURE Document Queues	ePrepare User Guide
ePrepare User Guide for Contractors	Important Information for New Users

PDF Troubleshooting Guides

Adding CSC as a Trusted Website	ePrepare Package Statuses	Troubleshooting Page Sizes
Clearing Cache and Cookies	Quickstart Toolbar Guide	Troubleshooting Tips for ePrepare
Counties Prohibiting Document Editing	Removing Headers and Footers	

Website Resources

Beginner's eRecording Guide	Reset ePrepare password
Register for ePrepare Training	U.S. State Holidays
Remote Online Notarization	California SECURE Portal Holidays

CSC provides electronic recording (eRecording) services for real estate documents, enabling clients to securely and efficiently record documents across the country. As a pioneer in the industry, we're committed to deliver the speed and reliability needed to support seamless real estate transactions. To support your success, we offer a comprehensive library of user guides for self-paced learning, along with interactive webinars hosted by our knowledgeable Support Team to answer your questions in real time. To learn more about our services, please visit <https://www.cscglobal.com/service/erecording>.

We're ready to talk.

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