

Georgia Superior Court Clerks' Cooperative Authority



2024-2025 Accomplishments & Year-end Report

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Executive Summary

*“It is not the strongest of the species that survives,
nor the most intelligent that survives.
It is the one that is most adaptable to change.*

— commonly attributed to Charles Darwin

Nature offers countless examples of survival through adaptation: the camel — now synonymous with desert life — actually evolved in North America, developing its iconic humps not to store water, but to store fat: fuel reserves that allow it to travel long distances across arid terrain without eating. In the Antarctic, emperor penguins endure the brutal winter by huddling in tightly packed circles, rotating from the icy perimeter to the warm center to conserve energy. These animals endure not because they are the fastest or strongest, but because they have adapted — creatively, precisely, and purposefully — to meet the demands of their environment. Their resilience reminds us that survival is not about resisting change, but about evolving in the face of it.

As the Georgia Superior Court Clerks’ Cooperative Authority marks its 30th year of operations, the concept of adaptation offers a fitting lens through which to view our history — and our future. Since opening our doors in 1995, the Authority, in concert with Georgia’s Superior Court clerks, has consistently evolved in response to new challenges, emerging technologies, and shifting public needs. Our ability to thrive for three decades is not rooted in rigid strength or static knowledge, but in a shared commitment to adapt with intention, lead with innovation, and remain united in purpose.

FY 2025 was a vivid demonstration of this principle in action. From responding to sweeping legislative mandates to launching new digital platforms, the Authority continued to embrace change not as disruption, but as opportunity. This enduring capacity to evolve — while remaining grounded in our mission to support Georgia’s 159 Superior Court clerks in their critical work — has made the Authority a model of collaborative governance, trusted innovation, and public service.

Over the past three decades, the enduring partnership between the Authority and Georgia’s Superior Court clerks — born of vision and built on trust — has redefined the clerk’s office for a digital age. And as we celebrate our 30th year, we look back not just on projects launched or milestones met, but on the powerful idea that started it all: that by working together, we could build something entirely new.

Background

From the beginning and rooted to its core, innovation, collaboration, and vision have defined the Authority. Although its identity and mission remain the same, the GSCCCA is a very different organization today than the one that opened its doors in 1995. Since its inception, the Authority has not only fulfilled its original purpose of establishing a statewide system for the indexing of UCC documents, but has successfully developed and implemented — at no cost to the state — a variety of other successful projects. Effective collaboration with other state agencies and numerous not-for-profit groups for the benefit of the State of Georgia and its citizens has become one of the hallmarks of the Authority's success and why it is respected both locally and nationally for its progressive, innovative, and effective approach to problem solving.

For three decades, the Authority has been an innovator within the public records arena and has led the State of Georgia to the forefront of court technology. Using a mix of old-fashioned cooperation and state-of-the-art technology, the GSCCCA has taken abstract ideas — often thought impossible — to the concrete world of implementation, and, in so doing, has changed the way many do business and made life easier for those accessing real estate records, financing statements, and other court documents.

Today, the Clerks' Authority is a diverse entity that oversees the following initiatives and services:

- Notary & Authentications Division
- Fines & Fees Division
- UCC (Uniform Commercial Code) Project
- Real Estate Deed Project
- Historical Deed Re-Indexing Project
- County-Funded Historical Deed, Lien & Plat Re-Indexing Project
- Lien, Plat & Map Project
- Pending Lien Project
- PT-61 Project
- Current Indexing Improvement Project
- UCC eFile
- Real Estate eFile
- Premium Search Account
- Clerks' Authority Map Search Application (mobile app)
- Protective Order Registry
- eCertification Program
- Filing Activity Notification System (FANS)
- Carbon Sequestration Registry
- VaultTek Online Archive Program
- VaultTek Mobile

- Virtual Microfilm (VMF) Program
- Statewide Computer Replacement Project

In successfully developing and implementing these projects, the Authority helped modernize Superior Court clerk offices and created several one-of-a-kind systems that integrated and standardized information from each of Georgia's 159 counties on a central website, www.gscca.org. The Authority databases provide accountability, uniformity, efficiencies, and cost-savings by affording:

- Unprecedented access to valuable information — free access through search terminals installed in all Superior Court clerk offices and convenient 24/7 access by an internet subscription.
- More than \$131 million in additional funding through print and deed monies and more than 34,000 pieces of new equipment for clerks' offices since the Authority's inception.
- Information that equips lawmakers with critical data to more effectively set public policy.

Governed by a board of ten members whose meetings are open to the public, the GSCCA was created, implemented, and continues to operate without receiving any funds through local, state, or federal taxes. The Authority has been continually praised for its wise use of available resources, and has proven to be a resounding success for offering unique services to Georgia counties and citizens.

Accomplishments – FY 2025 Highlights

Following are some of the highlights or major achievements from the past fiscal year:

- Compensated clerks' offices over **\$5.6 million** for prints off the Authority website and over **\$667,000** for deed images, resulting in over **\$6.3 million in additional funding** for Georgia's Superior Court clerks' offices this fiscal year.
- Undertook a series of initiatives in FY 2025 to comply with the **mandates of H.B. 1292** and support Superior Court clerks with implementation. The following actions were taken to meet statutory requirements, update rules and systems, inform and educate stakeholders — including vendors and notaries — and ensure a smooth, statewide transition:
 - Adopted revised ***Real Estate Electronic Recording Rules for the State of Georgia (URPERA rules)*** on July 10, 2024, with an effective date of January 1, 2025, to establish a framework for identity verification in real estate eFiling.
 - Engaged with **stakeholders** throughout the latter half of 2024 to gather feedback, define project requirements, and guide development.
 - Deprecated **"Participant ID"** requirements and officially discontinued the **eFile Registry** in accordance with the updated rules.
 - Launched **identity verification** functionality on the Authority's eFile portal on November 4, 2024, allowing users to verify a government-issued ID using a webcam or smartphone.

As part of this initiative, webcams were installed on public access terminals in Superior Court clerks' offices to ensure all users could easily complete the verification process. Since the launch, nearly 20,000 users have been successfully verified.

- Opened the testing environment to vendors to support smooth implementation and ensure system compatibility, and published updated **vendor certification requirements** effective January 1, 2025. At present, eight systems, including the Authority's eAssist platform, have been fully certified.
- Created downloadable guides for eFile users, including a comprehensive ***Identity Verification Guide***, and revised existing system documentation and user materials to reflect the updated requirements.
- Adopted ***The Notary Educational Rules for the State of Georgia*** to implement the notary-related mandates of H.B. 1292.
- Published an updated ***Notary Public*** course on December 1, 2024, available free of charge via the Authority's eLearn site. This online course serves as the official notary education program for Georgia notaries. Nearly 44,000 people participated in this training in FY 2025.
- Updated ***Georgia Notary Handbook***, the Authority's in-person ***Notary Public Training*** class and webinar, and the Authority's website to reflect the new requirements.
- Hosted three **webinars** in December 2024 to educate Superior Court clerks and staff on changes to real estate eFiling and notary requirements.
- Provided **targeted notary training** to the Georgia State Office of Vital Records and Georgia State University to support specialized implementation needs.

While the mandates of H.B. 1292 required significant short-term changes, they also offered an opportunity to simplify the filing process, enhance consumer protections, and modernize a system previously encumbered by outdated complexities.

- Launched ACH payment site, **ePay**, statewide. Accessible at epay.gsccca.org, the platform offers participating counties a faster, more secure way to submit UCC, real estate, and notary fees electronically. ePay also allows users to review current and past transactions and track payment history. By replacing mailed checks, counties reduce the risks of lost or stolen checks and delivery delays. To support the rollout, the Authority hosted multiple webinars and introduced a new ePay Portal training course on its eLearn platform. In its first year, 43 counties submitted a total of 1,041 ACH payments through ePay. The launch was well received, with one enthusiastic clerk writing: *"As usual, the Authority staff makes all my dreams come true! :) Y'all are the absolute best! Thanks for adding this feature for clerks! We are so blessed to have you guys!"*
- Finalized the **Statewide Network Upgrade Project**, delivering consistent, high-speed internet access across all 159 counties. This initiative not only enhanced connectivity, but significantly improved image transmission and system backup capabilities for clerks statewide.

- Initiated the rollout phase of a **statewide hardware refresh**, including routers, enterprise-grade switches, and new firewalls. Advanced test environments were established to rigorously validate performance and security prior to full deployment. As part of this effort, both the primary and remote datacenters were modernized with cutting-edge infrastructure to improve security, reliability, and future scalability.
- Added additional deed records to the Authority's publicly searchable website through the **1989-1987 Historical Deed Project**. As with previous historical initiatives, the project is complex as the Authority requires the complete re-indexing of these older land records in conformance with current Indexing Standards to create a cohesive record with current data in the system. The project includes an estimated 3.6 million total instruments. As a result of the initiative, the Authority has compensated clerks' offices nearly \$7 million since inception of the project in 2022.
- Added additional instruments to www.gsccca.org through the **County-Funded Historical Deed, Lien & Plat Re-Indexing Project** for a total of 5.87 million instruments in production since the program was implemented in 2013. As a result of this project, the public has access to additional real estate information at no additional cost to the Authority, and clerks' offices have access to additional resources through print image fees initiated through the Authority's website. During FY 2025, five additional counties began participating in the project for a total of 102 counties in the voluntary program.
- Launched new online courses — ***UCC eFile*** and ***CourtTRAX.org*** — and the newly updated ***Notary Public*** course. The Authority now offers 12 online training courses via its eLearn platform, and is actively working to add additional training. Updated regularly to reflect current law and regulations, courses are offered free of charge and are available 24/7, making training affordable and flexible. In FY 2025 alone, nearly 65,000 users visited eLearn over 214,000 times.
- Continued to grow **Real Estate eFile**, with a 17% increase in usage over the previous fiscal year. Since the portal's launch in 2011, nearly 10 million real estate documents have been electronically recorded. In FY 2025 alone, nearly 1.7 million documents were submitted through <https://efile.gsccca.org>, with 48% filed via the Authority's eFile API. As of July 1, 2023, all 159 Georgia counties are enabled to accept all document types for electronic filing.
- Continued to grow **UCC eFile**, with a 7% increase in usage this fiscal year compared to last. In FY 2025, more than 274,000 UCCs were filed electronically, accounting for over 95% of all UCC filings statewide. Since the pilot project launched in 2009, nearly 2.3 million UCCs have been eFiled. Today, 152 counties participate in the program, with 134 mandating electronic filing — up from just 43 counties five years ago. Currently, 84% of all Georgia counties require UCC documents to be filed electronically.

- Continued program for **eFile System Certification**, a formal process for certifying vendor eFile systems used by clerks for deeds, liens, and plats. This certification ensures systems meet standards for quality, completeness, compatibility, and compliance with state law. In November, the Authority launched the eFile System Certification Update process in response to eFiling changes introduced by H.B. 1292. As part of this update, systems were required to complete tests demonstrating compliance with new requirements effective January 1, 2025, most notably the deprecation of “Participant IDs” for eFilings submitted on or after that date. Currently, eight systems, including the Authority’s eAssist platform, have achieved full certification.
- Furthered progress on the **Current Indexing Improvement Project** by advancing the **Missing Image Initiative**. This effort seeks to identify and resolve deed instruments without associated images across all 159 counties. Leveraging the successful approach used for the Pending Lien Project, the Authority formalized a similar plan, generated county-level reports in five cycles from December 2023 to April 2025, and distributed courtesy reports to clerks to support local resolution efforts. The April 2025 report showed a net improvement of nearly 25,000 instruments, with more than 120 counties reporting progress, including several that achieved full resolution. The Authority also researched potentially missing deed docket books by comparing live data to county docket surveys and issued notifications as needed. To further support data quality, the Authority continues to offer in-person and online training on the Real Estate Indexing Standards, including targeted instruction on common indexing errors.
- Restored 311 GBs of data back to county systems in response to 14 requests from clerks through the **VaultTek Online Archive Program**. Protecting the digital records of Georgia’s Superior Court clerks since 2007, VaultTek is currently storing and protecting over 1.52 billion files totaling more than 557 TBs of live data, available for recovery in the event of a disaster. Since its inception, VaultTek has responded to 248 data loss requests and has restored over 5 TBs of data back to county systems. Usage of the program’s mobile app, **VaultTek Mobile**, continues to grow as it provides convenient access to records stored through VaultTek, allowing users to view and retrieve files quickly and easily from the palm of their hand.
- Restored over 44,000 deed, lien, and plat images back to five clerk offices through the **Virtual Microfilm Program**. Through the VMF system, all deeds, liens, and plats ever received by the Authority are directly available to clerks without the clerk having to make a records request or having to search the GSCCCA search system. The VMF image archive program not only offers an alternative to the traditional microfilm process, but provides clerks with easier access to their archived digital records and further protects them consistent with the law. Today, the system stores over 330 million images, across 578,000+ books, totaling over 17 TBs of data that is protected and accessible for viewing through the online portal.
- Continued to grow the **eCertification Program**, an online system that enables the public to request and pay for certified documents electronically. Launched in 2021, the portal was expanded

in 2023 to allow clerks to offer regular (non-certified) copies in addition to certified ones. At present, 99 counties are actively participating in the eCert Program, including nine that joined in FY 2025, and 80 counties are utilizing the Regular Copies feature. Since the program's launch, nearly 218,000 total requests have been submitted — an 89% increase over the previous year — and nearly 161,000 certifications have been completed through the eCertification portal. Guided by feedback from the public and clerks' offices, the Authority continues to enhance and update the program as needed.

- Developed and launched a new **County User Account(s) Form** to streamline the process of adding or updating user accounts for Superior Court clerks and their staff. The form collects the necessary information to activate or deactivate user access to Authority products such as eFile, eCert, Scansend, and others. Available through the Clerk Resource Center (<https://apps.gsccca.org/clerkresource>), the form has been utilized by dozens of clerk offices since its release. Multiple webinars were offered to introduce the new form.
- Updated **GSCCCA email account system** by finalizing migration from on-premise email to a hybrid cloud-based platform. Roughly 1,300 accounts were reviewed and migrated, with inactive and redundant accounts removed, resulting in an active user base of 1,013. Approximately 125 users were also upgraded to newer productivity software to ensure compatibility and enhance their overall experience. This transition improves system reliability, security, and long-term manageability.
- Designed and implemented a **modern in-person payment system** for Authority services (Apostilles, Notary Certificates, and Georgia Notary Handbooks):
 - Enabled acceptance of multiple payment methods, including Apple Pay, Google Pay, CashApp, credit cards (chip), and cash.
 - Installed and configured updated hardware and software at the Authority's front desk, including a new register and receipt printer, to streamline customer transactions.
 - Integrated real-time payment data into the Authority's accounting system, enabling detailed internal reporting by payment type, time, and service.

Public-facing customer service remains a priority, with the Authority serving nearly 15,000 walk-in customers in FY 2025 alone. Beyond improved tools and systems, however, recent feedback underscores that the professionalism and dedication of Authority staff remains a defining strength:

"The front desk lady on duty was both professional and courteous throughout my visit. She handled each inquiry promptly, maintained a positive attitude, and demonstrated exactly the level of service that should be the standard for your office. Her conduct served as an excellent example of how all staff members ought to interact with the public."

- Maintained a compliance rate of close to **100%** for all courts through a dedicated and consistent notification process by the **Fines & Fees Division**.

Program Statistics – FY 2025 Highlights

Along with launching or advancing key initiatives and adding enhancements and new features during the past fiscal year, the Authority continued to successfully manage its many existing programs. While numbers alone don't capture the full impact, the following statistics help illustrate the volume of work handled by the Authority and its importance to Superior Court clerk offices and other constituencies across the state and beyond.

Following are some of the highlights from FY 2025:

- Added over **19.1 million** images to the GSCCCA search system for a fiscal year-end total of nearly **356 million** images accessible to the public through www.gsccca.org.
- Hosted nearly **1.6 million** unique visitors with **514 million** page views on www.gsccca.org. The public accessed the Authority's invaluable databases via the internet over **6.9 million times** from **226 countries and regions**.
- Ordered, processed, and shipped nearly **1,200 pieces of new and upgraded equipment** to clerks' offices including CPUs, monitors, servers, laptops and scanners. The Authority purchased over **\$1.1 million of equipment** for counties during FY 2025 to replace depreciated equipment as part of its Statewide Computer Replacement Project. Since 1995, the Authority has provided over **34,000 pieces of new equipment** to clerks' offices.
- Provided **vital training** for thousands of Georgians — including Superior Court clerks, their staffs, notaries, vendors, and other stakeholders — through **12 eLearn courses and 121 training sessions**. Training is offered on a variety of topics utilizing online courses, in-person classes, webinars, one-on-one sessions, and conference presentations.
- Collected and disbursed **\$95.1 million** in court fees, with an additional \$1.8 million in trust fund interest. The collected total is \$6.3 million more than last year's total and the most collected in over a decade.
- Indexed and added to the database over **267,000 UCCs** and conducted roughly **7,400 Certified Searches**. From the project's inception in 1995, the Authority has indexed over **8 million UCCs** and conducted nearly **312,000 Certified Searches**.
- Continued to maintain the statewide notary database, with **47,203 notary commissions** issued by Superior Court clerks and then submitted to the Authority for inclusion in the database.
- Increased participation in **Notary Online** for a total of **154 counties** currently participating in the program. In FY 2025, **98%** of notary applications in Georgia were submitted electronically via the Authority's Notary Online application system.
- Processed over **22,000 apostille/authentication requests**, with nearly **54,000 apostilles** issued — a 14% increase over the previous fiscal year.
- Added over **121 million files** totaling more than **139 TBs of data** to the VaultTek remote servers for a fiscal year-end total of over **1.52 billion files** stored and protected in the online vault. The Authority upgraded archive appliances in **14 counties** during FY 2025.

- Imported over **7.7 million** new deed images, over **1.1 million** new lien images, and over **2.3 million** new plat images into the VMF system for a fiscal year-end total of over **330 million images** totaling over **17 TBs** of data that is protected and accessible for viewing through the VMF web interface.

Conclusion

As we close out this milestone year, we do so with deep gratitude — for the bold vision of our founders, the steadfast leadership of our Board of Directors, and the unwavering commitment of Superior Court clerks across Georgia. For 30 years, the Authority has served as a conduit for innovation, a champion of clerk-led progress, and a trusted partner in navigating change. We remain humbled by the trust placed in us and energized by the possibilities ahead.

The next chapter will bring new technologies, fresh challenges, and continued transformation. But the fundamentals will not change. United in purpose, clear in mission, and anchored by the relationships that define our success, the Authority stands ready to build on its legacy and continue driving progress for decades to come.

As one Georgia clerk recently shared:

“We are so thankful for everything that GSCCCA does for us. Thank you for all that you are doing to keep the vision of the Clerks’ Authority alive and moving forward. You guys are the best!”

A member of the public echoed that sentiment in a message to the Authority:

“I just wanted to say thank you for all the wonderful services you provide. Your organization is the best advertising in the country for making government work to help people. I use GSCCCA services both in my personal and professional capacity and have never had a problem. Thank you so much for all your hard work!”

These voices not only validate the work we have done — they inspire us to move forward with the same resolve that has guided us from the beginning: to adapt with intention, lead with innovation, and remain united in partnership with — and in service to — Georgia’s Superior Court clerks. Together, we will carry forward the legacy and write the next great chapter in an already extraordinary story.

The following pages offer an overview of the Authority and its many initiatives, along with a detailed summary of key accomplishments from the past fiscal year. Unless otherwise noted, all figures are current through June 30, 2025, the final day of FY 2025.

Information on www.gsccca.org

The Authority's website, www.gsccca.org, provides centralized, online access to real estate and personal property records from all 159 Georgia counties, offering the public unprecedented access to valuable information. Users can search UCC financing statements, deeds, liens, plats, maps, PT-61 transfer tax forms, and more. This information is available free of charge during business hours via public search terminals installed in each county's Superior Court clerk's office. For added convenience, 24/7 access is also available through an internet subscription.

In FY 2025, users from around the world accessed the Authority's online databases over **6.9 million times** from **226 countries and regions**. What once required in-person visits to county courthouses can now be accomplished from the convenience of one's home or office through the Authority's website, saving Georgia citizens and businesses considerable time and resources each year.

Website Statistics – FY 2025

- Images added to GSCCCA search system: **19.1 million**
- Total images in GSCCCA search system: **356 million**
- Sessions: **6.95 million**
- Unique visitors: **1.6 million**
- Bandwidth used: **17.42 TBs**
- Page views: **514 million**
- Average page views per visit: **23**
- Average visit duration: **14:31 minutes**
- Countries and regions accessing the site: **226**
- Top 5 countries: U.S., India, Philippines, Canada, and United Kingdom
- Browser usage: Chrome (57%), Safari (21%), Edge (15%), Firefox (5%)
- Mobile access: 28% of all users
- Mobile platforms: iOS (69%), Android (31%)

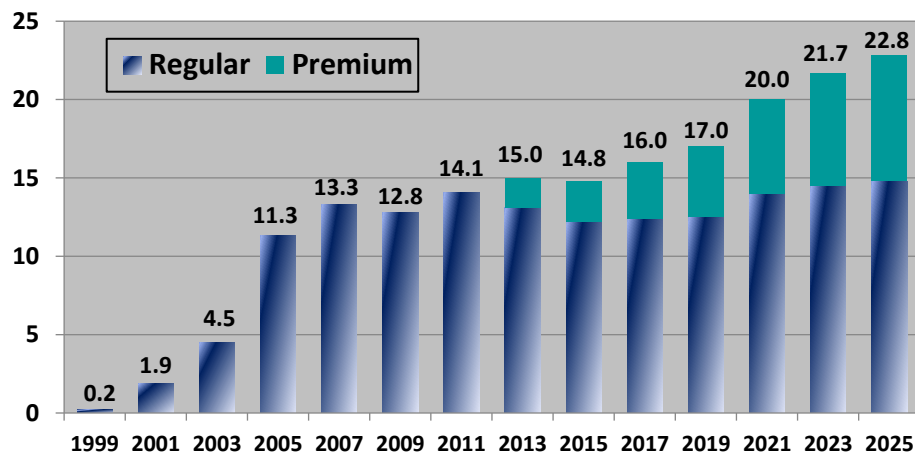
The Authority recognizes the value of its data and prioritizes making its website accessible, intuitive, and responsive. With the diversity of information contained in the website and the variety of audiences that it serves — from Superior Court clerks and real estate professionals to notaries and property attorneys — the site is designed to deliver a user-centric experience that is tailored to a variety of needs.

As user behavior, technology, and expectations evolve, the Authority continues to expand and enhance its online services. With 1.6 million distinct visitors in FY 2025 alone, maintaining a site that is clear, fast, and easy to navigate remains a top priority.

Website Subscribers – FY 2025

- Total monthly subscribers (Regular + Premium Search): **22,794**
 - Regular monthly subscribers: **14,858**
 - Premium Search monthly subscribers: **7,936** (a 6% increase over last year)
- Single-use subscribers added during fiscal year: **39,738**

Website Subscribers (in thousands) by Fiscal Year



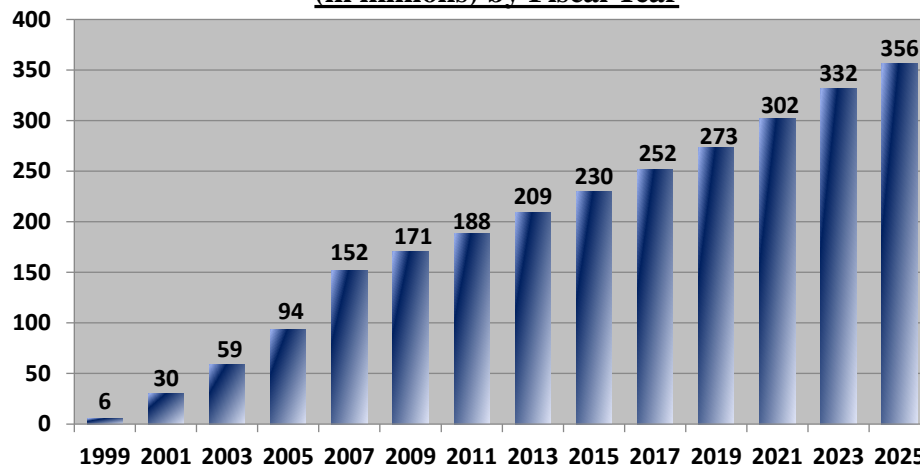
Website subscriptions have grown dramatically — from just a few hundred in 1999 to nearly 23,000 today — reflecting both the Authority’s expansion and the increasing value of its statewide indexes. Beyond raw numbers, though, the Authority measures success by the important role its website and databases play in supporting day-to-day operations across the state.

Images Added to Website

Each year, millions of new images are added to the Authority’s online search system, making it an even more valuable resource to users. In FY 2025 alone, over **19.1 million** images were uploaded, bringing the total to nearly **356 million**. See the chart below for a breakdown.

Document Type	Images Added in FY 2025	Total as of 6/30/25
Deeds	17,041,608	305,419,417
Liens	1,267,077	28,262,960
Plats	102,588	2,089,288
PT-61s	393,776	9,197,287
UCCs	345,864	10,670,908
Total	19,150,913	355,639,860

Images in GSCCCA Search System
(in millions) by Fiscal Year



Website Reliability & Security

The Authority places a high priority on maintaining reliable, 24/7 online access. Early on, it recognized that system failures could disrupt service, and in response, began distributing hardware to all 159 counties — over **34,000 pieces of equipment** since 1995. Network and datacenter upgrades have been implemented systemically, allowing the Authority to virtually eliminate downtime despite enormous growth in usage and content — from 200 subscribers and 6 million images in 1999 to nearly **23,000 subscribers** and nearly **356 million images** today. Whether a user logs in on a Wednesday at noon or Saturday at midnight, the Authority’s servers deliver accurate results in seconds.

The Authority is committed to the preservation of the data with which it has been entrusted and the public’s access to it. To this end, the Authority established a fully redundant remote datacenter and brought it online in 2009. As a result, the public will have continuous access to the Authority’s databases, even in the event of a disaster affecting the primary datacenter. Routine operations and scheduled maintenance often run from this backup site to minimize downtime for users.

In addition to ensuring access, the Authority also prioritizes website security and regularly assesses its systems against evolving standards and best practices. Quarterly, independent security audits are conducted to maintain PCI (Payment Card Industry) compliance, which ensures secure handling of sensitive financial data. Any vulnerabilities identified are addressed promptly by IT staff.

The Authority values customer feedback and actively incorporates suggestions into system upgrades and feature enhancements. A reporting function was added to the image viewer to allow users to flag issues directly. Whether it’s a request for a new feature or reporting a problem with an image, all feedback is welcomed and considered.

Financial Overview

The Authority receives no appropriated funds from the legislature of the State of Georgia. Its primary source of funding is through the real estate deed filing fee and the UCC filing fee. The Authority receives a \$5 fee for every deed filed and a \$12 fee for every UCC filed with a Superior Court clerk. The real estate deed fees and UCC fees, along with subscription fees for access to the Authority's statewide indexes, provide the majority of the funding to operate many of the Authority's programs.

The financial condition of the Authority remained healthy throughout FY 2025. The Authority is well positioned to meet its upcoming FY 2026 budgeted obligations and continues to aggressively manage project and administrative costs.

FY 2024 Year-end Audit Completed by Mauldin & Jenkins

- Received an unqualified "clean" opinion from Mauldin & Jenkins for the fiscal year ending June 30, 2024 audit.
- No audit adjustments were proposed by the auditors.
- Coordinated all requests with auditors from Mauldin & Jenkins and Georgia Department of Audits.

Monthly Financial Information

- Provided accurate and timely monthly financial statements, along with an executive summary, to the Authority's executive director and board members, helping facilitate informed decisions.
- Managed financial transactions related to GSCCCA Image Agreements and issued monthly statements to clerks. In FY 2025, the Authority compensated Superior Court clerk offices over **\$5.6 million** for print monies generated and over **\$667,000** for deed images transmitted to the Authority by clerks' offices. To streamline and enhance the payment process, the Authority offers Superior Court clerks the option of receiving funds via ACH transfer. By opting for this method, clerks receive their monthly funds on time, along with a report reflecting the details of the payment. Additionally, the transfer is completely secure, reducing the risk of lost or stolen payments. Currently, **70 counties** utilize this option and enjoy a more secure, efficient, and convenient way to receive their monthly print and image money.
- Launched new ACH payment site, **ePay**, statewide. Accessible at epay.gsccca.org, the site offers a more convenient and efficient way for participating counties to submit UCC, real estate, and notary payments. ePay also enables counties to review current and past payments and track payment history. As with other ACH payments, this option eliminates the need for mailed checks — reducing delays, saving time, and minimizing risk. To support the rollout, the Authority hosted multiple webinars and launched an online training course, entitled **ePay Portal**, through its eLearn platform. In its first year, **43 counties** submitted a total of **1,041 ACH payments** through ePay.

- Provided quarterly financial reviews at all board meetings.
- Completed monthly reconciliations and review of all general ledger accounts to ensure proper recording of financial data included in the monthly financial statements.
- Updated fixed asset database monthly for all asset additions and dispositions.
- Aggressively managed GSCCCA subscriber accounts to help boost a collection rate of 98%.
- Sent monthly past-due collection letters to help reduce the amount of bad debt write-offs.
- Ensured timely deactivation of past-due accounts to help reduce the charges incurred by delinquent subscribers.
- Adjusted system to enforce stricter AutoPay and past-due billing rules. Effective July 1, 2025, credit card payments are due by the 10th of each month, with accounts becoming past due on the 15th and immediately deactivated if unpaid.

Accounting Information

- Total active subscriber accounts as of June 30, 2025: **22,794**
 - Regular subscriber accounts: **14,858**
 - Premium Search subscriber accounts: **7,936**
- Average monthly direct access subscription revenue during FY 2025: **\$361,758**
- Single-use subscription revenue during FY 2025: **\$198,690**
- Number of monthly check payments processed during FY 2025: **13,342**
- Purchased **\$1,140,654** of equipment for counties during FY 2025 as part of the Authority's Statewide Computer Replacement Project.
- Amount compensated to clerks' offices for the 1989-1987 Historical Deed Project:
 - During FY 2025: **\$195,284**
 - Since inception of 1989-1987 Project: **\$6.9 million**
- Amount compensated to clerks' offices for deed images:
 - During FY 2025: **\$667,348**
 - Since inception of project: **\$25 million**
- Amount compensated to clerks' offices for prints (\$.50 per print) off the Authority website:
 - During FY 2025: **\$5,648,144**
 - Since inception of project: **\$106.3 million**
- FY 2025 breakdown for print compensation:
 - Deeds: \$4,884,929
 - Liens: \$210,273
 - Plats: \$404,200
 - PT-61s: \$43,696
 - UCCs: \$105,046

Notary & Authentications Division

In 1997, the Authority was asked by the Georgia Secretary of State to begin maintaining the central database of notaries public. This project includes:

- Maintenance of a central database of all active notaries public (194,516 as of 6/30/25)
- Issuance of apostilles and notary certifications (An apostille is an international certification of a public document for use in another Hague Convention country.)

In 2004, the Authority developed **Notary Online** with three primary goals:

- Improve the efficiency of notary application processing in clerks' offices
- Provide counties with immediate access to their notary filings and images
- Simplify the notary application process for the public

Through the Authority website, the public can search Georgia's notary database free of charge. Individuals seeking to become a notary public in Georgia may obtain an application from the clerk of Superior Court in their county of residence. Currently, **154 Georgia counties** participate in **Notary Online**, offering web-based notary applications using software developed by the Authority.

Recent legislation, **H.B. 1292**, introduced significant changes to Georgia's notary requirements. Effective January 1, 2025, the new law requires all notary applicants — both new and renewing — to complete an educational training course and maintain a journal of notarial acts performed for real estate documents. To support implementation, the Authority's Board of Directors adopted ***The Notary Educational Rules for the State of Georgia*** and published an updated online training course, entitled ***Notary Public***, on December 1, 2024. Offered free of charge through the Authority's eLearn platform, this course is the approved training program for all Georgia notaries. Upon completion, applicants receive a certificate to include with their notary applications submitted to the clerk of Superior Court. In FY 2025, nearly 44,000 people participated in this training. The Authority worked closely with Superior Court clerks to promote public awareness of these new requirements.

In addition to maintaining Georgia's notary database and supporting Superior Court clerks in their notarial duties, the Authority plays a critical role in international commerce by issuing **apostilles**. In 1998, the U.S. State Department recognized the Authority as the only agency outside of a Secretary of State's office authorized to provide this service.

Under the Apostille Treaty — an international agreement simplifying document authentication for use abroad — an apostille verifies the country of origin by authenticating the signature and seal of the issuing public official.

Common documents requiring apostilles include:

- Corporate documents (e.g., bylaws, articles of incorporation)
- Powers of attorney
- Marriage and birth certificates
- Diplomas and transcripts

- Job certifications, reference letters
- Home studies
- Deeds of assignments
- Distributorship agreements
- International adoption papers

Approximately four million apostilles are issued globally each year. When the Authority was first designated as Georgia’s apostille-issuing office in 1998, only 62 countries were party to the Apostille Treaty. Today, that number has more than doubled to 127, with Bangladesh joining in the past year.

Reflecting this growth, the Authority has seen a sharp rise in demand: from 6,400 apostilles issued in 1998 to nearly 54,000 in FY 2025. Originating from 145 Georgia counties, these documents were sent to 110 countries and 15 foreign territories.

To meet this increased demand for apostilles and offer flexibility to its customers, the Authority offers several service options:

- **In-person assistance:** Available Monday-Friday, 9:00 a.m. to 4:00 p.m., at the Authority office in Atlanta, with no appointment necessary. Staff served nearly 15,000 walk-in customers in FY 2025.
- **Mail-in processing:** A traditional option used by 34% of customers this past fiscal year.
- **Secure drop box:** Allows after-hours submissions with most processed and returned by mail within one business day.

To streamline transactions for its thousands of in-person customers, the Authority modernized its front desk payment system in FY 2025 by installing a new register and receipt printer. The updated system enables faster transactions and expanded payment options, including Apple Pay, Google Pay, CashApp, credit cards (chip), and cash.

The Authority’s Notary & Authentications Division had a busy and productive year. The following are notable achievements for FY 2025:

Notary:

- Maintained the statewide notary database. A statewide total of **47,203 notary commissions** was issued by clerks of Superior Court and then submitted to the Authority for inclusion in the statewide database. Of all notary commissions for FY 2025, 98% were processed through the Authority’s web-based system, Notary Online.
- Continued promoting and improving **Notary Online**. Participation in the program increased to **154 counties**, with one county joining this fiscal year. The Authority continues to offer one-on-one training for newly participating counties.
- Trained counties on the Authority’s **Notary Online Mail-In Renewal (MIR)** program. This program allows a notary who holds an active commission to renew by mail and pay by credit card, eliminating in-person visits to clerk offices. Currently, **50 counties** participate in the program, with 44 opting to receive their daily Notary Online mail-in renewal payments via ACH transfer.
- Continued the **Notary Renewal Notification** service. Launched in 2010, the Authority sends email notification to all notaries with an email address on file 30 days before their commission expires. Clerks can customize these notifications with county-specific instructions.

- Implemented **notary-related mandates of H.B. 1292** by:
 - Adopting *The Notary Educational Rules for the State of Georgia*
 - Publishing an updated *Notary Public* online training course
 - Updating the *Georgia Notary Handbook*, the Authority's in-person *Notary Public Training* class and webinar, and the Authority's website to reflect the new requirements
 - Hosting three webinars for Superior Court clerks and staff in December 2024 to explain the law's requirements ahead of its January 1, 2025 effective date
 - Providing targeted notary training to the Georgia State Office of Vital Records and Georgia State University to support specialized implementation needs
- Sold **1,998** copies of the ***Georgia Notary Handbook, 14th Edition***. Updated to reflect the mandates of H.B. 1292, the handbook includes forms and definitions and is an excellent reference for Georgia notary law, notary procedures, and best practices. It was created in 1999 in conjunction with the American Society of Notaries. In addition to direct sales, the Authority continues to provide notary handbooks at a discounted rate to Superior Court clerk offices with the goal of providing point-of-sale education materials to Georgia's notaries.
- Supported clerks in managing their notarial duties by offering two online training courses:
 - ***Notary Online*** – Designed for both new and existing Superior Court clerks and deputy clerks, the course covers submitting, processing, and deleting applications; processing name and address changes; editing unscanned commissions; setting preferences; and reviewing notary files, forms, reports, and Certificates of Authority.
 - ***Notary Online – Mail-in Renewals*** – Designed to help clerks remotely train their staff to participate in the MIR program.
- Provided training to the general public, free of charge, on the role and responsibilities of a notary public:
 - Published an updated ***Notary Public*** online course on December 1, 2024 to comply with H.B. 1292. Effective January 1, 2025, the new law mandates training for Georgia's notaries public as part of the initial or renewal application process. This online class is offered free of charge through the Authority's eLearn platform and serves as the approved course for all Georgia notaries. Nearly 44,000 people participated in this training in FY 2025.
 - Delivered 17 ***Notary Public Training*** sessions —12 in-person classes and 5 webinars — on the role and responsibilities of a notary public. These classes were hosted by Superior Court clerks and offered to members of the public free of charge. During FY 2025, nearly 1,300 Georgians took advantage of this free training, which was updated to comply with the mandates of H.B. 1292.

Authentications:

- Processed **22,379 apostille and authentication requests/orders**, with 66% submitted in person and 34% by mail.
- Issued **53,643 apostilles** — a 14% increase over FY 2024 — destined for 110 countries and 15 foreign territories, and originating from 145 Georgia counties. Top destination countries: South Korea, Mexico, India, Colombia, and Nicaragua.
- Issued **114 certificates of authority**, primarily for use in Puerto Rico.

Division-wide:

- Served nearly **15,000 walk-in customers**. In-person assistance is available Monday-Friday, 9:00 a.m. to 4:00 p.m., with no appointment necessary.
- Handled **9,812 phone calls**, averaging 40 calls per business day to resolution.
- Implemented a **modern front desk payment system** for apostilles, notary certificates, and Georgia Notary Handbooks:
 - Enabled multiple payment options (Apple Pay, Google Pay, CashApp, credit cards with chip, and cash).
 - Installed and upgraded hardware and software, including a new register and receipt printer, to streamline customer transactions.

As evidenced by these accomplishments, the Notary & Authentications Division continues to deliver high-quality, professional service, while managing a growing and complex workload. The Division's work is vital to the State of Georgia and is utilized and appreciated by thousands of residents and businesses each year.

Fines & Fees Division

Legislation passed in 2004 created a new funding mechanism for indigent defense and mandated the Authority to collect, account for, and disburse both new and existing court fees to the state treasury and other designated funds. Additionally, the Authority was mandated to compile statewide data on the collection and disbursement of court fees being collected by approximately 1,100 courts across the state. At that time, court fines and fees had been added incrementally over the years with little accountability or standardization in their collection.

To meet these responsibilities, the Authority established the Fines & Fees Division, adopted rules and regulations to guide implementation, and developed systems to support accurate and timely reporting. The information now provided through the Fines & Fees Division enables policymakers to make informed decisions regarding court funding and related legislation.

Since being entrusted to oversee court fines and fees, the Authority has:

- Developed and maintained **CourtTRAX** (www.courttrax.org) to support court compliance with reporting requirements.
- Created **uniform reports** and an **online calculator** to help courts properly calculate and assess fines and fees.
- Built **internal accounting systems** to index and process fees, ensuring transparency and accessibility of court fee data.
- Provided ongoing **training and guidance** for court personnel and stakeholders.

CourtTRAX, first launched in 2004, has long served as a critical resource for courts. However, evolving legislation and user needs prompted a complete site overhaul in 2022. This relaunch modernized the site's

infrastructure, streamlined functionality, and consolidated fragmented features into a more cohesive and user-friendly platform. Enhancements included:

- The ability to submit Consolidated Monthly Remittance, Monthly Disbursement, and Trust Fund Interest reports and payments via **ACH**
- An updated **online calculator**
- Dashboard and **submission history features** eliminating the need for printed forms
- **Vendor integration** for more efficient report submission
- User management of **ACH account information**

CourtTRAX continues to provide centralized access to legal guidance, forms, rules, legislative updates, training materials, and reporting tools — all essential to achieving accountability, consistency, and transparency in the court fee system.

Recognizing the importance of education in maintaining compliance, the Authority developed an online training course in 2006 to provide accessible instruction to court personnel. Now titled ***GSCCCA Fines & Fees – Introduction***, the course was updated in January 2025 to reflect current law and procedures and remains available through the Authority’s eLearn platform.

In January 2025, the Authority also launched a new eLearn course titled ***CourtTRAX.org***, offering detailed instruction on navigating the Fines and Fees website. The online training covers site registration, ACH payment set-up, and step-by-step guidance on completing and submitting all required monthly reports, including the Consolidated Monthly Remittance Report, Monthly Disbursement Report, and Monthly Interest Remittance Report.

In addition to online training, the Authority continues to offer in-person classes, conference sessions, and one-on-one instruction as needed or upon request.

In FY 2025, the Authority’s Fines & Fees Division achieved the following:

- Collected and disbursed **\$95.1 million in court fees**, with an additional \$1.8 million in trust fund interest. The collected total is \$6.3 million more than last year’s total and the most collected in over a decade.
- Maintained a **compliance rate of close to 100%** across all courts through a dedicated and consistent notification system.
- Introduced a **60-day non-compliance report** for remittable funds — designed for internal staff use — which now includes flag tracking to support improved accountability and follow-up.
- Processed over **34,000 monthly reports** submitted by reporting entities.
- Recouped operational costs at or under the statutory limit of \$500,000 for the 21st consecutive year.
- Continued to refine internal procedures to enhance data accuracy in the Fines & Fees database.
- Fulfilled statutory reporting requirements for Local Victim Assistance Program (LVAP) funds by submitting monthly results to the Criminal Justice Coordinating Council (CJCC), including automated reports in CVS format for easier import.
- Supported the Georgia Department of Audits and Accounts by providing data, responding to inquiries, and participating in meetings related to an audit of the LVAP fund.

- Communicated quarterly Fines & Fees results with external groups including the Legislative Budget Office, Senate Budget Office, Georgia Supreme Court, Governor’s Office, and Georgia Public Defenders Council.
- Maintained and updated www.CourtTRAX.org and all related materials, including training resources, forms, rules, legal guidance, the online calculator, and vendor programs to reflect current legislation.
- Developed updated, step-by-step registration and remittance instructions for www.CourtTRAX.org users. Materials were distributed to Fines & Fee staff and HelpDesk personnel for support purposes.
- Provided continued support to probation companies and other court-affiliated entities for the purpose of collecting and disbursing fines and fees.
- Updated online course *GSCCCA Fines & Fees – Introduction*, available to all court personnel and vendors through the Authority’s eLearn platform. During FY 2025, 326 people participated in this training.
- Launched new eLearn course titled *CourtTRAX.org*, providing step-by-step instruction on the Fines and Fees website. The course was launched on January 1, 2025, and 61 people have taken advantage of the training thus far.
- Conducted two in-person training classes and several one-on-one training sessions to educate court personnel on the many aspects of the Fines & Fees system.
- Partnered with the Institute of Continuing Judicial Education at the University of Georgia to offer two classes for new Municipal Court clerks.
- Delivered a six-hour Fines & Fees training session at the COAG Fall Conference.
- Held on-site meetings with clerks to answer questions and offer targeted assistance.

Through its efforts to provide accountability and uniformity to the collection of court fees, the Authority continues its leadership in providing timely and accurate court fee information to the public.

UCC (Uniform Commercial Code) Project

With the passage of legislation in 1993, the State of Georgia established a statewide system for the indexing of Uniform Commercial Code (UCC) documents. When the Authority began operations on January 1, 1995, Georgia became the first state in the nation to privatize this traditional state function by outsourcing the indexing of UCC filings to a third-party vendor.

A UCC Financing Statement gives public notice of liens on personal property. Under the Authority’s system, a secured party need only file in one county to receive statewide notification of their lien position. When a filing is presented to a local clerk of Superior Court, the clerk has 24 hours to transmit the UCC document to the Authority, and the Authority then has 24 hours in which to add the filing to the statewide index. Prior to this centralized system, secured parties had to file in all 159 Georgia counties to receive statewide notification. The Authority’s central index provides stronger lien protection, while saving filers both time and money.

In 2009, the Authority launched a pilot project to support electronic UCC filing and opened the **UCC eFile** site to the public in 2010. Since then, nearly **2.3 million** UCCs have been electronically filed. The program continues to grow, with over **274,000** UCCs eFiled in FY 2025 alone. Today, 152 counties participate, with 134 — 84% of Georgia counties — mandating electronic filing.

To support high-volume processing, the Authority introduced a **UCC auto-numbering** feature in 2019 for counties mandating eFiling. The system automatically assigns the next available UCC financing statement number, enabling multiple users in a clerk's office to process UCCs concurrently, without risking duplicate file numbers. The auto-numbering feature also streamlines bulk filings and helps ensure accuracy. At fiscal-year end, **119 counties** were taking advantage of this feature, with four activated during FY 2025.

To support the program, the Authority also published a **UCC eFile API** in 2019 that allows filers to submit and pay the Authority directly through their own proprietary software, increasing the efficiency of UCC submission. County vendors can also utilize the web API to accept or reject filings, providing additional flexibility. Of the UCCs electronically filed this past fiscal year, 39% were submitted through the Authority's UCC eFile API, up 4% from last year.

To further support the program, the Authority launched an online training course titled **UCC eFile** on its eLearn platform in FY 2025. The course offers an overview of the eFile portal and provides practical guidance to help clerks and their staff begin processing UCC eFilings.

During FY 2025, the Authority:

- Indexed and added **267,514 UCCs** to the statewide database.
- Processed **7,458 Certified Searches**, which involve exact-name searches conducted internally by Authority staff with results transmitted to the customer.
- Continued to expand **UCC eFile**, with 84% of Georgia counties mandating electronic filing, and over 95% of all UCC documents now filed electronically.
- Created monthly **UCC bulk image electronic files** for clients throughout the year.
- Continued offering online training course titled **UCC** for Superior Court clerks and deputy clerks, available through the Authority's eLearn site.
- Launched new eLearn course titled **UCC eFile**, supporting clerks and their offices with processing UCC eFiles.
- Responded to UCC inquiries from clerks' offices, the banking industry, law offices, the U.S. Attorney's Office, law enforcement, and the general public.

Since the first fax arrived in 1995, the Authority has indexed and added to its database over **8 million UCCs** (averaging approximately 22,000 per month) and conducted over **312,00 Certified Searches**. The Authority provides free statewide access to its UCC database through public search terminals in all clerk of Superior Court offices. Additionally, the index is accessible online by subscription for users seeking the convenience of searching the indexes from their office or home.

Real Estate Projects

Real Estate Deed Project

In 1996, legislation was passed in Georgia that required the Authority to develop a consolidated database of the official real and personal property records of all 159 clerks of Superior Court. With this mandate, the Authority created a one-of-a-kind system with no direct cost to the State of Georgia. When the system became operational on January 1, 1999, the public gained unprecedented free access to information within the office of the Superior Court clerk through search terminals installed by the Authority. Additionally, the business community gained 24/7 access to official land records through the Authority's website, www.gsccca.org, by subscription.

The Real Estate Deed Project contains the following elements:

- Computer access to real property deed indexes of all 159 counties
- Integration of all 159 counties into an online statewide system
- Implementation of standards for data files, fields, and index data
- Standardization of all printed indexes statewide

Following passage of the enabling legislation, the Authority developed and implemented the only statewide intranet network in state government at that time. The system started collecting data from all 159 clerks of Superior Court on January 1, 1999. This data includes the name of the seller and buyer of the property, the location of the property, the book and page where the actual deed or property record is filed in the county, and cross index information to other related records. Searches can be performed by name, book and page, property location, or instrument type, and can be done by county, region (i.e. a county plus all counties that border it) or statewide. Additionally, images of the corresponding records are constantly being added to the online system.

The Authority added over **17 million real estate deed images** to the system during FY 2025 to bring the total to over **305 million deed images** in its publicly searchable database. Clerks' offices have been compensated by the Authority a total of **\$25 million** since inception of the project. Additionally, print fees generated from the system are compensated to the clerk's office where the original document resides. During FY 2025, the Authority compensated clerks' offices in Georgia over **\$667,000** for deed images added to the system and **\$4.9 million** for deed prints made from www.gsccca.org, resulting in over **\$5.5 million** in additional funding for Georgia's Superior Court clerks' offices.

In 2004, a new feature was added to the system: access to **Real Estate Transfer Tax forms (PT-61s)**. The Authority worked with the Department of Revenue, the Department of Audits, and the Real Property Section of the State Bar of Georgia to bring this project online. This feature has added even more valuable information to the real estate system: nearly **9.2 million** PT-61 images since the project began, with nearly **394,000** of those added this fiscal year.

At the end of 2011, the Authority successfully launched **Real Estate eFile** statewide. Since the launch, nearly **10 million** real estate documents have been electronically recorded. In FY 2025, nearly **1.7 million** real estate documents were electronically recorded through <https://efile.gsccca.org>, with 48% of those

using the Authority's API for submission. As of July 1, 2023, all 159 Georgia counties were activated to accept all document types for electronic filing. (See Pages 31-33 for more information on the eFile Project.)

Following is a summary of efforts during FY 2025 to support and enhance the Real Estate Deed Project:

- Continued processes that monitor incoming real estate data for completeness and accuracy. These processes help ensure incoming data stays synchronized with local courthouse data and create a complete record of real estate document filings.
- Continued using software and monitoring procedures to detect historical land record data that is not in conformance with the *Indexing Standards for Real and Personal Property Records for the State of Georgia*. This is intended to highlight possible errors in the index data for deed records, thus extending the Authority's ability to check the accuracy and ensure the quality of existing and incoming historical deed records. Tens of thousands of real estate, lien and plat data records and images have been reviewed throughout the fiscal year through automated and manual processes.
- Continued the administration of the Authority's "Indexing Certification Exam" resulting in clerks, deputies, and private vendor personnel becoming certified by the Authority to index real and personal property records in accordance with the *Indexing Standards for Real and Personal Property Records for the State of Georgia*. At present, **66 currently serving clerks and deputies from 21 counties** have completed the Indexing Certification.
- Continued efforts to certify the land record recording computer systems of private vendors that are used by clerks for compatibility and compliance with the Authority's data collection system and the Indexing Standards. At present, **9 vendor systems** have achieved certification by the Authority for their land record recording system.
- Conducted 4 in-person classes, multiple webinars, and several one-on-one training programs for Superior Court clerks, their staff, and vendors on the Real Estate Indexing Standards.
- Continued offering 3 online courses on the Authority's eLearn platform to train Superior Court clerks, deputy clerks, and vendors on the Real Estate Indexing Standards. Courses include:
 - GSCCCA Indexing Standards
 - GSCCCA Indexing Standards – Extended
 - GSCCCA Indexing Standards – Common Mistakes
- Provided continuous troubleshooting of issues relating to the deed, lien, and plat filings of all clerks of Superior Court and the transmitting and storage of the related index data to the Authority.
- Provided ongoing telephone and email assistance, available to all clerks of Superior Court, regarding the proper indexing of land records in accordance with the *Indexing Standards for Real and Personal Property Records for the State of Georgia*.

Historical Deed Re-Indexing Project

In 2002, the Authority launched the Historical Deed Re-Indexing Project with the goal of adding land records from Georgia's 159 counties that were filed before the central collection system was implemented to the Authority's online system. (Gwinnett County was the first county to accomplish this feat with a "good-from" date of 1871.) To support this project, the Authority developed further Indexing Standards guidance to help address the challenge of applying current indexing standards to real and personal property records that were locally recorded before the advent of statewide indexing standards.

The project is complex and challenging as the Authority requires the complete re-indexing of these older land records in conformance with current Indexing Standards to create a cohesive record with current data in the system. All indexers performing this re-indexing must pass the “Indexing Certification Exam” developed by the Authority, and collected data is quarantined until quality checks are completed. After passing the quality control checks, the data is released to the Authority’s website for public access. The cost to add each additional historical year to the database is approximately \$3.6 million.

The Authority completed the **1991-1990 Historical Project** in October of 2019 with 90 counties participating. The project concluded with the Authority adding over 820,000 deed records to its publicly searchable website, and moving the statewide “good-from” date to 1/1/1990.

In a continuing effort to add additional deed records to the Authority’s website, the Authority launched the **1989-1987 Historical Deed Project** in 2022. The project includes an estimated 3.6 million total instruments and has a budget of up to \$10.8 million. The entire project has an anticipated completion date of June 30, 2025. The Authority has provided for compensation to those clerks of Superior Court who have previously completed their 1989 deed instruments voluntarily and will further compensate those who have voluntarily completed 1988 and 1987 deed instruments. As a result of the 1989-1987 Historical Deed Project, the Authority has compensated clerks’ offices **nearly \$7 million** since inception of the project.

County-Funded Historical Deed, Lien & Plat Re-Indexing Project

In 2013, the Authority launched a voluntary County-Funded Historical Deed, Lien & Plat Re-Indexing Project, allowing clerks on their own initiative and funding to image and re-index their property records for inclusion in the Authority’s system. During FY 2025, **five additional counties** began participating for a total of **102 counties** in the program, which allows additional index and image data for deeds, liens, and plats at the clerk’s option. Participation is completely voluntary and at the election of the clerk of Superior Court. Highlights of the program include the documentation and comprehensive analysis of all county books and dockets, along with the issuance of indexing guidance for the prevention of unintentional book naming conflicts. The result of the process provides an indexing roadmap for all future historical indexing for the clerk, as well as awareness of the importance of consistency for current indexing.

A total of **5.87 million instruments** have been added to production since the program began. As a result of this project, the public has access to additional real estate information at no additional cost to the Authority, and clerks’ offices have the opportunity to generate additional funding through print image fees initiated through the Authority’s website. Many more instruments are expected to be added in the future through this project.

Lien, Plat & Map Project

When H.B. 1582 took effect in January of 2004, clerks of Superior Court began transmitting lien, plat, and map indices and digital images to the GSCCCA. To support this initiative, the Authority certified all existing vendors, trained clerks, and provided necessary equipment. New scanners and PCs were distributed to counties and bandwidth was increased (both locally and at the Authority) to accommodate the growing volume of data.

Legislation was passed in 2016 that required all plats in Georgia to be electronically recorded beginning January 1, 2017. Through a cooperative effort with clerks and vendors, the Authority expanded its eFiling portal to support this mandate. As a result, all Superior Court clerks are now able to electronically process plats submitted through the GSCCCA portal. To support implementation at the time, the Authority Board adopted *Plat eFiling Rules and Regulations*. Effective January 1, 2025, these rules were repealed and incorporated into the *Real Estate Electronic Recording Rules for the State of Georgia (URPERA rules)*, creating a unified regulatory framework for all real estate eRecordings. Since inception of the mandate, over 235,000 plats have been electronically filed, including more than 29,000 during FY 2025. The move to electronic plat filing has led to a more efficient, end-to-end process and improved the fidelity of printed plat reproductions.

As a result of the Historical Plat Image Project, which was completed in 2023, all plats statewide are now available for viewing on the Authority search system. Initiated in response to feedback from clerks, the project included more than 1.2 million historical plat images filed on or before December 31, 2003. These included records from plat books, plat cabinets, aperture cards, and other media used by clerks' offices to record the historical plats. The project did not include indexing or plats recorded in deed books. Compensation for all historical plat images was provided as a direct cash benefit to clerks' offices and counties. Total cost to the Authority for the entire project exceeded \$3.8 million.

In 2017, the Georgia General Assembly passed legislation mandating the electronic filing of state tax liens, though the Act was substantially modified by a subsequent bill in 2018. Throughout both sessions, the Authority worked closely with stakeholders to help shape and implement the revised law. Leading up to the law's effective date, the Authority invested significant time and resources into building the systems necessary for the Department of Revenue (DOR) to eFile liens through the GSCCCA portal. The Authority also developed a standard that enables state tax liens to be transmitted directly from DOR to the GSCCCA, and subsequently to the counties. Since the mandate took effect on January 1, 2018, DOR has successfully eFiled more than **520,000 state tax liens**, including approximately **24,000** during FY 2025.

Pending Lien Project

The Authority continued the Pending Lien Project, an initiative launched in 2022 to support clerks' offices in resolving and removing Department of Revenue liens that have been pending for over 1,000 days. The project spans 46 counties and initially involved 3,102 outstanding liens. Upon receiving a list of pending liens from the Department of Revenue, the Authority compiled a comprehensive spreadsheet with the information needed to investigate and correct each record. This effort included working directly with each clerk's office, providing training on how to conduct pending lien searches, identify issues, and take appropriate steps toward resolution.

At present, 45 of the 46 counties have completed the project. The final county is actively working with the vendor to resolve its pending liens. As a result, 3,095 liens have been corrected and removed from the Pending Search Aging Report, resulting in a 99% completion rate.

PT-61 Project

Launched in 2004, the PT-61 eFiling system is a collaborative effort between the GSCCCA and the Georgia Department of Revenue (DOR) to streamline the filing of Real Estate Transfer Tax forms (PT-61 forms). Instead of completing a multi-part paper form, filers can now log onto www.gsccca.org and submit the form online. The program enables a more efficient transfer of tax data to the DOR and local tax assessors via weekly electronic reports.

During FY 2025, the Authority:

- Added nearly 394,000 PT-61 filings, bringing the statewide total to nearly 9.2 million PT-61 records. These filings were accepted and activated by the counties and then transmitted to the Georgia Department of Revenue and Georgia Department of Audits.
- Compensated clerks' offices nearly \$44,000 for PT-61-related prints from the Authority website (\$.50 per print).
- Added nearly 139,000 properties, increasing the number of searchable addresses in our premium map search application to nearly 3.7 million.

Current Indexing Improvement Project

The Authority continued progress on the Missing Image Initiative, which aims to identify deed instruments across all 159 counties that lack an associated image. To advance this effort to improve data quality, the Authority leveraged the successful approach used for the Pending Lien Project to formalize a similar plan for the Missing Image Initiative.

In December 2023, a comprehensive review revealed more than 125,000 instruments in the indexed data without associated images. To track improvements over time, the Authority generated county-level reports in December 2023, August 2024, October 2024, December 2024, and April 2025. With each reporting cycle, a courtesy report was emailed to each county, listing the specific instruments lacking images. These reports were designed to raise awareness among clerks and support their efforts to resolve missing image issues.

The most recent report from April 2025 showed a net improvement of nearly 25,000 instruments, with over 120 counties showing progress — several achieving complete resolution of their missing images.

In addition to identifying missing images, the Authority also conducted research in 2023 to identify potentially missing deed docket books. This effort involved comparing live data to the expected data per the county docket surveys. Notifications were sent to clerks and/or vendors to address these concerns.

The Authority remains committed to improving data quality. This ongoing effort includes both in-person and online training: a three-hour classroom session offered across the state and three courses available via the eLearn platform on the Real Estate Indexing Standards, including one that specifically addresses common indexing errors.

Electronic Filing (eFile) Projects

In 2009, the Georgia legislature mandated that the Authority develop rules and regulations for the electronic recording of real estate-related documents. Anticipating this need — and with a continued focus on keeping clerks' offices at the forefront of technology — the Authority spent years prior to this mandate researching, planning, programming, and testing its eFiling program through an extensive pilot project. Central to this effort was the development of a platform flexible enough to serve clerks, bankers, attorneys, and the general public.

From the beginning, the Authority's goal for its eFiling service has been to protect the autonomy of Superior Court clerks, improve the technology within their offices, streamline the document-filing process, and provide the public with convenient and effective tools — all at no cost to state or local governments. Additionally, the Authority offers its eFiling service without imposing any fees beyond the base filing fee and banking fees. To assist users, the Authority maintains an eFile User Manual as a resource for navigating the system and resolving technical questions. The Authority's HelpDesk also provides live support Monday through Friday from 7:30 a.m. to 6:00 p.m. and responds to roughly 5,000 eFile-related support requests each year.

Since the pilot project's launch in 2009, nearly **12.3 million** documents have been filed through the Authority's electronic filing portal (efile.gscca.org) which now facilitates the filing of UCCs, real estate deeds, liens, plats, and PT-61 documents. And with the changes brought about by H.B. 1292 — and the resulting revisions to the URPERA rules — the portal now serves as the sole authorized platform for eRecording real estate documents in Georgia.

Following are more specifics on the Authority's eFile projects, including history, program features, participation, major changes over the past fiscal year as a result of H.B. 1292, and current status.

UCC eFile

Following an extensive pilot project in 2009, the Authority successfully launched **UCC eFile** statewide in 2010 and began accepting UCC documents for electronic filing. In 2019, the Authority introduced a **UCC eFile API**, enabling filers to submit and pay the Authority directly through their own proprietary software, increasing the efficiency of UCC submissions. County vendors can also use the API to accept or reject submitted UCCs, offering counties more flexibility in managing filings. This fiscal year, 39% of all UCCs filed electronically were submitted through the Authority's UCC eFile API, up 4% from last year.

UCC eFile continues to grow, with a **7%** increase in usage this fiscal year compared to last. Since the pilot project launched in May 2009, nearly **2.3 million UCCs** have been filed electronically. In FY 2025 alone, over 274,000 UCCs were eFiled, accounting for over 95% of all UCC filings statewide. At present, **152 counties** participate in the program, with **134** mandating electronic filing — meaning **84%** of Georgia counties now only accept eFiled UCC documents.

Counties that mandate UCC eFiling may also take advantage of UCC auto-numbering, a feature added in 2019 that automatically assigns the next available UCC financing statement number through the Authority's eFile portal (efile.gscca.org). This allows multiple users within a clerk's office to process

UCC eFilings simultaneously without risking duplicate file numbers. The feature is especially useful for high-volume filers utilizing bulk receipts, enabling counties to process up to 1,000 filings on a single receipt with full number traceability. As of fiscal year-end, **119 counties** were using the auto-numbering feature, with four of those counties activated this year.

To further support the program, the Authority launched an online training course titled ***UCC eFile*** on its eLearn platform in FY 2025. The course offers an overview of the eFile portal and provides practical guidance to help clerks and their staff begin processing UCC eFilings.

Real Estate eFile

In 2011, the Authority built and launched a statewide Real Estate eFiling portal, initially enabling approved vendors to submit real estate documents on behalf of filers. Two years later, the service was expanded through the development of a public-facing web interface, allowing eligible users across Georgia to file documents directly with counties from the convenience of their home or office using the Authority’s website, <https://efile.gscca.org>. This expansion significantly improved access and helped modernize real estate recording practices statewide.

To further support this initiative, the Authority developed and published the **eFile Registry** (www.efileregistry.org) in 2011 as a secure system for registering, maintaining, and verifying eFiling participants. Developed in cooperation with the State Bar of Georgia and the Georgia Superior Court Clerks’ Association, the eFile Registry streamlined the process of managing approved filers and served as a vital resource for counties and vendors. At its peak, the Registry housed over 32,000 active participants.

However, the 2024 passage of H.B. 1292 initiated a significant overhaul of the real estate eFiling framework, including the retirement of the eFile Registry on January 1, 2025. With this change, the requirement for “Participant IDs” was eliminated, simplifying the process for filers and clerks alike. While the Registry no longer accepts new registrations, historical data remains available in a read-only format for counties and other stakeholders.

The transformative mandates of H.B. 1292 necessitated a revision of the *Real Estate Electronic Recording Rules for the State of Georgia* (URPERA rules), with the revised rules taking effect on January 1, 2025. Throughout the process of addressing the requirements of the new law, the Authority engaged with stakeholders to gather feedback, define project requirements, and guide development.

Among the bill’s most significant provisions is the requirement for the Authority to collect, verify, and securely store government-issued identification for individuals filing real estate documents electronically. To fulfill this mandate, the Authority launched **identity verification** functionality on its eFile portal in November 2024, enabling users to validate their identity using a webcam or smartphone. As part of this initiative, webcams were installed on public terminals in clerks’ offices to ensure accessibility. In conjunction with this rollout, the Authority published updated system documentation, including a downloadable *Identity Verification Guide*, to help users navigate the new requirements.

Because the new law requires the Authority to verify the identity of filers beginning January 1, 2025, the Authority has mandated — through its revised URPERA rules — that all electronic real estate filings be submitted exclusively through its portal, making efile.gscca.org the sole authorized platform for

eRecording in Georgia. The Authority worked diligently to meet the mandates of H.B. 1292 and facilitate a smooth statewide transition to the new, streamlined system. Since the launch of identity verification, nearly **20,000 users** have successfully completed the process.

To support this transition and ensure continued system integrity and compliance, the Authority updated its certification program for vendor systems. In 2022, the Authority established a program for **eFile System Certification**, a formal process for certifying vendor eFile systems used by clerks for deeds, liens, and plats. This certification ensures systems meet standards for quality, completeness, compatibility, and compliance with state law. In November 2024, the Authority launched the eFile System Certification Update process in response to eFiling changes introduced by H.B. 1292. As part of this update, systems were required to complete tests demonstrating compliance with new requirements effective January 1, 2025, most notably the deprecation of “Participant IDs” for eFilings submitted on or after that date. Currently, eight systems, including the Authority’s eAssist platform, have achieved full certification.

These significant changes come amid a period of sustained growth in Real Estate eFile activity, with a **17%** increase in usage this fiscal year compared to last. Since its inception, the system has facilitated the electronic filing of nearly **10 million** real estate documents, including nearly **1.7 million** in FY 2025 alone — **48%** of which were submitted via the Authority’s eFile API. This growth reflects the long-term advantages of eFiling — streamlining operations, enhancing efficiencies, and improving access — and more recent drivers such as the COVID-19 pandemic and the passage of H.B. 974 in 2022, which required all Superior Court clerks to offer electronic filing for security deeds by July 1, 2023. With the activation of the remaining counties on that date, all 159 Georgia counties now allow all real estate documents to be electronically filed.

To help clerks manage eFiled submissions more efficiently, the Authority continues to offer an optional feature that allows participating counties to receive **estimated filing fees** for deeds, liens, and plats. At present, **137 counties** have enabled this feature, with eight of those counties activated during FY 2025. Enhancements such as fee discrepancy exceptions and automated warnings help flag major variances between submitted and expected fees, promoting faster resolution and reducing processing errors.

With the evolution of the eFiling landscape over the past decade, including the transformative changes brought about by the passage of H.B. 1292, Real Estate eFile has entered a new era — one showcasing a streamlined and modern eFiling system, focused on simplifying the filing process and offering enhanced consumer protections. The Authority remains committed to providing training, support, and resources to help clerks, vendors, and users adapt to this next generation of real estate eFiling in Georgia.

Other Projects/Services

Premium Search Account

Launched in 2012, the Authority’s Premium Search account offers enhanced search and view options across its valuable statewide indexes. Developed in response to subscriber feedback, the premium service allows users to:

- Pinpoint properties by entering the street address.
- Browse PT-61 filings for a specific day, week, or month.
- Search real estate records by county and instrument type.
- View data using multiple display options.
- Access information anytime, anywhere through a mobile app that uses GPS data (see more about the Clerks' Authority Map Search Application below).

The Premium Search account, which includes the Clerks' Authority Map Search Application, is an essential tool for realtors, bankers, attorneys, surveyors, appraisers, and other professionals, enabling more efficient and effective work. It is especially valuable for searching sales in small counties without MLS access or formal property listings.

In FY 2025, the Authority added hundreds of new Premium Search accounts, ending the fiscal year with **7,936** active users.

Clerks' Authority Map Search Application (Mobile App)

Launched in 2012, the Clerks' Authority Map Search Application delivers the most accurate and up-to-date real estate sales data available in Georgia. It is the only mobile app that provides real-time access to sales information from the official source of property transfer tax data in the state.

Key features of the Map Search app include:

- Real-time sales data
- Sales history
- Official county records
- Deeds
- Liens
- Plats

In FY 2025, nearly **139,000 properties** were added to the application, bringing the total number of searchable addresses to nearly **3.7 million**. Accessible 24/7 on smartphones and tablets, the app offers real estate professionals and consumers comprehensive property data anytime, anywhere. The application is available on Android devices, iPhones, and iPads, and is available free of charge to Premium Search account subscribers.

Protective Order Registry

The Protective Order Registry is an online service that stores all Protective Orders issued by Georgia's Superior Courts as authorized by the state's Family Violence statutes. Clerks of Superior Court are responsible for indexing the required data for Orders filed in their courts, scanning the Orders, and transmitting both the data and images to the Authority. The Authority then verifies and forwards the information to the Georgia Crime Information Center (GCIC).

Accessed by law enforcement through GCIC terminals, the Protective Order Registry provides immediate access to critical information. In FY 2025, over **51,000 Protective Orders** were indexed by clerks and electronically transmitted by the Authority to GCIC. Through the continued efforts of Superior Court clerks and the Authority, vital public safety data remains readily accessible to law enforcement agencies nationwide.

Criminal Case Data

The Authority continues to provide some court clerks with a means to submit electronic transmission of criminal case disposition data to the Georgia Crime Information Center (GCIC), where it is used to update the state's Computerized Criminal History Database. The Authority works with the clerks as their agent to facilitate transmission of the data.

In FY 2025, over **260,000 records of criminal court dispositions** were electronically transmitted to the Authority and then forwarded to GCIC to support the compilation of accurate criminal histories and background checks.

eCertification Program

Launched in 2021, the Authority's eCertification Program (<https://ecert.gsccca.org>) is an online system that allows users to request and receive certified documents electronically. By enabling electronic requests and payments, the program eliminates the need for in-person visits to the clerk's office. Clerks' offices process the requests and deliver the certified documents directly to users via the portal. Payments are processed through the Authority and included in the Daily County Disbursement reports. Each clerk of Superior Court determines which documents are available for electronic certification.

In 2023, the eCertification portal was expanded to allow clerks to offer regular (non-certified) copies in addition to certified ones. This feature is available at the clerk's option and training through the Authority's Product Management Group is available upon request. Regular copies are processed in the same manner as certified copies, but with no cover page and different filing fees.

The eCertification portal offers the following:

- Allows Georgia citizens to request a digital version of certified documents (or regular copies) from court systems across the state.
- Provides an online registry to verify certified document authenticity.
- Provides users with request history and search capabilities.
- Provides users with the ability to request certified and regular copies of documents filed in the clerk's office.

The corresponding county portal offers the following:

- Allows each county to customize the certification process to fit their needs including outgoing emails, document request forms, and cover sheets.
- Provides counties with funds collection, administration, and reporting functions.

At present, **99 counties** are actively participating in the eCert Program, including **nine** that joined in FY 2025, and **80 counties** are utilizing the Regular Copies feature. Since the program's launch, nearly **218,000** total requests have been submitted — an **89%** increase over the previous year — and nearly **161,000** certifications have been completed through the eCertification portal. Guided by feedback from the public and clerks' offices, the Authority continues to enhance and update the program as needed.

Filing Activity Notification System (FANS)

Launched in January 2023 after extensive collaboration with Superior Court clerks, the Filing Activity Notification System (FANS) offers Georgia citizens a powerful tool in the fight against home theft and other potentially fraudulent activity. Provided as a free service, FANS notifies users whenever filings are made that match self-defined criteria — whether by name, address, or document type. Alerts can relate not only to real estate filings, but also to personal property (UCCs), liens, and plat documents. While the system cannot prevent fraudulent documents from being recorded, it does provide timely, actionable alerts that empower users to take appropriate follow-up steps.

Broad notifications are especially powerful because FANS is not limited to deed-related filings. The system also notifies users when other documents are filed — such as UCCs or liens — which are often unexpected and can be filed in any county across Georgia. Each alert includes key details to help users quickly determine whether the filing may affect them and provides links to additional resources for further investigation.

Users can set up notifications in three distinct ways:

- **Name-based alerts** notify users when any filing is made under a specific name.
- **Document-based alerts** allow users to track filings referencing their original deed, using the book and page number. These alerts are especially useful, as fraudulent filings often attempt to mimic legitimate transactions by referencing prior deeds. An unexpected notification may signal that urgent investigation is needed.
- **Address-based alerts** notify users when a specific street address is cited in a PT-61 transfer tax form or a UCC filing — both of which may indicate a significant property-related event.

FANS is voluntary, user-friendly, and open to all at no cost. Citizens must simply register at <https://fans.gsccca.org/> using an email address or phone number. As of June 30, 2025, nearly **85,000 users** were enrolled in the system — an increase of more than 50% from the previous year. These users submitted over **183,000 notification requests** based on names, addresses, and document criteria, resulting in more than **254,000 alerts** for roughly **385,000 matches**.

Public response to FANS has been overwhelmingly positive. The Authority regularly receives messages of appreciation from users. One Greensboro couple, concerned after receiving an alert, shared the following message:

“We just wanted to thank you again for your interest and resolution of our concerns about our home deed. You and your IT department should be highly recognized for your diligence in rectifying the situation. In the current climate of ID theft, this was a very disturbing situation for us. But because of your hard work, we can feel confident that our records have not been compromised.”

Beginning September 1, 2023, users are required to indicate their county of residence upon logging into the system. This measure supports data tracking and reporting without affecting search results or notification performance. To expand awareness, the Authority continues to promote FANS through ongoing public outreach in partnership with clerks of Superior Court statewide.

Carbon Sequestration Registry

The Georgia General Assembly passed the **Georgia Carbon Sequestration Registry Act** in 2004 to support efforts to reduce greenhouse gas emissions through carbon sequestration. In response, the Authority partnered with the Georgia Forestry Commission (GFC) to develop and maintain the **Carbon Sequestration Registry**, which serves several key objectives.

The registry's primary purpose is to promote the conservation and responsible management of forests as a means of mitigating the impact of harmful emissions. In addition, it creates an economic incentive for landowners by establishing a marketplace for "carbon credits" — tradable units based on the amount of carbon sequestered by preserved timberlands. These credits can be sold to industrial clients seeking to offset their excessive emissions. In this way, the system both rewards landowners for their conservation efforts and enables businesses with emissions overages to compensate by investing in environmental stewardship.

The registry documents and tracks the acreage of timberland that participating landowners agree to preserve. To maintain the integrity of the system, independent inspectors verify the initial registration and conduct periodic inspections to account for any changes caused by wildfires, storms, or other destructive events.

Disaster Planning & Data Archive Initiatives

Serving as custodian of their court's records is one of the most important roles of a Superior Court clerk. With this in mind, the Authority has made supporting clerks in their efforts to protect and preserve their records a priority by offering multiple programs to this end.

Launched in 2007, the **VaultTek Online Archive Program** (formerly MyVault) has provided the foundation of support and purpose from which all other archive initiatives have been conceived and implemented. Through a combination of hardware, software and technical support, the VaultTek data protection and monitoring service has supported clerks for over 18 years, delivering assurance in records' protection and best practice guidance in disaster planning. Serving Superior Court clerks remains at the core of the program's mission, as shown by the launch of a mobile application for VaultTek users in 2022 called **VaultTek Mobile**. The app provides convenient, on-the-go access to records stored through VaultTek allowing users to view and retrieve files quickly and easily from the palm of their hand.

With the launch of the VaultTek Mobile app, the Authority began the process of rebranding its MyVault Online Archive Program to reflect the new VaultTek naming. While continuing to remind users that they are one and the same product/service, Authority staff has progressively phased out the use of the familiar

MyVault name associated with the online archive and replaced it with the new VaultTek branding. Through newsletters, training events, and other communication channels, clerks have now become accustomed to the new program branding. An initiative was undertaken in 2023 to redesign the VaultTek user interface (aka “the online dashboard”) in order to apply the new branding and improve features. Development and implementation of the new design is ongoing behind the scenes, but the new login page was published and provides a preview of the new design.

The Virtual Microfilm Program (VMF) was launched in 2017 as an alternative to traditional microfilm for digitally archiving clerk records. The VMF system provides additional benefits to clerks by providing convenient and familiar record access, since it is designed to function as a document management system in addition to a record archiving system. VMF is rooted in the goal of empowering clerks with the tools and knowledge to improve their business operations and protect the records and resources for which they are statutorily responsible. The VMF program has proven its value beyond the clerk interface and provides a vital supporting role to VaultTek in routinely restoring records back to clerk offices.

Following is a more detailed review of the Authority’s disaster planning and data archive initiatives and the many accomplishments of the past fiscal year.

VaultTek Online Archive Program

In 2007, the Authority launched the VaultTek Online Archive Program, an enterprise-level data protection service that was created to provide convenience and security for clerks in protecting the irreplaceable public records maintained by their office. VaultTek was designed and implemented by the Authority in support of the clerks’ ongoing business continuity planning efforts. The intent of the program is to serve as a second line of defense against a data loss event or larger disaster at the courthouse. Enrollment in the program allows clerks to securely protect their real and personal property records, court data, accounting and business records, and general-purpose documents, among others. Safeguarding these records ensures their long-term protection and provides a reliable method for restoring lost data if necessary.

VaultTek’s two-stage data protection solution offers the convenience of having a local copy stored on site combined with the security of having redundancy on GSCCCA servers at two offsite storage facilities. In addition, the nightly backups are securely managed and monitored daily to ensure that the jobs run smoothly and successfully. The program is designed to meet the needs of all counties of all sizes and with varying levels of IT support and complexity. The VaultTek program is currently protecting the electronic records of Georgia’s Superior Court clerks in **158 counties**.

The benefits of the program to clerks include:

- Automated and secure nightly backups
- Live daily monitoring of jobs and equipment health
- Customized jobs
- Local and remote data storage
- Flexible scheduling
- Encrypted data transmissions
- Personalized account management
- Convenient and quick data restores
- Secure access to account through online dashboard

- Convenient, on-the-go access to records through mobile application, VaultTek Mobile
- Storage on dedicated and redundant GSCCCA servers
- Desktop and rackmount options for the local backup appliance
- Exceptional customer service

The clerk, as custodian, has the sole authority to decide what should and should not be included in their archive job. However, it is recommended that any sensitive public records or court data that is critical to the operation of the clerk's office or otherwise considered essential should be included. The VaultTek appliance can archive any electronic record, as long as it is accessible via the local network. The inclusion of all real estate records was initially required for participation in the archive program; however, the passing of S.B. 135 (Custodianship Bill) in 2015 defined new backup requirements for the protection of a clerk's electronic records. Enacted as Code Section 15-6-62.1, the amended Act specifies what records must be protected by electronic backups, how the backups must be performed, the number of separate backups, and the frequency in which the backups must occur.

A majority of the data backed up through VaultTek is directly related to real estate records. The amount of real estate data backed up from participating counties actually exceeds the amount of real estate data in the GSCCCA search systems. Through VaultTek, all real estate data in participating counties can be archived and protected, regardless of filing date.

Since the program was launched in 2007, all participating clerks have had access to their vault data through an online dashboard using a password-protected login. The dashboard provides live statistics about the last backup and allows users to view and restore items from their vault as needed. To make access even more convenient, the Authority developed a mobile application for VaultTek users called **VaultTek Mobile** which was launched in 2022. The app provides convenient, on-the-go access to records stored through VaultTek allowing users to view and retrieve files quickly and easily from the palm of their hand. Clerks are also encouraged to contact the Authority for assistance at any time, knowing that VaultTek is a managed service and jobs are monitored daily to ensure success.

Each year, Audit Reports are distributed to all clerks enrolled in the VaultTek Program. This customized report, which was further enhanced in 2022, contains details about the clerk's archive account, equipment, nightly job(s), including cloud-based backup jobs, and authorized users. The purpose is to encourage a periodic review of the job details (content, data location and scheduling) and ensure that the archive jobs are accurate and reflect the clerk's expectations. Clerks are also encouraged to review the report with their vendors and/or IT personnel to verify that all of the electronic records that the clerk wants protected are included in the job items noted. In addition to the annual review, Audit Reports can be generated at any time using the online dashboard, VaultTek Mobile app, or by making a request to the Authority.

VaultTek is currently storing and protecting over **1.52 billion files** totaling more than **557 TBs of live data**, available for recovery in the event of a disaster. The Authority performs proactive data auditing to reduce the amount of redundant data that must be stored. Even as the vault has grown and more new data has been archived, the Authority has been able to proactively and effectively manage storage space and cost. In addition to the 557 TBs of live data (current versions of files), the VaultTek system maintains 30 days of previous file versions totaling 56 TBs of additional data stored in the vault.

Through VaultTek, the Authority has been able to help counties successfully protect their critical records and resources and safely restore files to an operational state. On average, 10-15 requests to restore data are made per year. Since 2007, VaultTek has responded to **248** data loss requests and has restored over

5 TBs of data back to county systems. In FY 2025, the Authority received **14 requests** to restore data, resulting in over **311 GBs of data** successfully restored.

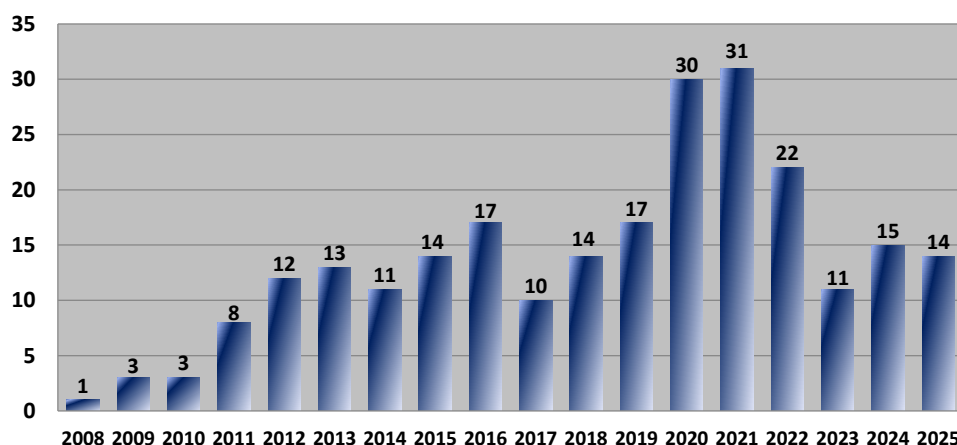
Restores are typically performed directly from the local appliance, which is normally the quickest method. A restore job is initiated and any requested data is restored back to a location on the county network. Small restores can also be performed by the clerk or an authorized user through the online dashboard at <https://vault.gsccca.org>. As required or in cases of larger volume requests, data can also be restored from the remote vault site(s) and delivered to the county via external media.

Having multiple backups is the best data protection strategy to ensure a good outcome following a data loss event. VaultTek provides that second line of defense against a disaster and ensures that a clerk's records are protected on the local archive appliance and on servers in two remote locations in Georgia and Colorado. By maintaining multiple backups in geographically unique locations, a county can lower its risk of having a catastrophic data loss event due to equipment failure, human error, data corruption, ransomware attacks, or natural disasters.

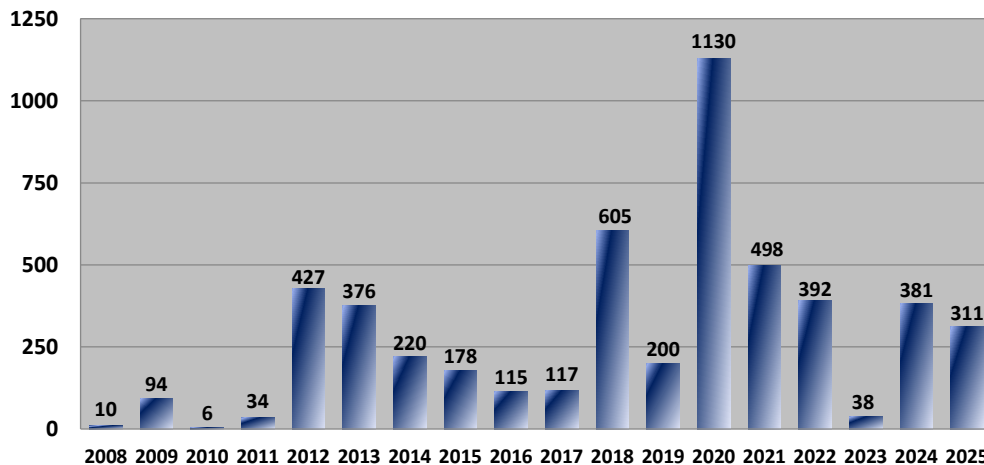
As more clerks utilize vendor services that host their records offsite, the Authority strives to meet clerk needs by working with vendors to identify viable solutions for protecting digital records wherever they are stored. This means being flexible in implementing solutions that the vendor can accommodate while ensuring the clerk satisfies the backup requirements of S.B. 135. Various methods of data transfer to the Authority have been utilized, including: 1) Use of an archive appliance at the vendor site, 2) Use of the secure file transfer protocol (sFTP), and 3) Use of a bucket transfer within Amazon Web Services. All data captured using these alternative methods is loaded into the GSCCCA remote vault locations for protection and is accessible to the clerk via their online dashboard.

In FY 2025, 30 new clerks were elected across the state. The Authority provided training for these newly elected clerks, including a high-level overview of its archive initiatives to familiarize them with the purpose and benefits of the VaultTek and VMF programs.

Number of VaultTek Restore Requests by Fiscal Year



Volume of Data Restored (in GBs) by Fiscal Year



Following are some of the accomplishments of the VaultTek Program during FY 2025:

- Added over 121 million files totaling more than 139 TBs of data to the vault.
- Managed, stored, and protected the growing number of clerks' digital records, which now exceed 1.52 billion files and 557 TBs of live data in the vault.
- Managed 14 restore requests, restoring over 311 GBs of data back to clerks and/or their vendors.
- Restored more than 4.3 million files in FY 2025.
- Upgraded archive equipment for 14 counties.
- Addressed technical and account-related issues for an average of 23 counties per month in FY 2025. Support topics included user credentials, storage configuration, network troubleshooting, interconnection fixes, hardware replacement, job detail updates, data corruption reports, shipping logistics, snapdrive loading, and disaster planning assistance.
- Promoted the ongoing initiative to fully integrate the new VaultTek brand and continued to remind clerks that VaultTek and MyVault are synonymous.
- Delivered quarterly archive initiative updates to the Authority Board of Directors.
- Disseminated Audit Reports to all VaultTek users as part of annual outreach.
- Advanced efforts to back up clerk data stored in the cloud and worked with vendors to implement a process for transmitting this data to the vault. 52 counties participate in vendor-hosted services whereby records are transmitted to the vault from the hosted site.
- Published and distributed archive newsletter "Data Protection Awareness in the Cloud" to all Superior Court clerks.
- Participated in New Clerk Training, informing newly elected clerks about the Authority's archive initiatives.
- Organized and delivered Disaster Recovery and Records Management certificate training to clerks during their Winter Conference.
- Published updates and improvements to the android version of the mobile app to provide better consistency across the android and iOS versions.

VaultTek Mobile

After extensive planning and programming, the Authority proudly launched its VaultTek Mobile application in February 2022. Developing new technologies that make records' protection more convenient and accessible to clerks is an Authority priority, and the VaultTek Mobile app is an achievement that reflects this purpose. VaultTek users have always had web access to their vault through an online dashboard at <https://vault.gsccca.org>. Now, VaultTek users have the freedom to access their data on-the-go and easily connect to their vault account using their mobile device.

VaultTek Mobile's many helpful and convenient features include the ability to:

- View current VaultTek backup status at-a-glance
- Monitor recent activity
- Review and download custom reports
- Securely access VaultTek statistics and content
- Search and retrieve with ease a file stored through VaultTek
- Filter through folders to locate specific file types
- View, print, or download files on demand
- Easily share information with others
- Conveniently contact VaultTek customer support
- Receive notifications regarding VaultTek backup success

VaultTek Mobile can be downloaded from the Apple App and Google Play stores.

Virtual Microfilm (VMF) Program

The Virtual Microfilm (VMF) Program is another Authority initiative for archiving the digital records of Superior Court clerks and was conceived as an alternative to the traditional microfilm creation process previously provided by the Authority. The VMF Program streamlines the microfilm process and provides an enhanced method for quickly browsing, searching, printing, and downloading microfilm content right on a clerk's PC.

In July 2017, the Authority Board of Directors adopted a resolution to implement a new Image Archive Program upon learning that the statutory requirements for clerks of Superior Court to store deeds and other real estate records had been changed by the legislature. Code Section 36-9-5 previously required that such records be kept in fireproof safes or vaults, in fireproof cabinets, on microfilm, or offsite storage within 100 miles of the county. The legislative change authorized a new option to store these documents by electronic means in lieu of microfilm. With an opportunity to advance the technology and provide clerks with a valuable hands-on tool that is consistent with the legislative requirements, the new VMF system was designed and implemented.

The VMF online system provides a more efficient means for accessing archived records in a way that is both practical and meaningful to the clerk. The goal in offering the service is to continue providing clerks more control over the records for which they are custodians, including how they are permanently archived as required by law. This enhanced alternative to traditional microfilm benefits the clerks by providing back-up for important public records in the event of a disaster. Additionally, virtual microfilm technology

produces better image quality for viewing and printing while saving time and resources previously spent recalling film/boxes from storage. The VMF system also provides a paperless option for those seeking more environment-friendly business solutions.

Advantages of converting to virtual microfilm are numerous and include:

- Prevention of record loss
- Enhanced image quality
- Easier access to information
- Greater ability to distribute documents over the internet or by email
- Reduction in storage space
- Ability to respond more quickly to customer requests

The initial import of deed images was completed in November 2017, totaling more than 44 million deed images across 67,000 deed books. From 2018 to 2019, another 28 million deed images were imported into the VMF system. As enhancements were made to the VMF application process, liens, plats and historical documents were progressively imported into the system, and, in October 2019, the program reached a significant milestone: ALL real estate records ever received by the Authority were loaded and available for viewing in the VMF system. Today, the system stores over **330 million images**, across **578,324 books**, totaling over **17 TBs** of data that is protected and accessible for viewing through the web interface.

All VMF records are securely stored and protected in two geographically diverse, high-security datacenters in Georgia and Colorado. Stored digital content cannot be viewed without proper user credentials/authorization. Each clerk has their own secure login for their individual county, which makes it easy for them to access and verify. All counties are automatically enrolled in the VMF Program, and each clerk has an account that gives them access to their VMF records through an online dashboard. The dashboard serves as the interface between the clerk and the virtual microfilm content for their county.

Through the VMF online portal, the clerk is empowered, as custodian of the records, to access and view archived records on a self-serve basis. The VMF portal allows the clerk's desktop PC, laptop, or mobile device to become a high-performance microfilm reader/printer. To help clerks better understand the program and its benefits, VMF webinars are offered periodically to demonstrate how to access the VMF website and use its built-in tools. All 159 counties are able and encouraged to participate in this free program offered by the Authority.

Website functionality continues to be refined with new features being added over time. Search functionality is easy to use and allows the clerk to search for a specific document right down to the page number. Link-sharing is also a useful feature and allows the clerk to quickly collaborate with customers and staff, minimizing cost, time and effort in sharing information. Other features and improvements are ongoing to enhance the user experience.

More clerks and vendors are discovering the benefits of using the VMF system to search and locate images on demand. The discovery of missing images on a clerk server is a common reason for a restore request through VaultTek. However, the VMF system is another resource available to clerks for locating missing images. In FY 2024, the VMF system was used to restore over **44,213 images** back to clerk offices in five counties. The biggest advantage to using the VMF system for this purpose is that the

images in the system can be easily viewed and downloaded on demand if needed. This free tool is available to all clerks through the VMF portal at <https://vmf.gsccca.org>.

Following are VMF imaging totals as of June 30, 2025:

➤ Deed Books:	508,067
➤ Deed Images:	299.63 million
➤ Deed VMF:	61,249
➤ Deed Data Stored:	15.42 TBs
➤ Lien Books:	54,951
➤ Lien Images:	27.47 million
➤ Lien VMF:	7,163
➤ Lien Data Stored:	974.53 GBs
➤ Plat Books:	15,306
➤ Plat Images:	3.47 million
➤ Plat VMF:	794
➤ Plat Data Stored:	1 TB

VMF accomplishments for FY 2025 include:

- Restored over 44,213 images back to 5 clerk offices using the VMF system.
- Imported over 7.7 million new deed images, over 1.1 million new lien images, and over 2.3 million new plat images into the VMF system.
- Imported, on average, over 644,000 new deed images into the VMF system each month.
- Educated new and existing Superior Court clerks on the history and benefits of the VMF program and offered guidance on accessing the online tools.
- Delivered multiple webinar training sessions for clerks and their staff, featuring live demonstrations of the VMF website's functionality, navigation tools, and key features. Program components and benefits were also reviewed.
- Enhanced the Virtual Microfilm (VMF) upload process by implementing a semi-annual schedule for importing plats in January and July. Additional updates and fixes were applied to the web application to support ongoing program enhancements.
- Introduced several user experience improvements to the VMF platform, including:
 - Navigation instructions to page headers
 - Ability to save multiple versions of books
 - Version history display with a badge indicating the number of available versions
 - Option to zip and download multiple book versions

Technology & Innovation

For nearly three decades, the Authority's IT staff has delivered forward-thinking solutions that support Georgia's Superior Court clerks and serve the public. By turning legislative mandates and ambitious ideas into practical, effective systems, the team has consistently fulfilled its mission: to empower clerks with technology that enhances office operations and strengthens service to their communities — saving time, reducing cost, and improving productivity along the way.

As the foundation of this innovation, the Authority's IT staff monitors, maintains, and protects the Authority's computer systems, statewide networks, and mission-critical databases. The team is deeply committed to preserving the integrity of this data and ensuring its availability to the public around the clock. Each year, the Authority implements key upgrades to enhance speed, reliability, efficiency, and user experience, while continually working to reduce costs. User feedback is actively sought and incorporated into product development and technical decisions, reinforcing the Authority's user-focused approach.

In 2024, the Authority restructured its IT team to form the **Product Management Group (PMG)** — a strategic move aimed at enhancing collaboration, streamlining workflows, and improving the quality of products and services. The PMG unites the Authority's former Development and Quality Assurance staffs into a single, agile team that manages products across their entire lifecycle — from concept and design to implementation and ongoing support. This end-to-end model promotes accountability, ensures continuity, and maintains a clear focus on the needs of Superior Court clerks, website users, and other key stakeholders. With a unified team structure, the PMG is better positioned to deliver solutions that are intuitive, reliable, and user-centered.

While major initiatives led by the Product Management Group and the Authority's IT infrastructure teams may have a more visible and transformative impact, the hundreds of smaller, behind-the-scenes efforts carried out each year are just as vital. These less-visible actions support system stability, security, and responsiveness, and are essential to the day-to-day functioning of the Authority's technology environment. Together, these efforts — both large and small — form a comprehensive approach to managing and improving infrastructure, as well as enhancing products and services, and enable the Authority to meet its goals and grow and innovate in a constantly evolving environment.

The following is a summary of notable actions, achievements, and performance metrics from the Authority's **Product Management Group** and IT infrastructure teams — both **Systems** and **Network** — for FY 2025.

Product Management Group

Website (www.gscca.org):

The Authority demonstrates a continued commitment to enhancing the functionality, security, and user experience of its website, which drew nearly 1.6 million unique visitors in the past fiscal year. Following are some of the actions taken during FY 2025 to reflect this commitment:

- Implemented various changes to subscriber accounts:

- Enacted the following fee adjustments effective July 1, 2025:
 - Regular account fee: Increased from \$11.95 to \$14.95 per user/month.
 - Premium Search account fee: Increased from \$24.95 to \$29.95 per user/month.
 - UCC Certified Search: Increased from \$10.00 to \$15.00 per debtor name.
- Implemented a new notification dashboard, allowing customers to view important alerts and notifications related to their account.
- Implemented new features and policies to improve payment and collection rates for subscriber and image print fees.
- Continued assessment and remediation efforts to strengthen the website’s security and ensure data protection.
- Produced *Featured Clerk* videos for www.gscca.org. These videos spotlight different Superior Court clerks, allowing their constituents to learn more about them and their accomplishments.

eFiling & eRecording:

With significant growth in electronic filing participation and usage over the past decade, the Authority continually updates its eFile site to incorporate customer feedback, add new features, and enhance usability, performance, efficiency, and reliability. (See Pages 31-33 for more background on the Authority’s eFile Project.)

Following are performance metrics and other information from FY 2025:

UCC eFile – Activity & Enhancements

- Continued to grow UCC eFile –
 - County participation in UCC eFile:
 - **152** of Georgia’s 159 counties currently participate in UCC eFile.
 - **134** of the participating counties mandate electronic filing of UCCs. This total represents **84%** of all Georgia counties.
 - **119** of the counties who mandate UCC eFiling utilize the auto-numbering feature. Four of those counties were activated this fiscal year. This feature, which is only available to counties that mandate UCC eFiling, mitigates duplicate file numbers and allows multiple users to process UCC eFilings simultaneously, increasing productivity.
 - Since its inception in 2009, **2,280,242** UCC filings have been eFiled through <https://efile.gscca.org>. Of those, **2,065,606** UCCs were accepted. **526,253** UCC filings have been submitted through the UCC eFile API, with **516,868** of those filings accepted.
 - This fiscal year, **274,160** UCCs have been eFiled through <https://efile.gscca.org>. **255,192** UCCs were accepted this fiscal year. **107,619** UCC filings (39%) were submitted through the UCC API. **104,258** were accepted this fiscal year.
 - UCC eFile usage increased by **7%** in FY 2025 compared to last fiscal year.
 - Over 95% of UCC documents filed statewide were filed electronically.
- Communicated activation information regarding UCC eFile API project to vendors, clerks, and integrated filers, and provided assistance with testing and activation.
- Implemented size and quantity limits for uploaded UCC documents to improve upload performance and system efficiency.

- Provided training and support for UCC Final Transmit feature, now available through the eFile portal, which streamlines the process, particularly for counties that mandate UCC eFiling.
- Added dashboard navigation buttons (next, previous, etc.) to the UCC dashboard, matching the Real Estate dashboard functionality.

Real Estate eFile – Activity & Enhancements

- Continued to grow Real Estate eFile –
 - All **159 Georgia counties** have been activated to accept all document types for electronic filing since July 1, 2023.
 - Real Estate eFile usage increased by **17%** in FY 2025 compared to FY 2024.
 - **137** clerks' offices — **8** activated in FY 2025 — have opted to receive estimated filing fees for any real estate (deed, lien or plat) filing submitted through the Authority's eFile portal where the Authority collects filing fees. This feature also allows integrated submitters to send estimated filing fees. Value-added submitters send estimated fees in the XML per the clerk's request.
 - Since inception, **9,983,746** total real estate documents have been eFiled through <https://efile.gscca.org>; **5,678,288** (57%) of those filings were eFiled using the Authority's eFile API. API filers consist of Value Added Submitters and Integrated Submitters. Value Added Submitters have filed **4,903,659** total real estate documents and Integrated Submitters have filed **774,629**. Of the total real estate documents filed since inception, **9,066,117** were accepted.
 - **7,346,195** total deeds have been eFiled since inception in 2010. Of those, **6,595,988** were accepted.
 - **1,882,216** total liens have been eFiled since inception in 2015. Of those, **1,738,368** were accepted.
 - **235,072** total plats have been eFiled since inception in 2016. Of those, **213,901** were accepted.
 - **520,263** total state tax liens have been eFiled since inception in 2018. Of those, **517,860** were accepted.
 - This fiscal year, **1,665,909** total real estate documents have been eFiled through <https://efile.gscca.org>; **796,409** (48%) of those filings were eFiled using the Authority's eFile API. API filers consist of Value Added Submitters and Integrated Submitters. Value Added Submitters filed **572,541** total real estate documents, and Integrated Submitters filed **223,868** total real estate documents. During this fiscal year, **1,489,213** total real estate documents were accepted.
 - **1,231,170** total deeds have been eFiled this fiscal year. **1,083,717** were accepted this fiscal year.
 - **381,638** total liens have been eFiled this fiscal year. **354,942** were accepted this fiscal year.
 - **29,164** total plats have been eFiled this fiscal year. **26,573** were accepted this fiscal year.
 - **23,937** total state tax liens have been eFiled this fiscal year. **23,981** were accepted this fiscal year.

- Complied with mandates of **H.B. 1292** by implementing the following initiatives:
 - Launched **government-issued ID verification** in November 2024 to prepare for the January 1, 2025 mandate requiring the Authority to collect, securely store, and verify identification documents for individuals electronically filing real estate documents. This new functionality allows users to validate a government-issued ID through the eFile website using a webcam or smartphone. Initially optional, ID verification became mandatory on January 1, 2025, and each real estate filing must now be associated with a verified account.
 - eFile government-issued ID verification statistics since November 2024 launch:
 - 19,595 IDs have been successfully verified
 - 18,910 IDs, of this total, received nearly instant approval
 - 1,806 of all submitted IDs were manually reviewed by the Product Management Group
 - Breakdown of successfully verified IDs:
 - 18,612 driver's licenses
 - 521 passports
 - 288 state identification cards
 - 167 passport cards
 - 7 permanent resident cards
 - Method of verification:
 - 15,122 via mobile device
 - 4,155 via webcam
 - 318 using a combination of both
 - Top five issuing authorities:
 - Georgia (16,892)
 - United States Federal Government (693)
 - Florida (490)
 - Alabama (191)
 - Tennessee (155)
 - Developed a comprehensive suite of tools and procedures for administrators to support users submitting government-issued IDs, while ensuring the security and privacy of this sensitive information.
 - Created and enforced documented updates to vendor certification requirements effective January 1, 2025.
 - Updated the GSCCCA-provided vendor software, eAssist, to meet new certification requirements. This included removing Participant ID verification and stamping requirements, while maintaining backward compatibility with pre-2025 submissions.
 - Installed webcams on public access terminals in Superior Court clerks' offices, enabling all individuals to easily validate government-issued IDs. Of all successfully verified IDs, 23% were validated using a public access webcam.
 - Created downloadable guides for eFile users, including a comprehensive *Identity Verification Guide*, and updated existing materials to reflect new features. Also developed eLearn training pages to support all newly released functionality.

- Continued program for **eFile System Certification**, a formal process for certifying vendor eFile systems used by clerks for deeds, liens, and plats. This certification ensures systems meet standards for quality, completeness, compatibility, and compliance with state law. In November, the Authority launched the eFile System Certification Update process in response to eFiling changes introduced by H.B. 1292. As part of this update, systems were required to complete tests demonstrating compliance with new requirements effective January 1, 2025, including the removal of “Participant IDs” for eFilings submitted on or after that date. Currently, eight systems, including the Authority’s eAssist platform, have achieved full certification.
- Implemented a new system, in conjunction with the Georgia Department of Revenue, to enable electronic payments and eliminate the use of paper checks between agencies. This initiative has avoided the issuance of 262 paper checks this fiscal year.
- Updated the eFile dashboard to display "No Estimate" instead of "\$0.00" for real estate submissions from Value Added Submitters that do not include fee estimates.
- Revisited courtesy email notifications regarding outstanding real estate eFilings to streamline the notification process and help clerks’ offices effectively process a range of instruments, including deeds, liens, plats, and UCCs.

Other eFile Actions & Enhancements

- Continued to support eFile escrow accounts through wire transfers, utilizing an automated, self-serve process that allows customers to fund their accounts instantly and at a low cost.
 - Since inception, 1,023 wire transfers have been processed, totaling over \$25.8 million.
 - This fiscal year, 421 wire transfers have been processed, totaling over \$11 million.
 - Wire transfer customers have saved over \$627,000 in fees compared to credit card funding, including \$267,000 saved this fiscal year alone.
- Updated the Authority’s portal and API, allowing local agencies to file through the eFile portal or integrate with the Authority’s API to submit packages.
- Continued improvement to API documentation for both filers and vendors.
- Continued to examine system processes for improvements and enhancements to strengthen the system’s robustness and improve the overall eFile experience.
- Provided vendor support and communication regarding eFile updates, including onboarding new vendor representatives and addressing questions about recent eFile changes in Georgia.
- Continued improvement of administrative functions, including enhanced internal reporting tools to support Authority staff in accessing data and increasing efficiency.

eFile Registry:

The eFile Registry, developed by the Authority in 2011, served as a secure system for registering, maintaining, and verifying Real Estate eFile participants in Georgia. Over the years, it enabled vendors to automate filer verification and provided counties and other stakeholders with centralized access to participant information. However, with the passage of H.B. 1292 during the 2024 legislative session and the corresponding update to the *Real Estate Electronic Recording Rules for the State of Georgia* (*URPERA rules*), significant changes were implemented.

As a result of these legislative and regulatory changes, the eFile Registry website was officially retired on January 1, 2025, simplifying the filing process by removing the requirement for “Participant IDs.” New

registrations are no longer accepted, but read-only search capabilities remain available to support access to historical data for counties and other interested parties.

At the time of retirement, the eFile Registry housed 32,210 active participants, 2,648 of whom were added this fiscal year. The breakdown of those participants includes:

- 22,963 Self Filers (2,150 added this fiscal year)
- 2,187 Submitters (199 added this fiscal year)
- 7,060 Trusted Users (299 added this fiscal year)

ePay:

- Launched ACH payment site, **ePay**, statewide. Accessible at epay.gsccca.org, the site provides a more convenient and efficient method for participating counties to submit UCC, real estate, and notary fees. ePay also enables counties to review current and past payments and track payment history. By utilizing ePay, counties can avoid the risks associated with mailed checks, such as theft or delivery delays.
- In ePay's first year, **43 counties** submitted a total of **1,041 ACH payments**.
 - 351 Real Estate payments
 - 356 UCC payments
 - 334 Notary payments

eInvoicing:

- Processed eInvoices from vendors and county users for current deed imaging, using instrument and image counts to validate invoice accuracy against production data.
- Tested changes and then launched update to eInvoicing, enabling county users to submit invoices directly through the platform.
- Enhanced eInvoicing functionality to support nonstandard image payment agreements.
- Strengthened eInvoicing.gsccca.org security by requiring HTTPS encryption.

Other Payment & Billing System Actions:

- Designed and implemented a **modern in-person payment system** for Authority services (Apostilles, Notary Certificates, and Notary Handbooks):
 - Enabled acceptance of diverse payment methods, including Apple Pay, Google Pay, CashApp, credit cards (chip), and cash.
 - Installed and configured updated hardware and software at the Authority's front desk, including a new register and receipt printer, to streamline transactions.
 - Integrated real-time payment data from the processor into the Authority's accounting system, supporting detailed internal reporting by payment type, time, and service purchased.
- Updated the Authority's online payment system to meet enhanced encryption requirements by securing digital key files with password protection, strengthening secure communication between systems.
- Deployed a new encrypted API credential to ensure uninterrupted service for all payment-dependent applications following expiration of the previous key.

- Implemented a new notification dashboard that gives Authority accounting staff improved visibility into customer account alerts and customer terms and conditions agreements.
- Adjusted system to enforce stricter AutoPay and past-due billing rules. Effective July 1, 2025, credit card payments are due by the 10th of each month, with accounts becoming past due on the 15th and immediately deactivated if unpaid.

Filing Activity Notification System (FANS):

- Continued to promote and grow FANS:
 - Registered users: **84,917** (51% increase from FY 2024)
 - User requests, involving names, addresses, and document types: **183,253**
 - Notifications/alerts sent: **254,320** (104% increase from FY 2024)
 - Resulting in # of matches: **385,428**
- Enhanced FANS site by improving logout functionality, notification timing, and claimant name display.

Fine & Fees Division:

- Introduced a 60-day non-compliance report for remittable funds — designed for internal staff use — which now includes flag tracking to support improved accountability and follow-up.
- Released an update to www.courttrax.org with stronger validation checks to reduce form entry errors.
- Improved system security by upgrading the underlying architecture of the Fines & Fees platform (www.courttrax.org) to the latest version.

Image API:

- Rolled out an update to the Image API administration tools, allowing Authority staff to configure user accounts more quickly.
- Processed nearly 5.7 million images through the updated Image API this fiscal year.
- Enabled text capture for each image by integrating a new Optical Character Recognition (OCR) service to support future development and search capabilities.

Notary Division:

- Developed custom reports to help notary staff more effectively manage and support notary commissions.
- Updated notary application instructions to clearly reflect newly implemented training requirements.

Other PMG Actions/Activities:

- Developed and launched a new **County User Account(s) Form** to streamline the process of adding or updating user accounts for Superior Court clerks and their staff. The form collects the necessary information to activate or deactivate user access to Authority products such as eFile, eCert, Scansend, and others. Available in the Clerk Resource Center (gsccca.org/clerkresource), the form has been utilized by dozens of clerk offices since its release.

- Reviewed program status reports, issued **monthly courtesy compliance notifications** to clerks' offices for deeds, liens, plats, protective orders, and pending lien searches, and collaborated with offices to address and resolve any identified compliance issues.
- Expanded the Authority's yearly **Account Review** reports to include additional user accounts, providing Superior Court clerks with greater visibility into staff's access.
- Managed the **"Change Control" document** which is used by senior management and IT staff to track change requests and thoughtfully prioritize development efforts to determine the best use of resources. 52 tracked projects were completed this past fiscal year.
- Strengthened website security by requiring HTTPS encryption for qa.gsccca.org (Quality Assurance site), www.gacarbon.org (Georgia Carbon Sequestration Registry site), and achieve.gsccca.org.
- Migrated www.gacarbon.org from a legacy Windows environment to a modern hosting platform, improving overall stability and security.
- Reviewed and removed outdated or invalid data entries from the index data staging (quarantine) database to maintain data integrity.
- Reviewed and enhanced the security of the Authority's training and registration sites (training.gsccca.org/lms and training.gsccca.org/registration).
- Processed 495 Real Estate Images using the On Demand Fast Pass Redaction process and manually reviewed 255 of those images.
- Processed 7,424 UCC Images using the On Demand Fast Pass Redaction process and manually reviewed 7,424 of those images.

IT Infrastructure – Systems Team

Infrastructure Modernization & System Upgrades:

- Finalized the migration from on-premise email to a hybrid cloud-based platform. Roughly 1,300 accounts were reviewed and migrated, with inactive and redundant accounts removed, resulting in an active user base of 1,013. Approximately 125 users were also upgraded to newer productivity software to ensure compatibility and enhance their overall experience. This transition improves system reliability, security, and long-term manageability.
- Migrated 102 servers to a new virtualized infrastructure. Virtual environments allow multiple systems to run on shared hardware, reducing costs, improving deployment speed, and simplifying maintenance. This migration replaced aging infrastructure, reduced technical debt, and improved performance, reliability, and supportability across production systems.
- Continued migration of internal servers and applications to modern operating systems. These upgrades enhance security, performance, and vendor supportability, ensuring long-term platform stability and readiness for future needs.
- Replaced aging storage system with a modern disk storage array, expanding total capacity from 92 TBs to 154 TBs. The new storage environment delivers faster performance, greater reliability, and expanded capacity to support growing data needs, application performance, and disaster recovery efforts.
- Upgraded the centralized backup platform, streamlining administration and improving recovery times. Routine mock restores were performed across a range of scenarios — from individual files to entire interdependent server groups — ensuring data integrity and strengthening disaster recovery readiness.

- Oversaw corrective work on the primary uninterruptible power supply (UPS), addressing installation defects to ensure reliable power delivery to critical systems. These improvements enhance fault tolerance and contribute to overall data center stability.
- Upgraded the system responsible for replicating data between the Primary and Failover sites. This ensures real-time synchronization and enables seamless continuity of operations in the event of a disaster or outage.

Performance & Optimization:

- Conducted in-depth performance analysis on several mission-critical databases, including systems supporting eFiling, Fines and Fees, UCC Indexing, Vault, and others. These efforts significantly improved query execution times, reduced system latency, and enhanced overall application responsiveness.
- Reconfigured all core database servers to align with performance best practices, including adjustments to parallel processing thresholds and tempDB architecture. These changes optimize how SQL workloads are distributed across system resources, resulting in faster, more consistent performance.
- Implemented configuration changes to system database templates to ensure that all newly created databases inherit optimal sizing, auto-growth, and performance settings. This proactive standardization minimizes manual intervention and ensures future scalability and efficiency.
- Enabled advanced performance tuning flags on SQL instances to prevent lock escalation scenarios that can lead to blocking and deadlocks. These changes enhance the stability and throughput of high-volume database environments.
- Enhanced server and application monitoring infrastructure to provide real-time visibility into system health and performance. These tools support proactive maintenance and reduce downtime by generating early alerts for potential issues.

Security, Compliance & Standardization:

- Supported the statewide implementation of identity verification for real estate document eFilings as mandated by recent legislation. Public search terminals were upgraded with webcam hardware to enable photo ID capture for self-filers. Staff provided configuration, training, and technical support to clerks and HelpDesk personnel, ensuring readiness ahead of the mandated enforcement deadline. This initiative enhances security and helps prevent fraudulent submissions within the document recording process.
- Upgraded the platform that manages public search terminals used across the state. The updated system improves security and ensures the terminals are restricted to appropriate usage, maintaining compliance with public access guidelines.
- Created and deployed a new standardized workstation installation image, ensuring consistent, secure, and efficient computer provisioning for all Authority users.

Application & Platform Support:

- Upgraded and migrated financial systems used for asset tracking, depreciation, and accounting. These updates ensure continued support, performance, and ease of management for finance-related operations.

- Managed audio, video, conferencing, and livestreaming for the Clerks' Winter Conference and Authority Board meetings. These efforts supported high-quality hybrid events with real-time interaction and ensured a smooth experience for both in-person and remote participants.

Knowledge Sharing & Internal Tools:

- Contributed hundreds of entries to the internal knowledgebase, documenting policies, technical procedures, troubleshooting steps, and solutions to recurring issues. These efforts preserve institutional knowledge, improve onboarding, and reduce support response times.

IT Infrastructure – Network Team

Statewide Connectivity & Infrastructure Upgrades:

- Finalized the Statewide Network Upgrade Project, delivering consistent, high-speed internet access across all 159 counties. This initiative not only enhanced connectivity, but significantly improved image transmission and system backup capabilities for clerks statewide.
- Supported physical office moves for multiple counties by relocating critical technology equipment and ensuring uninterrupted internet access from day one of operation in new courthouse facilities.
- Executed a targeted infrastructure enhancement in one county, collaborating with the clerk's office to strengthen network performance and security.
- Conducted on-site visits to support county offices, partnering with clerks, staff, and local IT teams to troubleshoot and resolve issues such as hardware replacements, network consolidation, and internet bandwidth upgrades. These visits are sometimes urgent, such as in the event of outages, and the Authority team remains responsive and ready to assist. One clerk expressed deep appreciation for this level of support:

"I want to let you know how awesome the network team is at GSCCCA. When we opened up yesterday morning, we discovered that our router had been hit by lightning ... I sent an email to the HelpDesk and was contacted soon after by Brittany who ... was pleasant, sympathetic, and understood the urgency of our situation. When we came in this morning, we were expecting to be down another day, but Mike showed up and had us up and running within minutes. He was absolutely amazing!! He was so friendly, professional, very knowledgeable (and probably thought I was so weird because I hugged him when he said we were up and running)! We are so thankful for everything that GSCCCA does for us!"

Hardware Modernization & Datacenter Enhancements:

- Initiated the rollout phase of the hardware refresh of routers and switches, establishing advanced test environments for new firewalls and enterprise-grade switches to rigorously validate performance and security before full deployment across all counties. The new hardware will be faster, more secure, and easier to manage.
- Modernized primary and remote datacenters with the integration of cutting-edge switches and firewalls to enhance security, reliability, and future scalability.

- Upgraded load balancer and internal DNS systems to the latest supported versions, improving infrastructure stability and supporting future service expansion.

Network Security & Compliance:

- Continued a comprehensive telecom audit and cost-efficiency review, identifying and decommissioning legacy circuits and outdated services to achieve measurable long-term savings.
- Upgraded security certificates across all internal systems and public-facing services to address known vulnerabilities and maintain compliance with current security best practices.

HelpDesk – Customer Support

HelpDesk is the Authority’s customer support team, providing technical assistance to Superior Court clerks, their staff, and the general public — including website users, eLearn participants, and FANS subscribers. This team of customer service representatives (CSRs) handles thousands of calls and emails annually, offering support from 7:30 a.m. to 6:00 p.m. throughout the work week. Their outstanding work is critical to the Authority’s continued success, and is utilized and appreciated daily by clerks and website users alike.

In addition to offering specialized support, the Authority prioritizes convenience by providing three ways for customers to reach HelpDesk: by phone, email, or “Live Chat” for real-time assistance.

To ensure a consistently high level of service, the Authority continued its training initiative to further educate and update its CSRs on frequently asked topics. Over the past year, the HelpDesk team received targeted training on notary and UCC issues, indexing, fines and fees, and eFile. This ongoing training results in requests for help being resolved with greater speed and efficiency, allowing many questions to be answered during the initial contact.

Below are recent comments from website users who received the same outstanding service from the HelpDesk team.

“I’m writing to compliment a member of your staff, Jeremy, who was instrumental yesterday in helping me resolve my issue with properly uploading my entire quitclaim deed to the Rockdale County Clerk of Court. The deed consists of 4 pages, which I had scanned individually into Adobe PDFs and onto my desktop computer. But when I uploaded them one per time, only the latest upload would be kept by the government site. Jeremy explained that I needed to merge the 4 pages and directed me as to how to accomplish that objective. He was cordial, courteous, and patient while explaining things to me. Using Jeremy’s advice, I was able to solve my problem by successfully merging and then uploading the entire deed as one document. Please forward my kudos to his supervisor.”

“Jeremy K. gave me such a professionally executed customer service experience. I needed to locate and print the plat map for my new home, and Jeremy guided me through the process. It turned out that, in addition to helping me request the information, he also explained what I needed to do to get my printer online so I could print the document. I am 81 years old, and Jeremy provided a patient, knowledgeable, and helpful experience. I wanted to let you know what a gem you have, someone who truly works in the best interests of your customers. Thanks, Jeremy, and keep up the great work! You are my Customer Service Angel!”

“Thank you and your customer support team for the help and guidance they have given me. Jeremy and Fred were so patient and kind over the last 2 days.”

“My customer service representative, Brittney, was so nice, knowledgeable and helpful. Kudos to her!”

HelpDesk Statistics

The following annual statistics speak to the volume of work the Authority’s customer support team handled this past year and the efficiency of their performance.

- Total Calls: 27,546
- Average Speed of Answer: 46 seconds
- Percent Overflowed to Voicemail: 1%
- Average Talk Time: 5 minutes 34 second
- Total Email Requests: 26,500+
- Total Chat Sessions: 1,295
- Total Hardware/Repair Requests: 570
- Tickets Received: 25,175 (22% increase from previous year)
- Tickets Resolved During Initial Contact: 88%

Top Requests for Help

- GSCCCA Website: Site Navigation Assistance (4,035)
- eFile Real Estate: Customer Filing Question (3,412)
- FANS: Site Navigation Assistance (1,941)
- GSCCCA Website: Username/Password Request (1,857)
- Notary Project: Training Online General Q/A (1,845)
- eCert: Site Navigation Assistance (1,606)
- eFile UCC: Customer Filing Question (754)
- eFile Liens: Customer Filing Question (536)
- eFile Real Estate: Username/Password Request (417)
- Outlook: Email Setup Request (367)

Equipment & Software Outreach

To implement its legislatively mandated projects and support the modernization of Georgia's Superior Court clerk offices, the Authority has provided over 34,000 pieces of equipment — including computers, printers, scanners, and servers — since 1995. For many offices, this marked their first step toward automation with the launch of the UCC Project.

In addition to distributing equipment, the Authority's IT staff travels to all 159 counties to service devices, which are eligible for replacement every three years. In FY 2025 alone, **over \$1.1 million** was spent to replace depreciated equipment as part of the **Statewide Computer Replacement Project**. To improve connectivity and security, the Authority launched a **Statewide Network Upgrade Project** in 2022 and has since finalized the initiative, delivering consistent, high-speed internet access across all 159 counties. This upgrade significantly enhanced image transmission and system backup capabilities for clerks statewide. These efforts help ensure counties have the tools and infrastructure needed to comply with Authority programs — support many would otherwise be unable to afford due to tightening local budgets.

Beyond its ongoing equipment outreach, the Authority also supports clerks through targeted software and technology assistance. Since launching its **Software Initiative**, the Authority has installed nearly **1,400** Microsoft Office and Adobe Acrobat packages in 135 clerks' offices to address essential operational needs. Additionally, during the COVID-19 pandemic, the Authority distributed **157 laptops**, along with docking stations, wireless keyboards, mice, and external monitors, to Superior Court clerks to enable remote work and ensure uninterrupted service.

From the start, equipment outreach has been both a necessity and a priority for the Authority, and the distribution of software and laptops is another tangible example of the seriousness to which the Authority sees its role of supporting clerks in the operation of their offices. The continued investment in modern hardware, software, and responsive support ensures Georgia's Superior Court clerk offices are well-equipped to carry out their duties efficiently and securely.

Below is a summary of the Authority's equipment and software outreach efforts during FY 2025:

- Ordered, processed, and shipped a total of **1,196 pieces of new and upgraded equipment** to clerks' offices including CPUs, monitors, servers, laptops, and scanners.
- Purchased **\$1,140,654** of equipment for counties to replace depreciated equipment as part of the Authority's Statewide Computer Replacement Project for all 159 counties.
- Acquired and deployed **65 Microsoft Office** and **64 Adobe Acrobat** software packages to 31 clerks' offices as part of the ongoing Software Initiative.
- Handled **66** purchase orders totaling over **\$2.3 million** for equipment and infrastructure purchases for counties and GSCCCA offices.
- Ordered and inventoried equipment for the network upgrade pilot project to improve internet speeds and management of the statewide network.
- Transferred approximately **600 pieces of equipment** to the Georgia Department of Administrative Services for proper disposal per state guidelines.

- Processed equipment repairs essential for daily operations within clerk offices including computers, flat-panel monitors, and scanners. Tracked all repairs and ensured that items were returned in a timely manner.
- Maintained regular communication with counties to support compliance with Authority projects, including UCC Project, Real Estate Deed Project, and Lien, Plat & Map Project.
- Managed inventory tracking to ensure prompt and accurate resolution of county inquiries and issues.
- Continued to streamline and simplify communication with counties by providing real-time information on equipment policies, FAQs, and inventory details.

Training Program

Since the UCC Project launched in 1995, training has become a core service of the Authority, evolving each year to better serve the needs of Superior Court clerks, their staff, and other stakeholders. Training is designed to be accurate and current, while also prioritizing convenience and accessibility. The Authority's goal is to create learning opportunities that are flexible, personalized, and relevant, and, to this end, offers many types of training including online courses and webinars, in addition to in-person and virtual classes. All training is open and free of charge to Superior Court clerks, their employees, and vendors, and is utilized by thousands each year.

With convenience and access as key components of its training goals from the beginning, the Authority began offering online training courses in 2006. To further develop this popular and widely utilized format and enhance the experience for all users, the Authority launched **eLearn.gsccca.org** in 2019 as its learning management system. Since its inception, more than **187,000** users — including clerks, deputy clerks, vendors, and notaries — have accessed the Authority's eLearn training platform. In FY 2025 alone, nearly **65,000** users visited eLearn over **214,000** times. Currently, the LMS offers **12** online courses, with three new classes added this fiscal year. Additionally, all courses are regularly updated and improved to reflect changes in law and policy, and to maintain user-friendly functionality.

In addition to its online offerings, the Authority provides traditional in-person classes and remote learning opportunities. Webinars, introduced early in the program's history, became especially critical during the pandemic. The Authority responded by converting many in-person classes into webinar formats, a shift that has maintained popularity post-pandemic. In FY 2025, the Authority conducted **121 training sessions** — including webinars, in-person classes, and one-on-one training — successfully educating over **1,600** people on a wide range of important topics.

The Authority regularly assesses both external and internal training needs by engaging with clerks and other stakeholders and across departments to identify gaps and areas for improvement. Offering programs on new subject matters and continuing to update and improve existing training allow the Authority to maintain this core service at the highest level and meet the evolving needs of Superior Court clerks and other constituencies.

Following is more detailed information about the Authority's training efforts during FY 2025.

Online Courses

The Authority currently offers 12 online training courses via the eLearn platform. Courses are offered free of charge and are available 24/7, making training affordable and flexible. Importantly, participants can learn at their own pace, going back and re-reading, skipping or accelerating through concepts as they choose, with some research suggesting that online learning can be even more effective than in-person instruction. Three new classes were added this fiscal year and additional courses are in development to offer clerks and their staffs additional online training opportunities.

Below is a summary of each course and FY 2025 participation:

- CourtTRAX.org
 - Launched new course on January 1, 2025.
 - Training available to Superior Court clerks/deputy clerks and vendors.
 - 61 people participated in the course this year.
- eCertification Portal
 - Training available to Superior Court clerks/deputy clerks and vendors.
 - 26 people participated in the course this year.
- ePay Portal
 - Launched new course on August 1, 2024.
 - Training available to Superior Court clerks/deputy clerks and vendors.
 - 45 people participated in the course this year.
- GSCCCA Fines & Fees – Introduction
 - Launched updated course in January 2025 to reflect current law and procedures.
 - Training available to all court personnel (Superior, State, Probate, etc.) and vendors.
 - 326 people participated in the course this year.
- GSCCCA Indexing Standards
 - Training available to Superior Court clerks/deputy clerks and vendors.
 - 161 people participated in the course this year.
 - 13 participants took the Indexing Certification Exam and, of those, 5 successfully passed the exam.
- GSCCCA Indexing Standards – Extended
 - Training available to Superior Court clerks/deputy clerks and vendors.
 - 88 people participated in the course this year.
- GSCCCA Indexing Standards – Common Mistakes
 - Training available to Superior Court clerks/deputy clerks and vendors.
 - 53 people participated in the course this year.
- Notary Online
 - Training available to Superior Court clerks/deputy clerks.
 - 95 people participated in the course this year.

- Notary Online – Mail-in Renewals
 - Training available to Superior Court clerks/deputy clerks.
 - 37 people participated in the course this year.
- Notary Public
 - Launched updated course on December 1, 2024.
 - Training available to Superior Court clerks/deputy clerks and the general public.
 - Effective January 1, 2025, H.B. 1292 requires Georgia notaries public to complete an educational training course as part of the initial or renewal application process. Serving as the approved course for all notaries, this eLearn course was updated to conform to the mandates of the new law. Upon successful completion of the course, applicants are provided a certificate which they must include with their notary application.
 - 43,702 people participated in the course this year.
- Notary Public Final Exam
 - Exam was previously available to Superior Court clerks/deputy clerks and the general public, but was deactivated on December 1, 2024.
 - 8,525 users passed the exam in FY 2025 before it was deactivated.
- UCC
 - Training available to Superior Court clerks/deputy clerks.
 - 89 people participated in the course this year.
- UCC eFile
 - Launched new course on December 23, 2024.
 - Training available to Superior Court clerks/deputy clerks.
 - 47 people participated in the course this year.

Webinars

Remote learning has grown in popularity over the past decade, driven by its flexibility and cost-effectiveness. It became essential during the pandemic and continues to serve as a valuable training tool for the Authority. In FY 2025, the Authority leveraged the Zoom platform to deliver a comprehensive schedule of **45 webinars** on the following topics:

- Authority Services How-to Guide
- Authority Websites
- Clerk Resource Center/Program Status Report
- County User Accounts Form
- eCertification 101
- eFile – Common Questions
- eFile – Creation of Standard Responses & Escalation Brainstorming
- H.B. 1292 – Documentation Details
- H.B. 1292 – Testing Prep
- Historically Speaking – The Evolution of the Clerks’ Authority
- ID Verification
- Protective Orders

- Real Estate Indexing Certification Exam Study Guide
- Uniform Commercial Code Filings
- Virtual Microfilm (VMF)

In-Person Classes & One-on-One Training Sessions

Despite the rise of remote learning, in-person classes remain a cornerstone of the Authority's training strategy. For many participants, the value of human interaction cannot be replicated, regardless of the sophistication and convenience of remote training technology. Many learners feel more comfortable in a traditional classroom setting, viewing face-to-face engagement as essential for greater clarity and deeper understanding of the material.

In FY 2025, the Authority offered **24 in-person classes** on multiple topics, including:

- Real Estate Indexing Standards
- Fines & Fees
- Filing Activity Notification System (FANS)
- Notary Public Training

Additionally, numerous one-on-one training sessions were conducted, as requested, for clerks' offices and other groups on a variety of topics, including:

- County User Accounts Form
- eCertification
- eCert – Regular Copy feature
- eFile
- ePay
- Filing Activity Notification System (FANS)
- Fines & Fees
- ID Verification
- Notary Online
- Protective Orders
- Real Estate Indexing Standards
- Real Estate Indexing Standards Certification Exam
- UCC eFiling

Additional Training Opportunities

Authority staff also supported and participated in clerk conferences and meetings throughout the year — providing training, facilitating session discussions, and offering on-site audio and video assistance. These included:

- COAG Fall Conference – Savannah
- Clerks' Planning Meeting – Brasstown Valley
- Clerks' Winter Training – Atlanta
- Clerks' Spring Conference – St. Simons
- District meetings across the state

Attendance and support for all these programs facilitates valuable face-to-face time with Superior Court clerks, allowing for the opportunity to learn more about issues and challenges facing clerks and the opportunity for staff to share information and answer questions about Authority programs and services.

Continuous internal staff training is also prioritized to support efficiency and service quality. HelpDesk team members receive ongoing instruction on high-volume topics such as notary issues, UCC filings, indexing, fines and fees, eFiling, and eCertification. “Lunch and Learn” sessions were also initiated this fiscal year to facilitate interdepartmental knowledge sharing. Whether for onboarding, legal updates, new courses, or general refreshers, internal training is aimed at maintaining a knowledgeable and responsive workforce. These efforts help ensure consistent understanding across teams and contribute to a more cohesive and effective workplace.

Training for Other Constituencies

In addition to providing training to Superior Court clerks and their staff, the Authority also offers instruction to various additional constituencies and continues to successfully partner with other groups to conduct important training. Following are more details regarding these efforts during FY 2025:

- Published an updated ***Notary Public*** online course on December 1, 2024 to comply with H.B. 1292, which took effect January 1, 2025 and mandates training for Georgia’s notaries public as part of the initial or renewal application process. This online class is offered free of charge through the Authority’s eLearn platform and serves as the approved course for all Georgia notaries. Nearly 44,000 people participated in this training in FY 2025.
- Delivered 17 ***Notary Public Training*** sessions — 12 in-person classes and 5 webinars — on the role and responsibilities of a notary public. These classes were hosted by Superior Court clerks and offered to members of the public free of charge. During FY 2025, nearly 1,300 Georgians took advantage of this free training, which was updated to comply with the mandates of H.B. 1292. Following one of the programs, the Authority received this praise from the hosting court:

“The [notary] training was a great success, and we received overwhelmingly positive feedback from all participants. We would like to extend our heartfelt appreciation for your exceptional organizational skills and for creating such a conducive virtual learning environment. Your dedication to ensuring that our training was conducted smoothly and seamlessly is commendable. Moreover, we are truly excited about the opportunities that lie ahead and look forward to working together in the [future]. Your expertise and support will undoubtedly play a significant role in the success of upcoming projects. We are truly fortunate to have you as our court partner.”

- Provided specialized notary training to the Georgia State Office of Vital Records and to Georgia State University.
- Conducted two Fines & Fees classes for new Municipal Court clerks in partnership with the Institute of Continuing Judicial Education at UGA.
- Provided training in bulk eFiling for Georgia Tax Commissioners.

Outreach & Professional Development

The Authority values its symbiotic relationship with Georgia's Superior Court clerks and is committed to supporting clerks and their staff in a variety of ways. It also actively seeks opportunities to engage with the public and educate citizens about its mission and services. Additionally, the Authority recognizes the value of professional development and encourages staff to be involved in industry groups and work toward furthering their own training and education.

Below is a summary of the Authority's outreach and professional development activities for FY 2025.

- Continued to provide free public access to the Authority's invaluable statewide indexes through **search terminals** installed in all Superior Court clerk offices. In FY 2025, **webcams** were added to these terminals to meet the new requirement that all eFiled real documents include a validated ID. Notably, 23% of all successfully verified IDs were validated using a public access webcam.
- Continued to enhance the **Clerk Resource Center** by updating content and adding new materials. This password-protected site provides clerk-specific resources such as program status reports, conference materials, and direct links to Notary Online, PT-61 Online, and the Authority's Training Center. It also serves as a centralized hub for clerks to access updates on legislative changes and other evolving issues impacting Superior Court clerks' offices.
- Continued to produce **quarterly newsletter** for Superior Court clerks that is posted on the Authority website.
- Continued to strengthen the Authority's **social media** presence. By utilizing Facebook and Twitter, the Authority is able to communicate with its customers and reach out to potential subscribers while keeping clerks better informed.
- Provided quarterly **Fines & Fees Division reports** to external stakeholders including the Legislative Budget Office, Senate Budget Office, Georgia Supreme Court, Governor's Office, and Georgia Public Defenders Council. Additionally, submitted monthly reports to the Criminal Justice Coordinating Council to fulfill statutory reporting requirements for Local Victim Assistance (LVA) program funds.
- Provided support to probation companies and other entities affiliated with the courts for purposes of collecting and disbursing fines and fees.
- Continued to promote and provide training for the **Filing Activity Notification System (FANS)**, a free service launched in 2023 to help protect Georgia property owners from home theft and other fraudulent activity. FANS alerts users when filings are made related to their registered property, including real estate, UCCs (personal property), liens, and plats. As of June 30, 2025, nearly 85,000 users had registered and submitted over 183,000 requests involving names, addresses, and document types — resulting in over 254,000 alerts for roughly 385,000 matches.
- Sold nearly 2,000 copies of **Georgia Notary Handbook, 14th Edition**. Updated to reflect the mandates of H.B. 1292, the handbook is an excellent reference for Georgia notary law, notary procedures, and best practices.
- Continued to provide courtesy email notification to all notaries with an email address on file 30 days prior to commission expiring.
- Provided notary training to the public free of charge:
 - Published an updated **Notary Public** online course on December 1, 2024 to comply with H.B. 1292, which mandates training for Georgia notaries. Offered through the Authority's eLearn platform, this course serves as the approved educational program for all Georgia

- notaries. Nearly **44,000** people participated in this training in FY 2025.
- Delivered 17 **Notary Public Training** sessions, hosted by Superior Court clerks and offered at no cost to the public. During FY 2025, nearly **1,300** Georgians took advantage of this free training, which was updated to comply with the mandates of H.B. 1292.
- Provided **targeted notary training** to the Georgia State Office of Vital Records and Georgia State University to support specialized implementation needs.
- Conducted two **Fines & Fees classes** in conjunction with the Institute of Continuing Judicial Education at UGA for new Municipal Court clerks.
- Handled and processed to resolution UCC, notary public, real estate, fines and fees, and training inquiries from clerks' offices, UCC filers, online users and the general public.
- Maintained liaison roles with the State Bar, public users, title examiners, surveyors, GCIC, and courthouse vendors.
- Fielded questions from law enforcement and offices of the United States Attorneys regarding the UCC filing process.
- Handled, in conjunction with Attorney General's Office, open records requests from the public.

Professional Development:

- Network Team provided hands-on training with the Authority's network tools and an in-depth exploration of firewall capabilities to support upcoming deployments and advanced configurations.
- Group of Authority team members attended the eCourts Conference, hosted by the National Center for State Courts (NCSC). The conference is a biennial event focused on the intersection of justice and technology in the court system and includes industry experts from across the country.
- Benefited from Communications Director & Compliance Officer's involvement and leadership in national industry groups, including:
 - Serving ninth term as president of the Board of the Notary Public Administrators (NPA), which brings together public and private stakeholders in the notary industry. The Authority's participation in NPA allows senior management to monitor changes and trends in the area of notary law nationally that could affect Georgia.
 - Serving as past-president of the International Association of Commercial Administrators (IACA), a professional association of government officials responsible for business entity and secured transaction record systems across various jurisdictions.
 - Participated in strategic planning meetings and worked to promote the vital role that IACA plays in the UCC filing office. IACA brings together UCC industry representatives from the private (filing parties) and public (filing offices) sectors.
 - Served on panel at the 2025 IACA Conference addressing potential changes to the UCC Model Rules.
 - Being honored as the 2025 recipient of the prestigious March Fong Eu Achievement Award from the National Notary Association. The award recognizes his significant contributions and exceptional leadership as a Georgia notary official and many years of dedicated service to fostering collaboration within the notary community.

Conclusion

Since opening its doors in 1995, the Authority has experienced tremendous growth and sustained strategic innovation. Through its various projects and services — all implemented without funding from local, state, or federal taxes — the following benefits have been realized:

- The public enjoys unprecedented access to valuable information from Georgia’s Superior Court clerks’ offices.
- The State of Georgia benefits from modernized clerk operations statewide.
- Clerks’ offices have gained vital resources at a time when budgets remain tight.
- The business community has access to innovative tools that promote efficiency and effectiveness.
- Georgia lawmakers are equipped with critical data to help inform public policy decisions.

Despite these accomplishments, our goals remain both ambitious and unchanged. We will continue to:

- Strengthen our essential partnership with clerks of Superior Court and ensure they have the tools for success.
- Sustain a culture of innovation by staying flexible, rethinking workflows, listening to our customers, anticipating shifts in the business environment, and meeting challenges head-on.
- Streamline and enhance our programs, and strategically transform operations for long-term efficiency.
- Provide superior customer service to all our constituencies.
- Foster existing relationships, embrace new partnerships, and pursue collaborative solutions.
- Identify sustainable strategies to address financial challenges when they arise.
- Maintain our position as a recognized leader in the public records arena.

This report provides an overview of the Authority’s history and a detailed account of its many initiatives, including current status and accomplishments of the past fiscal year. These achievements would not have been possible without the ongoing support and engagement of Georgia’s Superior Court clerks, the strategic guidance of the Authority’s Board of Directors, and the skill, dedication, and tireless work of our exceptional professional staff.

For additional information on any of the programs listed or the content of this report, please contact GSCCCA Communications Director & Compliance Officer Mike Smith at mike.smith@gsccca.org.

