

# GSCCCA Update

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An update on the activities of the Georgia Superior Court Clerks' Cooperative Authority

## Board of Directors

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**James C. "Jim" Weidner**  
Attorney-at-Law  
Oliver & Weidner, LLC  
Clarkesville



GSCCCA  
1875 Century Blvd  
Suite 100  
Atlanta, GA 30345  
Tel: 404.327.9058  
Tel: 800.304.5175  
www.gscca.org

## Board honors long-time Authority partner

After a long and fruitful career as a principal research scientist at Georgia Tech and then many successful years heading his own tech company, long-time Authority consultant **John Myers** retired at the end of 2019. To recognize this significant event and the integral role Myers played in the Authority's success, the Board honored him at its recent meeting. To understand the importance of Myers' partnership with the Authority, some history must be revisited.

The founders of the Authority always had a greater vision for how the organization would evolve and expand beyond its original mandate of establishing a statewide system for the indexing of UCC documents. In an effort to assist clerks of Superior Court and the general public, the idea arose to create a standardized, centralized indexing system for real estate deeds and personal property records. The Board agreed and moved forward with an effort to expand the Authority's mandate to include the Real Estate Deed Project.

At the time, John Myers was director of the Economic Development Institute's (EDI) Center for Public Buildings at Georgia Tech. He and his team of software architects and engineers were engaged to develop a prototype system that was used as a demo to build support with legislators that resulted in the passage of H.B. 1613 during the 1996 legislative session. The celebration did not last long, however, as the real

work of making the real estate deed system a reality soon began. As banker Luke Flatt, an original board member, noted when he was interviewed for the Authority's book, *For the Record*: "It was a daunting task to consider... one thousand times more difficult than creat-



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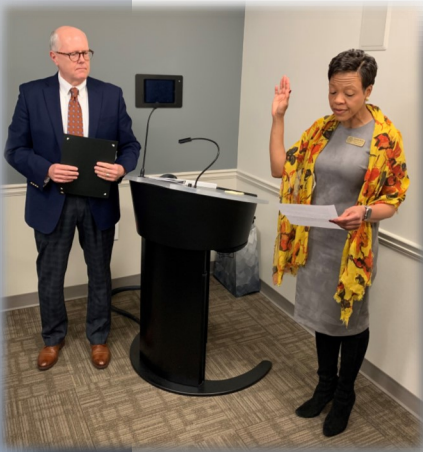
# January board meeting review

The Authority Board met on January 8 for its quarterly meeting. Following is a summary of the reports and actions of the meeting.

## Swearing in of New Board Member

The Honorable Tammie Mosley, clerk of Superior Court of Chatham County, was sworn in as a member of the Authority Board of Directors. She was appointed on December 9, 2019 by the Council of Superior Court Clerks of Georgia for a three-year term to expire on December 9,

2022. Authority Communications Director & Compliance Officer Mike Smith, who is a notary public, administered the oath of office.



## General Business

The minutes of the October 9, 2019 scheduled board meeting were approved. Greg Morgan, with Mauldin & Jenkins, provided the Accountant's Review. He reported that the overall financial health of the

Clerks' Authority is good and that the current policies being carried out by Authority staff continue to keep the Authority on a positive path.

## Election of New Board Officer(s)

During Executive Session, the Board agreed to table the election of new officers until a later date.

## Fines & Fees Division

As of 12/31/2019, the division had received, processed and distributed \$34,184,186 in collections from all courts statewide. Reporting compliance by courts remains very high. Fines and Fees staff is diligent in contacting courts that may be trending into non-compliance.

## Training & Outreach

The 2020 Training Schedule is now available (detailed information on Pages 11-12) and use

of the Authority's online training platform, eLearn, continues to grow.

## eFiling Project

Currently, 138 clerks participate in UCC eFile. Of those, 35 now mandate eFiling as the only acceptable filing method. More than 40,000 UCCs have been eFiled so far in FY 2020. Nineteen clerks have implemented auto-numbering of UCCs. For Real Estate eFile, all 159 clerks participate, and of those, 116 allow all real estate document types. There are 144 clerks participating in the Notary Online application process. As expected, the number of clerks participating in Child Support eFile continues to decline as many clerks have chosen to direct filings through their chosen civil eFiling vendor. Currently, there are 86 clerks participating in the Authority's program.

## Historical Deed Re-Indexing Projects

The statewide "good-from" date for real estate deeds is January 1, 1990. Regarding the voluntary County-Funded Historical Deed, Lien and Plat Re-Indexing Project, 2.9 million instruments have been published to the public system since the program began in 2013. Since the last Board meeting, 27,000 deed instruments have been transmitted to the Authority and are in quarantine. As of December 31, 2019, 55 counties were participating in the voluntary project with 136 Docket Surveys having been received by the Authority from clerks.

## UCC Project

UCC filings for the current reporting period are on pace with the same period in the previous fiscal year. UCC filing activity is an economic health indicator. UCC Certified Search requests for the reporting period are lower than the reporting period for FY 2019 as customers are now conducting more of their own searches.

## Archival Projects

The MyVault and Virtual Microfilm projects continue to provide great value and service to clerks of Superior Court and the Clerks'



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*Board Meeting Review — Cont. from Page 2*

Authority. Both projects are offered to clerks at no cost to their counties. Since its inception, MyVault has enabled Authority staff to restore data losses for numerous clerks' offices. The back-up/archival of data is directed at the clerk's request. The clerk can designate any electronic file they deem necessary to be backed up. This has proven to be vital in the cases of hardware crashes, cyber-attacks and disasters, such as fire.

**Notary & Authentications Division**

Staff continues to see strong apostille request activity with a 39.7% increase in requests for the second quarter of FY 2020 compared to FY 2019. This is mostly attributed to one particular notary public serving individuals who have applied for citizenship to Spain. In 2019, Spain reversed a centuries-old decision that expelled

individuals of Jewish descent. Descendants of those families are now allowed to apply and regain Spanish citizenship.

**Special Recognition**

In light of the recent retirement of John Myers, the Board honored his nearly 30-year, highly successful partnership with the Authority. In addition to several moving tributes, retired Superior Court Clerk and former Authority Chair F. Barry Wilkes recited a poem he had written to honor the occasion (see Page 5) and presented a resolution (see pages 6-7) on behalf of the Board.

**Next Board Meeting**

The next scheduled board meeting will be held April 7-8, 2020. ■

## Clerks' Authority Board of Directors



*Left to right: Jim Weidner, Greg Allen, Tammie Mosley, Brenda Weaver, Connie Cheatham, Dena Adams, Charles Baker, and Dana Chastain.*





*Myers honored — Cont. from Page 1*

ing the UCC centralized indexing system...but we knew it was worth the challenge.”

With a target date of January 1, 1999 for the system to become operational, the Authority had its work cut out and that’s when Myers stepped in again and, along with his team at

Georgia Tech, developed and refined the technology plan for the highly complex system. With the success of the Real Estate Deed Project, the Authority began a

nearly 30-year, prolific and highly successful partnership with Myers and his team working on a variety of complex, technological projects which included creating the Authority’s imaging system and web-enabling the UCC database. These successes presented new opportunities. In the words of Authority IT Director Andy

Wightwick, who was mentored by Myers and part of his team for over two decades: “Those projects opened the door for new opportunities. They demonstrated the ability of our in-house resources. We were building our internal capabilities with that streak of successes.”

Ultimately, Myers formed Millennium Information Tek (MIT) which now oversees the Authority’s project planning and development and other technology needs. By bringing this critical function in-house with a talented and dedicated team, the Authority was able to set its own destiny, have total control of its systems, and effect change more quickly and efficiently. The importance of this partnership cannot be overstated as it has been integral to the Authority’s stel-

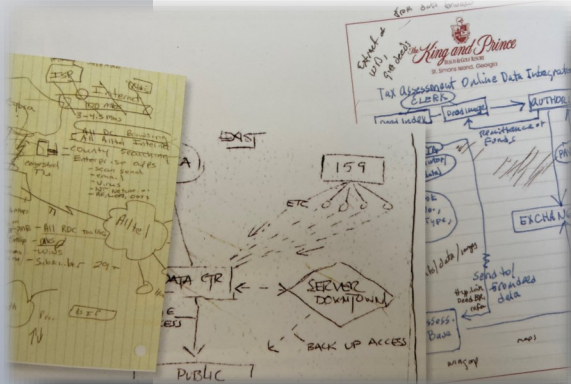
lar record of innovation and success for the past two decades and will be critical as the Authority moves forward with the continuing goal of supporting Georgia’s Superior Court clerks and advancing their technological resources.

During their January meeting, the Authority Board honored John Myers and his special history with the Authority. Tributes were given by many including Authority Executive Director John Earle and retired Crisp County Superior Court Clerk and former Authority Chair Jean Rogers. Rogers spoke specifically about the Data Warehouse Project, a program that had greatly benefited her county and shared that she firmly believed the project would not be in existence today without Myers’ input, design and implementation.

Retired Liberty County Superior Court Clerk and former Authority Chair Barry Wilkes expanded on Myers’ humble presence and guidance during his nearly 30-year relationship with the Authority. Following are excerpts from his comments:

“Other than David Williams, who lived and breathed the Authority until his dying breath, I cannot think of any individual who is not a clerk of Superior Court that has been a greater blessing to clerks of Superior Court and this Authority than has John Myers. He truly has been a blessing to us—in ways that we probably won’t realize for years to come.

“Like David, he has been totally committed to the Authority—and clerks of Superior Court and their endless plethora of projects and issues. What most people don’t know is that most of the technological success the Authority has had has been because of John and his brilliant team of ‘little geniuses’ at Millennium Information Tek. What only a few people know...is how many times John has saved us when we had our backs against the wall and were facing onerous issues that could have been crippling, if not devastating,



*John Myers and his team of “little geniuses” worked day and night to develop the technology plans for many of the Authority’s innovative and successful projects. Often-times ideas were captured on restaurant napkins, hotel stationery or whatever paper was available at the moment.*



*Continued on Page 5*

*Myers honored — Cont. from Page 4*

to the Authority and/or clerks.

“During those times, he listened attentively to all of us talk and talk and talk and would say nothing or very little; then, after mulling over the issue, he would send us a late-night diatribe via email...providing a very thorough and intricately detailed analysis of the problem, with, for our edification, a laundry list of all possible solutions to the problem from a business, political, economic, and public relations point-of-view.

“Nor do many know John, the man. He is one of the best men I’ve ever known and with whom I’ve been privileged to work and socialize... He has always been not just generous with his time but also with his resources. What’s more, he genuinely cares about others.”

In addition to his heartfelt comments, Wilkes presented a resolution on behalf

of the Authority Board (shown on Pages 6 and 7) and recited a poem, “Of You, We’ll Sing” (shown to the right) that he had written “in tribute to [his] friend, John Myers, a steadfast supporter of Superior Court clerks of Georgia, on the occasion of his retirement.”

The Authority extends its congratulations to John Myers for his prolific and highly successful career; its sincere gratitude for the integral role he played in the Authority’s growth and success; and its best wishes to him for a happy and meaningful retirement. ■



## Of You, We’ll Sing

By  
F. Barry Wilkes

Of you, we’ll sing through the ages  
When recalling our good fortune;  
How you, the wisest of sages,  
Offered us hope when we had none.

When recounting our genesis,  
There’s now cause for us to rejoice  
And, thus, to fondly reminisce  
Because, at last, we have a voice.

‘Twas you who pulled alongside us  
And helped shoulder our heavy load,  
Girding us with the mighty truss  
That, to you, God rightly bestowed.

‘Twas you who helped us garner more;  
Who guided us through stormy seas;  
And navigated us to shore  
When our sails were frayed by the breeze.

Of you, we’ll sing, our faithful friend;  
Yet, what we will most remember  
Is not that you were a godsend  
Who, often, had to be our savior.

But that, of all the men we’ve known,  
You are in a class of your own—  
A good man; his word as firm as stone;  
He, beneficent to the bone.

Of you, we’ll sing a song of praise;  
Of you and our halcyon days.



## Georgia Superior Court Clerks' Cooperative Authority Resolution

*Commending and thanking John Myers for his contributions to the Georgia Superior Court Clerks' Cooperative Authority, Superior Court clerks of the state of Georgia, and the citizens of Georgia.*

*WHEREAS, John Myers, in partnership with the Authority by and through his affiliation with Georgia Tech's Economic Development Institute while serving as director of the Institute's Center for Public Buildings, provided a technology plan that Superior Court clerks needed in order to inveigle legislators to enact legislation appropriating a statewide real estate information system operating under the auspices of Superior Court clerks for the purpose of creating and operating the nation's first online, Internet-based statewide real estate database and information system; and*

*WHEREAS, John Myers assembled a team of software architects and engineers to design functional, scalable and innovative technological systems, including the state's first Intranet, to enhance and augment services and service delivery relative to real estate and other documents filed in Superior Court clerks' offices of the state; and*

*WHEREAS, he and his team assisted the Authority with a plethora of other technological innovations for providing services to the state's legal and banking communities and its citizens, including, but not limited to, development of the Authority's website; creation of a statewide electronic mail (email) system for Superior Court clerks and Authority staff; development of a one-of-a-kind statewide, online information system that, beginning in 1999, provides public access to all real estate deed records filed in the offices of clerks of Superior Court of the state; assisting with creation of rules and regulations and a portal for electronic filing of real estate and personal property documents in Superior Court clerks' offices, which has facilitated mass electronic filing of Uniform Commercial Code, real estate, lien, PT-61-form, civil case and child support documents; and*

*WHEREAS, John Myers was instrumental in forming and eventually assumed ownership of Millennium Information Tek, a private company, to provide the Authority in-house creation and control of all its technology, including research and development, a collaboration that has been heralded as one of the Authority's most important relationships because it provides the Authority with so-called "little geniuses"—viz. technology and systems engineers—who have a long history working with the Authority and have proven their proficiency, expertise and loyalty for over twenty years; and*

*Continued on Page 7*



*Myers' Resolution — Cont. from Page 6*

*WHEREAS, in 2007 he had the vision to advocate for and deliver a distributed statewide data backup solution enabling the Authority to provide a robust statewide system for archiving all electronic records of Superior Court clerks' offices—i.e., MyVault, an enterprise-level, data-protection service provided to Superior Court clerks to help protect irreplaceable public records filed and maintained in their offices as a second line of defense against data loss events or larger disasters; and*

*WHEREAS, since the MyVault project launched in 2007, the Authority is currently protecting electronic records of 155 Superior Court clerks' offices, with 132 terabytes of live data and over 845 million files being stored and protected and with 138 requests from clerks being made since 2008 to the Authority by clerks of Superior Court for restoration of records back to their servers, totaling more than 3.4 terabytes of records having been restored since the project's inception; and*

*WHEREAS, under John Myers' tutelage, more than one hundred other distinct software applications have been expertly developed, operated and maintained for the Authority and/or clerks of Superior Court; and*

*WHEREAS, as the result of John Myers' efforts and unique ability to identify and find viable solutions to complex technological needs of the Authority and clerks of Superior Court, the Authority and the Council of Superior Court Clerks of Georgia were awarded the Georgia Historical Records Advisory Council's Award for Excellence in Archival Program Development by a State Agency; and*

*WHEREAS, he and David Williams, Director of the Authority prior to his passing in 2014, worked together for more than 20 years and he was to David a confidant and friend upon whom David relied time and again for guidance and support; and*

*WHEREAS, as the result of John Myers' wisdom, vision, business and political acumen, dedication, altruism, and devotion, the Authority has become a paradigm of "how government ought to work" and has been recognized nationwide as a model of technological innovation and efficiency;*

*NOW, THEREFORE, we, the Board of Directors of the Georgia Superior Court Clerks' Cooperative Authority, on behalf of the clerks of the Superior Courts of the 159 counties of this state, present, past, and future, the state's legal and banking communities, and the citizens of Georgia, hereby thank and commend John Myers for almost thirty years of unparalleled service to the Authority and clerks of Superior Court; for helping to make the Authority a reality when the odds were not in Superior Court clerks' favor; for offering a hand up when a hand was needed; for shouldering burdens and helping to find solutions to problems that often seemed insurmountable; and, even more, for being a friend who was unwavering and always charitable with his time and compassion.*

*RESOLVED this 8th day of January, 2020.*





## Authority plays role in international adoptions

The Authority often receives kudos-type feedback from clerks, their staff and other customers expressing gratitude for help with a tech-related problem or compliments on a timely training program or an enhancement to an existing project. These comments are a reminder of the Authority's critical role of supporting clerks in the operation of their offices and the importance of our statewide indexes and other programs in providing the business community with innovative tools for making their work more efficient and effective.

Certain feedback, however, highlights the Authority's role in helping everyday Georgians and the very real impact the Authority has on people

and lives. In this particular case, it involves the issuing of apostilles as it relates to international adoptions. Adopting a child is an emotional process no matter what the circumstances, but adopting a child from another country is arduous and complex with a myriad of challenges adding to the emotional roller coaster of the experience.

In need of apostilles, Georgia families, on this challenging adoption journey, visit and call the Notary & Authentications Division every week. A recent email from one Georgia mother, Kari Booth, reminded us of the

*Continued on Page 9*



### Helping bring Eyleen home

The following message was sent to Peter Keesom, manager of the Authority's Notary & Authentications Division, from Kari Booth in appreciation for the support Peter and his staff had provided as she and her family were adopting their daughter, Eyleen, from Honduras.

*"I hope you are doing well. I wanted to reach out and let you know that we FINALLY brought home our precious daughter from Honduras this past June. We received our referral in January of [last] year after almost 8 years of waiting. Then, we went on our first trip to meet her [last] February. Our second trip began at the end of [last] May and I stayed a month (Chad and our other kids stayed most of that time as well) before bringing her home at the end of [last] June. We want to say thank you very much for all that you did to help us along the way. I know it is your job to do apostilles, but your helpfulness the first time we met (even though we were all embarrassed and devastated for our paperwork being incorrect the first time) and all the times after were such a blessing. You gave me encouragement with your humor and patience towards us. I am excited to let you know that our adoption is now complete, although much of this story has only begun. Thank you for your part in helping get Eyleen home. We could not be more full of joy. She is such a blessing to us all, and she now has a permanent family that loves her so much. Thank you for being a part of it all."*





*International adoptions — Cont. from Page 8*

special role the Authority plays in helping families on this journey and the importance of providing kind, professional service. Kari and her husband, Chad, adopted a beautiful, little girl named Eyleen from Honduras last year, and like so many families on a similar journey, their story is one of perseverance and joy. Read Kari's own words and see photos of her family in the box on Page 8.

As background regarding apostilles, (pronounced "ah-po-steel"), in 1997, the Authority was asked by the Georgia Secretary of State to begin maintaining the central database of notaries public and issuing notary certifications and apostilles. The Authority was recognized in 1998 by the U.S. State Department as the only agency, outside of a Secretary of State office, to issue apostilles.

The Apostille Treaty is an international treaty (of which the U.S. is a signatory member) that provides for a simplified method of authenticating documents for use in other countries. It certifies the origin (i.e. country) of the public document by authenticating the signature and seal of the issuing public official. Currently, 117 countries participate in the Apostille Treaty, and approximately 4 million apostilles are issued worldwide on an annual basis.

During FY 2019, the Authority issued approximately 33,500 apostilles destined for 104 different countries. These documents originated in 134 different Georgia counties. Types of documents include:

- ❖ Corporate documents such as company bylaws and articles of incorporation;
- ❖ Powers of attorney;
- ❖ Diplomas;
- ❖ Transcripts;
- ❖ Letters relating to degrees, marital status, references and job certifications;
- ❖ Home studies;
- ❖ Deeds of assignments;
- ❖ Distributorship agreements; and
- ❖ Papers for international adoption purposes.

The number of international adoptions by Americans rose steadily from the end of World War II to a peak in 2004 when nearly 23,000 children were adopted from overseas. Children arrived from all over the world including China, Russia, Guatemala, South Korea, Ukraine, Co-

lombia and Ethiopia. Over the past decade, however, worldwide intercountry adoptions have decreased dramatically. Several factors contributed to this decline including increased scrutiny by adoptive countries of their own policies, increased oversight of U.S. adoption agencies by the U.S. Department of State, and Russia banning adoptions to U.S. citizens in 2013 – a ban that remains in place today – in retaliation for sanctions imposed by the U.S. due to suspected human rights abuses.

According to a State Department report on inter-country adoptions in 2018 (the report for 2019 is due out in March), Americans adopted 4,059 children from across the world with a vast majority, 1,475, coming from China. The next closest was India with 302. From 2000-2004, adoption-related documents comprised 60-70% of the total apostilles issued by the Clerks' Authority; currently, that percentage is approximately 5%.

The numbers have declined but taking the path of international adoption remains a difficult one, probably more so over the last decade. Besides the significant financial commitment and unexpected delays (As an example, in the news this month are stories of families trying to adopt from China who are facing indefinite delays due to the coronavirus outbreak), dealing with considerable bureaucratic red tape is also a part of the journey.

According to Peter Keesom, manager of the Authority's Notary & Authentications Division, one of the biggest hurdles for prospective, adoptive parents is understanding the policies of the host country and that they can change without notice, that instructions can be incomplete and that each country works at its own pace. The Authority's role in the process is to help the prospective parents get their required documents properly prepared so that they can be apostilled.

The destination country determines what documents are required, but typical documents include:

- ❖ Home study from adoption agency;
- ❖ Birth certificates;
- ❖ Marriage license;
- ❖ Criminal background check – state, federal or both;

*Continued on Page 10*



*International adoptions — Cont. from Page 9*

- ❖ Income statement;
- ❖ Psychological assessment and copies of medical licenses;
- ❖ Character references;
- ❖ Power of attorney for local lawyer;
- ❖ Warranty deed or lease agreement;
- ❖ Medical report and copies of medical licenses; and
- ❖ Copies of passports.

The Authority's Notary & Authentications Division is open Monday through Friday from 8:30 a.m. to 4:00 p.m. Walk-in service is available during office hours with no appointment necessary. The division is staffed by three long-time employees: Keesom, and authentication specialists, Chey Neal and Lawana Pitts. Each year, this dedicated staff helps over 9,400 walk-in customers, processes approximately 4,300 mail-in orders, and answers nearly 8,600 phone calls.

As evidenced by these statistics, the Notary & Authentications staff handles a tremendous workload, but even more importantly, they provide professional, efficient and helpful service to each and every one of their customers. Their outstanding work is critical to the continued success of the Authority, and is utilized and appreciated by thousands of people each year.

One customer emailed the following comments following her experience: *"I visited your office today to have sixteen documents apostilled for an adoption. I can't say enough about the two women who provided this service for me. This was absolutely the most pleasant experience I've encountered throughout my family's adoption journey. I was met with a level of friendliness, patience and helpfulness that is very rare. I am so appreciative of these ladies' attitudes. I left their office in a much better mood than when I arrived."*

Kari Booth's email to Keesom expressed her heart-felt appreciation

for the help and gentle "hand-holding" she and her family had received: *"I know it is your job to do apostilles, but your helpfulness the first time we met (even though we were all embarrassed and devastated for our paperwork being incorrect the first time) and all the times after was such a blessing. You gave me encouragement with your humor and patience towards us."*

When asked about his role, Keesom, who works with people and families every week by phone and in-person, summed it up like this: *"The best part of my job is knowing that my apostille moves people's lives forward – the ability to study in another country, get married, but best of all, adopt a child."*

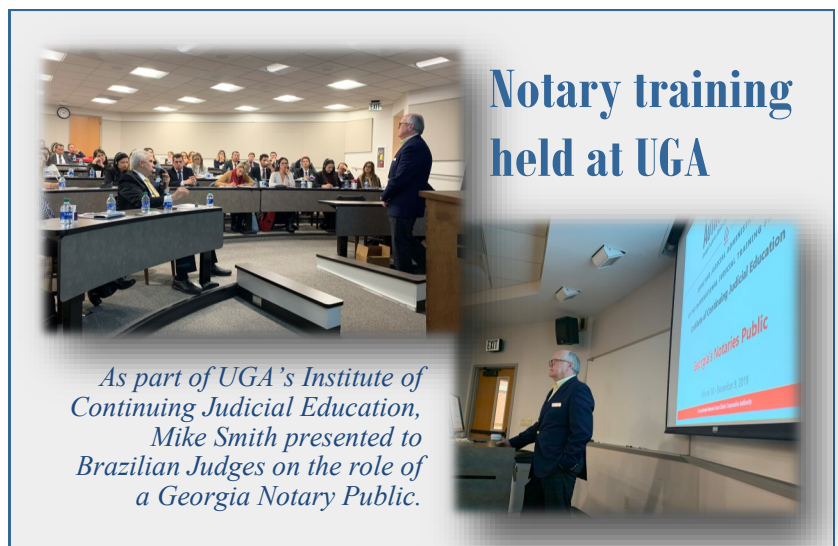
Apostilles serve a vital purpose in international commerce, but they also play a role in changing and advancing people's lives, and there is no better evidence of this than as shown through international adoptions. Kudos to the Notary & Authentications Division staff for the important role they play in helping families through this challenging yet life-changing journey. ■

**Notary & Authentications Division**

[notary@gsccca.org](mailto:notary@gsccca.org)

404-327-6023

800-304-5175



**Notary training held at UGA**

*As part of UGA's Institute of Continuing Judicial Education, Mike Smith presented to Brazilian Judges on the role of a Georgia Notary Public.*

## Need training? Let the Authority help!

The Authority's 2020 training program is underway and continues to offer three convenient formats: classroom, webinar, and online training. All training is open and free-of-charge to Superior Court clerks, their employees and vendors.

### Classroom Training:

Hosted by Superior Court clerks, classroom training will be offered on the **Real Estate Indexing Standards** in Metter, Carrollton, Albany and Jefferson. Suitable for new and experienced indexers, this three-hour course includes a review of the GSCCCA Indexing Standards for real estate, lien and plat records and an examination of indexing transmission errors. In addition, there will be multiple examples on extracting index data from sample images with varied instrument types. To register, go to [www.gscca.org/training](http://www.gscca.org/training).

### Webinars:

Webinars are remote training conducted via the internet and phone and allow a clerk to have as many staff members as they wish participate. Descriptions of the classes follow. To register for a webinar, go to <https://gscca.webex.com> and click "Upcoming" and then "Register."

**Real Estate Indexing Certification Exam: Study Guide** — This one-hour webinar takes an in-depth look at the Indexing Certification Exam, familiarizing users with the testing system and functionality, and answering questions such as:

- ❖ What are some tips and tools that can be used to pass this exam?
- ❖ What should be remembered when taking the exam?
- ❖ Is this different from my local indexing system?

**Clerk Resource Center & Program Status Report** — The Clerk Resource Center (CRC) is an Authority website created for clerks and their staff which provides tools

## 2020 Training Schedule

### Classroom Training

February 27	Metter	RE Indexing Standards
March 27	Carrollton	RE Indexing Standards
June 19	Albany	RE Indexing Standards
September 22	Jefferson	RE Indexing Standards

### Webinars

March 5	Pending Lien Search
March 24	Clerk Resource Center & Program Status Report
April 14	Virtual Microfilm
April 28	Authority Email & Mimecast
May 14	RE Indexing Certification Exam
June 9	Pending Lien Search
July 16	Clerk Resource Center & Program Status Report
July 24	Virtual Microfilm
August 12	Authority Email & Mimecast
August 20	RE Indexing Certification Exam
August 25	Pending Lien Search
September 3	Authority Email & Mimecast
September 15	Virtual Microfilm
October 7	Clerk Resource Center & Program Status Report
October 22	RE Indexing Certification Exam

and features for clerks' use. One tool is the Program Status Report (PSR) which is a daily report providing clerks with a status on their office and Authority programs. This one-hour webinar will review the CRC and take an in-depth look at the Program Status Report, reviewing each column, what triggers an alert (red), how to resolve alerts, how to register to receive the report, and more!

**Virtual Microfilm** — This 30-minute program offers an introduction to the Authority's new Virtual Microfilm (VMF) project. The program will cover the features of the VMF dashboard and participants will learn to:

- ❖ View, save, print and download images from archive;

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### *2020 Training Schedule — Cont. from Page 11*

- ❖ Access the convenient image browser and viewing tool;
- ❖ Search for important documents;
- ❖ Purchase and place orders for physical microfilm reels; and
- ❖ Check & track status of microfilm orders.

Additionally, statutory archival requirements and how VMF satisfies those requirements will be discussed, and basic functionality for accessing deed, lien and plat images will be explained and demonstrated.

***Pending Lien Search*** — When the Department of Revenue files a state tax lien, it becomes part of the pending lien search. As state tax liens are filed and index data transmitted, the liens are removed from the pending lien search and become part of the statewide lien index. Instances occur where required parameters are not met causing state tax liens to remain on the pending lien search. This 30-minute program addresses how to find and remove state tax lien eFilings which should no longer be on the pending lien search.

***Authority Email & Mimecast*** — With the launch of Mimecast, this 30-minute webinar is being offered to provide step-by-step instructions for:

- ❖ Accessing held emails;

- ❖ Determining whether emails should be released, permitted or blocked; and
- ❖ Defining how Mimecast handles released, permitted or blocked emails.

Additional topics to be covered include:

- ❖ How to access email remotely;
- ❖ How to access email in the office; and
- ❖ Email etiquette.

#### **Online Training**

The Authority continues to offer online training opportunities. Courses are available 24 hours a day, 7 days a week, making training completely flexible. Courses include:

- ❖ GSCCCA Indexing Standards
- ❖ Extended GSCCCA Indexing Standards
- ❖ Fines & Fees Training
- ❖ Notary Public Training
- ❖ UCC Training

Deed indexing training and the certification exam remain on the Authority's original training site, <http://training.gsccca.org>. Other online training can be accessed by going to [www.elearn.gsccca.org](http://www.elearn.gsccca.org), the Authority's new online training platform which was launched in 2019. With questions about training, contact [training@gsccca.org](mailto:training@gsccca.org) or 800-304-5174. ■

## Authority launches Mimecast

TrendMicro, a cyber security and defense company, reports that 91% of cyberattacks begin with email via phishing, malware through links, spoofing and viruses. With this in mind and as a continuing effort to protect itself and Superior Court clerks against cyberattacks, the Authority recently launched Mimecast, a cloud-based email security solution. This program provides the following benefits:

- ❖ Gives user more control over their email through the Daily Digest and Personal Portal;
- ❖ Adds anti-spoofing protections;
- ❖ Adds URL/link re-writing and scanning to check destination against known bad actors;
- ❖ Adds greatly improved spam detection;
- ❖ Moves the bulk of email processing to the cloud; and
- ❖ Speeds up automated email processing by 50%.

To learn more about Mimecast and its benefits, and accessing Authority email, register for one of the 30-minute webinars being offered on April 28, August 12 or September 3. To register for a webinar, go to <https://gsccca.webex.com> and click "Upcoming" and then "Register."

