



## Clerk Connect User FAQs

Welcome to ClerkConnect.com! This guide will help you understand the key features and how to navigate the site effectively.

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### 1. What Clerk Connect Does

ClerkConnect.com provides online access to public records and court services across multiple Louisiana parishes. Key features include:

- Search and retrieve civil suits, criminal cases, property records, and other court documents.
- E-filing and e-recording services for property and court documents.
- Easy-to-use interface compatible with multiple browsers and devices.

### 2. How to Access Services

To use Clerk Connect services, you need an active subscription. Options include:

- One Day
- Monthly
- Yearly

Payment methods:

- Credit Card
- You can also add Preauthorized or Prepaid amounts for convenience.

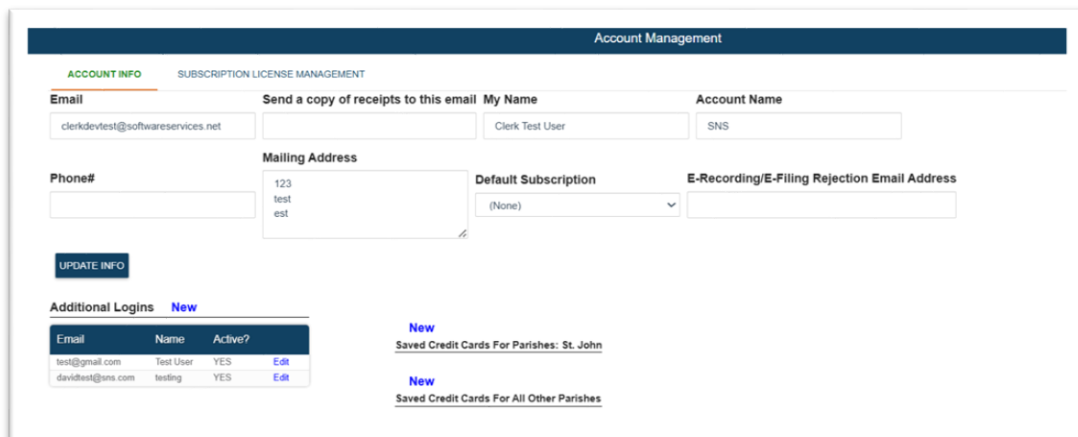
### 3. Managing Your Account

Select your Username in the Account dropdown (top-right corner) to:

- - View account details
- - Sign out (clears session and redirects to login)
- - Manage Additional Logins for shared access
- - Control License Management for multi-parish inquiry licenses

### Account Management

Access account management from the User Account dropdown by clicking your username in the top-right corner. Here you can view account details or sign out. Signing out clears your session and redirects you to the login page. The Additional Logins section lets you add extra credentials for authorized users with full or limited permission, ideal for shared access. The License Management section allows administrators to allocate inquiry licenses across jurisdictions, manage user access, and track usage.



## 4. Subscription Dashboard

The My Subscriptions page shows:

- - Account balance
- - Active services
- - Expiration dates for renewals
- - Parish-specific pricing for inquiry (search) and digital (filing) services

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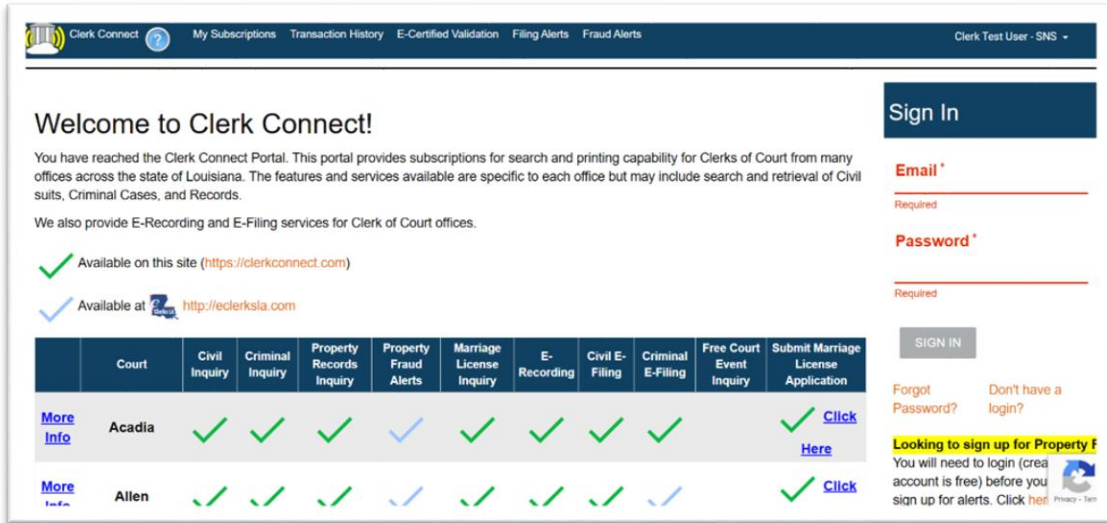
*Clerk Connect Subscription Management*

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# VERTICALS

Once logged into Clerk Connect, users can immediately access this dashboard to view their current subscription status, available services, and initiate searches across participating courts without requiring additional authentication.



**Welcome to Clerk Connect!**

You have reached the Clerk Connect Portal. This portal provides subscriptions for search and printing capability for Clerks of Court from many offices across the state of Louisiana. The features and services available are specific to each office but may include search and retrieval of Civil suits, Criminal Cases, and Records.

We also provide E-Recording and E-Filing services for Clerk of Court offices.

- Available on this site (<https://clerkconnect.com>)
- Available at <http://eclerksla.com>

|                           | Court  | Civil Inquiry | Criminal Inquiry | Property Records Inquiry | Property Fraud Alerts | Marriage License Inquiry | E-Recording | Civil E-Filing | Criminal E-Filing | Free Court Event Inquiry | Submit Marriage License Application |
|---------------------------|--------|---------------|------------------|--------------------------|-----------------------|--------------------------|-------------|----------------|-------------------|--------------------------|-------------------------------------|
| <a href="#">More Info</a> | Acadia | ✓             | ✓                | ✓                        | ✓                     | ✓                        | ✓           | ✓              | ✓                 |                          | ✓ <a href="#">Click Here</a>        |
| <a href="#">More Info</a> | Allen  | ✓             | ✓                | ✓                        | ✓                     | ✓                        | ✓           | ✓              | ✓                 |                          | ✓ <a href="#">Click Here</a>        |

**Sign In**

Email \*  
Required

Password \*  
Required

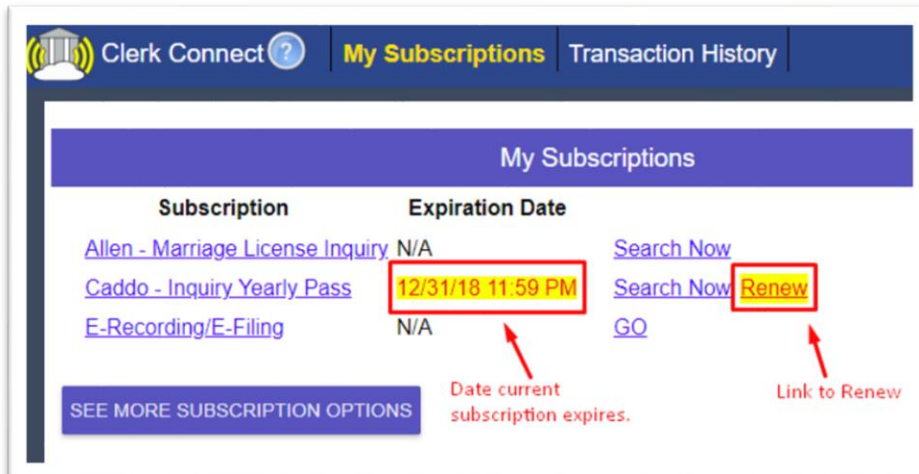
SIGN IN

Forgot Password? Don't have a login?

Looking to sign up for Property Alerts? You will need to login (create account is free) before you sign up for alerts. [Click here](#)

- [RENEW CLERK CONNECT SUBSCRIPTION USING CREDIT CARD](#)

When you log into your account and your subscription is about to expire, you will see a renew link to the right of the subscription that is expiring. Simply click the **Renew** link to renew your subscription.



**My Subscriptions**

| Subscription                                     | Expiration Date   |  |
|--|-------------------|--|
| <a href="#">Allen - Marriage License Inquiry</a> | N/A               | <a href="#">Search Now</a>                       |
| <a href="#">Caddo - Inquiry Yearly Pass</a>      | 12/31/18 11:59 PM | <a href="#">Search Now</a> <a href="#">Renew</a> |
| <a href="#">E-Recording/E-Filing</a>             | N/A               | <a href="#">GO</a>                               |

SEE MORE SUBSCRIPTION OPTIONS

Date current subscription expires.

Link to Renew



Once you click the Renew link, you will be brought to the screen that lets you see the subscription level you are renewing and the amount. You may also add a Preauthorized or Pre-Paid amount to your account.

Pre-Authorizations allow you to add an available amount to your account. Any amount of the Pre-Authorization not used for that day will be returned to your card, in approximately 5-7 business days.

**Inquiry**

There is an additional cost for printing images, \$0.40 per page. This subscription also includes the following features: Civil Inquiry, Criminal Inquiry, Records Inquiry, Marriage License Inquiry, View Images

Yearly Pass \$350.00 ← This is the subscription level and amount for the renewal

**In order to purchase copies (print), you must have an account balance. You can do a pre-authorization or pre-payment. It is recommended that you do this now and choose an amount much greater than you plan to spend to reduce credit card transaction fees**

Click [here](#) for an explanation of payment options

Pre-Authorization ← These are optional selections to add money to your account for printing

Pre-Payment

**Additional Amount to Pre-Auth for printing (optional but recommended)**

If you wish to add money, the amount is specified here

← Once this form is complete, simply click the BUY button.

Pre-Payments allow you to add an amount to your account that will be charged to your card and is non-refundable. Once you have decided on an amount, if any, for your Preauthorization or Prepayment, click the BUY button. Complete the purchase by entering your credit card information for the online purchase and you are done.

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### *My Subscription has Expired (Subscription Missing)?*

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From the My Subscriptions page, click SEE MORE SUBSCRIPTION OPTIONS. Select the Parish you wish to renew your subscription for. Select your Subscription Level (i.e., One Day, Monthly, or Yearly) and click the BUY button. Complete the purchase by entering your credit card information for the online purchase and you are done. If you do not see the option to renew the subscription, you will need to repurchase your subscription instead of completing the renewal process.



# VERTICALS

**My Subscriptions**

| Subscription   | Expiration Date   |  |
|--|-------------------|--|
| <a href="#">Allen - Civil/Records Inquiry Monthly Pass</a> | 12/08/18 11:59 PM | <a href="#">Search Now</a> <a href="#">Renew</a> |
| <a href="#">Allen - Marriage License Inquiry</a>           | N/A               | <a href="#">Search Now</a>                       |
| <a href="#">Caddo - Inquiry Yearly Pass</a>                | 12/31/19 11:59 PM | <a href="#">Search Now</a>                       |
| <a href="#">E-Recording/E-Filing</a>                       | N/A               | <a href="#">GO</a>                               |

SEE MORE SUBSCRIPTION OPTIONS

**Select a Parish**

**Records Inquiry**

There is an additional cost for printing images, \$0.40 per page. This subscription also includes the following features: Records Inquiry, Marriage License Inquiry, View Images

One Day Pass \$20.00  
 Monthly Pass \$35.00  
 Yearly Pass \$350.00

In order to purchase copies (print), you must have a pre-authorized balance. You can do a pre-authorization now or later. You will only be charged for what you actually purchase. It is recommended that you do this now and choose an amount much greater than you plan to spend to reduce credit card transaction fees

Click [here](#) for an explanation of payment options

Additional Amount to Pre-Auth for printing (optional but recommended)

BUY

CLOSE

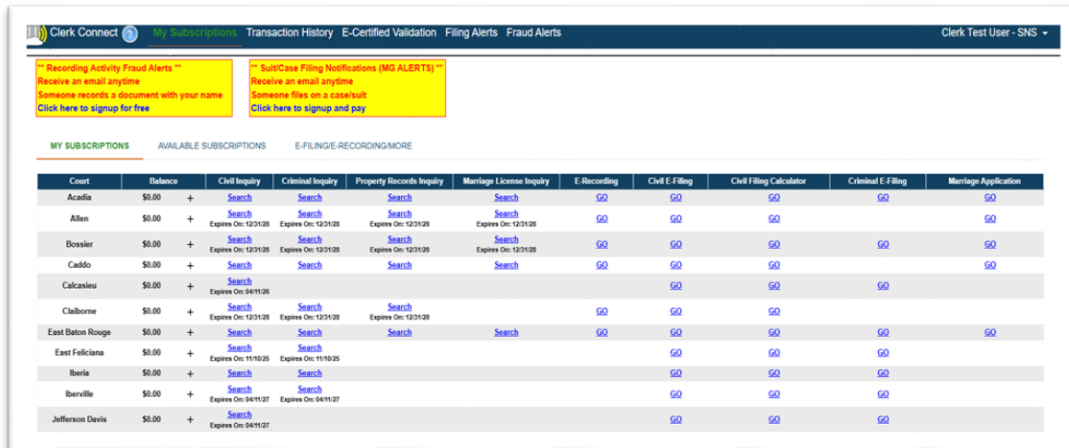
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*Subscription Management – My Subscriptions*

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The My Subscriptions section is your main dashboard for managing court record access across multiple parishes. It displays your account balance, available

services, and subscription status in a single grid, making it easy to check active services, view expiration dates, and plan renewals. You can also see parish-specific options for inquiry services (searching records) and digital services (filing documents), along with their pricing.



The screenshot shows the Clerk Connect interface with a navigation bar at the top containing: Clerk Connect, My Subscriptions, Transaction History, E-Certified Validation, Filing Alerts, Fraud Alerts, and Clerk Test User - SNS. Below the navigation bar are two yellow banners: "Recording Activity Fraud Alerts" and "Suit/Case Filing Notifications (MG ALERTS)". The main content area is titled "MY SUBSCRIPTIONS" and contains a table with columns for Court, Balance, and various inquiry services. Each row represents a parish and lists the status of different services.

| Court            | Balance  | Civil Inquiry                  | Criminal Inquiry               | Property Records Inquiry       | Marriage License Inquiry       | E-Recording | Civil E-Filing | Civil Filing Calculator | Criminal E-Filing | Marriage Application |
|------------------|----------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|-------------|----------------|-------------------------|-------------------|----------------------|
| Acadia           | \$0.00 + | Search                         | Search                         | Search                         | Search                         | GO          | GO             | GO                      | GO                | GO                   |
| Allen            | \$0.00 + | Search<br>Expires On: 12/31/28 | Search<br>Expires On: 12/31/28 | Search<br>Expires On: 12/31/28 | Search<br>Expires On: 12/31/28 | GO          | GO             | GO                      | GO                | GO                   |
| Bossier          | \$0.00 + | Search<br>Expires On: 12/31/28 | Search<br>Expires On: 12/31/28 | Search<br>Expires On: 12/31/28 | Search<br>Expires On: 12/31/28 | GO          | GO             | GO                      | GO                | GO                   |
| Caddo            | \$0.00 + | Search                         | Search                         | Search                         | Search                         | GO          | GO             | GO                      | GO                | GO                   |
| Calcasieu        | \$0.00 + | Search<br>Expires On: 04/11/27 | Search                         | Search                         | Search                         | GO          | GO             | GO                      | GO                | GO                   |
| Claborn          | \$0.00 + | Search<br>Expires On: 12/31/28 | Search<br>Expires On: 12/31/28 | Search<br>Expires On: 12/31/28 | Search                         | GO          | GO             | GO                      | GO                | GO                   |
| East Baton Rouge | \$0.00 + | Search                         | Search                         | Search                         | Search                         | GO          | GO             | GO                      | GO                | GO                   |
| East Feliciana   | \$0.00 + | Search<br>Expires On: 11/18/25 | Search<br>Expires On: 11/18/25 | Search                         | Search                         | GO          | GO             | GO                      | GO                | GO                   |
| Iberia           | \$0.00 + | Search                         | Search                         | Search                         | Search                         | GO          | GO             | GO                      | GO                | GO                   |
| Iberville        | \$0.00 + | Search<br>Expires On: 04/11/27 | Search<br>Expires On: 04/11/27 | Search                         | Search                         | GO          | GO             | GO                      | GO                | GO                   |
| Jefferson Davis  | \$0.00 + | Search<br>Expires On: 04/11/27 | Search                         | Search                         | Search                         | GO          | GO             | GO                      | GO                | GO                   |

## 5. Alerts & Notifications

- - Recording Alerts: Free fraud alerts for property-related recordings.
- - Case Filing Alerts: Paid notifications for new suits or cases.

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### Recording Alert

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Signup Link - Alert Registration: Users may sign up for free alerts - engage with the "Click here to sign up for free" link within the Recording Activity Fraud Alerts banner. The Alert Registration System provides identity protection services through automated monitoring of property-related document recordings.



# VERTICALS

REMOVE VLT

BOSSIER BOSSIER PARISH SCHOOL BOARD

ADD ANOTHER NAME

Check this box if you are adding a new name to the list.

### Recording Alert

**Parish**

Bossier

**Name Type**

Individual

**Legal Last Name** **Legal First Name**

SAVE CANCEL

### Recording Alert

**Parish**

Bossier

**Name Type**

Business

**Business Name**

Bossier Parish School Board

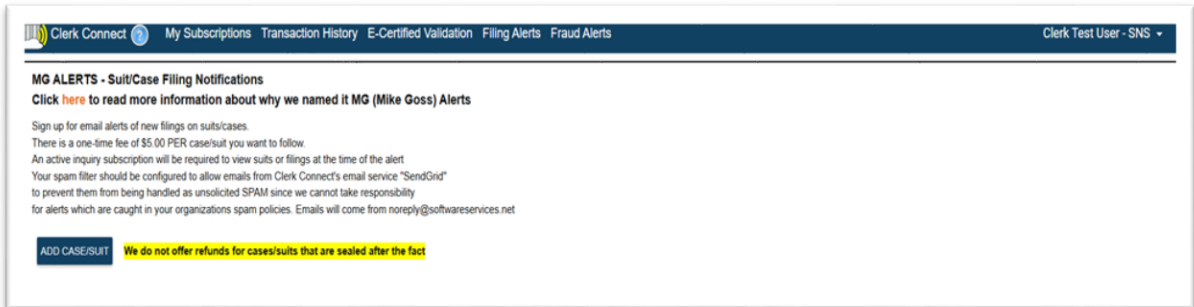
SAVE CANCEL

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## MG Alerts – Suit/Case Filing Notifications

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Signup Link - Alert Registration: Users may sign up for Suit/Case filing notifications. There is a \$5.00 fee per case/suit, subscription requirement, and email setup.



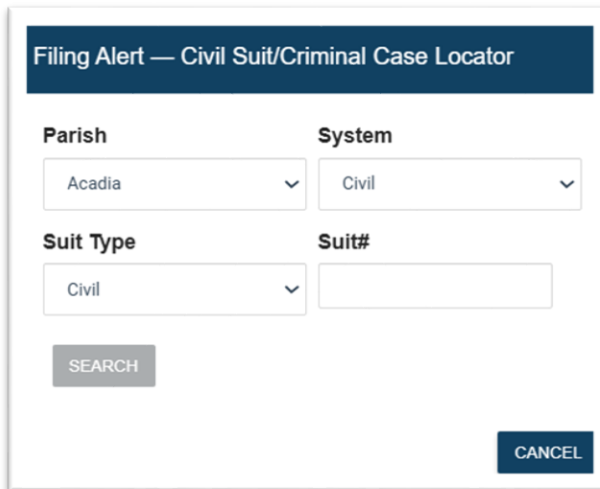
Clerk Connect | My Subscriptions | Transaction History | E-Certified Validation | Filing Alerts | Fraud Alerts | Clerk Test User - SNS

### MG ALERTS - Suit/Case Filing Notifications

Click [here](#) to read more information about why we named it MG (Mike Goss) Alerts

Sign up for email alerts of new filings on suits/cases.  
 There is a one-time fee of \$5.00 PER case/suit you want to follow.  
 An active inquiry subscription will be required to view suits or filings at the time of the alert  
 Your spam filter should be configured to allow emails from Clerk Connect's email service "SendGrid" to prevent them from being handled as unsolicited SPAM since we cannot take responsibility for alerts which are caught in your organizations spam policies. Emails will come from noreply@softwareervices.net

**ADD CASE/SUIT** We do not offer refunds for cases/suits that are sealed after the fact



### Filing Alert — Civil Suit/Criminal Case Locator

|                  |                      |
|------------------|----------------------|
| <b>Parish</b>    | <b>System</b>        |
| Acadia ▾         | Civil ▾              |
| <b>Suit Type</b> | <b>Suit#</b>         |
| Civil ▾          | <input type="text"/> |

## 6. Transaction History

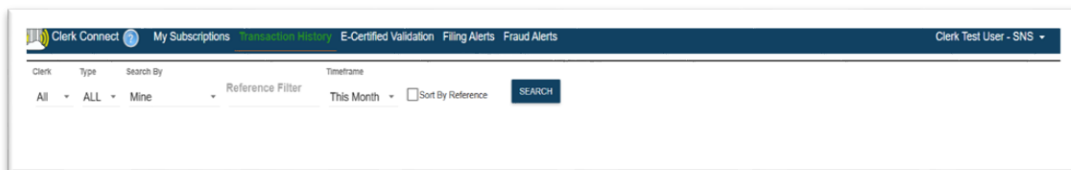
Search past transactions by clerk, type, user, reference, or date range for audits or reviews. You can also resend your receipt from the transaction history.

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## *Transaction History*

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The **Transaction History** search filter lets you narrow results by criteria such as clerk, transaction type, user, reference, and date range. This makes it easy to find past transactions for review or audit.



## 7. Security & Session Management

Always sign out after using Clerk Connect to protect sensitive data. Shared access should be managed through Additional Logins with proper permissions.