

Registration Help

If you are having trouble locating the confirmation email when registering a new account, please confirm a few things before contacting the prothonotary office.

- Is the email address correct?
- Did the confirmation email get sent to your junk/spam inbox?
- Do you have firewall settings that may be blocking the incoming email?

If you have checked and confirmed all of these questions, then please contact the prothonotary office and provide them with your email address, login name, phone number, and any other information you feel relevant to your issue.

If you are receiving the following error, it is likely that you are using a special character (!@#\$\$%^&*) in your username. The username field only allows letters and numbers. **Please note, you cannot use your email as your username as the @ symbol will cause this error.**

Server Error in '/civil.portal' Application.

Runtime Error

Descriptions: An application error occurred on the server. The current custom error settings for this application prevent the details of the application error from being viewed remotely (for security reasons). It could, however, be viewed by browsers running on the local server machine.

Details: To enable the details of this specific error message to be viewable on remote machines, please create a <customErrors> tag within a <web.config> configuration file located in the root directory of the current web application. This <customErrors> tag should then have its <mode> attribute set to "Off".

<!-- Web.Config Configuration File -->

```
<configuration>
  <system.web>
    <customErrors mode="Off"/>
  </system.web>
</configuration>
```

Notes: The current error page you are seeing can be replaced by a custom error page by modifying the <defaultRedirect> attribute of the application's <customErrors> configuration tag to point to a custom error page URL.

<!-- Web.Config Configuration File -->

```
<configuration>
  <system.web>
    <customErrors mode="RemoteOnly" defaultRedirect="mycustompage.htm"/>
  </system.web>
</configuration>
```