



Clerk's Office

LIBERTY ECOMMERCE USER GUIDE

Purchasing Thurston County Superior Court Documents Online

County Clerk
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This guide contains critical information you will need to use the Liberty Ecommerce System.

You are encouraged to print out the guide and refer to it while using the system.
(This document was retrieved by clicking on the geared icon at the top right of the Login screen)

Certified Documents
Purchase your Certified Documents and they will be mailed to you.

Non-Certified Documents
Purchase non-certified to download and save on your computer

Language: English

This icon provides the User Guide page and explains important steps in using the Ecommerce system and purchasing documents. You can only access this icon from the login screen. You are encouraged to print the page out.

This site was designed for MICROSOFT INTERNET EXPLORER. Other browsers will not work. To ensure a successful transaction, do not use any other browser.

KEY IMPORTANT NOTES: (please read the following before you start)

How it Works—the Critical Steps...

1. Read this entire guide.
2. Get all your case numbers before you log in (number search is explained below).
3. Create an account if you don't have one (address accuracy is critical).
4. Login to the appropriate "Store" (Select certified or non-certified from dropdown).
5. Search for documents using your case number (use the "Search" tab).
6. Add documents to your shopping cart.
7. Click "Checkout" to purchase and download the documents.
8. View/Save purchased documents to your computer (use the "Purchased Documents" tab).
9. Log out of the system when done or if not actively purchasing documents.

Limitations and Support...

- Only public documents filed between 2000 and the current date are available on line, with the exception of Domestic, where the years available are 2004 to present.
- Document requests are limited to a total of 800 pages or 35 documents per login session. To get more documents after reaching these limits, simply log out and re-log in. If you have site or support questions please contact the Thurston County Clerk's office by emailing ecommercesupport@co.thurston.wa.us.
- Certified and Non-Certified documents may not be purchased during the same login session. Each type has its own store in which you must login.
- Certified documents are mailed to your registration address, but a certified purchase also gives you an electronic NON-CERTIFIED copy in your purchased documents folder.
- Searches for documents are by case number only.
- Liberty Ecommerce is designed to work with Microsoft Internet Explorer only. Other browsers may not work properly.

General Info...

- The Thurston County LibertyNet Ecommerce web site address is:
<https://fortress.wa.gov/thurstonco/tclibecomm/>
- Ensure you have all your case numbers before creating an account and searching the system. A link to the Washington State Courts website is provided to assist you.
- Ensure you have your credit card info in hand before beginning your purchase. If you "walk away" during the purchase process, a security "time out" may occur. This will empty your shopping cart and log you out. You will have to re-login.
- Always log out before closing your browser window or the Ecommerce system will lock out your account for 10 minutes.

SEARCHING FOR CASE NUMBERS:

If you do not have a case number, copy and paste the link below into your browser to use the Washington State Courts site to find a case number. The link is provided as a courtesy. All questions concerning its use should be directed to its support pages. The link to find case numbers is: <http://dw.courts.wa.gov/index.cfm?fa=home.casesearchTerms>.

CREATING AN ECOMMERCE ACCOUNT:

1. Have your case numbers ready, and then click “**Register**” to view the user agreement.

The screenshot shows the LibertyNET Enterprise Login page. The form includes fields for System (Thurston County), Store (Certified), Name, and Password. There are links for 'New User?', 'Register a new account', and 'Forgot Password?'. A 'Login' button is at the bottom. Annotations include: a blue box stating 'You must register and create an account to be able to login to the system' with an arrow pointing to the 'Register' link; a yellow box stating 'Please ensure all your information is accurate for email and/or mailing purposes.'; and another blue box stating 'Click on icon for "Ecommerce Login and Usage" help page.' with an arrow pointing to the help icon.

2. If you “Agree”, then you will see the New User Registration form.
 - a. Fields marked with an asterisk (*) are mandatory.
 - b. **Accuracy is Critical**: purchases are confirmed via email, and certified copies are sent to your mailing address.
 - c. Create a unique username (not John or Sue, etc.) If a username already exists, you will need to re-enter all your information.
 - d. Usernames and passwords are CASE SENSITIVE.
 - e. **Record your username, password, security question and answer someplace safe for future reference.** The link for “forgot my password” asks your security question, and then resets your password. The new password is emailed to the address you entered during registration (ensure your email address is correct).
3. After completing registration, you are returned to the Liberty Ecommerce login page.

LOGGING IN AND PURCHASING DOCUMENTS:

1. First choose which Document Type Store to login to (Certified or Non-certified).

The screenshot shows the LibertyNET Enterprise Login page with a dropdown menu for 'Choose Document Type Store'. The dropdown is open, showing 'Certified' and 'Non-Certified' options. Annotations include: a blue box stating 'Select CERTIFIED or NON-CERTIFIED before logging into the system' with arrows pointing to the dropdown options; and a blue box stating 'Click on icon for "Ecommerce Login and Usage" help page.' with an arrow pointing to the help icon.

- **CERTIFIED Store**: sells hard copy documents that are certified in our office and then mailed to the address you entered at the time of registration. **Costs**: Certified costs are \$5.00 for the first page and \$1.00 for each additional page (per document) along with handling charges which include postage/mailing and a \$5.00 convenience fee.
 - **NON-CERTIFIED Store**: sells non-certified electronic documents which you download and save to your computer at the time of purchase. **Costs**: Non-Certified document costs: \$0.25 a page plus a handling charge (which is the \$5.00 convenience fee).
2. Enter your username and password.

3. **Search for documents:**
 - a. Enter the case number and click on “Submit Query.”
 - b. You will see the first screen of available documents.
 - c. Use the arrows at the bottom of the screen to move back and forth between lists of documents.
4. **Add Documents to Your Cart:**
 - a. Check the boxes for all the documents you want on one page and then click “Add To Cart” to add them to your shopping cart.
Important: You must “Add To Cart” the documents from the list you are viewing before moving to the next list. Otherwise, your current selections will be unselected.
 - b. After clicking “Add To Cart” you are shown your shopping cart. You may return to your original list and add more documents to your cart by clicking on the “Documents” tab.
5. **Removing Documents from Your Cart:** Uncheck the **X** to the left of a document and it will be removed from the cart.
6. **Checking Out:**
 - a. Click on the **CHECKOUT** button to go to the online payment system.
 - b. Click **OK** to verify you want to purchase these documents.
 - c. Verify your information and click **OK** to go to the Official Payments website.
IMPORTANT: DO NOT CLOSE YOUR BROWSER, click the back button, or attempt to print a receipt while at the official payments site. They will email you your confirmation. **Clicking on anything (other than clicking once on the continue button at the bottom of the page) will result in you being charged, but the document generation process will be cancelled.**
Complete your Official Payments process in a timely manner to ensure your process does not time out and charge you before you can download your purchased documents.

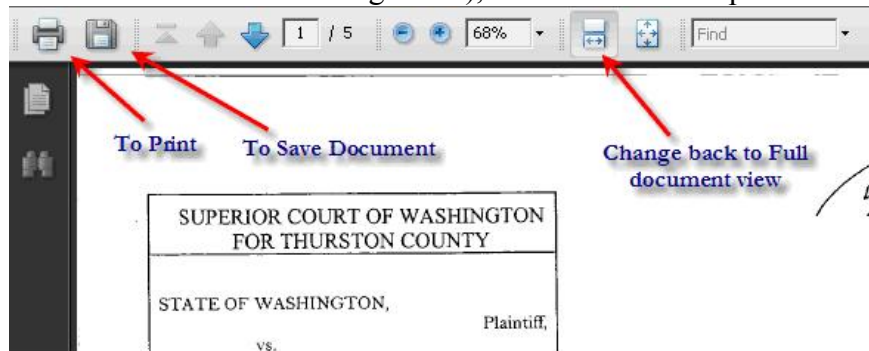
Scroll to the bottom of the Official Payments confirmation page and click the "**CONTINUE**" button to complete the document purchasing process. While returning to the Ecommerce system your system may seem to “do nothing,” but behind the scenes Ecommerce is processing your documents and placing them in your “Purchased Documents” folder. **DO NOT CLOSE** your browser or you will cancel the document retrieval process and **WILL NOT** see any documents in your **PURCHASED DOCUMENTS** folder.

If this happens, forward your confirmation email (you received from Official Payments) to EcommerceSupport@co.thurston.wa.us . When your confirmation email is received, your documents will be manually generated and then an email will be sent from our office stating they are in your **PURCHASED DOCUMENTS** folder and ready for you to download.

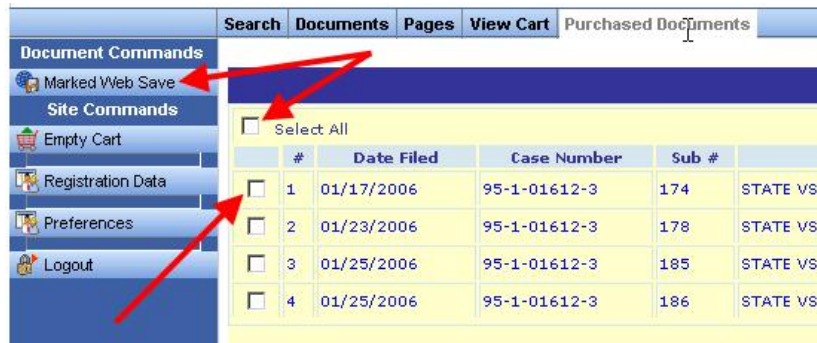
Failure to perform either of the above will cancel your document retrieval process after purchase. You will be charged for documents and not receive them!

7. **Saving Purchased Documents:**
 - a. After completing the Official Payments process, your purchased documents will be listed on the “Purchased Documents” tab.
Important: Save purchased documents to your computer or you will lose them. Liberty Ecommerce does not keep copies of your purchases. If you lose them you will need to repurchase them.

- b. View Documents from your PURCHASED DOCUMENTS folder: Simply click on the document name to view the documents.
- c. To Save each document after viewing: You can click on the DISK icon to save (type in a new name for the file being saved), PRINTER icon to print or



- d. To save all documents to your computer: check the box to the left of each document and then click the “Marked Web Save” button as shown below.



Important: An Active-x program will install the first time you perform a “MARKED WEB SAVE.” If nothing appears to be happening, be patient and you see the following notice pop up at the top of your screen:

This site might require the following ActiveX control: 'Liberty Markup Control' from 'Liberty Information Management Systems'. Click here to install...

Click on the notice to install the “Liberty Markup Control” to allow your computer to save purchased documents. After installation just redo step ‘7b’ above and a file copy window will appear to save your documents.

- e. Documents are saved as PDF files with generic names such as “filenam0”, “filenam1”, etc. in the folder you choose during the save process. They may be renamed after you save them on your computer.

8. **Logout:** Click the logout button to exit the system.