

GSCCCA eFiling Portal: Identity Verification Guide

THE CLERKS AUTHORITY  **eFiling Portal**
Georgia Superior Court Clerks' Cooperative Authority [Log In](#)

[eFile Home](#) [Filings](#) [Account Management](#) [Support](#) [Contact Us](#) [GSCCCA.org](#)

START HERE
[Register](#) and start filing right away.

NOTEWORTHY
New improvements published to the eFile portal!
Please click [here](#) for details.

Welcome to the Georgia Superior Court Clerks' Cooperative Authority electronic filing portal.

This portal was created by the GSCCCA in cooperation with the Superior Court Clerks of Georgia in an effort to improve the technology of the Superior Court Clerks' offices and to find new ways to streamline the document filing process at no cost to state or local government. The Authority has created this portal under its legislative mandate in OCGA 15-8-94 to "develop, acquire, and distribute record management systems, information, services, supplies, and materials for superior court clerks of the state."

Identity Verification

Effective January 1, 2025, anyone who files real estate documents electronically will be required to upload their government-issued ID (this could include a driver's license, passport, etc.). The ID will be verified before the filer is allowed to proceed with the filing. [D.C.G.A. § 44-2-39(b)(1)] However, you don't have to wait. Login to your account now and follow the prompts to verify your identification.



ID CHECK

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Overview

The purpose of this manual is to guide users through the identity verification procedure. Effective January 1, 2025, all registered users must complete the identity verification process in order to utilize the GSCCCA eFile portal for filing real estate documents. O.C.G.A 44-2-39 requires the GSCCCA to ensure that “*any individual wanting to submit electronic documents for recording, regardless of whether such individual is acting on his or her behalf or on behalf of another person and prior to such individual submitting to a clerk of the superior court any electronic documents for recording, provide through the authority's electronic filing portal information sufficient to identify such individual.*”

Please follow the steps in this guide to complete the identity verification process using a device with a camera. If you do not have a computer with a webcam or mobile device, please visit a public access terminal available at your local Superior Court Clerk’s office.

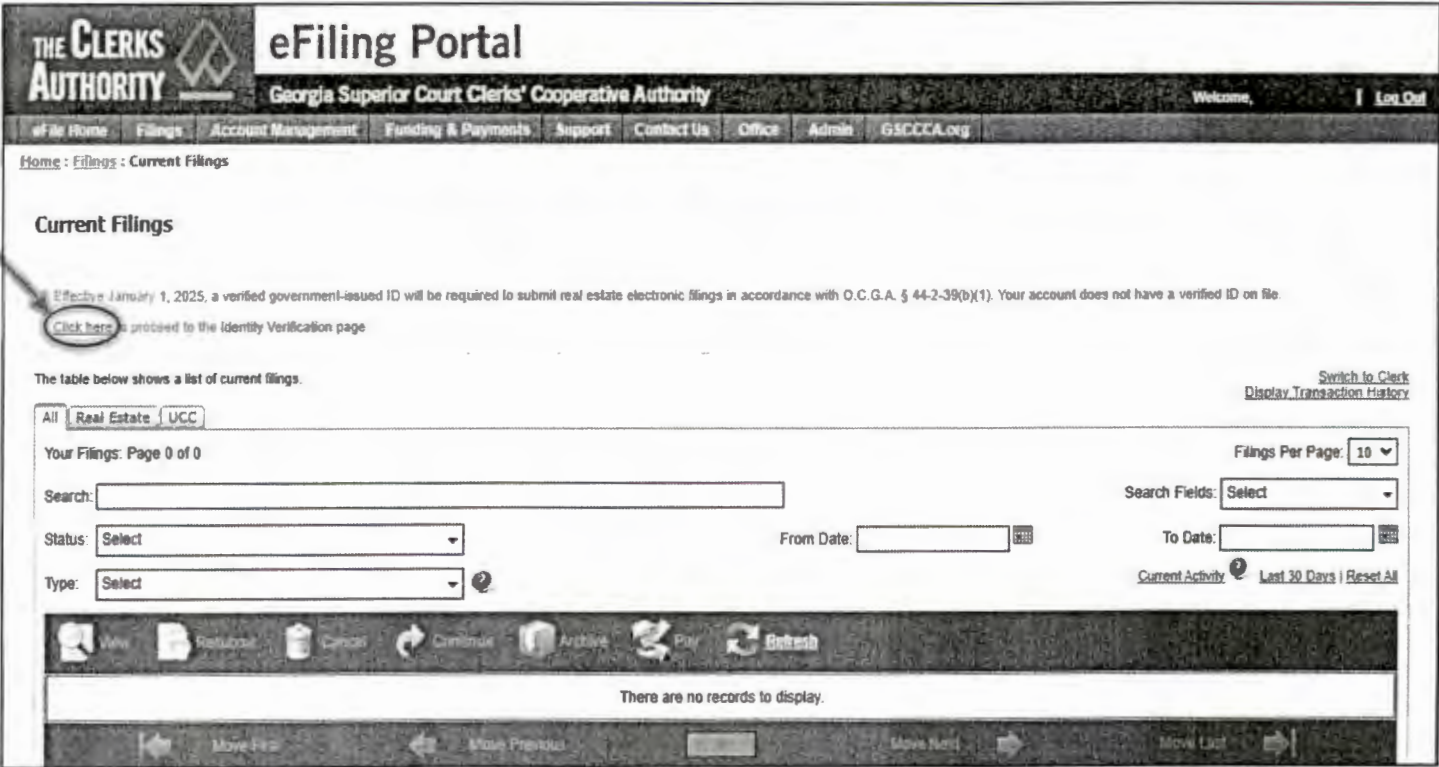
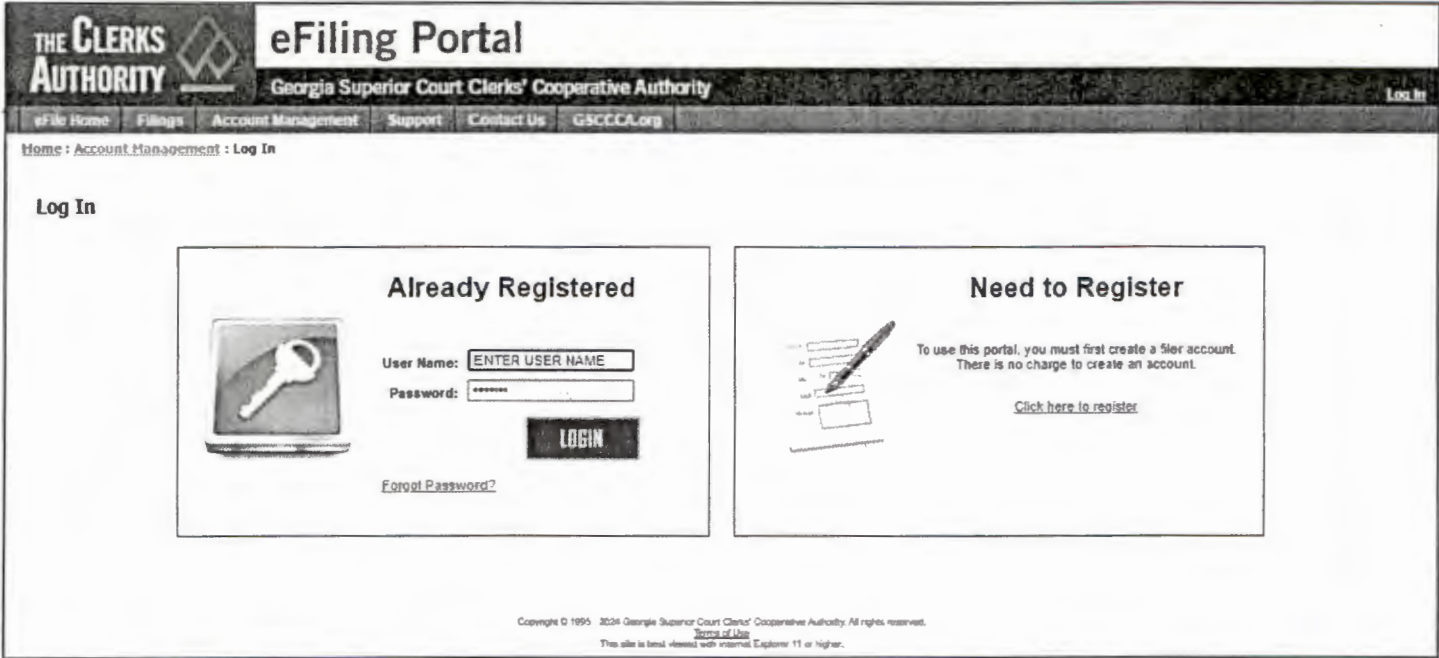
Requirements and Recommendations

- The NAME on your eFile account **must** match the name on your identification.
- It is recommended to use a mobile device.
- Complete the process in a well-lit area.
- Do not cover or obstruct from view any information on your ID when capturing photos.
- Ensure your face is the **ONLY** face visible during the selfie check.
- During the selfie check, only slightly turn your head left and right.

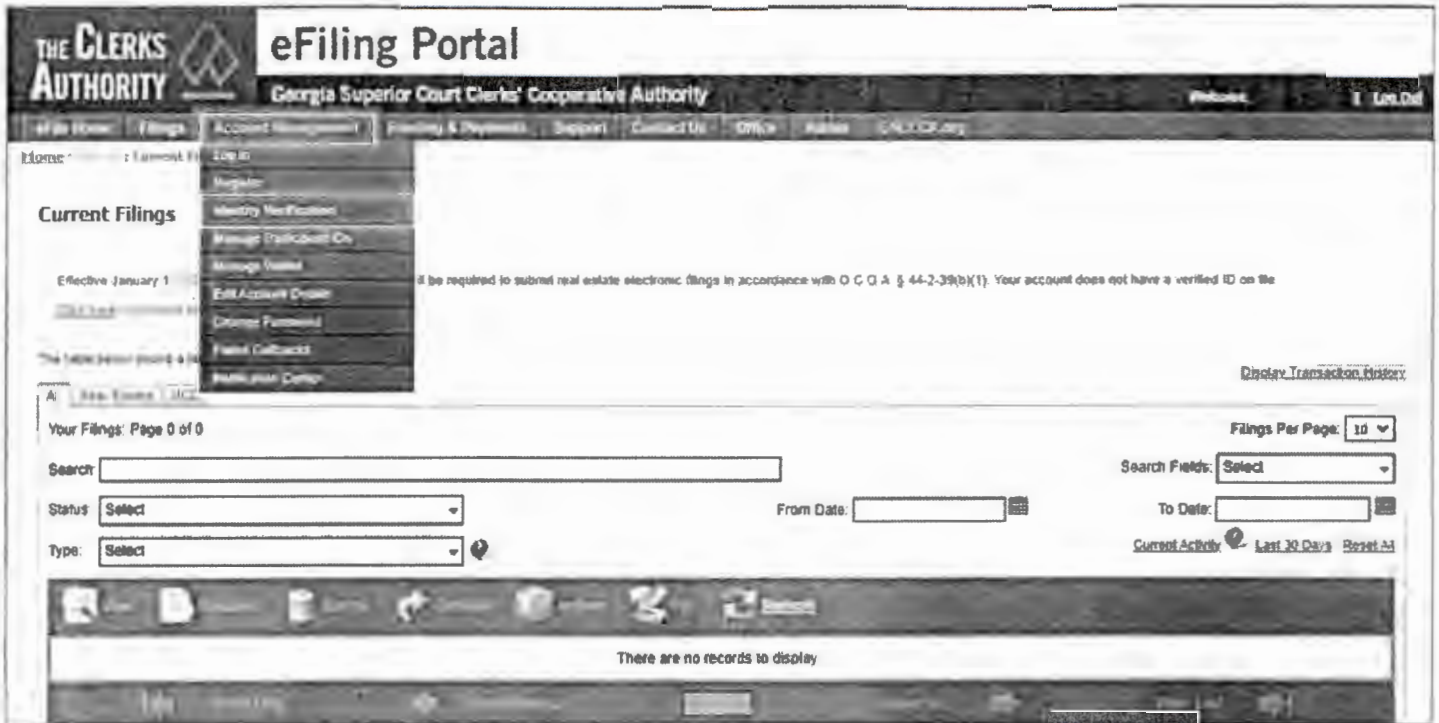
Mobile Assisted Identity Verification

This option for verifying your identity requires a mobile device. The process will begin on a computer then users will switch to a mobile device during the photography portion of the identity verification process. Please follow the steps below.

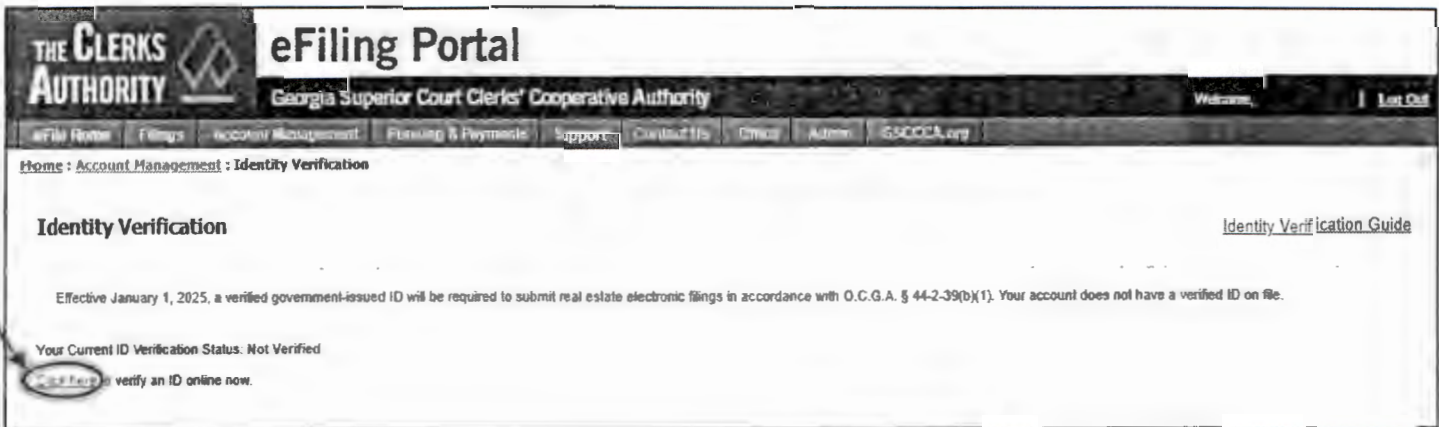
Log in to the eFile portal at <https://efile.gsecca.org> to access the Current Filings page. A link to begin the verification process is displayed toward the top. Select [Click here](#) to proceed to the identity verification page.



Alternatively, you can access the Identity Verification page by hovering over the Account Management tab and clicking Identity Verification.



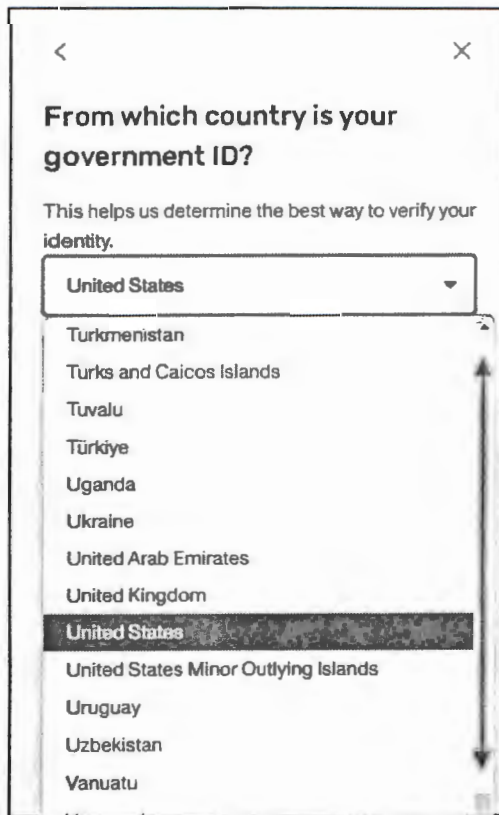
On the Identity Verification page, select [Click here](#) to begin verifying an ID.



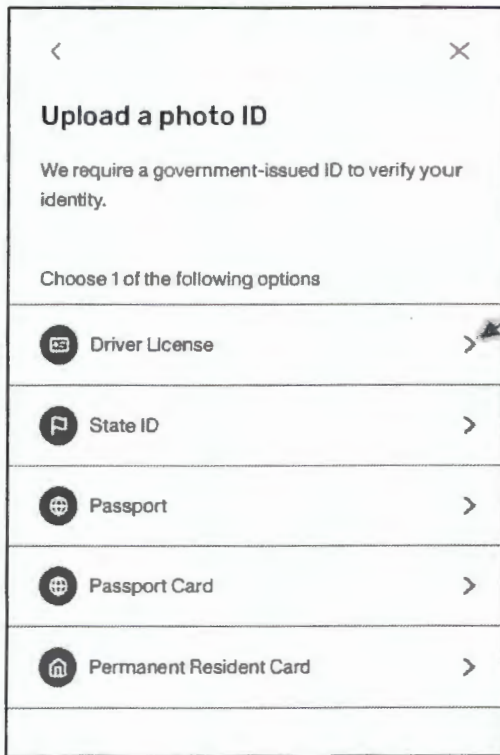
When the *Getting started* box appears, read the [GSCCCA eFile Terms of Use](#), then click *Begin verifying* to proceed.



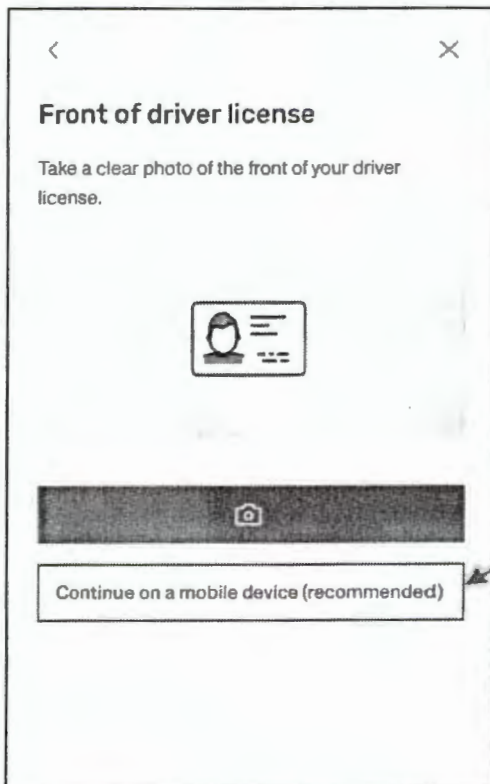
Using the dropdown box, select the country from which your government ID was issued. Then click on the *Select* box.



Select the government-issued ID by clicking on the > symbol. The ID *must* be unexpired. An expired ID will result in automatic failure of the identity verification.



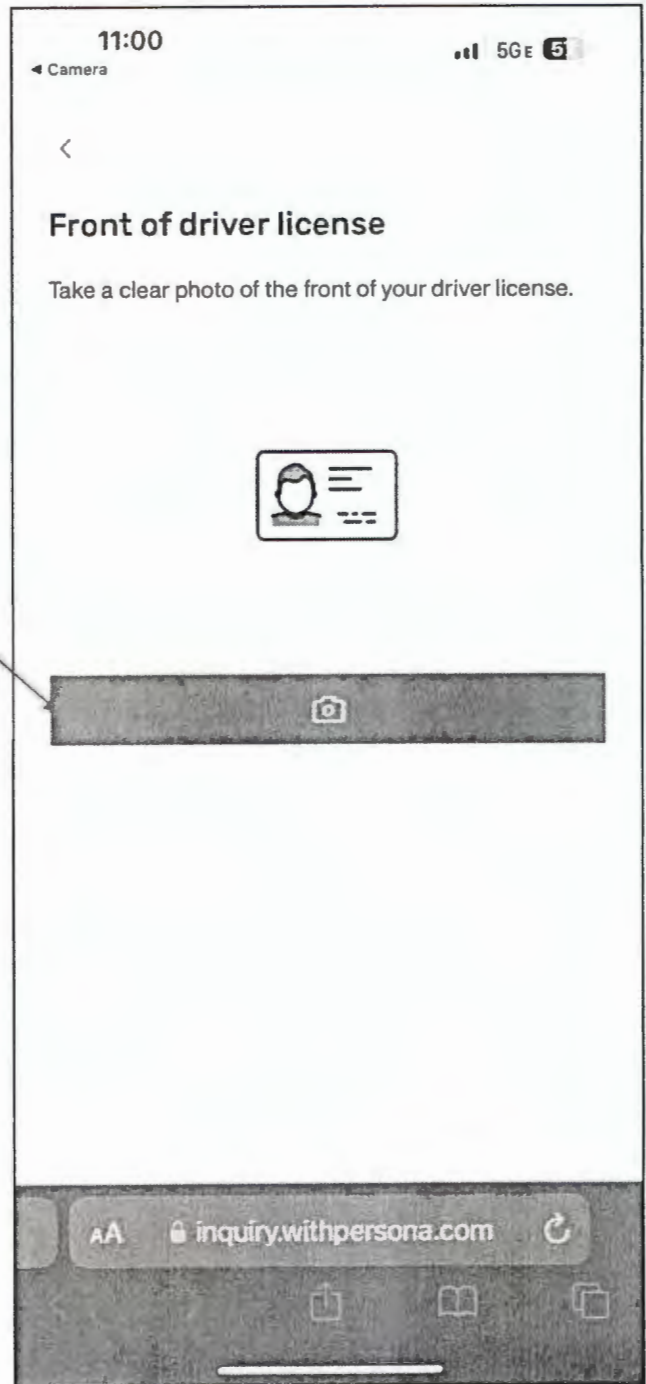
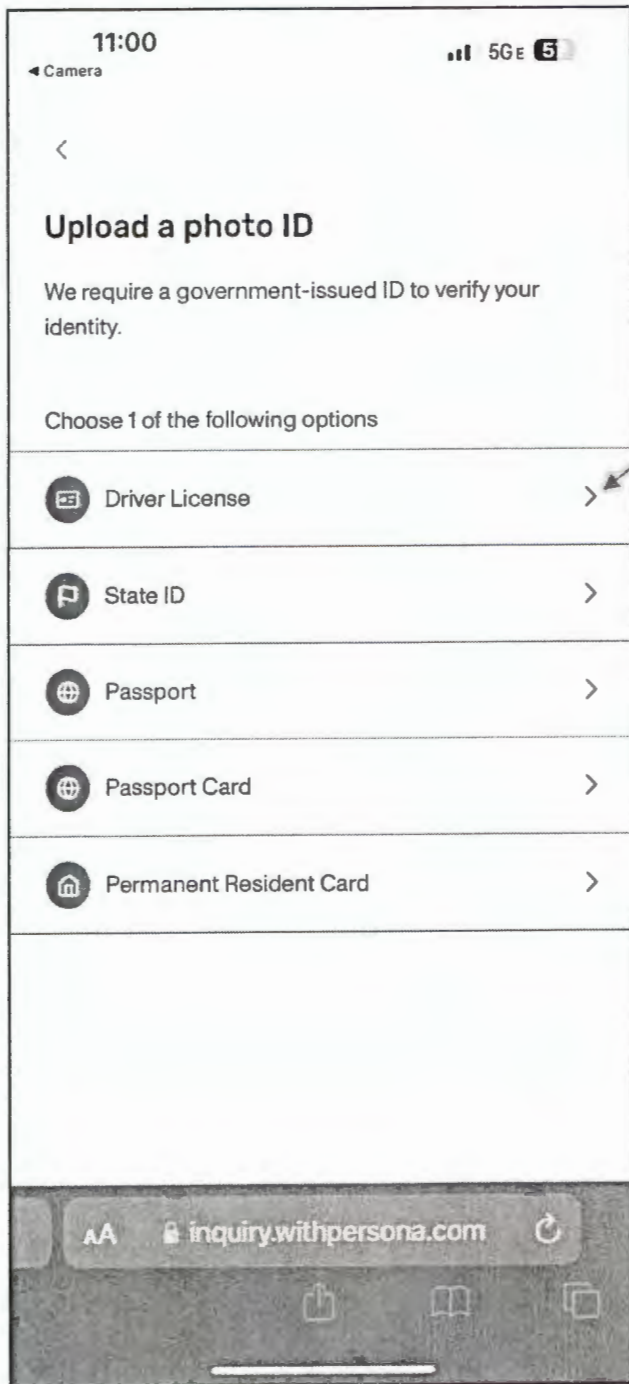
A box will appear prompting you to photograph your ID. To take a photo of your valid, government-issued ID using your mobile device, click on the button *Continue on a mobile device* (recommended). A separate box will appear with a few options. Scan the QR code to continue.



After scanning the QR code, a message will display on your mobile device. Click *Continue*.

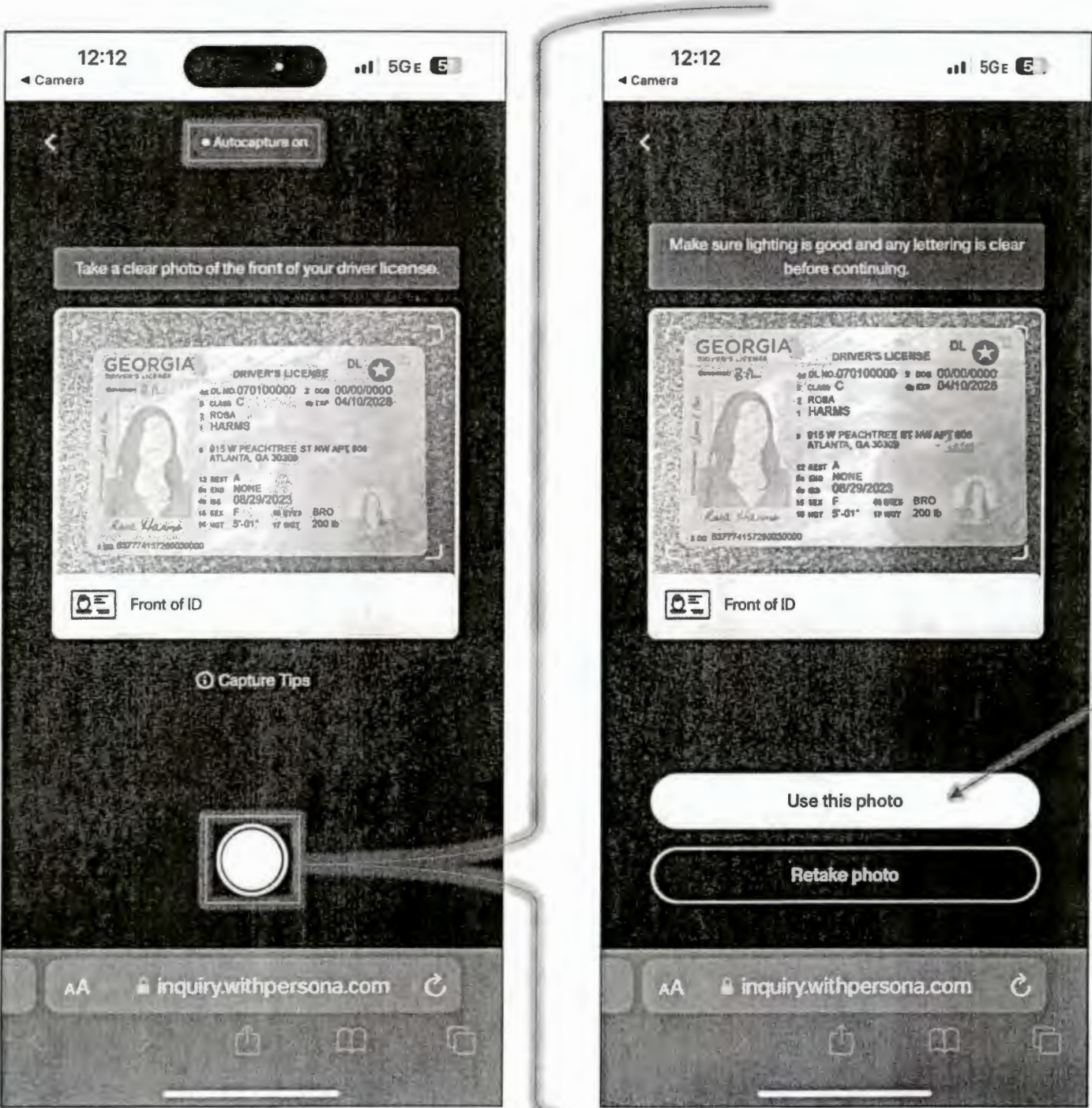


Again, select the government-issued ID by clicking on the > symbol. The ID *must* be unexpired. An expired ID will result in automatic failure of the identity verification. A box will appear prompting you to photograph your ID. (Note: When clicking on the red button with the camera icon, you may receive a pop-up window stating “inquiry.withpersona.com Would Like to Access the Camera.” Click *Allow*.)



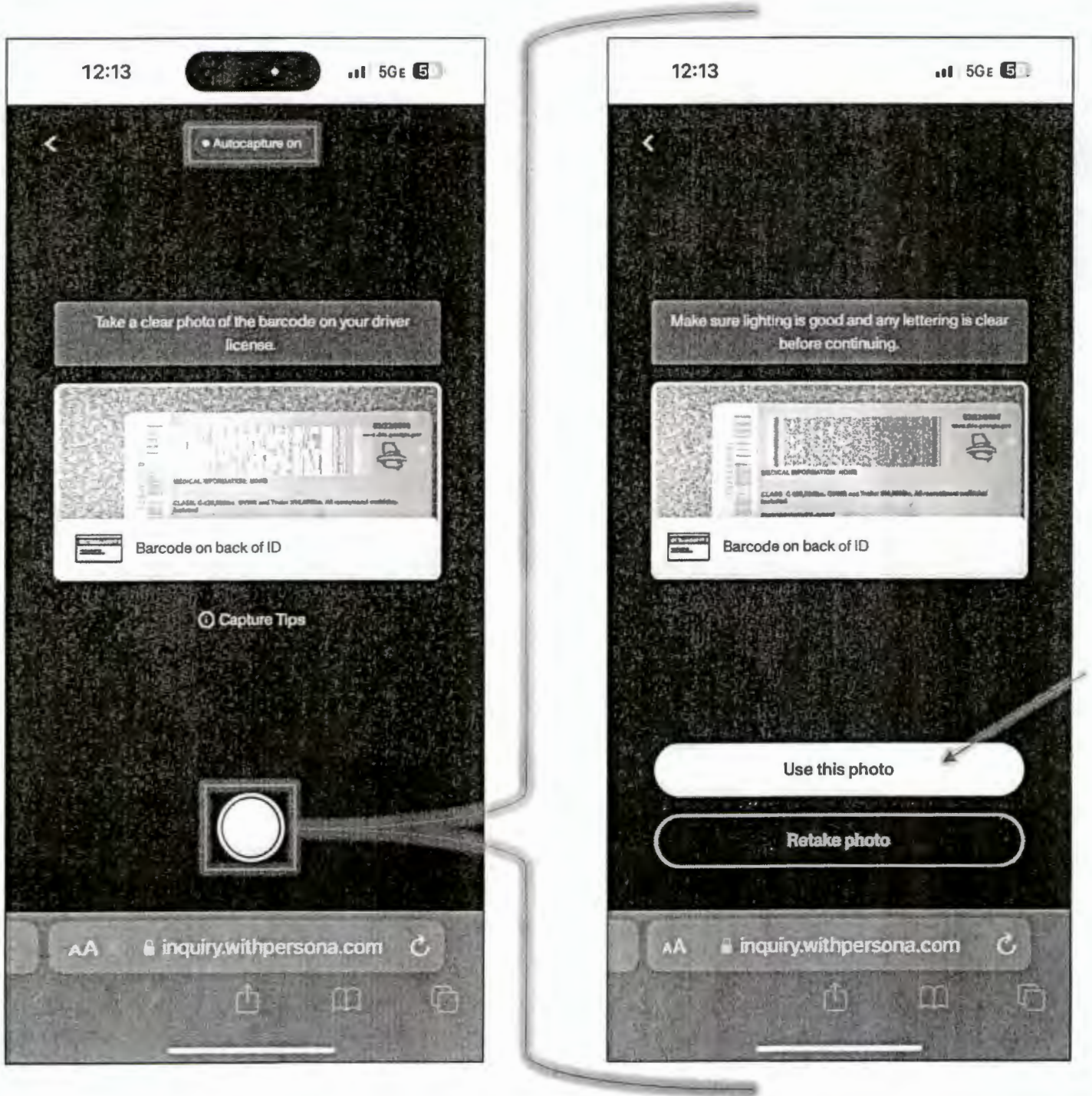
The box to capture the photo will appear with *Capture Tips*. Move the ID to fit within the outline, and auto-capture will attempt to capture the photo. If not automatically captured, a button will appear to manually capture the photo. Once captured, click *Use this photo* if clear or *Retake photo* if blurry.

Front of ID. Ensure the name displayed on your ID matches the name on your eFile account.

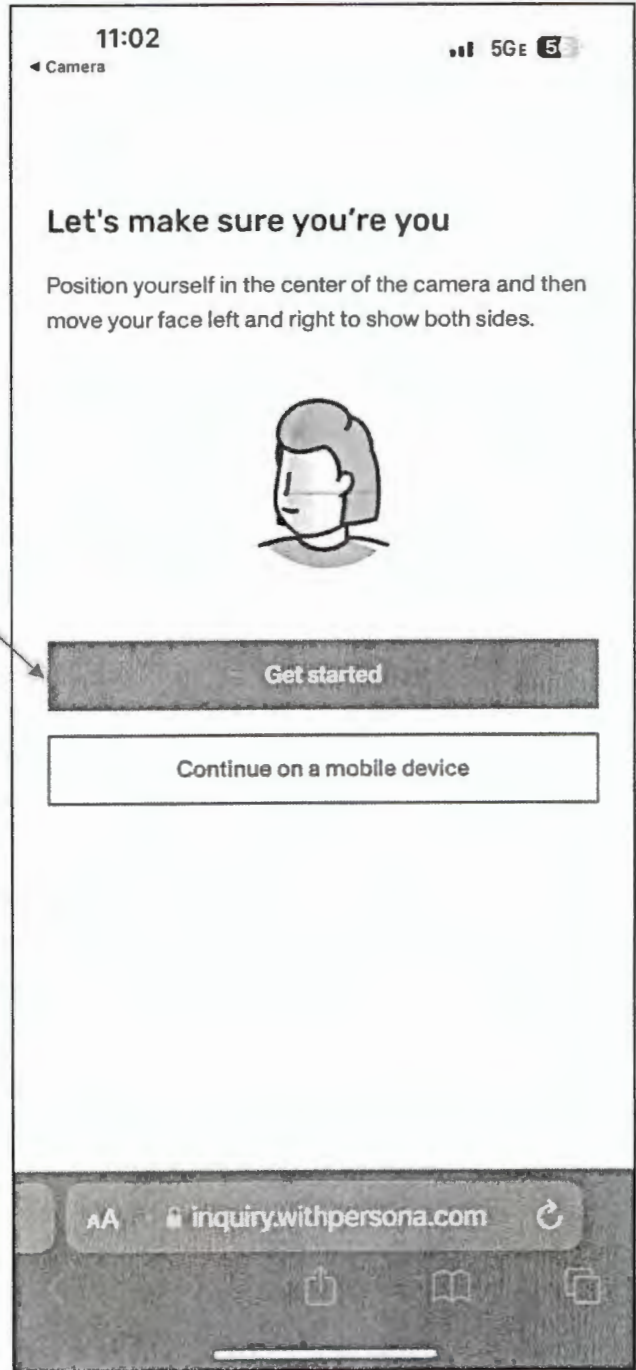


Next, take a photo of the back of your ID. Move the ID to fit within the outline, and auto-capture will attempt to capture the photo. If not automatically captured, a button will appear to manually capture the photo. Once captured, click *Use this photo* if clear or *Retake photo* if blurry.

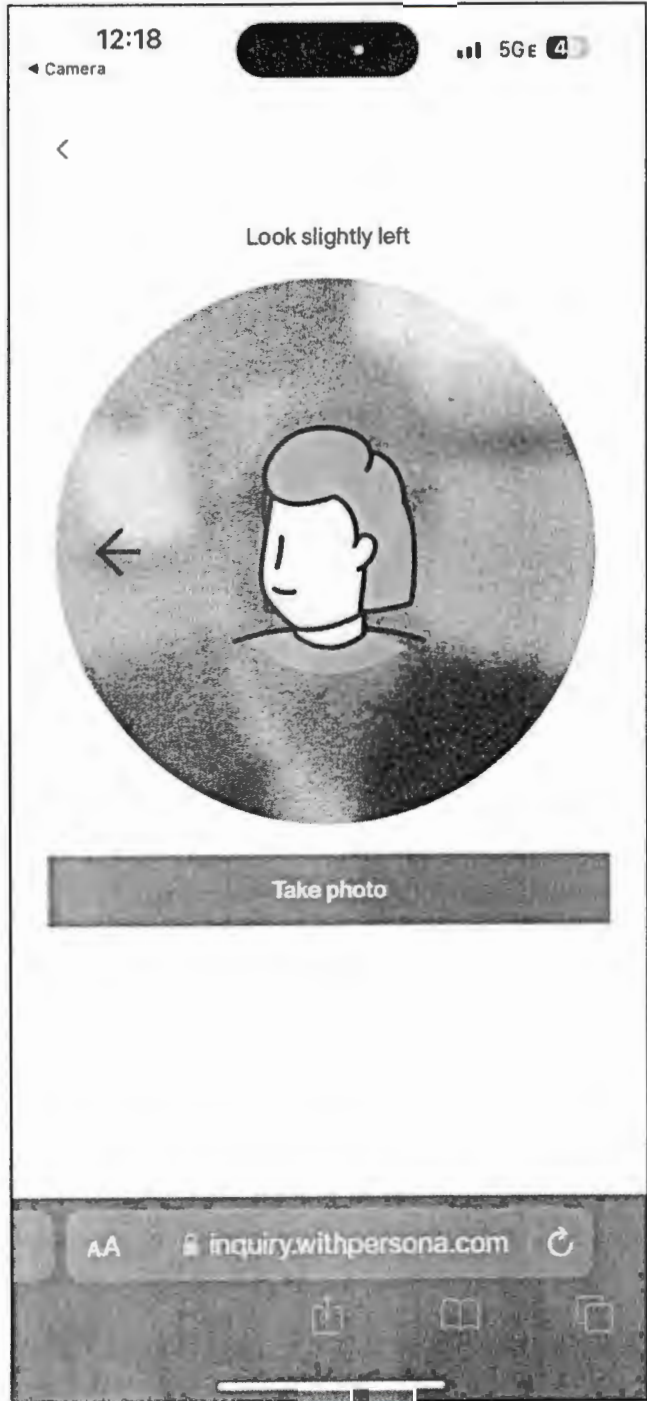
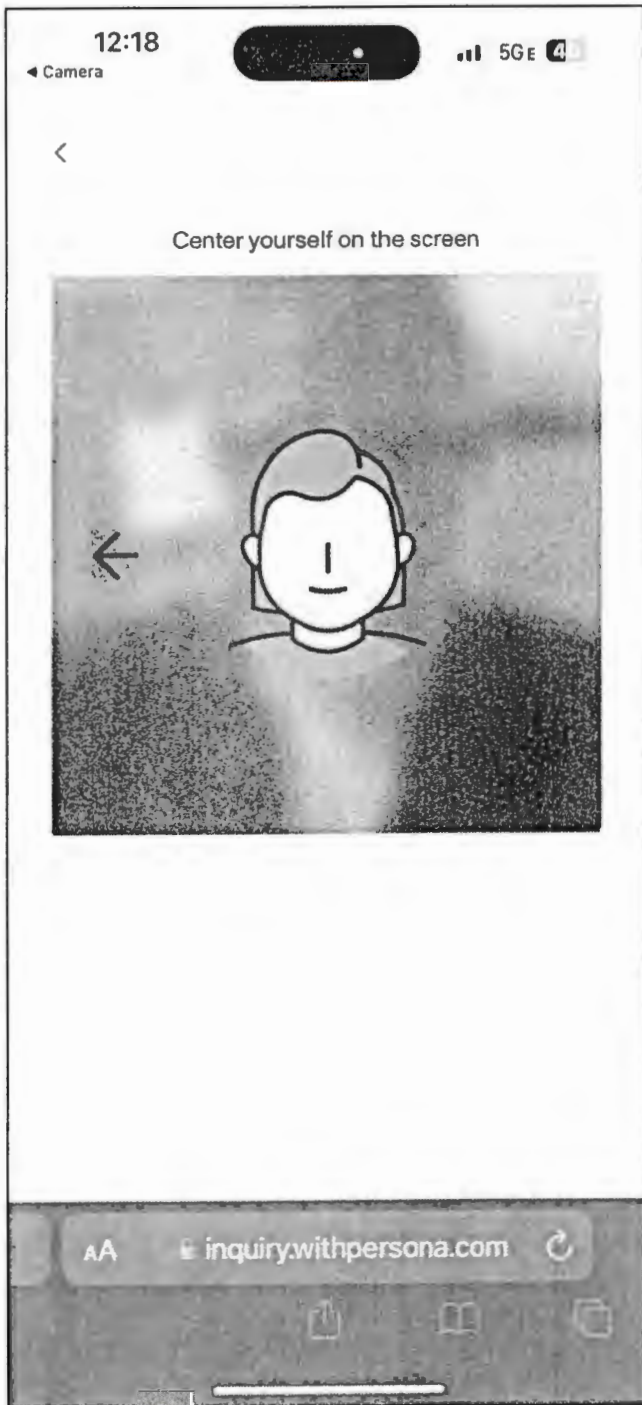
Back of ID. If auto-capture takes a photo before the entire barcode shows, select the *Retake photo* option. The full barcode must be in the captured photo.

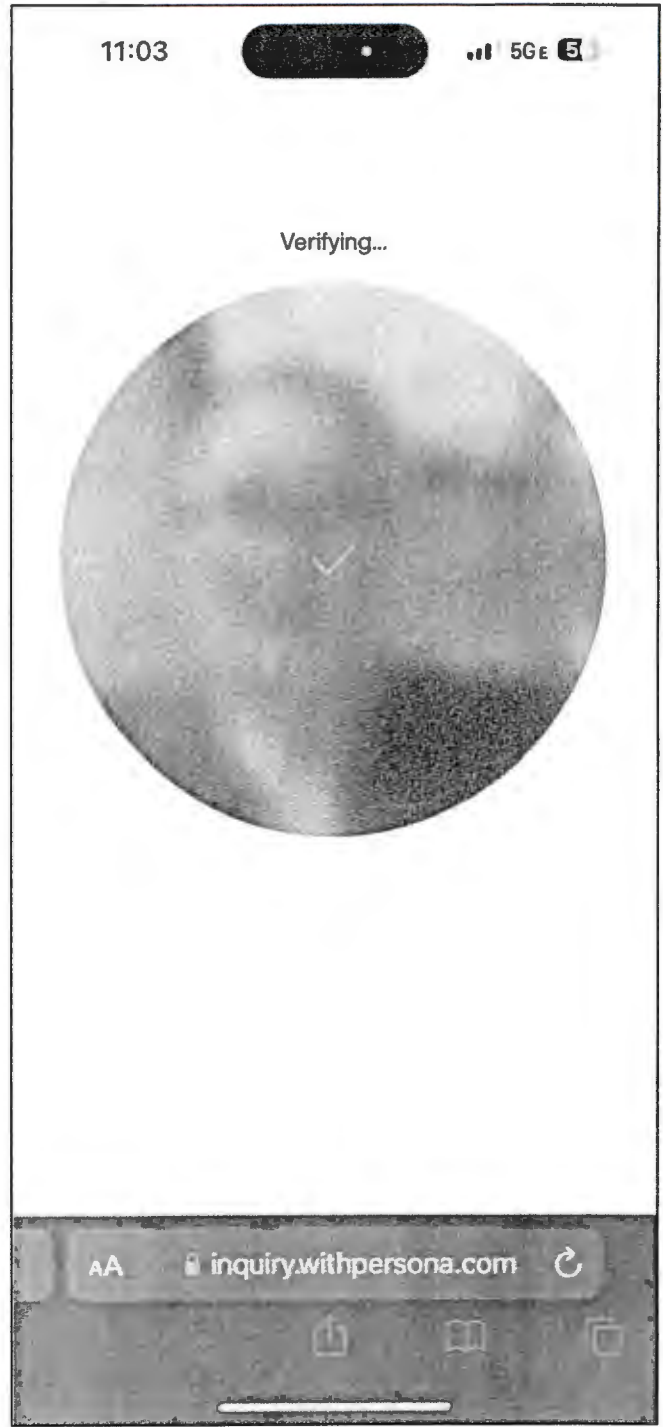
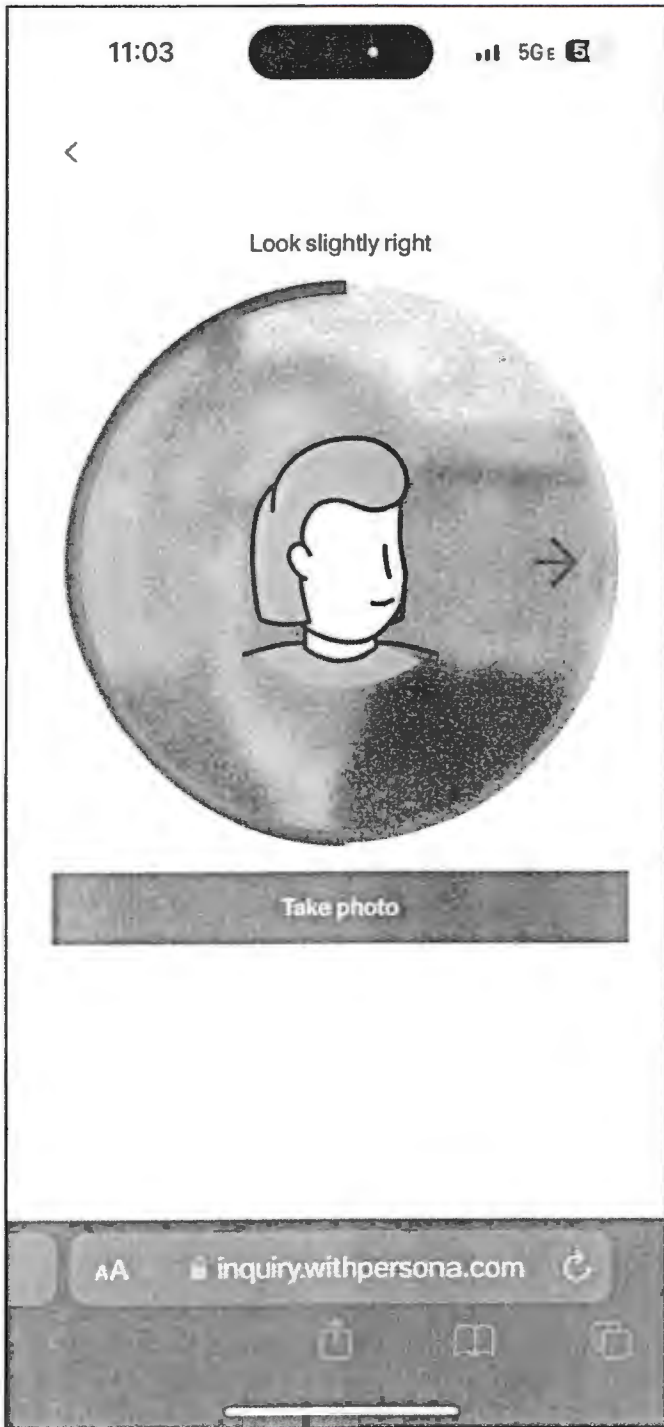


You will be prompted to take a selfie once image uploads are processed. Click *Get started*. You may receive a pop-up window stating “inquiry.withpersona.com Would Like to Access the Camera”. Click *Allow*.

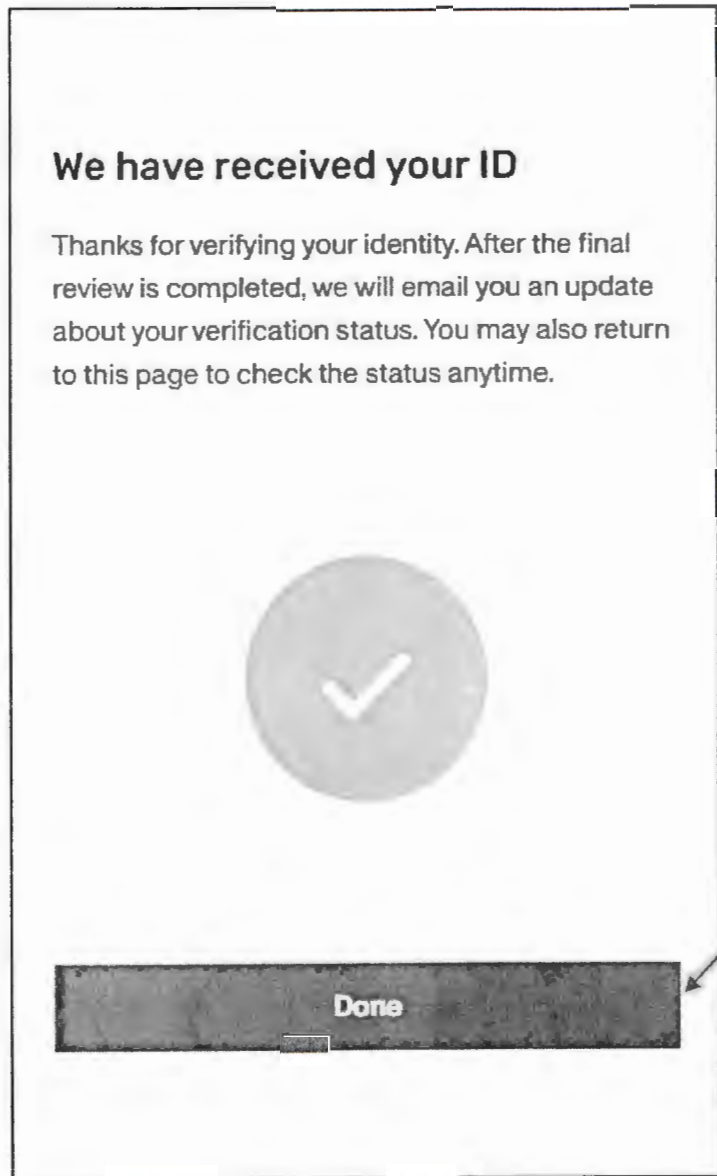


Position your face in the center of the screen. You may need to move your head closer or further from the screen to continue the process. The system will capture your photo then prompt you to turn your head slightly to the left. Once the image is captured, you will be prompted to turn slightly to the right.





“We have received your ID” will display on your mobile device and your computer. Click *Done*.



After clicking *Done*, your Current ID Verification Status will be updated, displaying your Identity Verification history. Email confirmation will be sent upon successful identity verification.

The screenshot shows the 'eFiling Portal' for 'THE CLERKS AUTHORITY Georgia Superior Court Clerks' Cooperative Authority'. The page title is 'Identity Verification'. A message states: 'Your Current ID Verification Status: Successfully Verified'. Below this, a table lists the ID type and its expiration date. A 'Click here to add a new ID online' link is circled. An 'Identity Verification History' table shows a single entry for a successful verification on 10/24/24.

ID Type	Name	Issuing Authority	Expiration Date	Device
Driver's License		GA	6/30/2026	Mobile Device

Date Started	ID Type	Device	Result
10/24/24 02:33 PM	Driver's License	Mobile Device	Active

The email notification is from 'DoNotReply <DoNotReply@c0bed32b-0f14-45e>' with the subject 'GSCCCA Real Estate eFiling: ID VERIFICATION SUCCESSFUL'. The main heading is 'GSCCCA Real Estate eFile ID Verification Notification' followed by 'Identity Successfully Verified'. The notification details include the date and time of verification, the ID type, and a confirmation message. Contact information for phone, email, and web support is provided at the bottom.

Date: 10/22/2024 1:28:14 PM

Identification Type: Driver's License

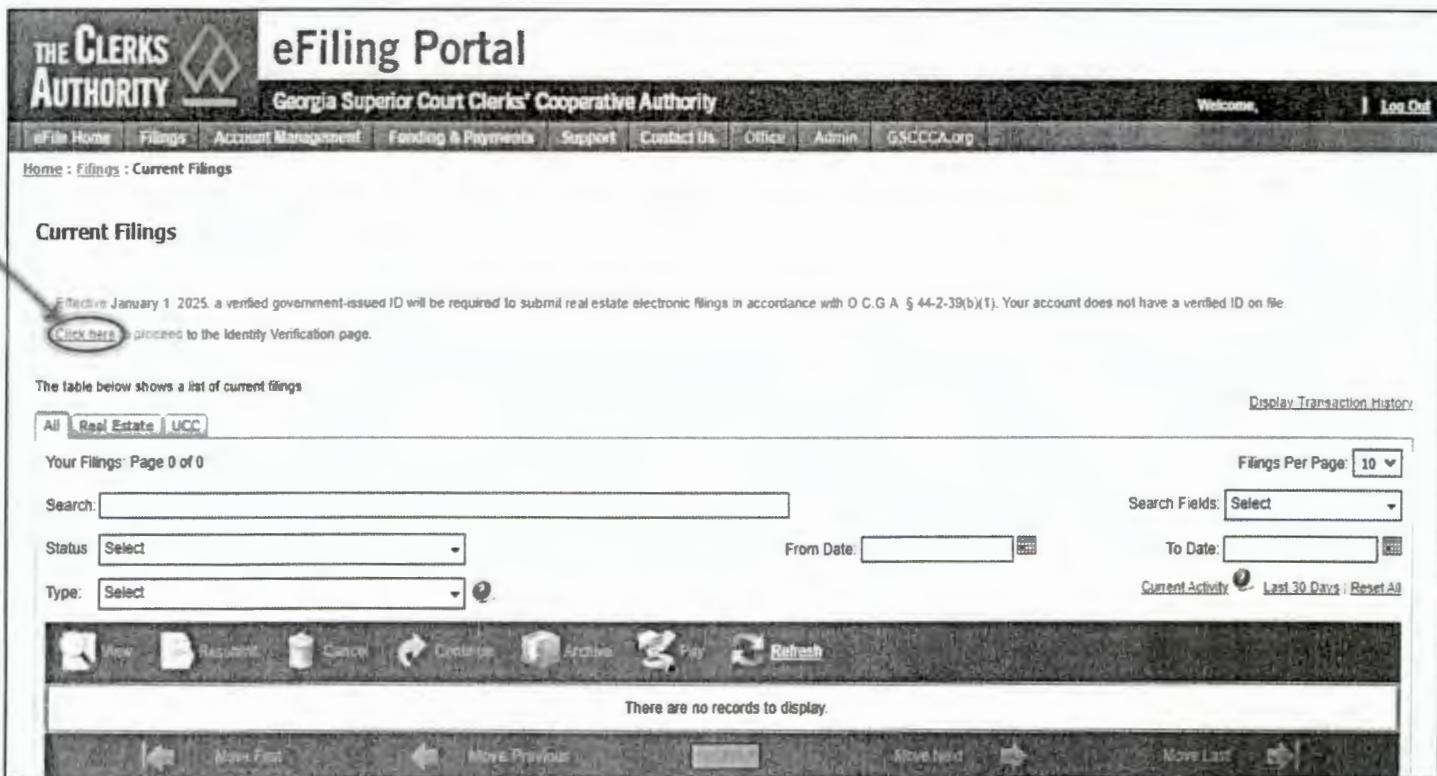
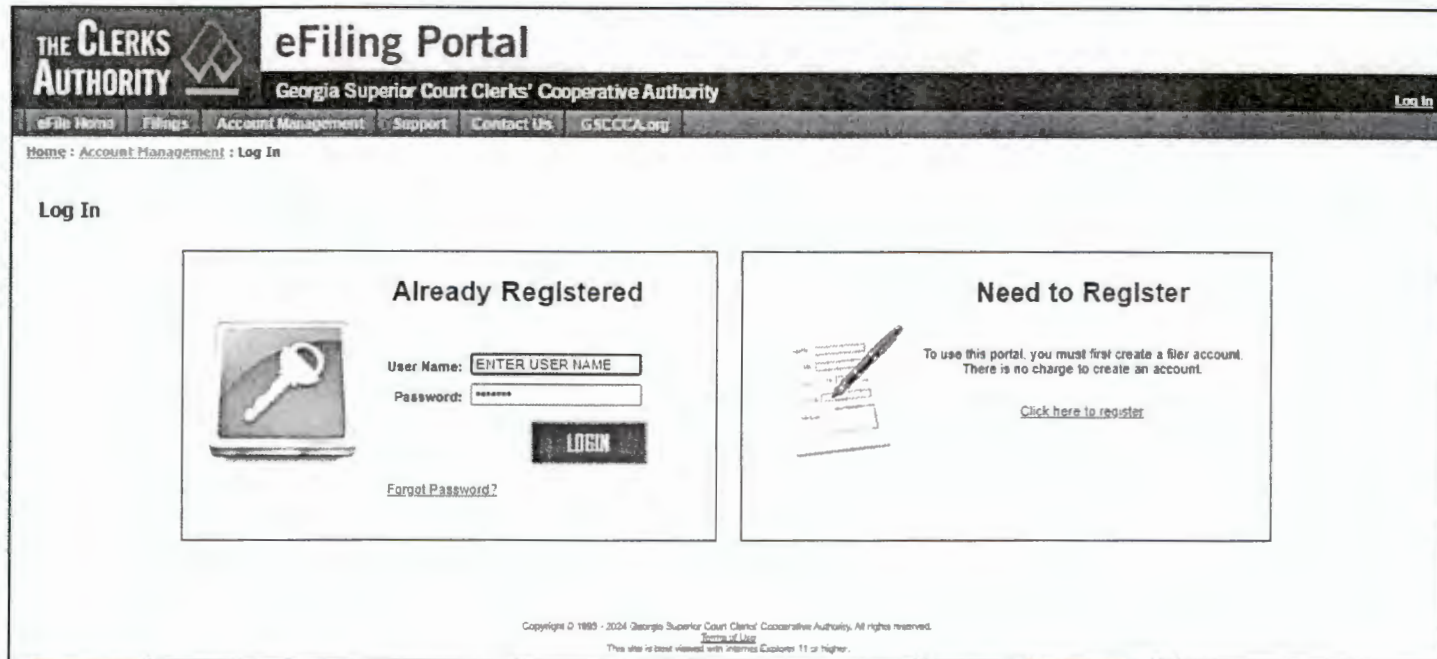
Details: An identity ID verification has been successfully completed and associated with your account.

Phone Support: 1-800-304-5174 Email Support: help@gsccca.org Web: efile.gsccca.org

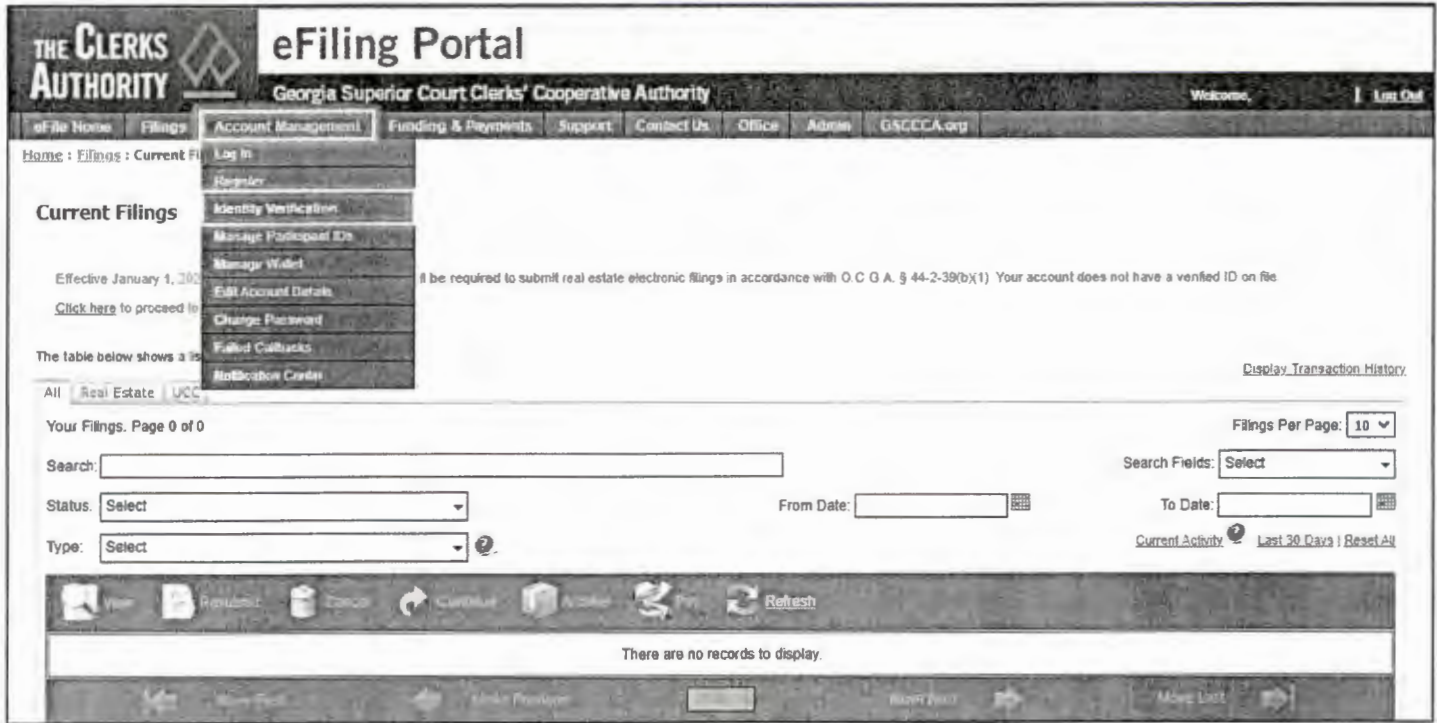
Computer with Webcam Identity Verification

This option for verifying your identity requires a computer with a webcam. The process is completed solely on a computer. You will use the webcam during the photography portion of the identity verification process.

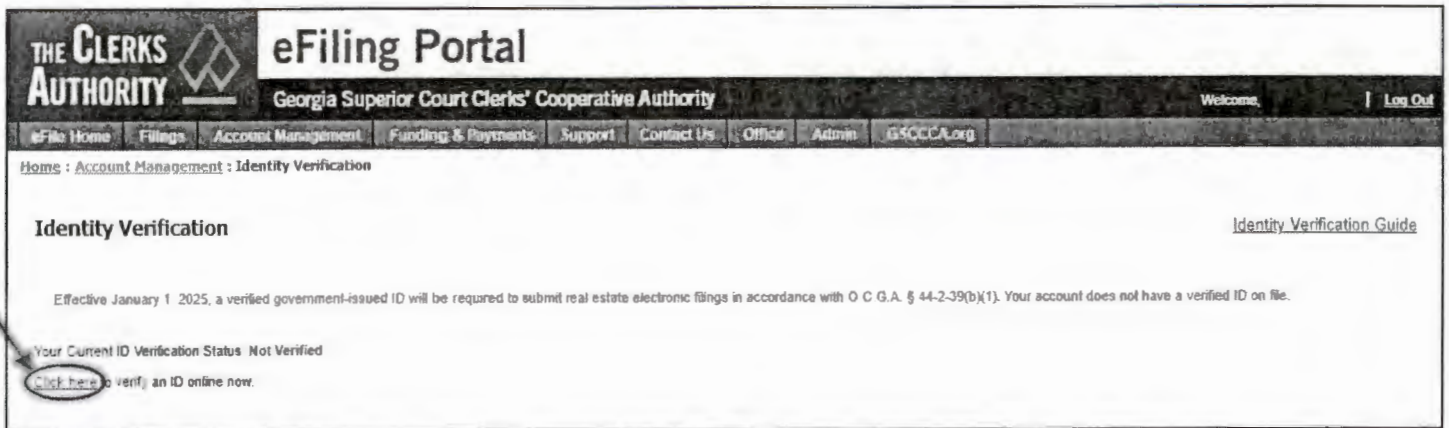
Log in to the eFile portal at <https://efile.gscca.org> to access the Current Filings page. A link to begin the verification process is displayed toward the top. Select [Click here](#) to proceed to the identity verification page.



Alternatively, you can reach the Identity Verification page by hovering over the Account Management tab and clicking Identity Verification.



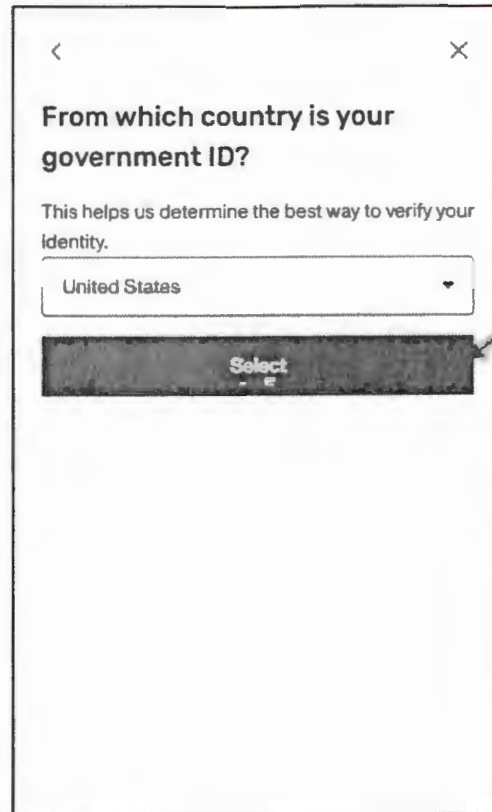
On the Identity Verification page, select [Click here](#) to begin verifying an ID.



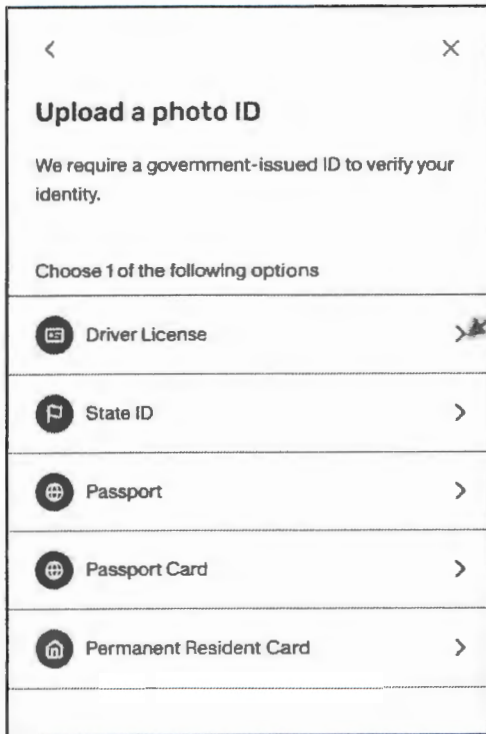
When the *Getting started* box appears, read the [GSCCCA eFile Terms of Use](#), then click *Begin verifying* to proceed.



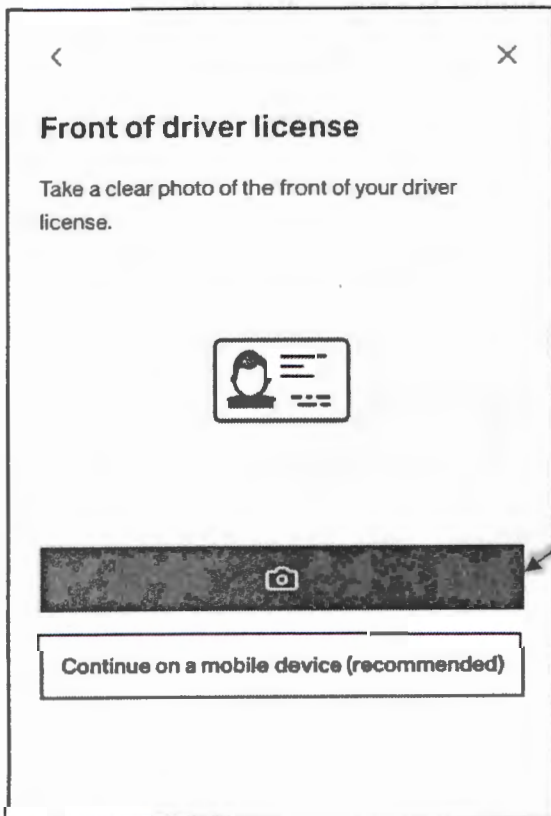
Using the dropdown box, select the country from which your government ID was issued. Then click on the *Select* box.



Select the government-issued ID by clicking on the > symbol. The ID *must* be unexpired. An expired ID will result in automatic failure of the identity verification.

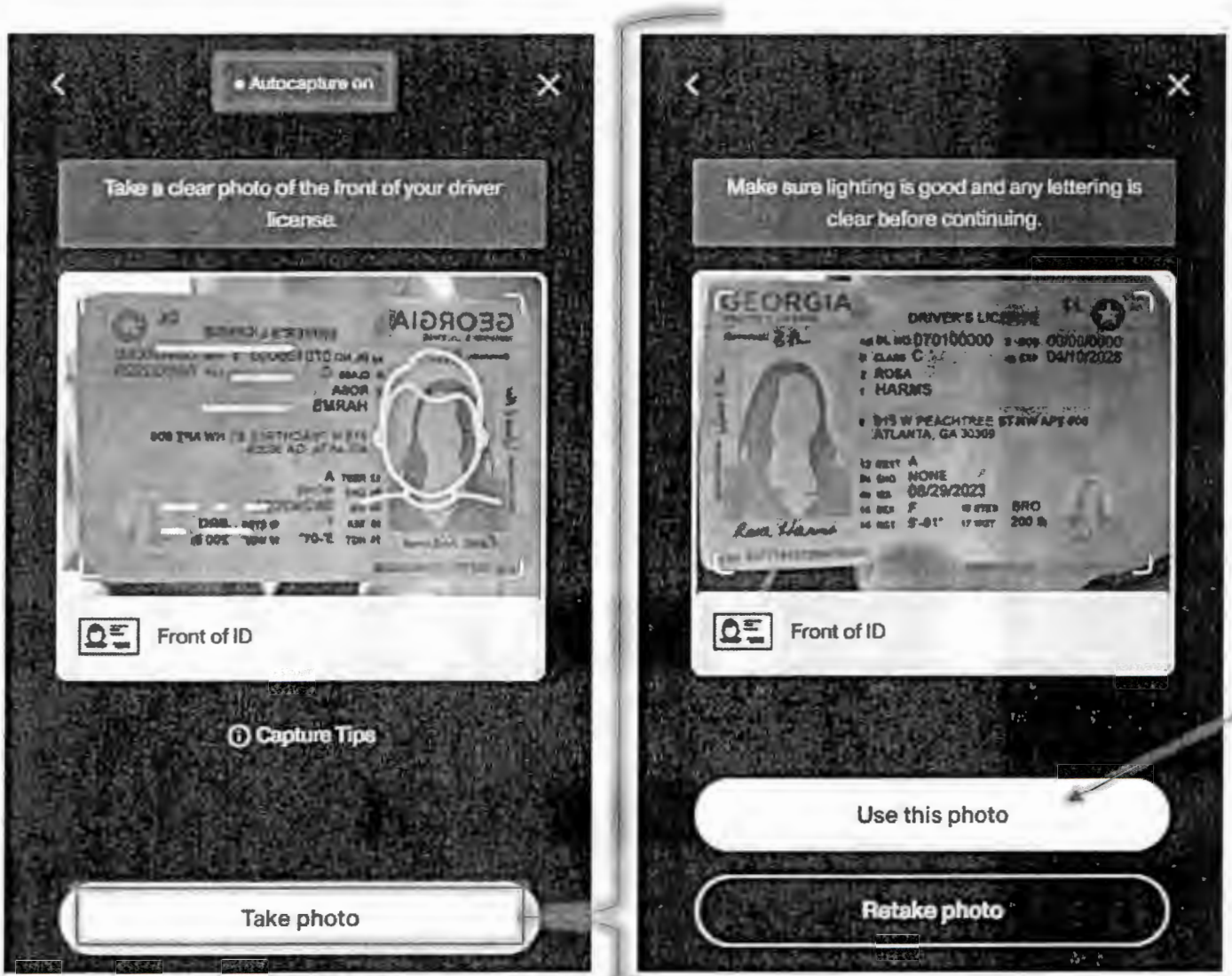


After making your selection, click the camera icon.



The box to capture the photo will appear with *Capture Tips*. Move the ID to fit within the outline, and auto-capture will attempt to capture the photo. If not automatically captured, a button will appear to manually capture the photo. Once captured, click *Use this photo* if clear or *Retake photo* if blurry.

Front of ID. Ensure the name displayed on your ID matches the name on your eFile account.

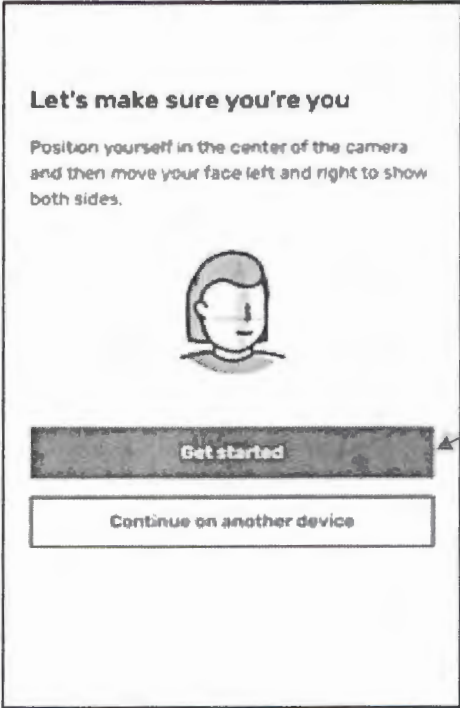


Next, take a photo of the back of your ID. Move the ID to fit within the outline, and auto-capture will attempt to capture the photo. If not automatically captured, a button will appear to manually capture the photo. Once captured, click *Use this photo* if clear or *Retake photo* if blurry.

Back of ID. If auto-capture takes a photo before the entire barcode shows, select the *Retake photo* option. The full barcode must be in the captured photo.



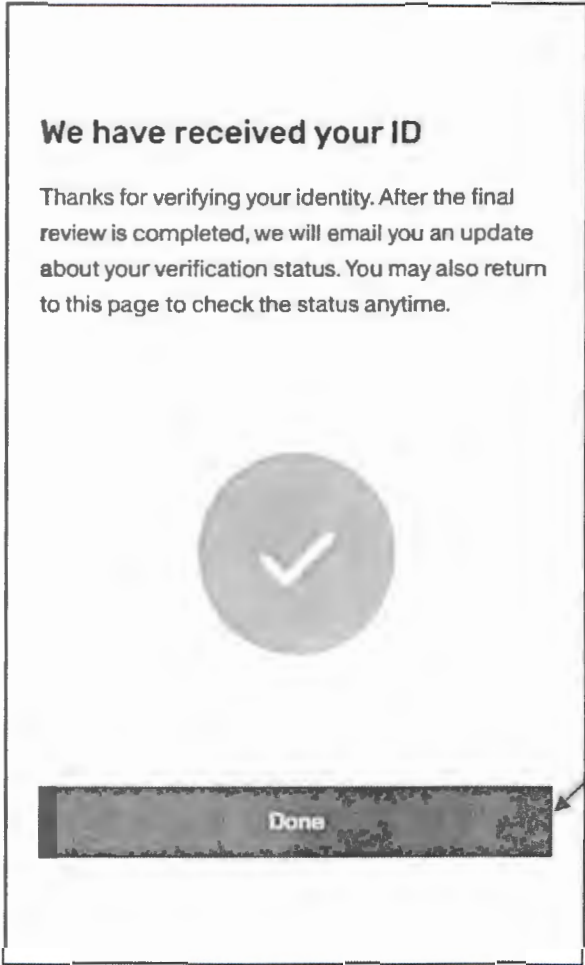
You will be prompted to take a selfie once image uploads are processed. Click *Get started*. You may receive a pop-up window stating “inquiry.withpersona.com Would Like to Access the Camera”. Click *Allow*.



Position your face in the center of the screen. You may need to move your head closer or further from the screen to continue the process. The system will capture your photo then prompt you to turn your head slightly to the left. Once the image is captured, you will be prompted to turn slightly to the right.



“We have received your ID” will display on your computer. Click *Done*.



After clicking *Done*, your Current ID Verification Status will be updated, displaying your Identity Verification history. Email confirmation will be sent upon successful identity verification.

THE CLERKS AUTHORITY **eFiling Portal**
 Georgia Superior Court Clerks' Cooperative Authority

Home: Account Management: Identity Verification

Identity Verification [Identity Verification Guide](#)

Your Current ID Verification Status: **Successfully Verified**

Summary of the ID we have on file:

ID Type	Name	Issuing Authority	Expiration Date	
Driver's License		GA	8/29/2026	Remove ID Verification

[Click here](#) to verify a new ID online.

Identity Verification History

Date Started	Id Type	Device	Result
10/24/24 05:29 PM	Driver's License	Webcam	Active

Reply Reply All Forward
 Thu 10/17/2024 4:59 PM

D DoNotReply <DoNotReply@c0bed32b-0f14-4591-8c76-2e0247779459.us1.azurecomm.net>
 GSCCCA Real Estate eFiling: ID VERIFICATION SUCCESSFUL

To

GSCCCA Real Estate eFile ID Verification Notification

Identity Successfully Verified

Date: 10/17/2024 8:59:13 PM

Identification Type: Driver's License

Details: An identity ID verification has been successfully completed and associated with your account.

Phone Support: 1-800-304-5174 Email Support: help@gsccca.org Web: efile.gsccca.org

Troubleshooting

- My ID repeatedly gets rejected when using a computer with a webcam.
 - Try identity verification on a mobile device.
- I cannot get my selfie to work when I turn my head.
 - Do not turn all the way left or right, just turn slightly (45°) left and right.
- What do I do if I don't have an eFile account?
 - Go to <https://efile.gsccca.org> and register.
 - Hover over the *Support* tab and click on *Filer Guide* for directions.
- The name on my ID does not match my eFile account. What do I do?
 - After logging into the eFile website, hover over the *Account Management* tab and click on *Edit Account Details* to modify your account name to match the name on your government-issued ID.