



Frequently Asked Questions

Category	#	Question	Answer
Fees/Charges	1	What is the charge to use this site?	Public Access Users must pay a \$0.25 per-page fee for viewing and/or downloading court case documents.
	2	Who do I contact for questions about the website or payments?	For technical or payment-related issues, contact the portal support team via the "Contact Us" page on the login screen.
	3	When will the charges appear on my credit card?	Charges are applied immediately after completing the payment process.
	4	If my payment is declined, do I need to select my documents again?	No, your selected documents will remain available. You can enter a different credit card for payment.
	5	Can I get a refund if I download documents for the wrong case?	Refunds are not provided. Review your selection carefully before confirming payment.
	6	Can I save my payment information for future use?	No, for security reasons, the portal does not store payment information. You must enter it for each purchase.
	7	Why is my payment not going through even though my card is active?	Ensure the card details are correct and that it supports online transactions. If the issue persists, contact the card issuer.
	8	Will I receive a receipt for my payment?	Yes, a receipt will be emailed to the address associated with your account after the transaction is complete.
	9	Is there a fee for browsing case details?	No, browsing case details is free. Fees apply only when accessing documents.
General	1	Is there a limit to the number of documents I can download?	No, there is no maximum limit on downloads.
	2	Why can't I find the case I'm looking for?	Each case is identified as either Public or Non-Public. Verify that you entered the correct search criteria and try searching again. Contact the Circuit Clerk's Office to confirm the level security for the case.
	3	Which courts are covered in this portal?	The portal provides access to case information and documents from the WV Circuit Court.
	4	How do I contact the court about my case?	Find the Circuit Clerk's Office contact details by selecting your county here: https://www.courtswv.gov/public-resources/court-information-county/county-map
	5	What case years are available to search?	Public cases filed from July 1, 1999, onward are available.
	6	Who do I contact for questions not listed here?	For any other questions, contact the portal support team as noted under the "Contact Us" page on the login screen.
	7	Can I track my purchase history?	Yes, you can view your purchase history in the "Purchase History" section. Documents are viewable from Purchase History for 30 days from Purchase.
	8	Can I access the portal from my mobile device?	Yes, the portal is mobile-friendly and accessible from smartphones and tablets.



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	9	Can I print the documents directly from the portal?	Yes, you can print documents while viewing or after downloading using your device's print options.
	10	Are downloaded documents certified copies?	No, they are not certified. For certified copies, contact the Circuit Clerk's Office directly.
	11	Can I download multiple documents at once?	Not at this time. Bulk downloads may be available in the future.
	12	Can I search for cases by party name?	Yes, you can search by party name, case number, or other filters.
	13	What should I do if I encounter an error message?	Try refreshing the page or logging out and back in. If the issue persists, contact customer support with the error details.
	14	Can I receive notifications for case updates?	No, this feature is not available at this time.
	15	Which browsers are compatible with the portal?	The portal works best with the latest versions of Chrome, Firefox, Safari, and Edge.
	16	Can I request a document if it's not available online?	Contact the Circuit Clerk's Office for assistance.
	17	Is there a user guide available?	Yes, a user manual is available.
	18	What happens if the website is under maintenance?	Scheduled maintenance is announced in advance. Access may be temporarily unavailable during maintenance.
	19	Can I change the language settings?	Currently, the portal is only available in English. Future updates may include additional languages.
	20	Can I bookmark or save frequently accessed cases?	View the Search History for frequently accessed cases.
	21	How do I verify the authenticity of a downloaded document?	All documents come directly from court records. For legal verification, request a certified copy from the Circuit Clerk's Office.
	22	What happens if I accidentally close the browser while downloading?	Log back in and re-download your documents from your Purchase History at no extra charge.
	23	Is there a limit to daily case searches?	No, there is no daily limit on case searches. However, excessive automated searches may trigger security checks.
	24	How do I delete my account from the portal?	Contact customer support to request your login to be disabled.
	25	Can I pause a download and resume it later?	No, downloads must be completed in one session. If it is interrupted, restart the download.
	26	How do I report suspicious activity on my account?	Contact customer support immediately and update your password.
Security	1	How long is the verification code valid?	The verification code is valid for 5 minutes. If it expires, a new code can be requested by pressing the "Send New Code" button on the login screen.



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	2	Why can't I log in from two devices at once?	For security reasons, the system allows only one active session per account.
	3	Can I share my login credentials with my law assistant?	No, sharing credentials violates the platform's Terms of Service. Each user must have a unique account
	4	Why does my session log out when I step away?	For security purposes, sessions expire after 60 minutes of inactivity.
	5	Why do I have to verify my email every time I log in?	This is an added security measure to protect your account.
	6	What should I do if I forget my password?	Click on the "Forgot Password" link on the login page and follow the instructions to reset it.
	7	Is my personal information secure?	Yes, the portal uses advanced encryption and security measures.
	8	Can I disable two-factor authentication (2FA)?	No, 2FA is mandatory for security reasons.
	9	Can I create multiple accounts with the same email?	No, each email address can only be linked to one account.
	10	How often do I need to change my password?	The system requires a password change every four months.