

## Important Information about the System Outage on Friday, 7/6/2018

The system experienced a hardware crash on Thursday, 7/5 night and was not operational since Friday, 7/6 till Monday, 7/9.

All functions on the website are enabled on Tuesday, 7/10.

Any documents you submitted until 7/4, and pending recording, are intact. Counties will record those documents, if they are not already recorded, and you will be able to download the recorded images once they are made available.

There may be some loss of data if you submitted any batches on Thursday, 7/5. Please follow the guidelines below.

**IMPORTANT: If you submitted any batches on Thursday, 7/5 then please follow these instructions**

County	What to do
Atlantic	Please prepare the batch again and resubmit
Burlington	Please prepare the batch again and resubmit
Cape May	<ul style="list-style-type: none"> <li>- Check if the document is listed in the ACH confirmation email you received on Thursday, 7/5 evening. If listed, then the clerk's office recorded the document on 5<sup>th</sup>. Contact the Clerk's office and request to send the recorded image of the document by email.</li> <li>- If the document is not listed in 7/5 ACH email OR you don't use ACH payment, then check with the clerk's office if the document was recorded on 7/6 and request to send the recorded image of the document by email.</li> <li>- If the above two conditions did not apply then the county did not record the document. The document you submitted on 7/5 is lost in the system crash. Please resubmit the document.</li> </ul>
Camden	Please prepare the batch again and resubmit
Essex	Please prepare the batch again and resubmit
Mercer	<ul style="list-style-type: none"> <li>- Check with the clerk's office if the document was recorded on 7/5 or 7/6 and request to send the recorded image of the document by email.</li> <li>- If the county did not record the document. The document you submitted on 7/5 is lost in the system crash. Please resubmit the document.</li> </ul>
Middlesex	Please prepare the batch again and resubmit
Monmouth	Please prepare the batch again and resubmit
Ocean	<ul style="list-style-type: none"> <li>- Check with the clerk's office if the document was recorded on 7/5 or 7/6 and request to send the recorded image of the document by email.</li> <li>- If the county did not record the document. The document you submitted on 7/5 is lost in the system crash. Please resubmit the document.</li> </ul>
Passaic	Please prepare the batch again and resubmit