

# User Registration Troubleshooting

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.