



Dallas County
Office of Information Technology
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UG

User Guide (Requester)

SWIFS: Cremation Certificate Request

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Dallas County

Office of Information Technology

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INTRODUCTION

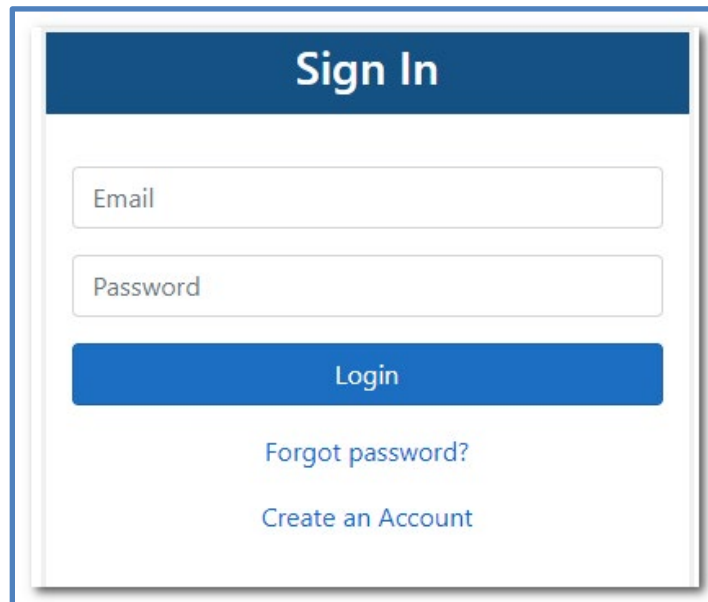
This user guide covers the basic functionality of the SWIFS Cremation Certificate Request Application.

It is used to submit a request for a Cremation Certificate.

issue and track Funeral Home requests for Cremation Certificates.

ACCESS THE APPLICATION

1. Access the Cremation Certificate Request System:
Go to <https://www.dallascounty.org/departments/swifs/>
Click on Cremation Certificate.
2. The Sign In screen will appear



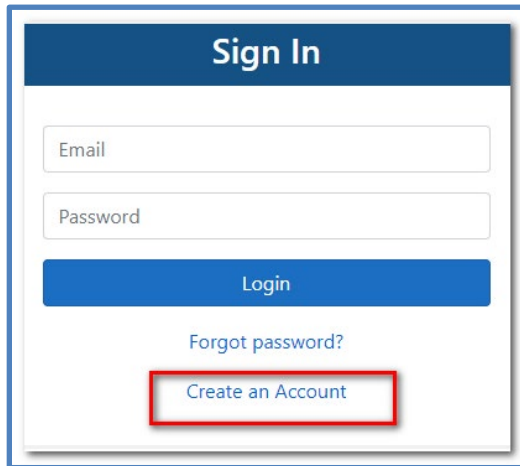
The image shows a screenshot of a web application's sign-in page. At the top, there is a dark blue horizontal bar with the text "Sign In" in white. Below this bar, there are two white rectangular input fields. The first field is labeled "Email" and the second is labeled "Password". Below the input fields is a blue rectangular button with the text "Login" in white. At the bottom of the sign-in area, there are two links: "Forgot password?" and "Create an Account", both in blue text.

3. Enter Email Address and Password
4. Select "Login"

CREATE AN ACCOUNT

CREATE A USER PROFILE

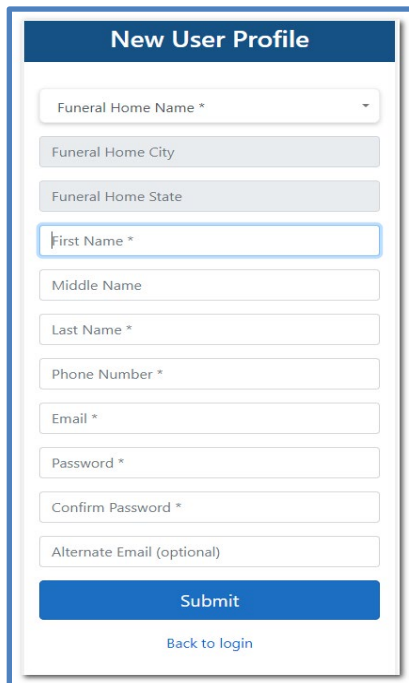
1. Click on "Create an Account"



The screenshot shows a "Sign In" form with the following elements:

- Header: "Sign In" in a blue bar.
- Input fields: "Email" and "Password".
- Button: "Login" in a blue bar.
- Link: "Forgot password?" in blue text.
- Link: "Create an Account" in blue text, highlighted with a red rectangular border.

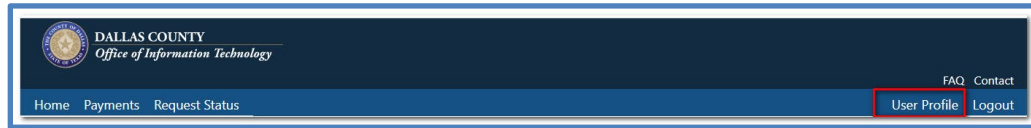
3. Complete the information below and click Submit to create a user profile. Enter First Name; Middle Name; Last Name; Phone Number; Email Address; Password; Confirm Password; Enter Alternate Email (optional).



The screenshot shows a "New User Profile" form with the following elements:

- Header: "New User Profile" in a blue bar.
- Form fields: "Funeral Home Name *" (dropdown), "Funeral Home City", "Funeral Home State", "First Name *" (highlighted with a blue border), "Middle Name", "Last Name *", "Phone Number *", "Email *", "Password *", "Confirm Password *", and "Alternate Email (optional)".
- Button: "Submit" in a blue bar.
- Link: "Back to login" in blue text.

4. Click "User Profile" to update an existing user profile



- 5.. Password Reset

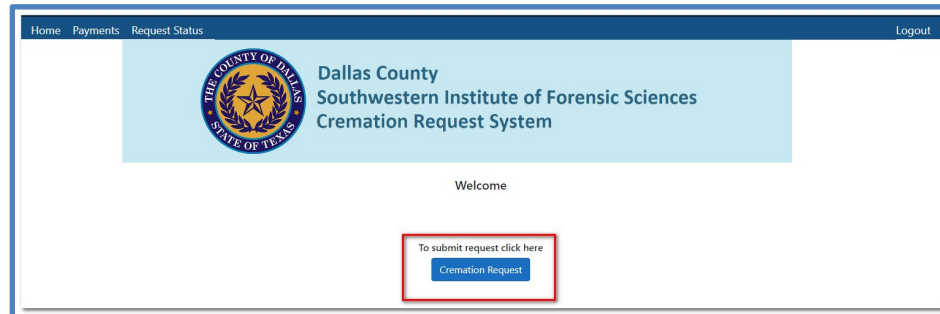
A screenshot of the "Sign In" page. The page has a dark blue header with the text "Sign In" in white. Below the header, there are two input fields: "Email" and "Password". Below the input fields is a blue button labeled "Login". Below the "Login" button is a link labeled "Forgot password?" which is highlighted with a red rectangular box. At the bottom of the page, there is a link labeled "Create an Account".

- From the Sign-in page Click "Forgot Password".
- Enter the Email Address.
- Click "Submit".
- An Email will be sent with the reset instructions.

SUBMIT A CREMATION CERTIFICATE REQUEST

Cremation Request (Requester)

1. To submit a Cremation Request: Click Cremation Request



2. Complete the DECEDENT INFORMATION form

- Select “Yes” or “No” to the question “Death occurred in Dallas County?”
- Upload the Death Certificate (PDF Format).
- Enter Decedent Information (First Name, Middle, Last ...)
- Click “Enter Certificate Request”, if you are entering multiple request.
- Review the entry at the bottom of the screen, if the information is incorrect, select “Delete” to reenter the information.
- Click “Select Payment” and click “ok” to proceed to enter payment information.

DECEDENT INFORMATION

Death occurred in Dallas County? Yes No Upload Death Certificate*

First Name* Middle Name Last Name* Suffix

Race* Sex* Date Of Birth* Date Of Death*

City Of Death* EDR Number* Crematory Name* Comments

I need additional cremation certificate(s)

LIST OF CERTIFICATE REQUESTS

I'm finished:

First Name	Last Name	Middle Name	Suffix	Race	Sex	Date Of Birth	Date Of Death	City Of Death	EDR Number	Crematory Name	
MTest	Test			Black/African American	Male	01/03/2013	08/08/2023	Dallas	12345	DTD	<input type="button" value="Delete"/>

DECEDENT INFORMATION

Death occurred in Dallas County? Yes No Upload Death Certificate*

First Name* Middle Name Last Name* Suffix

Race* Sex* Date Of Birth* Date Of Death*

City Of Death* EDR Number* Crematory Name* Comments

To proceed with the payment, you will be taken to external website!

3. The Dallas County SWIFS Payments Summary page will appear with the reference number and the total fee amount due. Click “continue” to enter payment information. Select payment method and enter account information. Click “continue” to confirm payment information.

Dallas County SWIFS Payments

Reference Number Required
98

Fee Amount Required
30

Continue

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Send comments to webmaster@dallascounty.org

Click “Make Payment”

Dallas County SWIFS Payments

Please keep a copy of your receipt and make a note of the tracking number to ensure your payment is properly posted.

Please verify all payment information entered is correct before proceeding, including confirmation you are paying the correct department and amount. If for any reason your payment needs to be refunded you WILL NOT receive a refund of the service charge paid.

Por favor verifique que toda la información de pago ingresada sea correcta antes de continuar, incluyendo la confirmación de que está pagando el departamento y el monto correctos. Si por alguna razón necesita un reembolso de su pago, NO recibirá un reembolso del cargo por servicio pagado.

Make Payment

Select Payment Method and click “Make a Payment”

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Forensics SWIFS Credit Card Payments

Select Payment Method

Please Choose the Method of Payment

Pay by Credit or Debit Card

Pay by Personal Check

Pay by Corporate Check

AMERICAN EXPRESS DISCOVER MASTERCARD VISA

Make a Payment

Enter Payment Information and acknowledge fees



Forensics SWIFS Credit Card Payments

Payment Information

Cardholder's Name*

Card Number*

Card Security Code*

Address Line 1*

Country*

United States

City

Receipt Email Address*

Expiration Date*

MM YYYY

Address Line 2

ZIP Code*

State

--Select One--

Text Receipt Mobile Phone Number

###-###-####



Bill/Invoice Information

Amount

\$ 30.00

Bill/Invoice Details

Transaction Key*

SWIFCCNET0000000155

Case Number*

114

By clicking on the provided checkbox, I authorize Dallas County to initiate a Debit/Credit card transaction in the amount displayed above.

By clicking on the provided checkbox, I understand there will be a service fee (2.08% /w a \$1 Minimum for Credit Cards, \$1.95 for Debit Cards) and I agree to the service fee charged by Velocity Payment System to be added to this payment.

E – Check

Review Payment Information. There are options to confirm, modify, change payment method or exit.

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Forensics SWIFS Credit Card Payments

Review Payment Information

Payment Information		Bill/Invoice Information	
Cardholder's Name:	kthomas	Amount:	\$30.00
Card Type:	VISA	Transaction Key:	SWIFCCNET0000000155
Card Number:	*****4448	Case Number:	114
Card Security Code:	****	Email Address:	kthomas@dallascounty.org
Expiration Date:	2/2028	Billing Address:	1234 main Street
Address Line 1:	1234 main Street	Billing City:	DALLAS
Country:	United States	Billing State:	TX
City:	DALLAS	Billing Zip:	75222
State:	Texas		
ZIP Code:	75222		
Email Address:	kthomas@dallascounty.org		
Text Receipt Mobile Phone Number:	469-855-8591		

County of Dallas, TX | 2355 N. Stemmons Frwy Dallas, TX 75207 | Telephone: (214)920-5900
Payments secured and processed by Certified Payments - Velocity Payment System

Once you confirm click "Accept fee and Process payment. There are also options to "Reject Fee and Exit" and Exit.



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Forensics SWIFS Credit Card Payments

Service Fee Acceptance


This transaction is subject to a Service Fee of \$1.00.

Payment Amount:	\$30.00
Service Fee:	\$1.00
Total Amount:	\$31.00

Two transactions will appear on your bank statement, one in the amount of \$30.00 and one in the amount of \$1.00.


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Processing the payment



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Forensics SWIFS Credit Card Payments



Please wait while your payment is being processed.
DO NOT PRESS THE BACK BUTTON ON YOUR BROWSER

If your browser fails to reload shortly, [click here](#)

County of Dallas, TX | 2355 N. Stemmons Frwy Dallas, TX 75207 | Telephone: (214)920-5900
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Payment Confirmation

**Note – Clicking “Exit” returns to the Dallas County Pay Online page. Closing the tab returns to the Cremation Request page in the application.



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Texas *Est. 1846*

Forensics SWIFS Credit Card Payments

Payment Confirmation

<p>Payment Information</p> <p>Confirmation ID: County102124112806236VRE Payment ID: 2980760 Transaction Type: Authorization and Capture Cardholder Name: KTHOMAS Card Type: VISA Card Number: *****4448 Card Security Code: *** Expiration Date: 02/2028 Payment Date: 10/21/2024 Address Line 1: 1234 main Street Country: United States City: DALLAS State: TX ZIP Code: 75222</p>	<p>Account Information</p> <p>Amount: \$30.00 Service Fee: \$1.00 Service Fee Type: Dual Transaction Total Amount: \$31.00 Transaction Key: SWIFCCNET0000000155 Case Number: 114 Email Address: kthomas@dallascounty.org Billing Address: 1234 main Street Billing Address 2: Billing City: DALLAS Billing State: TX Billing Zip: 75222</p>
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This is not a receipt, your payment confirmation confirms an attempt to pay.
 Please contact your financial institution to confirm the payment was completed.
 Successful payments will be posted to your account within two (2) business days.
 Thank you for your continued relationship with Dallas County, TX.

Exit

County of Dallas, TX | 2355 N. Stemmons Frwy Dallas, TX 75207 | Telephone: (214)920-5900
 Payments secured and processed by Certified Payments - Velocity Payment System

View Payments

Click “Payments” on the command line.
 Search for payments by Reference number, payment status, or payment date.
 Verify that payment was successful.
 If unsuccessful to make corrections click resubmit payment.

The screenshot shows the 'Payments' page with search filters for Reference Number, Status, Start Date, and End Date. Below the filters is a table with 10 rows of payment data. Each row includes a plus sign, reference number, request count, total amount, status, submitted date, and submitted by email. Action buttons like 'Re-submit Payment' and 'Successful' are visible for each entry.

Ref.	Request Count	Total	Status	Submitted Date	Submitted By	Action
+ 98	1	30.00	Failed	8/29/2023	testrequester2@gmail.com	Re-submit Payment
+ 97	1	30.00	Successful	8/21/2023	testrequester2@gmail.com	Successful
+ 96	1	30.00	Successful	8/21/2023	testrequester2@gmail.com	Successful
+ 95	1	30.00	Failed	8/21/2023	testrequester2@gmail.com	Re-submit Payment
+ 94	1	30.00	Successful	8/18/2023	testrequester2@gmail.com	Successful
+ 93	1	30.00	Successful	8/17/2023	testrequester2@gmail.com	Successful
+ 92	1	30.00	Successful	8/16/2023	testrequester2@gmail.com	Successful
+ 91	2	60.00	Successful	8/15/2023	testrequester2@gmail.com	Successful

REQUEST CERTIFICATE REQUEST STATUS

Click “Request Status” menu option.
 Search for status by either EDR number, Last name, First name, or Payment Dates.
 Enter the Payment End Date.
 Click “Search”.

The screenshot shows the 'Request Status' page with search filters for EDR, Last Name, First Name, Start Date, and End Date. Below the filters is a table with 3 rows of request data. Each row includes EDR, last name, first name, middle name, DOB, crematorium, DOD, comments, payment date, submitted by email, and status.

EDR	Last Name	First Name	Middle Name	DOB	Crematorium	DOD	Comments	Payment Date	Submitted By	Status
12345	Test	MTest		01/03/2013	DTD	08/08/2023		8/29/2023	testrequester2@gmail.com	Payment Received
85236	Tester	Adult		01/21/1967	Test Crematory	08/01/2023		8/21/2023	testrequester2@gmail.com	Payment Received
85237	Tester	Teenage		02/21/2007	Test Crematory II	08/21/2023	I need two get a certificate for this decedent so that I can provide it to the family...	8/21/2023	testrequester2@gmail.com	Payment Received