



Dallas County
Office of Information Technology
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UG

User Guide (Requester)

SWIFS: Cremation Certificate Request

Document Number: V1

Revision: B

Dallas County

Office of Information Technology

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Dallas, TX 75202

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TABLE OF CONTENTS

Introduction.....	4
<i>Access The Application</i>	<i>4</i>
Create an account	5
<i>Create A User Profile</i>	<i>5</i>
SUBMIT A CREMATION CERTIFICATE REQUEST	7
Cremation Request (Requester).....	7
View Payments	16
Request Certificate Request Status.....	16

INTRODUCTION

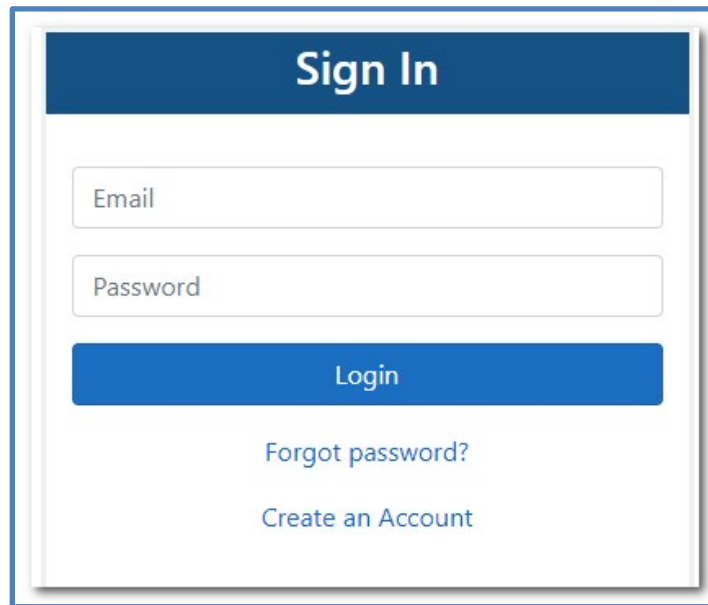
This user guide covers the basic functionality of the SWIFS Cremation Certificate Request Application.

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

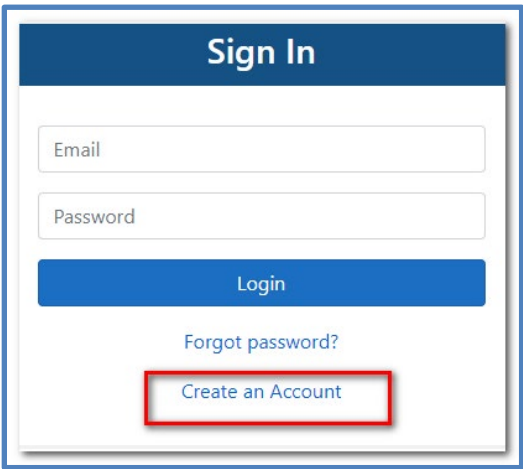
A screenshot of the 'Sign In' screen. It features a dark blue header with the text 'Sign In' in white. Below the header are two white input fields with blue borders, labeled 'Email' and 'Password'. Underneath these fields is a solid blue button with the word 'Login' in white. At the bottom of the form, there are two links in blue text: 'Forgot password?' and 'Create an Account'.

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

CREATE AN ACCOUNT

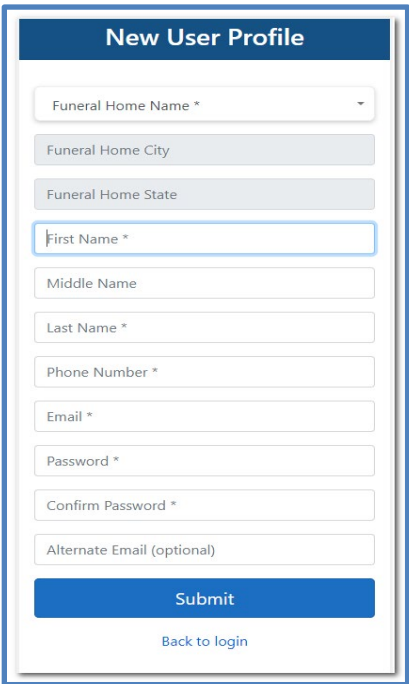
CREATE A USER PROFILE

1. Click on “Create an Account”



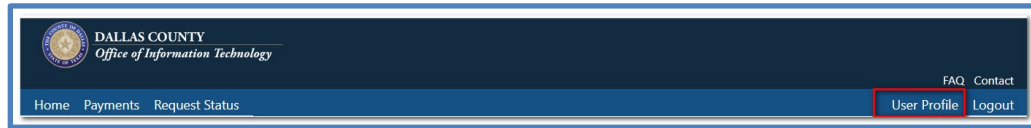
The image shows a 'Sign In' form with a blue header. Below the header are two input fields for 'Email' and 'Password'. A blue 'Login' button is positioned below these fields. Below the button are two links: 'Forgot password?' and 'Create an Account'. The 'Create an Account' link is highlighted with a 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 image shows a 'New User Profile' form with a blue header. Below the header are several input fields: 'Funeral Home Name *' (a dropdown menu), 'Funeral Home City', 'Funeral Home State', 'First Name *', 'Middle Name', 'Last Name *', 'Phone Number *', 'Email *', 'Password *', 'Confirm Password *', and 'Alternate Email (optional)'. A blue 'Submit' button is located at the bottom of the form, and a 'Back to login' link is positioned below the button.

4. Click “User Profile” to update an existing user profile



- 5.. Password Reset

- 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	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!

- 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.

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”

DALLAS
Texas



COUNTY
Est. 1846

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



Make a Payment

Enter Payment Information and acknowledge fees

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Forensics SWIFS Credit Card Payments

Payment Information

Cardholder's Name* 

Card Number* 



Card Security Code* 

Expiration Date* 

MM 

YYYY 

Address Line 1* 

Address Line 2 

Country* 

United States 

City 

State 

--Select One-- 

Receipt Email Address* 

Text Receipt Mobile Phone Number

Bill/Invoice Information

Amount 

\$

☐ Bill/Invoice Details

Transaction Key* 

Case Number* 

☐ 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.

Dallas County Information Technology
SWIFS Cremation Certificate Request User Guide
V1 and B
Page 11 of 16

E – Check

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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





Make a Payment

Forensics SWIFS Credit Card Payments

Payment Information



Routing Transit Number

Account Number

Check Number

First Name on Check*

Routing Transit Number*

Account Number*

Address Line 1*

Country*

City*

Email Address*

Last Name on Check*

Type of Account*

Confirm Account Number*

Address Line 2*

ZIP Code*

State*

Text Receipt Mobile Phone Number

Bill/Invoice Information

Amount

\$ 30.00

Bill/Invoice Details

Transaction Key*

SWIFCCNET0000000155

Case Number*

114

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

Cardholder's Name:

kthomas

Card Type:

VISA

Card Number:

*****4448

Card Security Code:

Expiration Date:

2/2028

Address Line 1:

1234 main Street

Country:

United States

City:

DALLAS

State:

Texas

ZIP Code:

75222

Email Address:

@dallascounty.org

Text Receipt Mobile Phone Number:

469-855-8591

Bill/Invoice Information

Amount:

\$30.00

Transaction Key:

SWIFCCNET0000000155

Case Number:

114

Email Address:

@dallascounty.org

Billing Address:

1234 main Street

Billing City:

DALLAS

Billing State:

TX

Billing Zip:

75222

Confirm

Modify

Change Payment Method

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

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.

Accept Fee and Process Payment

Reject Fee and Exit

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

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

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.

HomePaymentsRequest StatusLogout

Payments

Payments Reference Number

Payment Status

Start Date

mm/dd/yyyy

End Date

mm/dd/yyyy

Search

10

On page 1 of 2, showing rows 1 to 10 of 13

<12>

Ref.	Request Count	Total	Status	Submitted Date	Submitted By	
+ 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”.

HomePaymentsRequest StatusLogout

Request Status

EDR

Last Name

First Name

Start Date

mm/dd/yyyy

End Date

mm/dd/yyyy

Search

10

On page 1 of 2, showing rows 1 to 10 of 16

<12>

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