DALLAS COUNTY
OFFICE OF INFORMATION TECHNOLOGY

Cremation Certificate Request
QUICK REFERENCE GUIDE

SIGN IN

1. Go to site https://dccremationrequest.dallascounty.org
2. Enter your Email Address and password.
3. Click “OK”.

CREATE AN ACCOUNT

1. From the Sign-in page Click “Create an Account”.
2. Select Funeral Home Name (city and state will populate.
3. Enter First Name; Middle Name; Last Name; Phone Number; Email Address; Password; Confirm Password; Enter Alternate Email (optional).
4. Click “Submit”.
5. Click “User Profile” to update account information.

RESET PASSWORD

1. From the Sign-in page Click “Forgot Password”.
2. Enter the Email Address.
3. Click “Submit”.
4. An Email will be sent with the reset instructions.

CREMATION REQUESTS (REQUESTER)

1. From Requester Welcome Page.
2. Click “Cremation Request”.
3. Select “Yes” or “No” to the question “Death occurred in Dallas County?
4. Upload the Death Certificate (PDF Format).
5. Enter Decedent Information (First Name, Middle Name, Last Name...etc.).
6. Click “Enter Certificate Request”.

SUBMIT PAYMENT (REQUESTER)

1. From the Cremation Request page.
2. Complete entry of decedent information.
3. Under List of Certificate Requests, verify decedent information is correct.
4. Click “Submit Payment” (This will take you to the Chase payment page).
5. Enter name and Payment Information and submit.

PAYMENTS (REQUESTER)

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

REQUEST STATUS (REQUESTER)

1. Click “Request Status” on the command line.
2. Search for status by EDR number, Last name, First name, or Payment Dates.
3. Enter the Payment End Date.
4. Click “Search”.