



# **MADISON COUNTY CLERK'S OFFICE**

## **Debra D. Ming-Mendoza, County Clerk**

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PHONE (618) 692-6290 FAX (618) 692-8903

COUNTY VOTERS  
REGISTRATION OFFICER  
CLERK OF COUNTY BOARD

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## **FAQs about Statements of Economic Interests**

**Q: I've entered my filer ID and registration key, but they don't work. How can I log in?**

A: When entering your registration key, make sure that you aren't entering the letter "l" instead of the number "1" or vice versa. You should also make sure you aren't entering the letter "o" instead of the number "0."

**Q: I've logged in and created a password, but I can't remember it; how can I reset my password?**

A: You can click "Forgot your password?" and enter the Filer ID you registered as your username so a new password can be generated and sent to you.

**Q: It is past the May 1 filing deadline and I have completed my filing, but I need to amend it. What should I do?**

A: Please call (618) 296-4684.

**Q: My title is wrong; how can I correct it?**

A: Contact the appropriate administrator at your unit of government so he or she can address this issue. Title refers to a job title, not "Mr., Mrs. or Ms."

**Q: My name is misspelled; how can I correct it?**

A: [Contact the Madison County Clerk's Office](#)

**Q: I don't believe I'm required to file. What should I do?**

A: Contact the appropriate administrator at your unit of government so he or she can address this issue.

**Q: I think I should be required to file, but I never received information to log in. What should I do?**

A: Either your unit of government does not have you on their required list or they provided incorrect contact information for you. Contact your unit of government to resolve this issue.

**Q: I was able to log in previously, but now I can't. What should I do?**

A: Be sure to click "Already a User?" if you have already registered your account. Make sure you are attempting to log in with the Filer ID and password you created.

**Q: On question # 7, I want to list information I cannot find in the dropdown menus. What should I do?**

A: The fields displayed meet the statutory requirement. If you insist on providing more information, contact our office at (618) 296-4684 to request a paper form.

**Q: I received more than one letter because I am required to file by more than one unit of government. Do I have to log in separately and fill out the questionnaire a separate time for each letter?**

A: No. You can complete one statement for multiple units of government. In "STEP 3: My Agency," click "ADD AGENCY" and follow the instructions to add your other unit(s) of government.

**Q: I don't have a computer or Internet access. How can I file?**

A: You can visit the Clerk's office and fill out a paper form. If that is not possible, call (618) 296-4684 to request a paper form by mail.