

Local Registrars

TxEVER

Texas Electronic Vital Events Registrar

Frequently Asked Questions and Answers

Can customers who place orders with me, go to the Texas Vital Statistics Section (VSS) Austin office to have orders fulfilled?

No. As a local registrar, you should fulfill the order because order payments are not transferable. If you send a customer to VSS Austin office to fulfill an order placed with you, the customer will have to submit a new order and pay again.

If a customer places an order with me, can VSS give the customer the status of their order?

No. VSS has no access to the status of orders placed with local registrars. Please do not tell customers to call VSS for the status of orders placed with you, as this increases our call hold times and causes confusion.

Can I give a customer the status of an order placed with VSS?

No, unless you have the following information when you call VSS:

- Name and address on the check or money order
- Name on the certificate
- Date of vital statistic event
- Place of vital statistic event

If you have the above information, call 1-888-963-7111 or email vrstatus@dshs.texas.gov.

Can I use my current B6 paper if I did not receive my new security paper order?

Yes. You may use your current B6 paper to issue remote birth certificates in TxEVER, while your new security paper orders are being processed and delivered.

General FAQs

[Will my old password work in TxEVER?](#)

No. TER user accounts transferred to TxEVER but you must create a new password in TxEVER.

[Will clearing my browser cache help functionality?](#)

Yes. Click link above for steps to clear browser cache and improve TxEVER functionality.

[What do I do if my account is locked?](#)

Contact your local admin or submit [Help Desk form](#).

[My PIN isn't working?](#)

Click link above for PIN help, including admins.

[What if I don't know my User ID?](#)

Your TER User ID transferred to TxEVER. Contact your local admin if you don't know your User ID or submit a [Help Desk form](#).

[Do I need to download TxEVER?](#)

No, TxEVER is web-based.

Daily Support Conference Calls and Webinars

Conference calls and webinars are available daily for users with questions or problems.

[Conference Calls and Webinars Schedule](#)

Contact Information

Texas Vital Statistics

1-888-963-7111

help-txever@dshs.texas.gov

DSHS is working diligently to resolve TxEVER questions. We sincerely appreciate your patience.