

ROAM ACCESS WORK-A-ROUND

We apologize for the reCaptcha issue you are experiencing and we certainly appreciate how frustrating this is for our ROAM users. The Court's ROAM Land Records vendor, **GRANICUS**, is aware of the issue and has been contacted numerous times in an effort to get the problem resolved. Unfortunately, the issue persists and Granicus can only offer the following work-around at this time.

Please follow the instructions provided below and contact the Court should you need any assistance. We will do our best to assist you in this process.

1. Click on the following link: <https://vblandrecords.com/vbailis/publicSignUp.admin>
2. Select "**Mobile County**" and "**Mobile County Free Access**" in the **Select Site** and **Select Subscription** dropdown menus respectfully and complete all other required fields.
3. Once you have followed all instructions, submit your registration. Within moments, the system will email you an authentication link.
4. Check your email inbox for an email from SupportRMS@granicus.com. Be sure to check your SPAM folders as well.
5. Open the email and confirm your registration by clicking on the hyperlink to complete the authentication process. Note: The hyperlink begins with:
<https://roam.probate.mobilecountyal.gov>
6. Once you have confirmed your registration, **close all browsers** and click on the following link: <https://roam.probate.mobilecountyal.gov/ailis/publicLogin.admin> Note: If you are taken to a ROAM site for Virginia Beach, please close your browser and follow the aforementioned link.
7. To login, supply the **email address** and **password** you created. Upon successful login, you will gain access to the Probate Court's ROAM Land Records site.

If you have any questions or issues with this work-around, please feel free to contact the Court's IT Division at 251-574-6091 (John) or 251-574-6092 (Derrick). Both IT staff members will be happy to assist you.

Thank you!

Mobile County Probate Court