



Registrar's Services – **You Said, We Did!**

You Said...

The Registrar's Office wanted to make things easier for their customers. Instead of customers having to visit the registry office in person and pay with cash to obtain a copy of a birth, death or marriage certificate...

We listened!

...we developed an online form that enables customers to request and pay for a copy certificate at any time, 24/7 from any digital device. The copy certificate is sent out by post, saving the time and effort of having to come into the office in person to obtain it.

Prior to introduction of the online service, at peak times of year – e.g. 'wedding season' – registry office staff were busy with out-of-office tasks that reduced their availability for customer appointments. With the new online service, customers can submit a request for a copy certificate at any time that is convenient for them, 24/7, and registry office staff members are able to fulfil the order during the times that they are in the office.

- The option to order copy certificates online went live mid-July 2018
- Only 4 requests came through the first month the service was open – an average of one per week
- In 2019 the registry office has received an average of 28.2 requests per month – an average of almost one per day

Staff in the registrar's office were not previously Lagan users, so we introduced Lagan Agent Desktop Light to allow them to retrieve and handle their online requests: the new system has been well received.

Apply and pay

You can [apply and pay online](#) for a copy certificate.

Feedback

We would like to keep expanding what you can do online, so send us your feedback and ideas at: connected@moray.gov.uk