

North Carolina Department of the Secretary of State

A New Look, A Better Experience: Website Redesign and
Accessibility Improvements

January 28, 2025 - Lora Sinigur

Project Goals

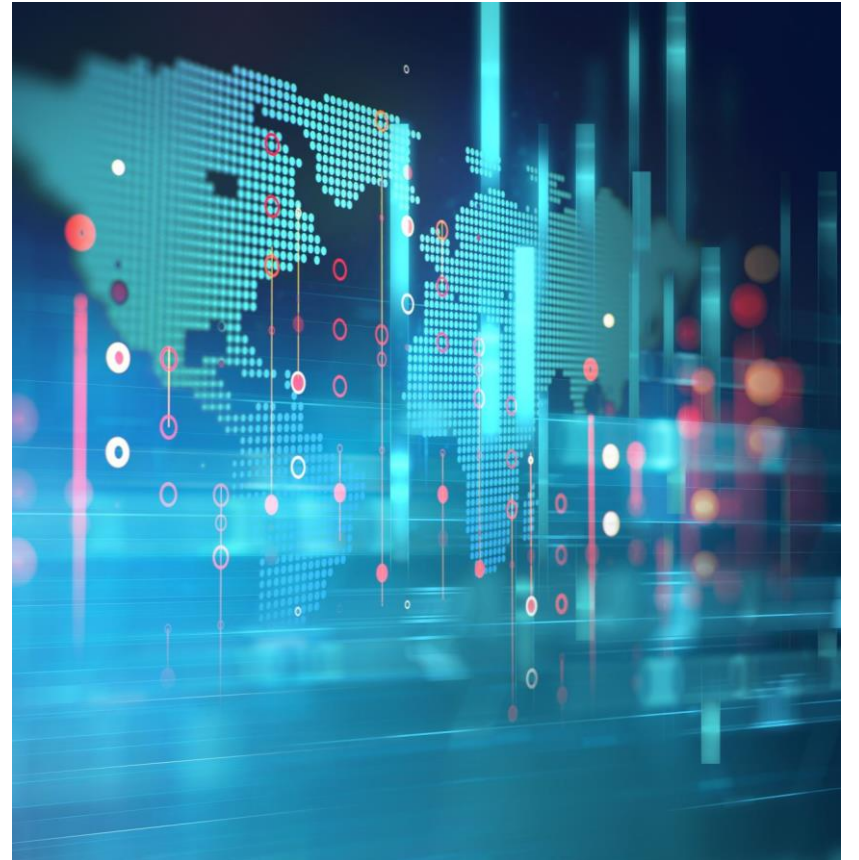
- **Modernize** SOSKB architecture
- Implement **new web template** for a more user-friendly, easily maintained website
- Implement **best practices** for **User Experience (UX)**
- Comply with **new accessibility requirements (ADA Title II)**
- Significantly expand **online filings** – over 100 new forms

Project Goals (continued)

- Optimize **mobile** device use
- Improve website **navigation**
- Improve web **security**
- Automate application **testing – UFT One**
- Add browser-friendly **instructional manuals**
- Empower subject matter experts to **manage** their own **content**
- Eliminate out of-date-content and work with the divisions to **update and improve** their pages

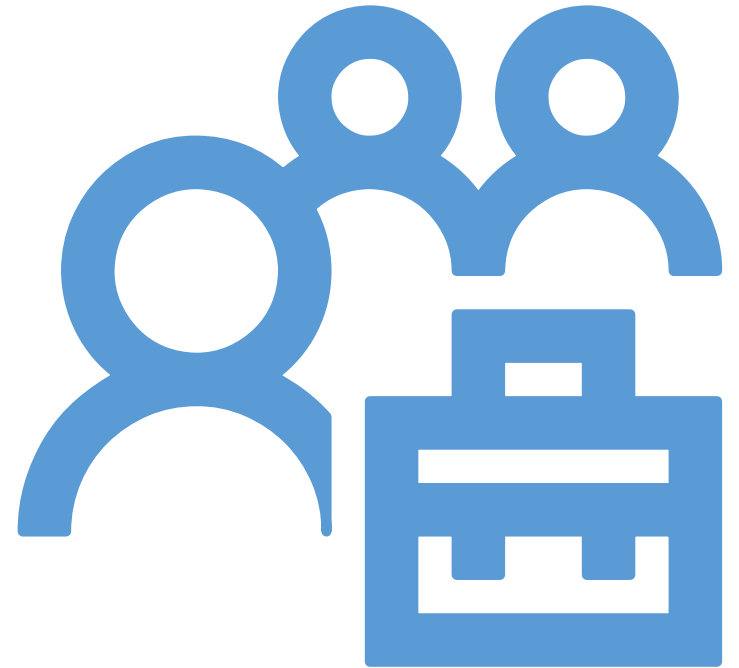
Modernize KB Technology

- Move from **end-of-life Microsoft application** framework to modern, supported version
- **Future-proof** our applications and prepare for upcoming changes and innovations in the software world.
- Improve application **performance** with faster / more **efficient technology**



Follow Federal Template

- **User friendly** and **accessible**
- Improved developer efficiency and **maintenance**
- **Mobile friendly**
- **Widely used** and **tested** by federal agencies and other organizations
- Better external **technical support** and maintainability



Improve User Experience (UX) Design

- Eighteen-month **partnership** with DIT UX expert
- Implemented best-practice **UX requirements** and recommendations
- Improved **accessibility, user interface, design and consistency**
- Implemented new User Experience **design** options
- Updated text, images, videos, controls, navigation menus, documents to make site **mobile-friendly**

Comply with ADA Title II Accessibility Requirements

- Successful **partnership with DIT** accessibility expert enabled rapid adoption of new standards
- **SOS is among top NC State Agencies on compliance** with the new accessibility standards
- **ADA Title II Goal** – 80% passing score
- **SOS New Website exceeds federal expectations** with 80 to 97% test results
- Used Wave and **Monsido** to track accessibility scores

New Web - Mobile First and Mobile Device Use

- As of December 2023, 56.1% of all **web traffic** came through **mobile devices**.
- New web filing permits **filing online** in a way not practical under the old website



Create Browser-Friendly Manuals

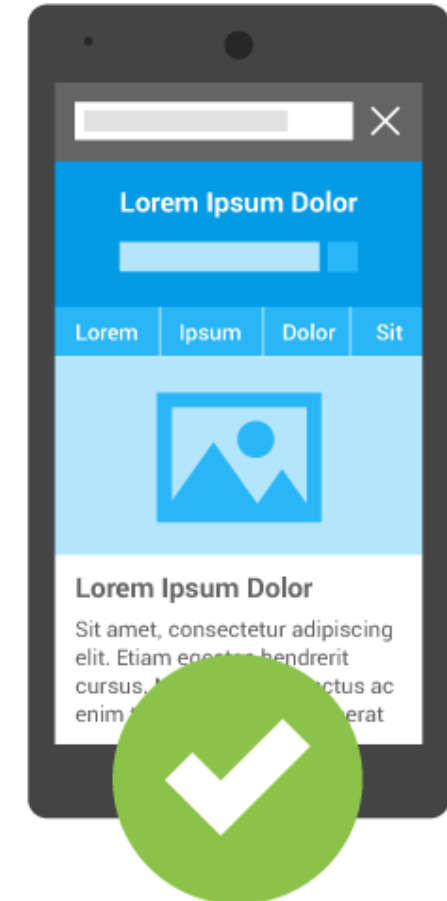
Created public-facing web **instruction manuals**

Supplement **PDF** instructions with **web** versions HTML

Ensure **accessibility** of all PDFs

You **Tube Tutorials** are next

Demo of the new manuals



Annual Report Filing

Introduction

The purpose of this manual is to provide guidance to those interested in filing an annual report with the North Carolina Secretary of State. It includes step-by-step instructions for filing annual reports online with the North Carolina Secretary of State's Office. The manual is intended for businesses and corporations in North Carolina.

Background

Every business corporation, limited liability company, limited liability partnership, and limited liability partnership is required to file an annual report with the Secretary of State's Office. The annual report provides the state with updated information about the business, including its ownership structure, financial status, and other details. Filing an annual report is important because it helps the state maintain accurate records of businesses operating within its jurisdiction.

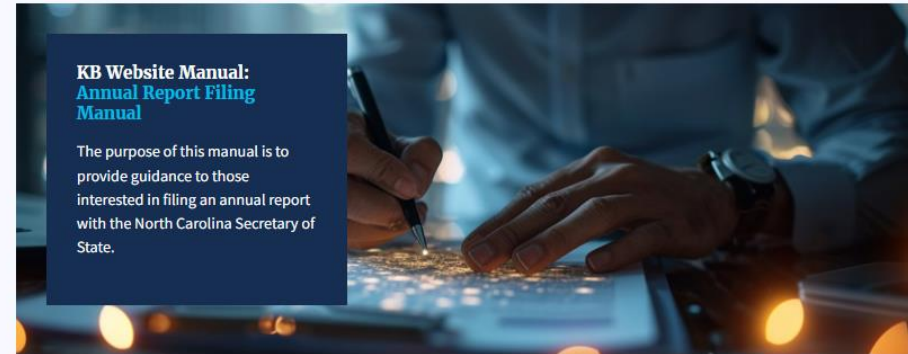
If a business ignores the requirement to file an annual report, the state may dissolve the business.

Requirements

To file an annual report with the North Carolina Secretary of State, you can either file it online or by mail. The online process is simple and involves the [step-by-step instructions](#) outlined in this book. The annual report filing fee for different business entities can be found at [Forms \(sosnc.gov\)](#). The deadline for filing the annual report is **April 15th** of each year.

Annual Report Filing Manual

Business Registration



KB Website Manual: Annual Report Filing Manual

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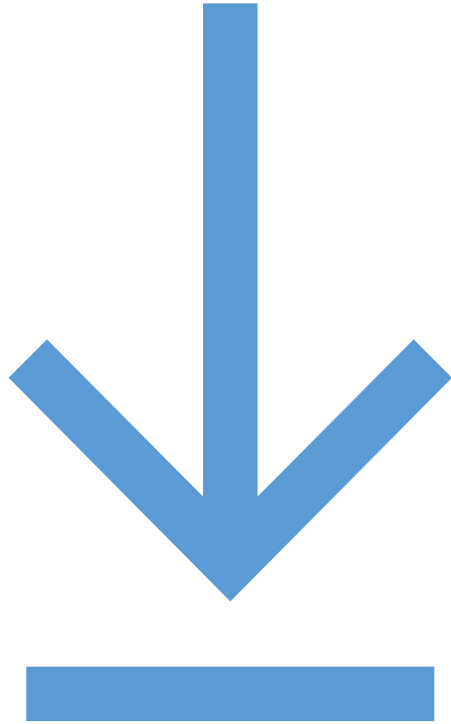
Information

Version 1.0
December 22, 2023

Annual Report Filing Manual

Next

[Return to top](#)



*Changes to SOS
Website
Before and After*

North Carolina Secretary of State's Office



Rural RISE NC

Our Rural RISE NC initiative connects you with mentors, business counselors, funding sources, and more—within your community and beyond. And even better, many of these resources are free.

[Register Your Business ONLINE!](#)

[File Business Annual Report HERE!](#)

[Reinstate or Requalify HERE!](#)

[Renew Notary Commission HERE!](#)

North Carolina Secretary of State's Office



Rural RISE NC

Our Rural RISE NC initiative connects you with mentors, business counselors, funding sources, and more—within your community and beyond. And even better, many of these resources are free.

[Register Your New Business](#)

[File Your Business Annual Report](#)

[Reinstate Your Dissolved Business](#)

[Renew Your Notary Commission](#)

[Find Business Resources Rural RISE NC](#)

Address: ↻

Styles: OFF ON

Summary

- Summary
- Details
- Reference
- Order
- Structure
- Contrast

0
Errors

0
Contrast Errors

23
Alerts


25
Features

   *North Carolina state flag* Official website of the State of North Carolina

[Here's how you know](#)   *role="link"*  *aria-controls="gov-banner"* 

 Secretary of State
Elaine F. Marshall

 *aria-label="Return to the home page"*

 *role="img"*  *aria-label="The North Carolina Secretary of State's seal"*

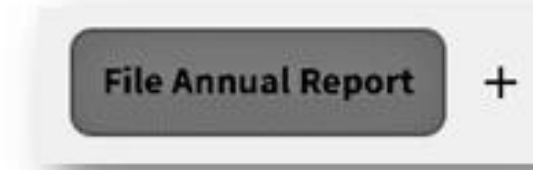
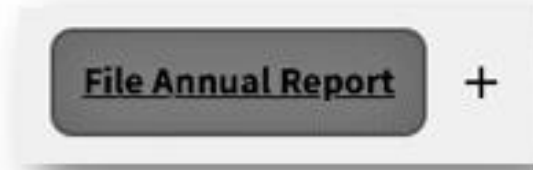
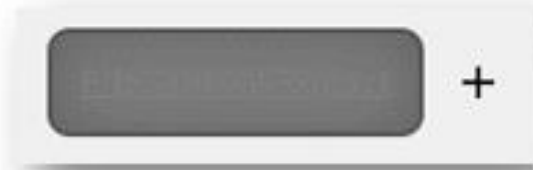
Alerts



- Welcome! We are excited about the launch of our new website! The upgrades make our site faster, more secure, and more user friendly with updated navigation tools, new accessibility standards and new features that enhance your online experience.
- As with any change this significant, some visitors have experienced technical issues. We are working to resolve these issues as quickly as possible. If you



What we did



How color blind sees it

Accessibility - Button Contrast



[Home](#) > [Lobbying](#)

Lobbying

First Quarter Due Date

First Quarter Reports Due Date -
April 24, 2023



Search

File Registration

File Expense Reports

Lobbying Directory

Forms

Search Lobbying

Search For:

Lobbyists

Term:

All



[Home](#) > [Lobbying](#)

Lobbying

First Quarter Due Date

First Quarter Reports Due Date -
April 24, 2023



Search

File Registration

File Expense Reports

Lobbying Directory

Forms

Search Lobbying

Search For:

Lobbyists

Term:

All


























Accessibility Challenges Old Website

- Tables
- Icons as links with no link names
- Double row headers
- Long search result lists

Search Results

Records Found: 902 Search Type: Starting Search Criteria: Abc
Search Time: 6/12/2024 11:50 AM [Search Again](#)

If the entity does not have an "Annual Report" button or monitor icon, the entity is not required to file annual reports with the NC Secretary of State's Office.

Entity Name			Actions
Sos Id	Date Formed	Status	Type
Abc, Inc.			    
0882696	7/24/1980	Multiple 	Business Corporation
Triad Marine Center, Inc. <i>Prev Legal Name(s)</i> Abc Corporation Allen Boat Company			     Annual Report 
0150684	10/13/1978	Current - Active 	Business Corporation
ABC COMPANY INC.			    
0511894	11/10/1999	Multiple 	Business Corporation
ABC, LLC			    
0686739	8/12/2003	Admin. Dissolved 	Limited Liability Company



Improved Presentation on New Site

Search Results

Records Found 891

Words Starting with **Organization Name** Abc **Search Time** 6/13/2024 09:35 AM

Key Organization Name (SOSID)

Status • Organization Type

[Search Again](#)

Abc, Inc. • 0882696

Multiple • Business Corporation

+

Triad Marine Center, Inc. • 0150684

Current - Active • Business Corporation

File annual report

+

Abc Company Inc. • 0511894

Multiple • Business Corporation

+

Abc, LLC • 0686739

Current - Active AR Error • Limited Liability Company

File annual report

+

Search Time: 6/22/2023 01:30 PM [Search Again](#)

If the entity does not have an "Annual Report" button or monitor icon, the entity is not required to file annual reports with the NC Secretary of State's Office.

Entity Name			Actions
Sos Id	Date Formed	Status	Type
Jj, Ltd.			
0075950	4/5/1978	Multiple ⓘ	Business Corporation
TUDORS BEST BISCUITS AND BURGERS , INC. <i>Home State Name(s)</i> J & J, INC.			
0327937	7/19/1993	Multiple ⓘ	Business Corporation
J & J, INC.			
0480059	1/1/1999	Dissolved ⓘ	Business Corporation
J & J But, Inc.			
0548276	5/5/2000	Multiple ⓘ	Business Corporation

[Home](#) > [Business Registration](#) > [Search](#) > Search Results

Search Results

rgt

Records Found: 402 **Search Type:** Starting **Search Criteria:** Ax
Search Time: 6/20/2023 01:17 PM [Search Again](#)

AX3 Logistics, Inc. • (1319202)

Admin. Dissolved • Business Corporation

+

AXA ADVISORS, LLC

In Process • Business Corporation

+

AXA ADVISORS, LLC

In Process • Business Corporation

+

AXA ASSISTANCE USA, INC. • (1428570)

Current - Active • Business Corporation

[File Annual Report](#)

-

- **Legal:** AXA ASSISTANCE USA, INC.
- **Sosid:** 1428570
- **Date Formed:** 2/19/2015
- **Status:** Current - Active
- **Type:** Business Corporation

- [More Information](#)
- [Order a Document](#)
- [Subscribe](#)
- [Filings](#)

AXA Business Services Private Limited • (0993778)

Withdrawn • Business Corporation

+

After examples of accordions on new site

Zacchaeus Financial Counseling, Inc. • (SL009932) +

Expired • Charitable Organization

The Zachary and Elizabeth M. Fisher Center for Alzheimer's Research Foundation • (SL002410) +

Expired • Charitable Organization

Zachry Associates, Inc. • (SL100989) +

Current Active • Fund - Raising Consultant

Zach's Rescue • (EX003736)

CSL Exempt • CSL Exempt Organization

Zacks Rescue

In - Process • In - Process

Zahra Clare Baker Memorial Foundation, Inc. • (EX003955)

Expired Exempt • CSL Exempt Organization

Zacchaeus Financial Counseling, Inc. • (SL009932) +

Expired • Charitable Organization

The Zachary and Elizabeth M. Fisher Center for Alzheimer's Research Foundation • (SL002410) -

Expired • Charitable Organization

CSL Legal The Zachary and Elizabeth M. Fisher Center for Alzheimer's Research Foundation

CSL Type Charitable Organization

Status Expired

Expiration Date 5/15/2017

License SL002410

[Document Filings](#)

[File A Renewal Online](#)

[More Information](#)

Zachry Associates, Inc. • (SL100989) +

Current Active • Fund - Raising Consultant



Lobbying Compliance Results

200 Results [Search Again](#)

Adams-Scheurich, Julia

—

- **Phone:** (919) 210-4315
- [File Registration](#)
- [File Amendment](#)
- [File Resignation](#)
- [File EIP Registration](#)
- [File Expense Report](#)
- [More Information](#)

Adams, Michael L.

+

Adams, Thomas C., III

+

Adcock, Bradley T.

+



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Elaine F. Marshall

[Home](#) > [Business Registration](#) > [Search](#) > Search Results

Search Results

rgt

Records Found: 402 **Search Type:** Starting **Search Criteria:** Ax
Search Time: 6/20/2023 01:17 PM [Search Again](#)

AX3 Logistics, Inc. • (1319202)

Admin. Dissolved • Business Corporation

+

AXA ADVISORS, LLC

In Process • Business Corporation

+

AXA ADVISORS, LLC

In Process • Business Corporation

+

AXA ASSISTANCE USA, INC. • (1428570)

Current - Active • Business Corporation

-

- **Legal:** AXA ASSISTANCE USA, INC.
- **Sosid:** 1428570
- **Date Formed:** 2/19/2015
- **Status:** Current - Active
- **Type:** Business Corporation

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AXA Business Services Private Limited • (0993778)

Withdrawn • Business Corporation

+



Secretary of State
Elaine F. Marshall

[Home](#) > [Business Registration](#) > [Search](#) > Search Results

Search Results

rgt

Records Found: 402 **Search Type:** Starting **Search Criteria:** Ax
Search Time: 6/20/2023 01:17 PM [Search Again](#)

AX3 Logistics, Inc. • (1319202)

Admin. Dissolved • Business Corporation

+

AXA ADVISORS, LLC

In Process • Business Corporation

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AXA ADVISORS, LLC

In Process • Business Corporation

+

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Current - Active • Business Corporation

[File Annual Report](#)

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- [More Information](#)
- [Order a Document](#)
- [Subscribe](#)
- [Filings](#)

AXA Business Services Private Limited • (0993778)

Withdrawn • Business Corporation

+

- **Instructions:**

- **Simple Language**
- **Specific**
- **Clear**
- **Organized logically**
- **Headers /Sub headers**
- **Consistent Terminology**
- **Uniform Design**

Find a Notary

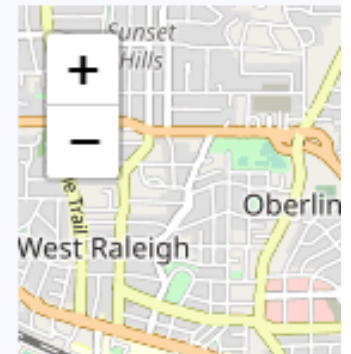
[Current Notaries Register for Find A Notary.](#)

To find registered Notaries near you click search and allow tracking below or enter an address and click search, then use the filter button to display the Notary results.

To find registered Notaries near you, enter a location or click "Find My Location":

City

Map pins are only s
provide an address
info.



Find A Notary

To find registered Notaries near you, enter a location or click "Find My Location":

City

State

Zip

Search **Locate Near Me** **Filter**

Find a Notary Near You

Address

Zip

Search near address **Search near me**

[Search with more filters\(Language, County, Enotary & Miles\)](#)



44 rule

Make sure your buttons have a Minimum height and Width of 44 Pixels



Remote Electronic Notarization Rulemaking

The Remote Electronic Notarization Act (RENA) became law on July 8, 2022. RENA amends Chapter 10B, Notary Public Act, of the North Carolina General Statutes. However, before NC notaries can conduct remote notarizations, the Secretary of State must adopt rules. For more on RENA rulemaking, click or go to sosnc.gov/rulemaking.



Remote Electronic Notarization Rulemaking

[Emergency Video Notarization Resources](#)

[Promote, Serve, and Protect](#)

[Renew Notary Commission
HERE!](#)

[Find A Notary](#)

What We Do

The Lobbying Compliance Division operates under Chapter 120C, Articles 2, 4, 6, and 8 of the North Carolina General Statutes to administer and to enforce the Lobbying Act.

Since 1933, the Department of the Secretary of State has regulated lobbying. The Department provides registrants the ability to register and to file reports electronically. This Division publishes a real time Directory of lobbyists, lobbyist principals, state agency liaisons, and local government liaisons. It also provides online access to all registrations and reports. The Division also examines reports to assure the complete and timely disclosure of reportable lobbying expenditures. It also provides a searchable database so that legislators, appointed officials, public, and the media can search to determine who is lobbying and the magnitude of the filers lobbying.

The lobbying registration fee is \$250 for lobbyists and \$250 for the principal, no matter the number of lobbyists that represent the principal. There is a \$3.00 non refundable electronic fee.

Contact Lobbying

Email

lobbyist@sosnc.gov

Telephone

919-814-5400

Mailing Address

Lobbying Compliance Division
Department of the Secretary of State
Post Office Box 29622
Raleigh, North Carolina 27626-0622

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On Oct.3. 2023, Session Law 2023-134 became law which requires lobbyists and lobbyist principals to pay a \$500 fee at the time of each registration. The principal's fee is the same regardless of the number of lobbyists representing the principal. The Secretary of State is required to collect this fee and deposit the amount into the state's General Fund. There is a \$3.00 electronic filing fee for credit cards. The electronic fee for ACH transactions is \$2.00

Contact Lobbying

Mailing Address

Lobbying Compliance Division
Department of the Secretary of State
Post Office Box 29622
Raleigh, North Carolina 27626-0622

Phone:

[919-814-5270](tel:919-814-5270)

Email:

lobbyist@sosnc.gov

Contact

North Carolina Secretary of State
2 South Salisbury St.
Raleigh, NC 27601-2903

919-814-5400

Hours of Operation

M-F 8:00 am - 5:00 pm

[Secretary of State Disclaimer & Privacy](#)

Links of Interest

[NC Gov](#)

[The State Board of Elections](#)

[NC Birth Certificate Information](#)

[North Carolina Bar Association](#)

[North Carolina Department of Commerce](#)

[North Carolina Department of Revenue](#)

[National Association of Secretaries of State](#)

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RSS Feed

Data Provided Via SOSKB





New Website Major Improvements:

- **Faster**
- More **secure**
- User-friendly
- More **accessible**
- Smoother and more intuitive **navigation**
- Comply with new **accessibility** standards
- New **features** and functionalities
- Used latest **technologies**
- Improved **speed** and responsiveness

Future Initiatives

Develop consistent and accessible forms and templates across all divisions.

Identify long term solution for the PDFs

Update all publications and ADA standards for public facing written materials

Develop a change control process for Subject Matter Experts (SMEs) managing web content.

Accessibility and UX trainings for content developers

Develop more Video Tutorials and HTML Manuals

Questions?

