

Gary Loftin Caddo Parish Clerk of Court



Caddo Parish Online Images using OnBase©

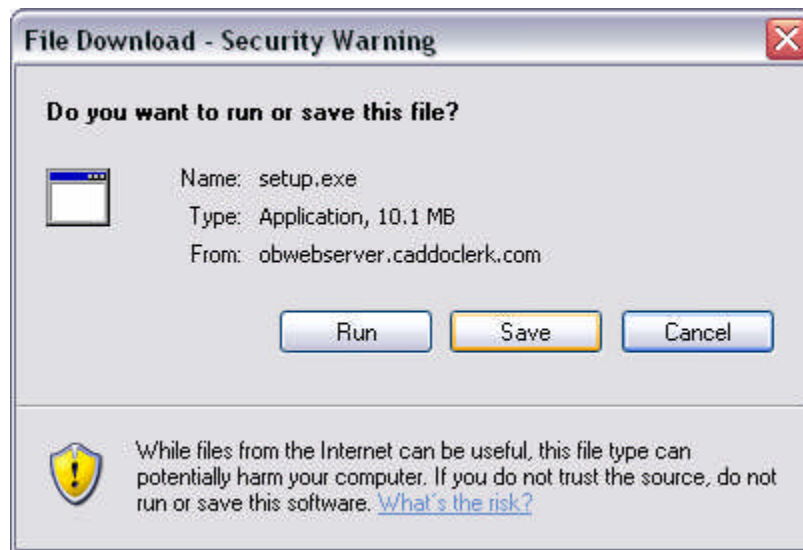
We strongly suggest that you do not use this service unless you have high-speed internet access. The Clerk's Office can not be held liable for problems incurred with speed and/or viewing images using dial-up access. We also suggest using a wired internet connection. Wireless internet tends to slow image loading significantly.

The images and indexes available through our web inquiry and imaging systems are for the convenience of the public, and this office assumes no responsibility for the accuracy or completeness of any one item. Please make every effort to verify the information before relying on it. Mortgage and Conveyance images scanned prior to 1995 were taken from our in-house Conveyance Books, not from the original documents. If you discover any errors in these scanned pages, please contact us at the following email address: webmaster@caddoclerk.com.

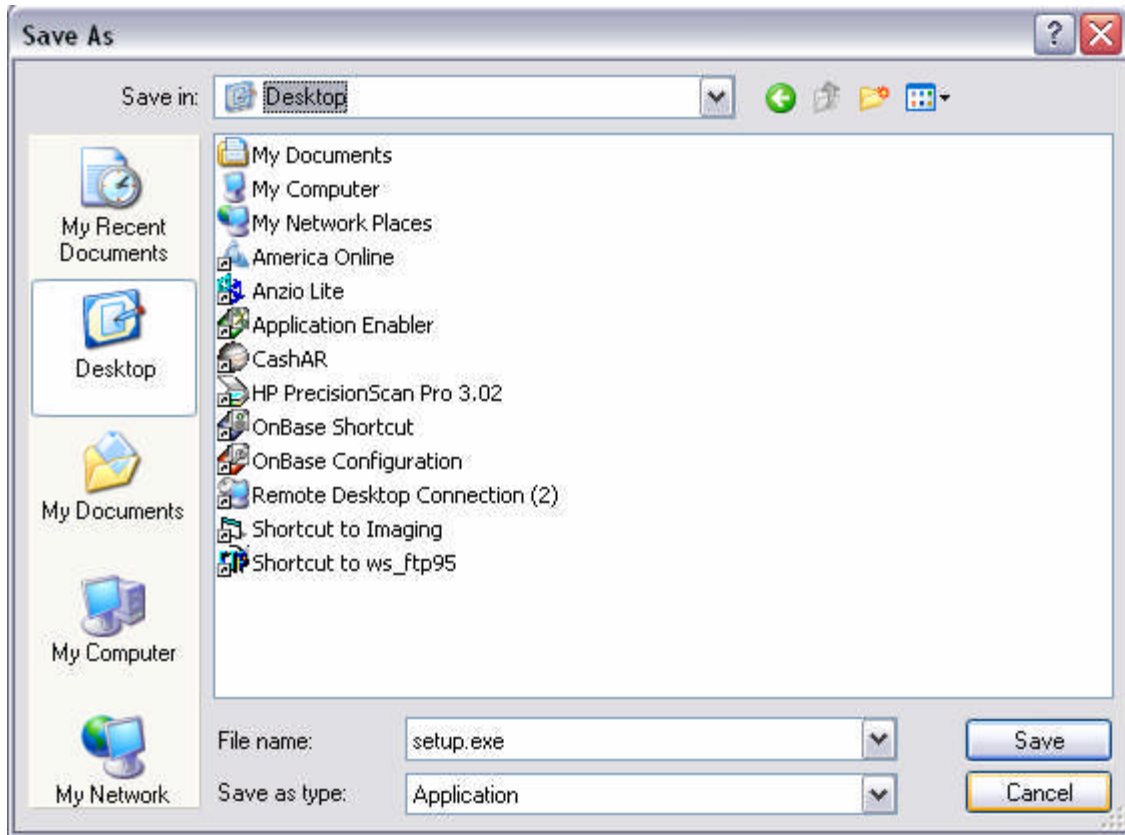
A subscription to our Remote Access System includes access to both indexes and images. The following pages describe the installation of the imaging system on your PC. The last pages have tips and techniques for using the system, as well as a troubleshooting section.

Viewing Images via the Internet and OnBase©

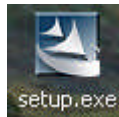
1. You must use Internet Explorer 6.0 or higher to access images. We also strongly recommend high-speed internet access such as DSL or Cable.
2. Set caddoclerk.com as an allowed site in ALL of your pop-up blockers (including the one that is standard with Windows XP). For examples of how to do this, check the Troubleshooting Section at the end of this document.
3. In Internet Explorer, set your security to run Signed Active X control downloads. This is covered in more depth in the Troubleshooting Section at the end of this document.
4. Before you are able to view images, you will need to install an Active-X control. Connect to the Internet and go to <http://www.caddoclerk.com>. Click on the “Get Imaging ActiveX” link on the main page.
5. A File Download box will appear. Click the “Save” button.



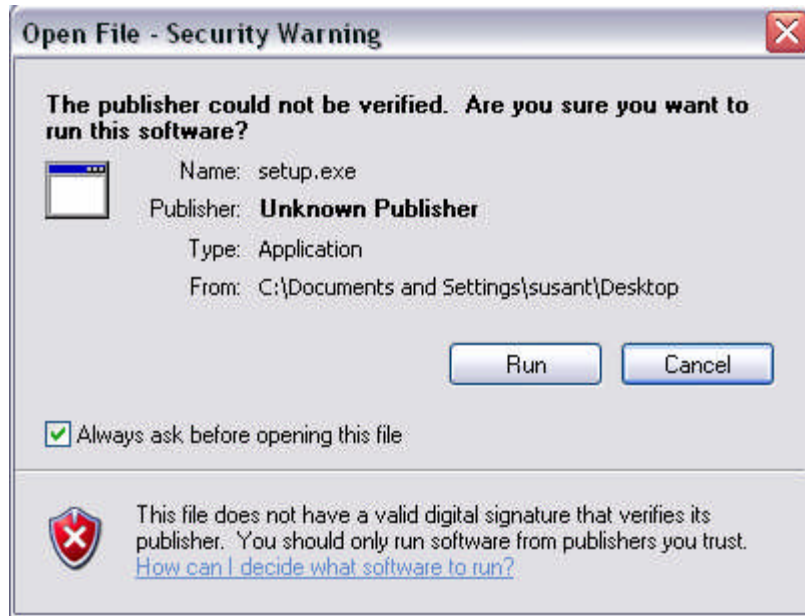
6. A Save As Box will appear. If the “Save in:” field does not say Desktop, click on the down arrow beside that field and change it to desktop. Then click the “Save” button.



7. The file is very large, so it may take a while to download. Once the file has been saved, if the Save As box remains, click the “Close” button. Close all Internet Explorer windows. Double-click the icon on your desktop that says Setup.



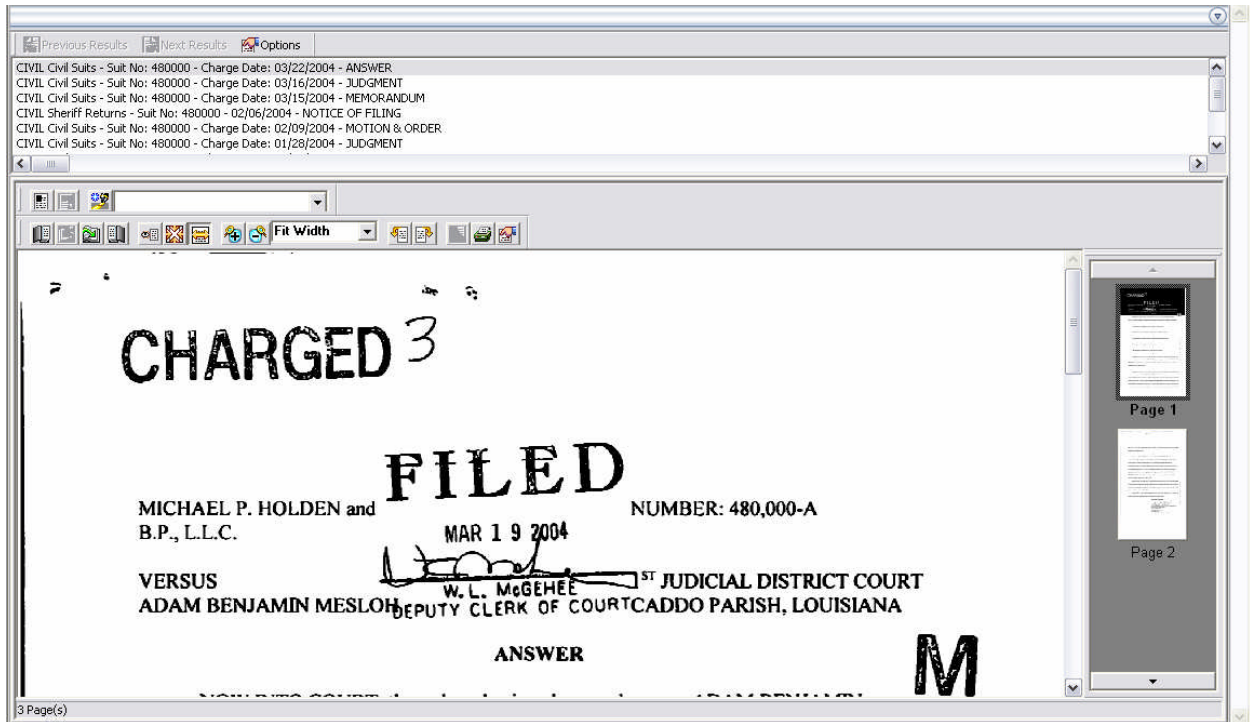
8. You may get a Security Warning if you are running Windows XP SP2. Click the “Run” button.



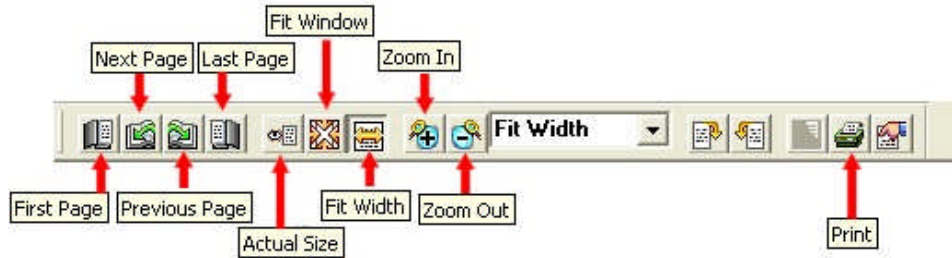
9. Follow the onscreen instructions to install the Active-X controls by clicking the “Next” button and then the “Install” button. When the control has installed, click the “Finish” button. You may now run Internet Explorer and access the Remote Access system at www.caddoclerk.com. You will be able to access indexes and view images.
10. In the applications with scanned documents, look for a link or a button that says “Image.” Click there to access images for your search.

IMAGE

11. If there are documents scanned, a separate window will display with a hit-list at the top and the image (if there is only one) at the bottom. If there are multiple items that match your information, you must double-click on an item in the hit list to view an image.



12. To view another image in your hit list, double-click on that line in the top right pane. If you wish to view your image in a separate window, right click on the item in the hit list and choose "Open in New Window".
13. The default setting for viewing is 100%. To get a better view of a document, change the 100% in the drop down box above the image to "Fit Width".
14. You may use the Page Up and Page Down keys or the scroll bar on the right-hand side of the image to look at each page. You may also zoom in on a specific area by left-clicking and dragging a rectangle around the area you wish to view. To move rapidly between pages, press Ctrl-Page Up and Ctrl-Page Down.
15. Note the icons above the image. Use these to navigate and print documents. Also note the thumbnails on the right-hand side. These will tell you what page you are currently viewing. The area of the page that is currently showing within the viewer will be highlighted. If you do not see the toolbar below above your image, right click in the blank area just above the image, then choose Toolbars. Make sure "Viewer Control" is checked. If it isn't, just left-click on it to check it.



16. To print, you MUST use the icon above the image. You cannot print images using File-Print from Internet Explorer. If you do not have a print icon, you must fill out the contract addition to turn on printing for your account. You will find this contract addition on our Remote Access page by clicking the “Click here” button for current customers.
17. If you need your documents printed on legal-sized paper, you must change the setting on the printer itself. Go to Control Panel, Printers, then highlight your printer, right-click and choose Properties. Change the paper size to legal.
18. To return to your index search, close the window containing the image.

Troubleshooting

1. You must allow caddoclerk.com in your Pop-Up blocker settings to use this program. If your pop-up blocker does not have a way to allow sites, you must disable it. If you login and your Internet Explorer window disappears, your pop-up blocker is stopping the application from running. As each pop-up blocking program has different settings, the Clerk’s Office cannot troubleshoot each individual program for each user. However, many of these programs work in similar ways, so here are some examples of ways to allow websites or to disable pop-up blockers:
 - a. Google Toolbar – Click on Options and uncheck Pop-up Blocker. Or, if you prefer not to completely disable it, the first time you access a site, press the Ctrl key to allow that site.
 - b. Right click on a toolbar and uncheck it so that it is not used (i.e. Google Toolbar, AOL Toolbar)
 - c. Windows XP Service Pack 2 – In Internet Explorer, click on Tools, Pop-up Blocker. Choose Pop-Up Blocker Settings, enter caddoclerk.com in the box, then press the “Add” button. Press “Close” to continue.
 - d. If you wish to continue using your pop-up blockers, sometimes holding the <Ctrl> key down as you click will allow a legitimate pop-up to display.
2. You must be able to run Active X controls. In Internet Explorer, go to Tools, Internet Options. Click on the Security tab and click on Custom Level. Make sure that the Run Active X Controls and plug-ins option is marked enable, then click “OK”. You will be asked if you really wish to change your settings. Click “Yes” and “OK”.

3. If you are running an Internet Security program, you may need to add caddoclerk.com as an allowed site. See the manual of your Security program for instructions.
4. If you have having problems viewing, you may be running an old version of Internet Explorer. You can check this by running Internet Explorer, going to Help, then clicking on About Internet Explorer. You must be running 6.0 or above. Go to www.microsoft.com to update to the latest version of Internet Explorer.
5. When printing, the program defaults to letter-size paper. If you wish to have your documents printed on legal-size paper, you change the settings on your printer.
6. For more troubleshooting tips, go to our website at www.caddoclerk.com and click on the Imaging Tips button.