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***CADDO PARISH
CLERK OF COURT***



***WEB-BASED
INQUIRY SYSTEM***

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OVERVIEW

The Caddo Parish Clerk of Court's Web-Based Inquiry System offers all of our public inquiry records for viewing from the convenience of your home or office. The information that we have available includes:

- **Civil Suits**

Civil Suit Name Search	January 1, 1984 to present
Civil Suit Cost Information	January 24, 1984 to present
Civil Court Minutes	January 24, 1984 to present
Civil Documents	November 15, 1994 to present
Notices of Judgment by Mail	January 20, 1994 to present
Sheriff Returns	
Inside Caddo Parish	November 16, 1993 to present
Outside Caddo Parish	November 2, 1994 to present
Civil Court Calendar	Current
Civil Images	July 9, 2002 to present

- **Criminal Information**

Criminal Case Name Search	1980 to present
Criminal Court Minutes	1984 to present
Traffic Tickets	1989 to present
Criminal Court Calendar	Current
Criminal Images	September 4, 2002 to present

- **Mortgages, Conveyances and Chattels**

Direct Mortgage	January 1, 1981 to present
Indirect Mortgage	January 1, 1981 to present
Mortgage Images	January 1, 1995 to present
Direct Conveyance	January 1, 1914 to present
Indirect Conveyance	July 11, 1983 to present
Conveyance Images	January 1, 1951 to present
Direct Chattel	January 1, 1985 to present
Indirect Chattel	January 1, 1985 to present

- **Marriage License**

Name Search	February 6, 1919 to present
License Images	December 7, 1917 to present

SYSTEM REQUIREMENTS

A computer with an Internet connection is required, and fast access, such as DSL or cable, is recommended for viewing images. You **MUST** use Internet Explorer Version 6.0 or higher to use this system.

Access the system by connecting to the internet, going to <http://www.caddoclerk.com>, and clicking the “Web Inquiry” button. Please check our main webpage often. Any announcements about the service and upgrades to the system will be announced there.

Images have now been added to the Web-based Inquiry System. You must install an Active-X control before you can view. See Appendix A at the end of this manual for instructions on downloading and installing this control. You must also allow our site in any pop-up blocking programs you have installed. Please see the Troubleshooting tips in Appendix B for examples. For more information on viewing images, please see Appendix C.

WEB-BASED INQUIRY SYSTEM

When you access the Caddo Clerk's Web-Based Inquiry System, you will be prompted for your User Name and Password. This should have been given to you when you paid your initial fee. Your User Name and Password must be typed in lowercase in the appropriate boxes. If you check the box below your password, it will be saved for you. Click the OK button. You will be taken to the Home Page of the Web-Based Inquiry System.

Navigating the system is similar to navigating the Internet. You will be using links and buttons to move from application to application. There are always navigation buttons at the top of the screen to move between applications. The main page also has links to each of the applications.

In all systems, if you search by name, the name should be entered LAST,FIRST (**See NAME INQUIRY ISSUES on page 7 of this manual**). On many screens you will have the option to search several ways. Each option will have its own Search button. Some screens have fields to enter. Some have drop down boxes of choices (i.e. Direct/Indirect). Treat these pages as you would any Internet page that is used for searching.

For security purposes, we have added a “Clear History” button to the top of each screen. This button will take you out of any of the systems and put you back at the main inquiry screen, clearing out your current browser history. If you are using a computer that is shared by others, it is a good idea to use this button whenever you are finished searching.

Most result screens have a “New Search” button. Click this button to go to a blank search form. The “Quit/Return to Search Form” button returns you to the search form with your previous search criteria intact. You may use the “Back” button at the top of the screen or the back button of your browser at any time to move back to the previous page. The “Home” button at the top of the screen will take you to our informational website at www.caddoclerk.com.

ABOUT CIVIL SUITS

Indexes available:

Civil Suits Names Inquiry	01/01/1984 - Present
PRIMARY Indexed Names Only	
Civil Suit Cost Information	01/01/1984 - Present
Civil Court Minutes	01/01/1984 - Present
Civil Court Calendar	Current
Civil Documents	11/15/1994 - Present
Notices of Judgment by Mail	01/20/1994 - Present
Sheriff Returns on Service of Process	
(a) Inside Caddo Parish	11/16/1993 - Present
(b) Outside Caddo Parish	11/02/1994 - Present
Civil Images	07/09/2002 - Present

Click on the “Civil” button to enter the Civil Inquiry System. You will have three options: inquire on Civil Suits, inquire on the Civil Court Calendar, and inquire on the Civil Daybook.

OPTION #1 – Civil Suits

You may search for suit information by suit number or by name. Click the “Current Thru” button at the top right of the screen to display the date and last suit indexed. Click the “Back” button to return to the search page.

If searching by suit, enter the number with **NO COMMA** in the appropriate box and press the “Search Number” button. If searching by name, change the filing dates, if desired, in the form MM/DD/YYYY (**slashes are required**), click on the circle to search for Plaintiff, Defendant, or Both, then enter the name in the form LAST,FIRST. When you click the “Search Name” button, a list of up to ten matching names is displayed. The searched name is highlighted red. The suit number is underlined and is the link to the suit cost card. The date and last suit indexed are displayed at the top of the page. To view more names, click on the “Next” link at the bottom of the page.

When you click on a specific suit, you will see the suit cost card. You have more buttons on this screen to view other information for that suit such as Image, Suit Totals, Civil Court Minutes, Documents Issued, and Service Information.

The “Image” button above the suit cost card and the words “View Image” beside each name on the name inquiry screen are links to view images associated with the suit. If documents have been scanned in the suit, a new window will appear above your inquiry screen with a hit list in the top pane of all images found. Double-click on each item to view the document in the bottom pane. Click the red “X” in the top right corner of the image window to return to your inquiry screen. If there are no documents scanned, a box will appear that says “No Documents Found.” Click the “OK” button, then click the red “X” in the top right corner of the image window to return to the inquiry screen.

If printing has been activated for your account, you will see a printer icon above your image. Click here to print the document you are viewing. Please be sure to note the number of pages in the document in the bottom left corner of the image window and do **NOT** print all unless you need all pages. Our system automatically charges for pages printed, and the Clerk's Office is not responsible for pages printed in error.

OPTION #2 - Court Calendar

You have a choice of searching the current civil court calendar by date or suit number. You can only search today and future dates; no history is available. Enter a date in the form MM/DD/YYYY (**slashes are required**) and click the "Search Date" button, or enter a suit number (**NO COMMAS**) and click the "Search Number" button.

OPTION #3 – Civil Daybook

There are three choices for searching daily civil databases. The first option allows you to search the current day's suits as they are filed. This database has quick entries for assigning suit numbers and judges to filings, thus the information has not been verified. Enter the date you wish to search in the format MM/DD/YYYY (**slashes are required**) and click the "Search Daybook" button.

The second option is to search for all civil suits filed any given day. This information comes from the verified database. Enter the date you wish to search in the format MM/DD/YYYY (**slashes are required**) and click the "Search Daybook" button.

The last option is to search for all civil minutes entered for a given day. Enter the date in the format MM/DD/YYYY (**slashes are required**) and click the "Search Daybook" button.

ABOUT CRIMINAL CASES

Indexes available:

Criminal Cases	1980 to present
Criminal Cases and Minutes	1984 to present
Criminal Court Calendar	Current
Criminal Images	09/04/2002 to present

Click on the "Criminal" button to enter the Criminal Inquiry System. You will have four options. The first is for criminal cases from 1980 through 1983. These cases are indexed but have no minutes. The second option is for criminal cases from 1984 through the present. These cases have minutes available. The third option is for the criminal court calendar. The last option is for the criminal daybook.

NOTE: If you are searching by case number and that case number has a letter at the end, please enter that letter in the field marked SEVERANCE.

OPTION #1 - Cases (1980 through 1983)

You may enter a defendant name (LAST,FIRST) and click the “Search Name” button, or a case number and click the “Search Number” button to look at these indexes. Only case information is displayed; there are no minutes available for these cases.

OPTION #2 - Cases (1984 thru present)

You may enter a defendant name (LAST,FIRST) and click the “Search Name” button, or a case number and click the “Search Number” button to look at these indexes.

When you choose to search by name, a list of up to ten names will be displayed with case information for each name. Click on the “Next” link to look at more names. Click on the highlighted, underlined name to view the Criminal Court Minutes for that defendant. When you search by case number, you are taken directly to the Criminal Court Minutes for that case.

You will notice the words “View Image” at the top of the minutes screen or to the right of each name on the defendant name search screen. Click on this link to view images for that case. If documents have been scanned in the case, a new window will appear above your inquiry screen with a hit list of all images found in the top pane. Double-click on each item to view the image in the bottom pane. Click the red “X” in the top right corner of the image window to return to your inquiry screen. If there are no documents scanned, a box will appear that says “No Documents Found.” Click the “OK” button, then click the red “X” in the top right corner of the image window to return to the inquiry screen.

If printing has been activated for your account, you will see a printer icon above your image. Click here to print the document you are viewing. Please be sure to note the number of pages in the document in the bottom left corner of the image window and do **NOT** print all unless you need all pages. Our system automatically charges for pages printed, and the Clerk’s Office is not responsible for pages printed in error.

OPTION #3 - Court Calendar

You may search the current criminal court calendar by date or by case. To search by date, change the date in the form MM/DD/YYYY (**slashes are required**). Enter “T” to look at totals for that date, enter the section number to look at a particular section, or leave the section field blank to look at all sections. Then click on the “Search Date” button. A list of cases set for that date and section are displayed. Alternately, you may enter a specific case number and click on the “Search Number” button to see if a date has been set in the calendar for that case. You may only search the calendar for today and future dates; no history is available.

OPTION #3 – Criminal Daybook

There are two choices for searching daily criminal databases. The first option allows you to search for all criminal cases filed on any given day. Enter the date you wish to search in the format MM/DD/YYYY (**slashes are required**) and click the “Search Daybook” button.

The second option is to search for all criminal minutes for a given day. Enter the date in the format MM/DD/YYYY (**slashes are required**) and click the “Search Daybook” button.

ABOUT PROPERTY RECORDS

Indexes available:

Direct Mortgage	January 1, 1981 to present
Indirect Mortgage	January 1, 1981 to present
Mortgage Images	January 1, 1995 to present
Direct Conveyance	January 1, 1914 to present
Indirect Conveyance	July 11, 1983 to present
Conveyance Images	January 1, 1951 to present
Direct Chattel	January 1, 1985 to present
Indirect Chattel	January 1, 1985 to present

Click on the “Property Records” button to enter the Property Records Inquiry System. You will have four options: inquire on Mortgages and Conveyance, inquire on the Records daybook, view an entire book, and inquire on Chattel Mortgages.

OPTION #1 – Mortgage & Conveyance

You may search by name (LAST,FIRST), by a specific instrument number, or by a specific book and page. Click on the “Current Thru” button at the top right to see the last date and instrument number indexed. Click the “Back” button to return to the main search form.

If searching by name, you may enter up to five names to search. Click on the arrow beside each field to change the type of name (Direct or Indirect) and the type of instrument (Mortgage or Conveyance). If you need to change the date range, simply highlight and type over the month and year. The beginning date changes automatically to the first date available online depending on whether you are searching for Conveyances or Mortgages. Once you have all your search criteria entered, click the “Search Name” button.

If matches are found, up to ten names will be displayed per screen. To access the next ten names, press the Next link at the bottom of the page. Click on the “Direct” link to view all of the Direct names associated with an instrument. Click on the “Indirect” link to view all of the Indirect names associated with an instrument. At the bottom of each page is also a “Go to Top of Page” link that will return you to the top of the page so that the navigation buttons are readily available.

If searching by instrument number from the main Mortgage and Conveyance search form, enter the number in the appropriate box and click the “Search Number” button. Click on the “Direct” link to view all of the Direct names associated with the instrument, and click on the “Indirect” link to view all of the Indirect names.

If searching by book and page, enter the book and page in the appropriate boxes and click the “Search Book & Page” button.

On each search results screen, you will see the words “View Image.” These are links to view the image associated with the document you are searching. When you click on “View Image,” if the instrument has been scanned, a new window will appear above your inquiry screen. The top pane will display the instrument information, and the bottom pane will display the instrument itself. If you prefer a full-size window, you may right-click on the instrument information in the top pane and choose “Open in new window.” Your image will open in a new window that can be resized to fill your screen.

Click the red “X” in the top right corner of the image window to return to your inquiry screen. If the instrument has not been scanned, a box will appear that says “No Documents Found.” Click the “OK” button and click the red “X” in the top right corner of the image window to return to the inquiry screen.

If printing has been activated for your account, you will see a printer icon above your image. Click here to print the document you are viewing. Please be sure to note the number of pages in the document in the bottom left corner of the image window and do **NOT** print all unless you need all pages. Our system automatically charges for pages printed, and the Clerk’s Office is not responsible for pages printed in error.

A NOTE ABOUT CONVEYANCE IMAGES

Conveyances filed after December 31, 1950 are indexed in our system by registry number. Before that date, instrument numbers were reused every few years, so, in our system, they are indexed by book and page. We currently have all Conveyance instruments from January 1, 1951 to the present scanned and available for viewing. We are in the process of back-scanning all of our conveyances. The older conveyance books were hand-typed, so there is sometimes more than one instrument on a page. You should only have one match for this book and page, however, regardless of how many instruments are on the page, and the fact that the last instrument on the page may continue onto the next page. Therefore, you should be very careful when printing, so that you only print the pages that you are interested in.

OPTION #2 – Records Daybook

You may search the current records daybook. These instruments are available as they are being entered into the computer, and thus, have not been verified. Enter the order in which you wish to see the daybook (A for ascending order or D for descending order), and, if you wish, an instrument number to begin your search. Click the “Search Daybook” button to view the

daybook. As noted, the daybook is continually being updated. To see exactly what instruments are included, click the red “Current Thru” button at the top right.

You may also search for all Mortgages and Conveyances that have been filed in a single day. Enter the date in the format MM/DD/YYYY (**slashes are required**), and click on the “Search Daybook” button to view the instruments.

OPTION #3 – View Entire Book

You may view an entire Mortgage or Conveyance book using this option. Enter the Book and Subbook (if needed), then choose whether the book is a Mortgage book or a Conveyance book. Then click the “Search Book & Subbook” button to view the entire book. If the book has been scanned, a new window appears with a hit list of the first pages of the book in the top page. Double-click on any entry to see the associated page. If you need to see the next group of pages, click the “Next results” button above the hit list. When you are finished viewing pages, click the red “X” in the top right corner of the image window to return to the search page. If the book has not been scanned, a box will display with a message, “No Documents Found.” Click the “OK” button, then click the red “X” in the top right corner of the image window. In either case, you must then click on the “Back” button or the “New Search” button to return to the search.

OPTION #4 - Chattel Mortgages

Chattel Mortgages are searched in the same manner as the Mortgage and Conveyance records. You may search by name (LAST,FIRST) or instrument number. This site searches Chattel Indexes only. **This DOES NOT include UCC.**

ABOUT MARRIAGE LICENSES

Indexes available:

Marriage Name Indexes	02/06/1919 to present
Marriage Images	12/07/1917 to present

Click on the “Marriage” button to access the Marriage inquiry program. You will have two options: inquire on Marriage Licenses and inquire on the Marriage License Daybook.

OPTION #1 – Marriage License

You may search by groom name, bride name or bride maiden name for a date range in the form MM/DD/YYYY (**slashes are required**), or by book and page number. All names must be entered in the form LAST,FIRST.

On each search results screen, you will see the words “View Image.” These are links to view our marriage licenses. If the marriage license has been scanned, a new window will appear above

your inquiry screen. The top pane will display the license information, and the bottom pane will display the license itself. Click the red "X" in the top right corner of the image window to return to your inquiry screen. If the license has not been scanned, a box will appear that says "No Documents Found." Click the "OK" button and click the red "X" in the top right corner of the image window to return to the inquiry screen.

If printing has been activated for your account, you will see a printer icon above your image. Click here to print the license you are viewing.

OPTION #2 – Marriage License Daybook

You may search for all marriage licenses filed on any given day. Enter the date you wish to search in the format MM/DD/YYYY (**slashes are required**) and click the "Search Daybook" button.

ABOUT TRAFFIC TICKETS

Indexes available:

Traffic Tickets 1989 to present

Click on the "Traffic" button to access the Traffic Ticket inquiry program. You may search by name (LAST,FIRST) or date in the form MM/DD/YYYY(**slashes are required**).

NAME INQUIRY ISSUES

Using a computer for searching name indexes requires special understanding and special care.

Within the Caddo Parish Clerk of Court's computer, the characters in the name fields are indexed by their value in what is called an ASCII table. In the ASCII table, all capitalized characters come before any non-capitalized characters. A space is lower than any character. Basically, every single character is significant.

When a name is hand written in an index book, the person writing it can make a conscious decision about which book and where that name belongs. Later, as someone searches the index, they may see needed information that technically is not indexed in a strict alphabetical manner. Consider the name "O'Brien" or "McNeill". Strict alphabetizing of these names would require people searching these indexes to try an untold number of variations.

To reduce the impact of various indexing difficulties, each application that uses name inquiries has been given certain rules. When a person types a name during an inquiry, that name is made to conform to the same rules. Then the search takes place.

The rules are:

1. The characters & , | - # \$ % () * + . / ; < = > ? \] ^ _ { : } " are replaced with a space. (i.e. A.B.C. Corporation becomes A B C Corporation)
2. The two characters 's are replaced with spaces (i.e. Smith's Services becomes Smith Service)
3. All characters are converted to uppercase.
4. The character ' is ignored (i.e. O'Brian becomes OBrian)
5. If more than two spaces exist between words, the extra spaces are eliminated.
6. The character [prevents that character and anything to its right from being used in the index. (i.e. Brown,James [Trustee becomes BROWN,JAMES). This is also generally used to prevent titles from being used (i.e. Dr., Sr., Jr., etc.)

You may understand the value of this when you consider the effect of punctuation when a company name starts with initials or when individuals do not have a middle name or initial.

While the names will be searched and presented in the order of the index based on the above rules, then names will be displayed on the screen in the way they were typed in (including punctuation).

These rules themselves do not guarantee that you will find the name. You must also follow certain rules. Basically, never type in more than you are sure of and try all non-punctuation related variations. Therefore, Software & Services may be converted to Software Services, but Software and Services must be searched separately. Another method would be searching for just Software and viewing more than you may need.

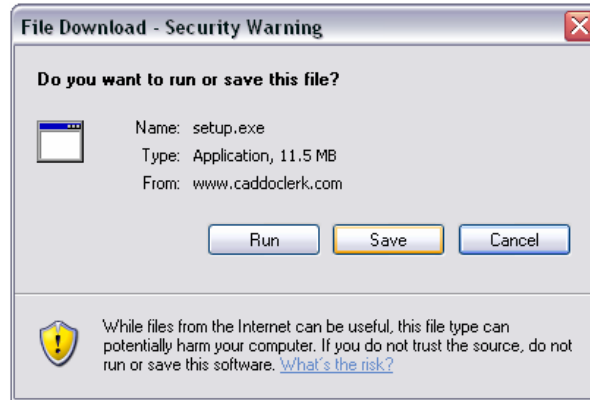
Remember that outside of the rules, the computer will use the exact characters entered to begin its search. When the next name it reads does not match ANY of the characters entered, it quits the search. Again, only put in the name or part of the name you are sure of. Also, you may want to search a person's last name and only their first initial. Also be aware that a person's middle name or middle initial may, or may not, have been entered on the document and thus into the computer. Having the middle name or initial, or not having it, will influence where the name appears in the index.

The Caddo Parish Clerk's Office has done everything it can to facilitate name searching on the computer. We are not, however, responsible for names missed due to not following the above rules of searching.

APPENDIX A

Installing Active-X Control

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 ActiveX” button on the main page.



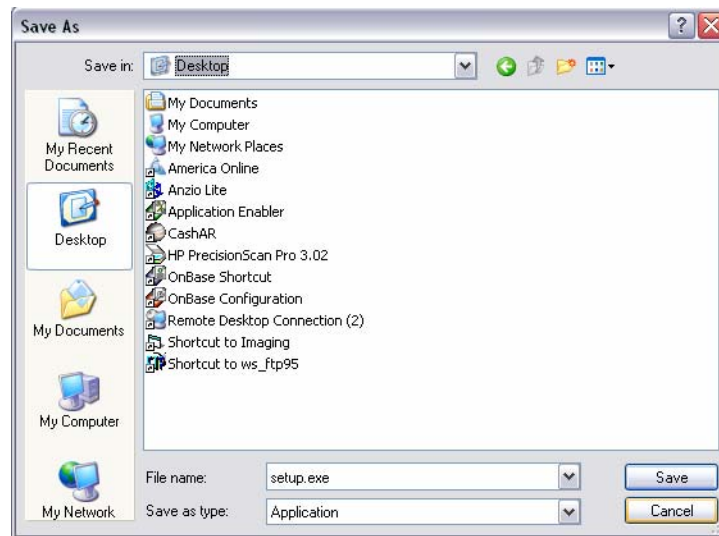
Click the “Save” button.

If you have Windows XP SP2, you may get a warning bar across the top of your browser window.



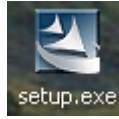
Click for options, then choose “Download file.”

A Save As Box will appear.

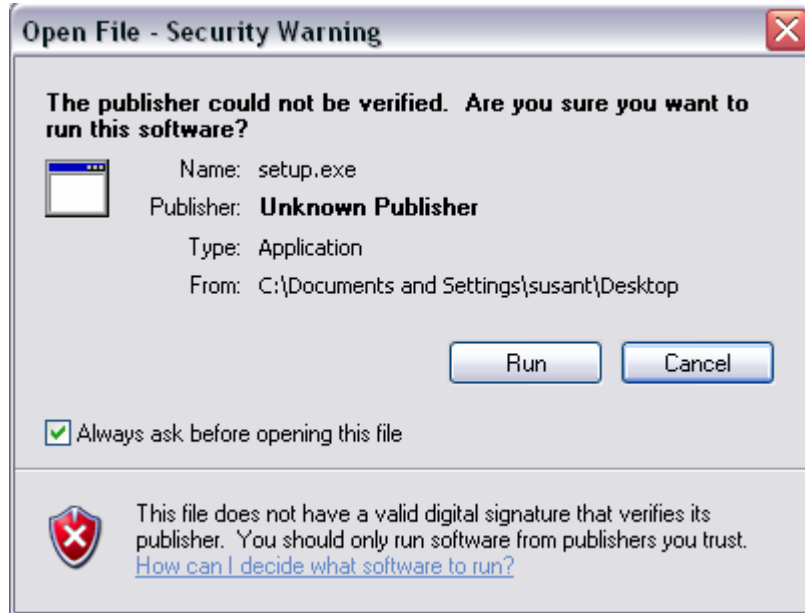


Save the file to your Desktop. If the “Save in:” field does not say Desktop, click on the down arrow beside that field and change it to Desktop.

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.exe.”



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



Follow the onscreen instructions to install the Active-X control by clicking the “Next” and “Install” buttons. 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 by clicking the “Web Inquiry” button. You will be able to access indexes and view images through this one link.

APPENDIX B

Troubleshooting Tips

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 try to view and no window appears, your pop-up blocker is preventing 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 are 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, Internet Explorer defaults to letter-size paper. If you wish to have your documents printed on legal-size paper, you must go into your Internet Explorer page settings under the File menu to change. You may also need to change settings on your printer.
6. For more troubleshooting tips, go to our website at www.caddoclerk.com and click on the Imaging Tips button.

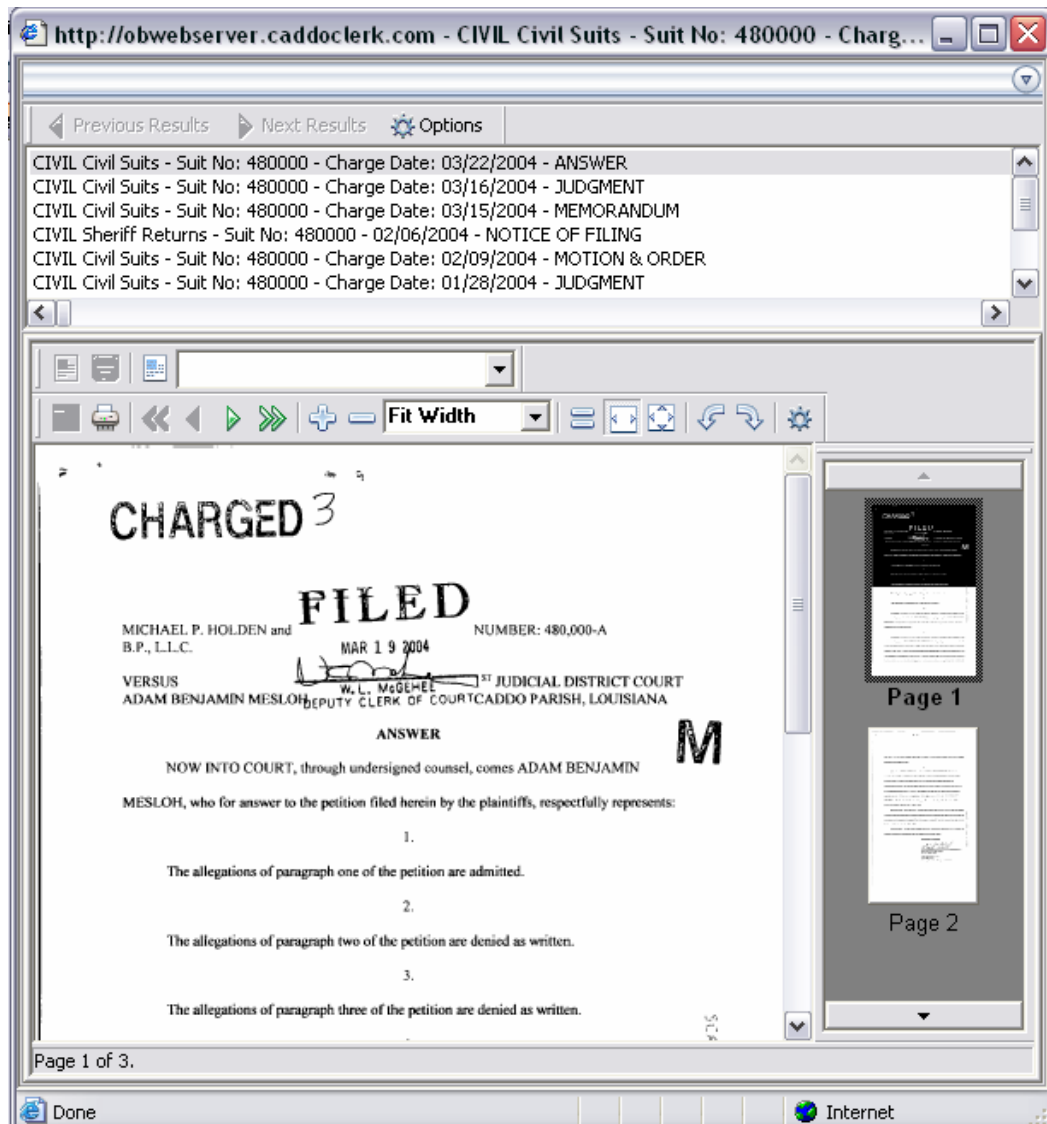
APPENDIX C

Imaging Information

In the applications with scanned documents, look for a link that says “View Image” or a button that says “Image.” Click there to access images for your search.



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 at the top to view an image.

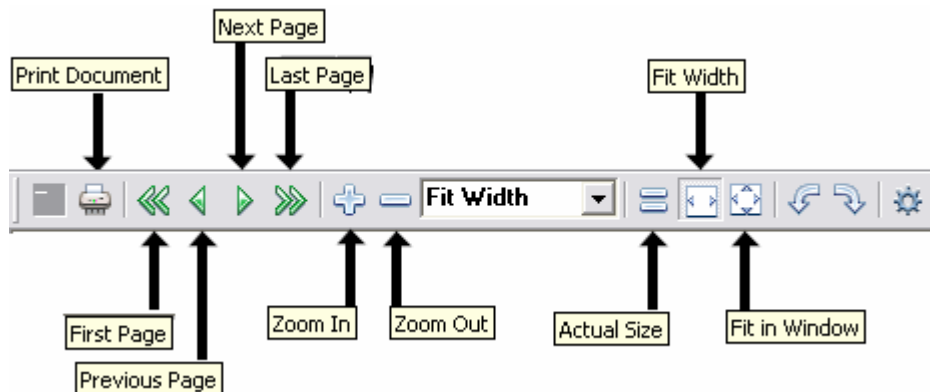


To view another image in your hit list, double-click on that line in the top pane. If you wish to view your image in a separate window, right click on the item in the hit list and choose “Open in New Window”.

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”.

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.

Note the icons on the top of the viewer. Use these to navigate documents. If you have the ability to print, you will have a print icon. Use this icon to print an image. Do not use the File/Print option in Internet Explorer. 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.



To return to your index search, click the red “X” in the top right corner to close the window containing the image.