INFOCON

County Access System

Frequently Asked Questions

General System FAQ's:

[What information is available?](#)

[Can I print the information?](#)

[Which counties are available?](#)

[How many years of data are available?](#)

[How many users can access the system?](#)

[What is the Work Reference field used for?](#)

[What if I forgot my password?](#)

Index Book FAQ's

[How do I do a Folder search?](#)

[How do I do a File Search?](#)

[How do I view a Scanned Document?](#)

Viewing the Large History Books

[Common Issues](#)

[Software Requirements to View](#)

[Other Necessary Settings](#)

New Account Registration FAQ's:

How do I sign up?

What are the fees?

I am having trouble subscribing.

Account and Invoicing FAQ's:

How do I pay?

How often am I invoiced?

How do I check my accumulated time?

How do I update my credit card information?

How do I update my account information?

How do I cancel my account?

System Technical FAQ's:

What kind of internet access do I need?

What programs do I need on my computer?

After selecting Subscriber Log On, I received an application error.

I am having trouble signing on.

After selecting county and office, nothing happens.

Why can't I view all the data on my screen?

Why can't I view documents?

I have experienced slow response from time to time.

Support FAQ's:

How do I contact *INFOCON County Access Support* ?

How do I sign up?

Select the "New Account" button on the *INFOCON County Access System* home page. On the first display you will be prompted to select from a list, 3 Security Questions of your choice. These questions will be used to validate your future access in order to perform any critical account maintenance. The next display will require you to enter your one word answer for the Security Questions that you selected. The next two displays are where you will be prompted to enter your account, contact information, selected password and credit card information. After completing this process, you will be assigned a User ID. **A confirmation window will appear displaying your new User ID** which contains your account number. You will also receive an e-mail with your User ID informing you that your account is activated and ready for use.

[Return to New Account Registration FAQ's](#)

[Return To Beginning of FAQ's](#)

What are the fees?

There is a one time, ***Non-Refundable*** account set up fee of $25.00. The access rate is $1.10 per minute with a minimum monthly usage invoice of $25.00. If there is no account activity in a given invoicing cycle, (11th of one month to the 10th of the next) no invoice will be issued. Subscribers whose credit card charges are rejected will be assessed a ***Non-Refundable*** $35.00 credit card maintenance fee and your system access will be deactivated until valid credit card information is provided and all outstanding invoices are paid.

Return to New Account Registration FAQ's

Return To Beginning of FAQ's

What information is available?

This service provides access to the same information that is available at the county courthouse public terminals. These are alphabetical indexes based on the names of indexed parties. Individual cases or instruments can also be accessed by case number and book and page. The *INFOCON County Access System* does not have report generating capabilities other than the specific individual search item printouts. If you are unsure of what information is available and how it can be accessed, please call *INFOCON* Support at (814) 472-6066 before signing up.

Return To General System FAQ's

Return To Beginning of FAQ's

Can I print the information?

For counties where documents have been scanned into the system, documents are printed using your Windows default printer. (*Please Note: Not all counties have document images available*.) In order to print a hard copy of the individual case or instrument that you are viewing, excluding the scanned documents, click on the e-mail button within the program. This will send to the provided e-mail address a print out of the requested information. You may also use the print screen function to print everything that is displayed on the screen.

Return to General System FAQ's

Return To Beginning of FAQ's

Which counties are available?

Select the Participating Counties button on the *INFOCON County Access System* home page for a PDF list of currently available counties and offices. Adobe Reader must be installed on your computer in order to view or print this list.

Return to General System FAQ's

Return To Beginning of FAQ's

How many years of data are available?

This varies by county and office. The individual office you are interested in must be contacted to determine how far the index goes back and when they started scanning documents. Many of these offices are constantly adding past historical data to make their computerized index more complete.

Return to General System FAQ's

Return To Beginning of FAQ's

How many users can access the system?

For each account that is set up, one User ID and Password is assigned. This User ID and Password can be used by as many people as the subscriber finds necessary. If your office has five employees, all five can be signed on at the same time with the same User ID and Password and will be invoiced for their time accumulated on the same account. The security of the User ID and Password is the sole responsibility of the subscriber. If multiple User ID's and Passwords are necessary, you will have to subscribe and set up separate accounts accordingly.

Return to General System FAQ's

Return To Beginning of FAQ's

I am having trouble subscribing.

If you cannot reach the Subscriber Registration page, the problem is most likely one of two possible issues.

1. Check for the existence of a pop-up blocker on your computer. This pop-up blocker may be in your web browser, your Internet Service Provider's software, or purchased and added to your computer. You must find it, temporarily turn it off, and then attempt to register. The pop-up blocker may be reading the next screen that is trying to open as an advertisement. There are no pop-up ads on the *INFOCON County Access System* site.

2. Verify that you are using a Microsoft Windows compatible web browser that is up to date, such as Microsoft Edge. The *INFOCON County Access System* does not directly support Mac browsers such as Safari. Other browsers may function well, but the possibility of display irregularities may exist.
If you can reach the Subscriber Registration page to enter your information, but get rejected, verify that it wasn't due to the credit card used. After making sure that the rejection wasn't credit card related, check the date and time zone on your personal computer. The time of day doesn't have to be perfect, but should be within twenty five minutes. The credit card authorization process looks for anything out of the norm.

<u>Return to New Account Registration FAQ's</u>

<u>Return To Beginning of FAQ's</u>

What is the Work Reference Field used for?

The Work Reference field is required and is used in invoicing. The work reference was requested by and is intended for the benefit of the subscribers to indicate what they were using the system for. The information that is entered by the user will appear as entered on the subscriber's monthly invoice for each entry into a county office system.

Return to General System FAQ's

Return To Beginning of FAQ's

How do I pay?

All initial and on-going monthly fee payments are by valid credit card only.

[Return to Account and Invoicing FAQ's](#)

[Return To Beginning of FAQ's](#)

How often am I invoiced?

An invoice for your account detailing your system access time and fees by county will be dated and sent to the invoice e-mail address that you provided, on the 11th of each month, or the next business day.

Return to Account and Invoicing FAQ's

Return To Beginning of FAQ's

How do I check my accumulated time?

Log on to the site and select the "Accumulated Time" button under functions. The system is updated each morning at 6:30AM. This will display your usage in the current billing cycle up to that time.

Return to Account and Invoicing FAQ's

Return To Beginning of FAQ's

How do I update my credit card information?

Select the "Account Maintenance" button on the *INFOCON County Access System* home page, then select the "Update Credit Card" button to access your credit card information. In order to gain access to update this information, you must enter your User ID, your Password, and the correct answer to one of the three Security Questions that you previously chose.

This information is required for your protection.

Once access is gained for updating, you will need to have available a new valid credit card type, number, expiration month and year, name as it appears on credit card, credit card billing address, and the security code from the back of the credit card.

Return to Account and Invoicing FAQ's

Return To Beginning of FAQ's

How do I update my account information?

Select the "Account Maintenance" button on the *INFOCON County Access System* home page, then select the "Update Account Info" button to access your account information. In order to gain access to update this information, you must enter your User ID, your Password, and the correct answer to one of the three Security Questions that you previously chose.

This information is required for your protection.

Once access is gained for updating, you will be able to enter any of the following items: a new account name, a new contact name, and new account address, telephone number, fax number, or a new invoice e-mail address.

Return to Account and Invoicing FAQ's

Return To Beginning of FAQ's

How do I cancel my account?

You will need to provide us with written authorization by e-mailing us at, infocon_accounting@harriscomputer.com, or by faxing us at (814) 472-5019. You must include your User ID and account name and address that was used on your subscription. If you have any account activity, your credit card will be invoiced on the 10th of the month, or the next business day. Your account will then be deactivated. Remember, if you do not use your account during an invoicing cycle, no invoice will be issued.

Return to Account and Invoicing FAQ's

Return To Beginning of FAQ's

What if I forgot my password?

If you forget your password you must select a new password for your access to the system. To enter a new password select the "Account Maintenance" button on the *INFOCON County Access System* home page, then select the "Forgot Your Password?" button to access your account information. In order to gain access to update this information, you must enter your User ID, and the correct answer to one of the three Security Questions that you previously chose.

This information is required for your protection.

Once the information is entered and validated you will be asked to enter a new Password.

[Return to General System FAQ's](#)

[Return To Beginning of FAQ's](#)

What kind of Internet access do I need?

This service is designed for a high speed internet connection greater than 56 KBS. A dial up connection is not recommended.

Return to System Technical FAQ's

Return To Beginning of FAQ's

What programs do I need on my computer?

The software is designed to run on the Microsoft Edge browser. Although other browsers may function, you may experience problems if using any other browser. You will also need Adobe Reader in order to view and print your monthly invoice as well as other information on the website that utilize PDF formats. Adobe Reader is provided free and can be downloaded from this website by selecting the Software Downloads button on the *INFOCON County Access System* home page.

Return to System Technical FAQ's

Return To Beginning of FAQ's

After selecting Subscriber Log On, I receive an application error.

Clear your web browser's cache memory, restart the browser and try again.
If the problem persists, please call our support line.

Return to System Technical FAQ's

Return To Beginning of FAQ's

I am having trouble signing on.

When prompted for your User ID, enter the letters, CAS, followed by your five digit account number provided during the registration process. Your Password will be the Password you selected and provided us during the registration process. These fields are not case sensitive. If you are still having trouble, clear your computer's cache memory. If you still are unable to sign on, please call *INFOCON* Support at (814) 472-6066.

After selecting county and office, nothing happens.

The next screen that should appear is the Work Reference Page. The Work Reference field is required and is used for invoicing. A pop-up blocker may be interpreting this screen as a pop-up advertisement. This pop-up blocker may be in your web browser, your Internet Service Provider's software, or in software purchased and added to your computer. You must find it and turn it off for this website. There are no pop-up ads on the *INFOCON County Access System* site.

Return to System Technical FAQ's

Return To Beginning of FAQ's

Why can't I view all of the data on my screen?

First, make sure that you are using a Microsoft Windows compatible web browser, such as Microsoft Edge. The next item to check is the resolution on your display. Screen resolution must be set to 1280 by 1024 or greater. If the display on your computer is set to 800 by 600, you will not be able to view the right hand side of the screens. Also, DPI settings must be set to normal size (96 DPI). Large size (120 DPI) and large and extra large font size will create this same condition. These settings can be found in 'Settings' and 'Appearance' within 'Display Properties" which is found in your 'Control Panel'.

[Return to System Technical FAQ's](#)

[Return To Beginning of FAQ's](#)

Why can't I view documents?

If you cannot view documents, a pop-up blocker or an add-on software such as Google, Yahoo, etc. toolbars might be blocking the image from appearing. These pop-up blockers must be turned off or disabled while using the *INFOCON County Access System.*

Best practice is to always make sure that <u>www.infoconcountyaccess.com</u> is ALLOWED in your pop up blocker settings.

Another problem could be that your firewall is blocking Port 8300. Port 8300 must be opened on your firewall in order to view images. The address and port for image viewing are http://www.ic-access.com:8300.

Please note that all scanned documents are available on this website the next business day after they are scanned into the courthouse system. Scanned documents are synchronized from the counties' servers to INFOCON's servers each evening.

<u>Return to System Technical FAQ's</u>

<u>Return To FAQ's</u>

I have experienced slow response from time to time.

The *INFOCON County Access System* facilitates the retrieval of certain information residing on servers at our data center and remote county locations. The response time you experience is directly affected by a number of factors, many of which are beyond *INFOCON*'s control. These factors include the band width and traffic load of the circuits between you and *INFOCON*, and *INFOCON* and the particular county you are accessing. Response times are also directly affected by band width, activity levels, volume of records to be searched, and work loads of each of the servers utilized in the routing process at the time of your inquiry.

Return to System Technical FAQ's

Return To Beginning of FAQ's

How do I contact *INFOCON County Access Support?*

Direct All Inquiries or Questions Via E-mail to:

infocon_accounting@harriscomputer.com

You may e-mail *INFOCON County Access Support* at infocon_accounting@harriscomputer.com. Please include your name, your User ID, your call back telephone number, and a detailed explanation of the problem that you are experiencing. You may also call *INFOCON County Access Support* at (814) 472-6066 during regular business hours and tell the operator that you are calling with questions about the *INFOCON County Access System*. Regular business hours are Monday through Friday from 8:00 AM to 5:00PM ET, except holidays.

Return to Support FAQ's

Return To Beginning of FAQ's

Index Books

How do I do a Folder search?

Key in the Folder Description that you are searching for, then press the
ENTER key.

When the Folder is found a display screen will appear.

Double Click on the Folder you wish to view.

When you have completed your Inquiry, click on the BACK Function button to
return to the Folder list and repeat the process f or any additional Folder
searches.

When you are finished searching, click on the EXIT Function button to return to
the application menu.

To leave the County Access System, click on the RED Log Off button in the top
right corner of the display screen.

Return to Index Book FAQ's

Return to Beginning of FAQ's

Index Books

How do I do a File Search?

Key in the File Description that you are searching for, then press the ENTER key.

When the File is found a display screen will appear.

Double Click on the File you wish to view.

When you have completed your Inquiry, click on the Function BACK button to return to the File list and repeat the process f or any additional File searches.

When you are finished searching, click on the EXIT Function button to return to the application menu.

To leave the County Access System, click on the RED Log Off button in the top right corner of the display screen.

Return to Index Book FAQ's

Return to Beginning of FAQ's

Index Books

How do I view a Scanned Document?

Locate the desired Document within the displayed list.

Double click on the Document you would like to view.

When you have completed your Inquiry, click on the Function BACK button to return to the Document list and repeat the process for any additional Document Viewing.

When you are finished viewing Documents, click on the EXIT Function button to return to the application menu.

To leave the County Access System, click on the RED Log Off button in the top right corner of the display screen.

Return to Index Book FAQ's

Return to Beginning of FAQ's

Viewing the Large History Books

Large Book Viewing - Common Issues

Due to the size of these large books, a time out usually occurs before the entire file can be downloaded as a PDF file. Therefore it is best to search in the Russell Index section where these large books are displayed one page at a time.

Return to Viewing the Large History Books

Return to Beginning of FAQ's

Viewing the Large History Books

Large Book Viewing - Software Requirements to View

The images for the large books are delivered as PDF's and are viewed using the Adobe Reader.

Depending on the size of the book it still may take up to 5 to 10 minutes to download. If the book will still not download please call **INFOCON SUPPORT at (814) 472-6066**.

Return to Viewing the Large History Books

Return to Beginning of FAQ's