

# CIVIL SEARCH / LOGIN AND ACCOUNT SET UP

## HELP & HINTS

### ALLOWING POP UPS / HOW TO ALLOW POP UPS

- The Civil Case Search uses a Pop-Up window when logging in. You will need to make sure than your Pop-Up Blocker is allowing the window to open.

Some sites, like our Civil Web Service (CMS), use pop-up windows. Those sites may not work correctly if you have blocked pop-ups using your Web browser, a browser toolbar, or another Internet security tool.

The instructions below will assist you in allowing pop-up windows from a particular site only, if possible. The CMS site, [calclerkofcourt.com](http://calclerkofcourt.com), is used as an example.

#### **If you are using Microsoft Edge:**

1. Click on the 3 Dots in the upper right to open the Menu
2. Select "Settings"
3. Click on the the Lock icon or "Privacy & Security"
4. Under Security near the bottom, click on the switch for "Block pop-ups" to turn off the pop-up blocker. You cannot manage exceptions in Microsoft Edge

#### **If you are using Internet Explorer:**

1. Click on the gear on the upper right of your browser.
2. Select "Internet Options"
3. Click on the "Privacy" tab.
4. Click on "Settings" in the "Pop-up Blocker" section.
5. In the Pop-up Blocker Settings window, type " **search.calclerkofcourt.com** " as the "Address of Web site to allow" and click the Add button.
6. Close the Pop-up Blocker Settings window, and then click OK on the Internet Options window.
7. Close all open windows in Internet Explorer

When you reopen Internet Explorer, you should be able to access the CMS site without receiving an error message. If not, you may have a third-party tool blocking pop-ups.

**If you are using Firefox:**

1. Click the Menu Button (3 Lines) and choose Options.
2. Click on Privacy & Security on the left.
3. Scroll down to the line "Block pop-up windows" and click on "Exceptions..."
4. In Exceptions, type " **search.calclerkofcourt.com** " as the "address of web site," then click the Allow button
5. Once " search.calclerkofcourt.com " is listed in the exceptions, you can close the "Allowed Sites" window and the "Options" tab.

Get a more detailed set of instructions at: <https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>

If you are still not able to access the CMS site without receiving an error message, you may have a third-party tool blocking pop-ups.

**If you are using Safari:**

1. Open a Safari browser and click on the Safari dropdown menu.
2. From the dropdown menu, select "Preferences."
3. Once in Preferences, go to the Security tab.
4. Uncheck the option "Block pop-up windows" to disable the functionality.
5. You cannot manage exceptions in Safari. You either block all websites from displaying popups or none at all.

If the option was not checked, or if you are still not able to access the CMS site without receiving an error message, you may have a third-party tool blocking pop-ups.

**If you are using Google Chrome:**

1. Click the Chrome menu (Three Vertical Dots in the Upper Right) on the browser toolbar.
2. Select Settings.
3. Click the arrow next to "Advanced" near the bottom.
4. Click on Site Settings.
5. Click on Pop-ups and redirects.
6. In the Allow Section. Click Add, add " **search.calclerkofcourt.com** ", and click the ADD button.

If the option was not checked, or if you are still not able to access the CMS site without receiving an error message, you may have a third-party tool blocking pop-ups.

### **Third-party pop-up blockers:**

There are many third-party pop-up blockers that could be affecting your ability to use CMS. The basic steps are:

1. Determine what pop-up blocker you are using
2. Find its list of allowed sites and add " **search.calclerkofcourt.com** "

### **SESSION TIMES OUT AT LOGIN**

If you receive an error stating that your session has timed out immediately upon logging in: First, confirm that your username does not include @, %, \*, /, or ?. Afterwards, confirm that your pop-up blocker has the required exception. If yes to both, you may need to delete your cookies and clear your internet cache.

### **ISSUES WITH JAVA**

Due to recommendations made by US Homeland Security the publishers of the most popular Internet browsers have made updates to their applications that disable JAVA by default.

One of our search applications (Mortgage, Conveyance, Marriage and Criminal) requires a Java update and you to enable Java to open images using Internet Explorer, Fire Fox, or Google Chrome.

We have created a set of instructions, with pictures, to show you how to perform this task.

[CLICK HERE TO ACCESS – Enabling Java document](#)