

Last Updated at 8/7/2020 3:35 PM by Matthew Maclean

Step	Description	Image
1.	<h2 data-bbox="201 370 819 440">Welcome to Quicklink</h2> <p data-bbox="191 493 806 621">This website will allow you to research historical index books and documents to view, purchase, print or download.</p>	

2. This “Walkthrough” will teach you how to use Quicklink to:

- [Search Index Books](#)
- [Search for A Document](#)
- [Print Document Pages](#)
- [Use the Shopping Cart](#)

This guide is split into five sections

Section 1 – [Basic navigation](#)

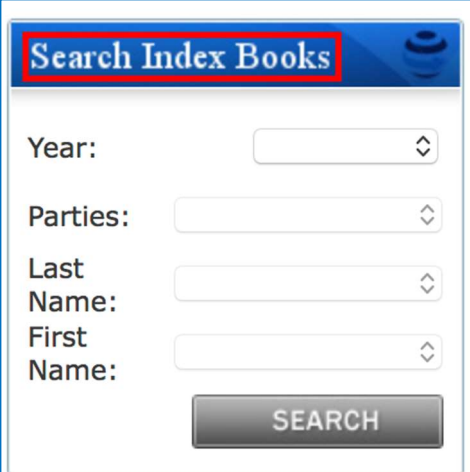
Section 2 – [Printing a document](#) (when in a county building, using county equipment)

Section 3 – [Using the shopping cart](#)

Section 4 – [Registering an account](#) to pay for documents in your shopping cart

Section 5 – [Help and Support](#)

You can skip directly to the section of this document that addresses your needs by clicking on one of the links above.



Search Index Books

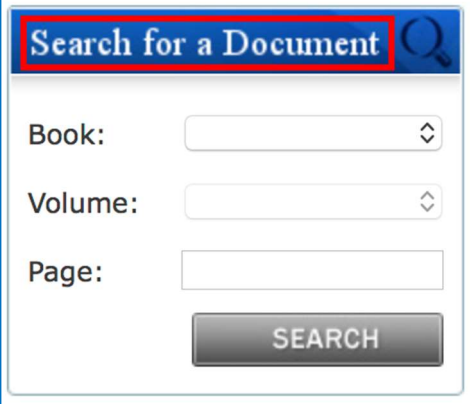
Year:

Parties:

Last Name:

First Name:

SEARCH





Search for a Document

Book:

Volume:

Page:

SEARCH

<p>3.</p>	<p>Search Index Books</p> <p>To find your document start with the Search Index Books function, which is found on the left side of the window.</p>	 <p>The screenshot shows a form titled "Search Index Books" with a blue header. Below the header are four dropdown menus labeled "Year:", "Parties:", "Last Name:", and "First Name:". Each dropdown menu is currently empty. At the bottom of the form is a grey button labeled "SEARCH".</p>
<p>4.</p>	<p>Begin by clicking the Year dropdown and selecting the date range of the document you are looking for.</p>	 <p>The screenshot shows the same "Search Index Books" form. The "Year:" dropdown menu is now selected and displays "1920-1928". A red arrow points to the "Year:" label and the dropdown menu. The other dropdown menus ("Parties:", "Last Name:", "First Name:") remain empty. The "SEARCH" button is still present at the bottom.</p>

5. Click the **Parties** dropdown and select from the following:

- **Grantor**
- **Grantee**
- **Grantor/Grantee**
- **Interested Party**
- **Nature of Procedure**
- **Direct**
- **Indirect**
- **Reverse**
- **Direct/Indirect**
- **Direct/Reverse**
- **Plaintiff**
- **Defendant**
- **Plaintiff/Defendant**
- **Decedent**
- **Party 1**
- **Party 2**

Not all of these party types will be listed as the types of party are dependent on the type of index book being searched



The screenshot shows a web form titled "Search Index Books". It contains several dropdown menus and a search button. A red arrow points to the "Parties" dropdown menu, which is currently set to "Grantor". The other dropdown menus are "Year" (set to "1920-1928"), "Last Name", and "First Name". A "SEARCH" button is located at the bottom of the form.

6. Select the first letter of the last name you would like to search, from the dropdown list labeled **Last Name**.

Note: The **First Name** field will automatically populate with A-Z.

Click the Search Button

7. The index page will now display in the center of the screen

On this screen you can:

- Move to the next/previous pages
- Skip to a specific page within the group of index pages that share the “first letter” of the last name you’re searching. Simply type in a page number and press enter
- Zoom in and out
- Return to the home page
- Access the help page

GRANTOR	GRANTEE	KIND OF INSTRUMENT	DATE OF INSTRUMENT	DATE FILED	RECORDED	DESCRIPTION OF PROPERTY
Johnson, W. O. et al.	The public	Partition Deed	Apr. 14 1921	May 15 1921	185 53 669	See record
Johnson, Zenobia	" "	" "	" 14 "	" 13 "	102 53 668	" "
Johnson, William C.	Anna Bartlett	W. Deed	May 17 "	June 7 "	102 51 461	See record
Johnson, W. D. Executor	Annshirine Ed. Cong.	W. Deed	Apr. 10 "	" 6 "	102 51 51	See record
Johnson, Wm. M.	L. L. C. et al.	W. Deed	May 18 "	" 18 "	102 51 137	See record
Johnson, A. S.	Maria Keyes	W. Deed	June 21 "	" 22 "	102 51 98	See record
Jones, B. A. et al.	The public	W. Deed	July 2 "	July 5 "	102 51 71	See record
Jay, Joe	W. H. Cowdon	W. Deed	" 11 "	" 13 "	102 51 163	" "
Jones, W. Randolph	Eugene Bartledge	W. Deed	" 18 "	" 18 "	102 51 482	See record
Johnson, William M.	W. Randolph	W. Deed	" 18 "	" 18 "	102 51 483	See record
Johnson, W. D. et al.	W. H. Cowdon et al.	W. Deed	" 25 "	" 4 "	102 51 497	See record
Jennings, Joe H.	Anna J. Adams	W. Deed	Aug 11 1921	" 13 "	102 51 147-8	See record
Jennings, Joe H.	W. D. Stender	W. Deed	" " "	" 13 "	102 51 148-9	" "
Johnson, Robt. S. et al.	The Public	W. Deed	" 18 "	" 22 "	102 51 147	See record
Jones, J. C. et al.	J. J. Jones	W. Deed	May 14 1921	Oct 20 "	102 51 148-149	See record
Porter, August	Lawrence et al.	W. Deed	Oct 16 1921	Oct 28 "	102 51 557	See record

8. Search for a Document

To directly view a document, go to the “Search for a Document” function on the left portion of your window, as shown to the right

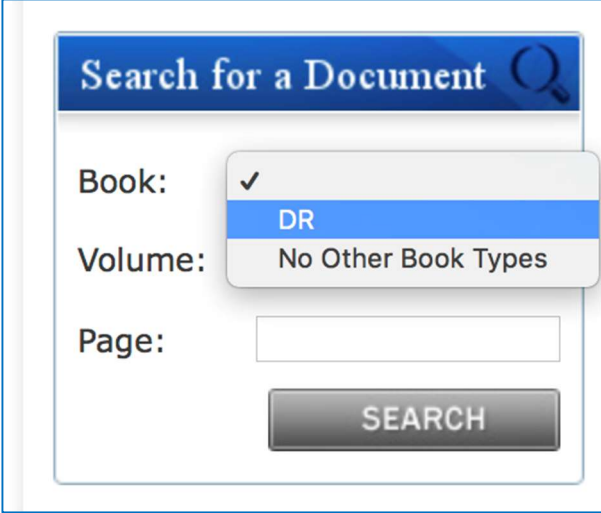
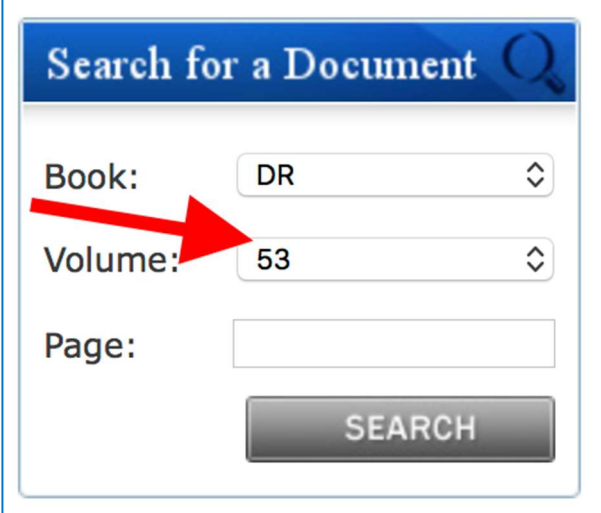


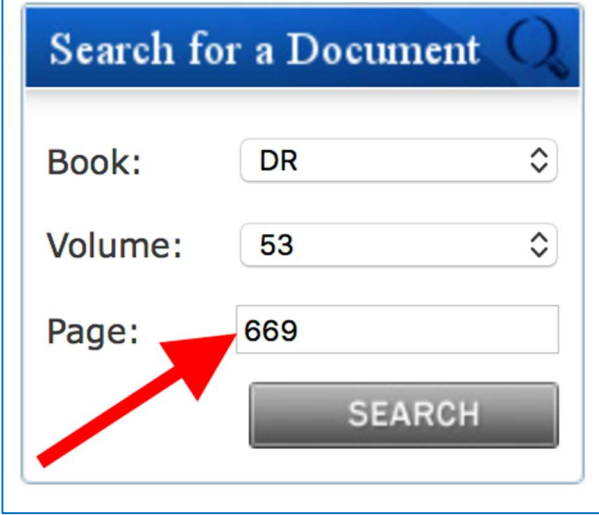
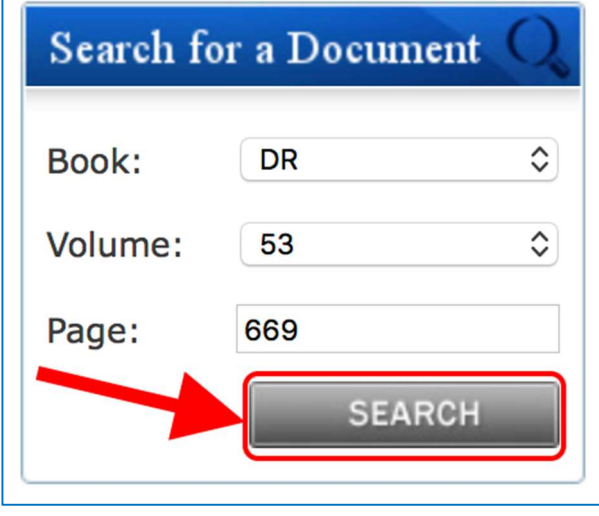
The screenshot displays the Kofile search interface. On the left, there are three search panels:

- Search Index Books:** Includes filters for Year (1920-1928), Parties (Grantor), Last Name (J), and First Name (A-Z), with a SEARCH button.
- Search for a Document:** This panel is highlighted with a red box and contains fields for Book, Volume, and Page, with a SEARCH button.
- Legend:** Lists navigation shortcuts: Next Page (Shift + '>' key), Previous Page (Shift + '<' key), Zoom In (Shift + '+' key), and Zoom Out (Shift + '-' key).

The main document view on the right shows a document titled "The Dorsey Company, Stationers, Dallas, Texas—15689" with a "GRANTOR" section. The document contains handwritten entries:

- Johnson, W. D. et al
- Johnson, Zennula
- Jackson, William C.
- Johnson, W. D. Executor
- Johnson, Wm. M.
- Johnson, B. S.
- Jones, D. A. et al
- Jay, Joe

<p>9.</p>	<p>Select the Book Type you want to search from the Book: dropdown.</p> <p>Depending on the county you are searching, the Book Types might be listed in abbreviated form or full name form:</p> <ul style="list-style-type: none"> • Abbreviated – e.g. “DR” (Deed Records) • Full name “Deed of Trust” 		
<p>10.</p>	<p>Click the Volume: dropdown and select the volume you want to search.</p> <p>Volumes are typically a mix of numbers and letters. Due to the way these volumes are numbered and lettered, you might notice the volume sequence of: 1, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 2, 20, 21, A, B, C etc., which is normal</p>		

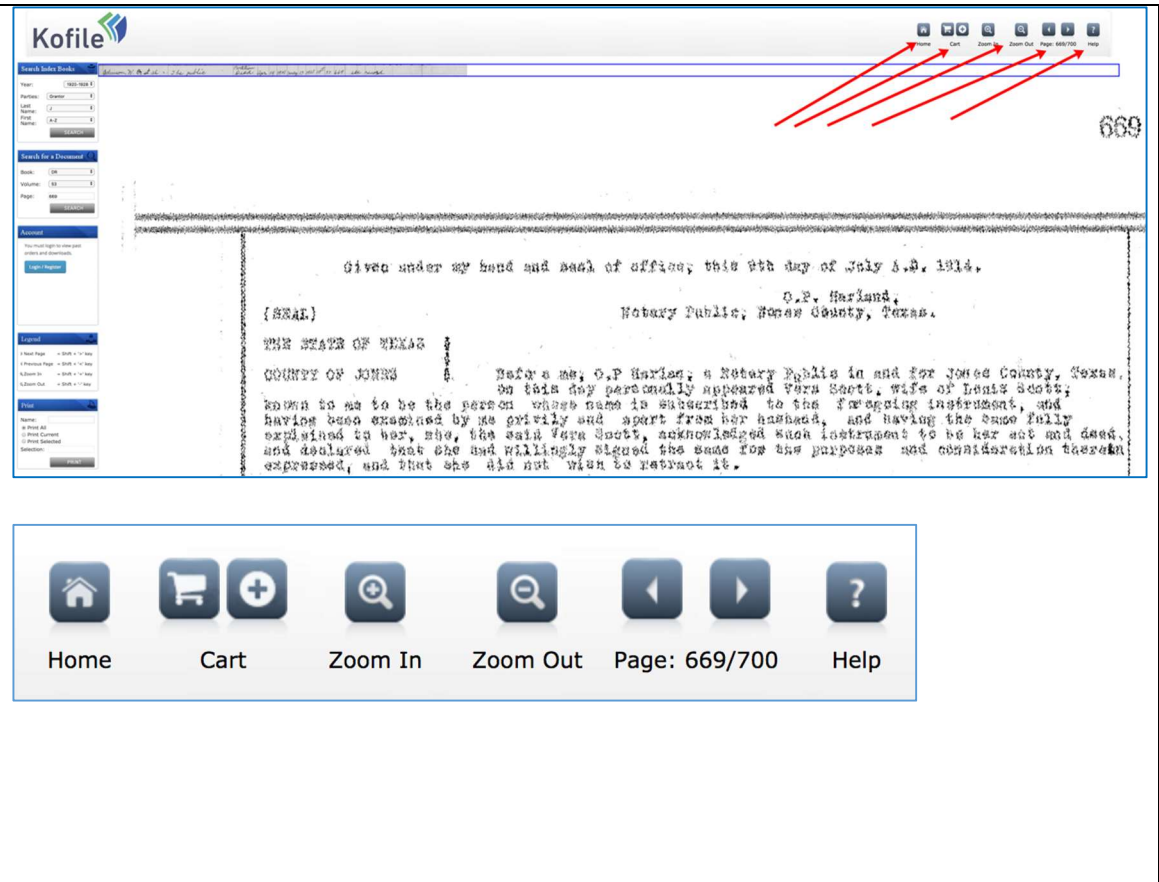
11.	Enter the page number you want to search in the Page: field.	 <p>The screenshot shows a search interface titled "Search for a Document". It includes three input fields: "Book:" with a dropdown menu showing "DR", "Volume:" with a dropdown menu showing "53", and "Page:" with a text input field containing "669". A red arrow points to the "Page:" label. Below the fields is a "SEARCH" button.</p>	
12.	Press the SEARCH button.	 <p>The screenshot shows the same search interface as above. The "Page:" field still contains "669". A red arrow points to the "SEARCH" button, which is also highlighted with a red rectangular box.</p>	

13. Your selected document will be presented to you.

Depending on the county you are visiting, the presented image may be distorted/blurred to prevent unauthorized copying

While on this screen you can:

- Navigate back to the home page
- Access your shopping cart
- Add document page to the cart
- Zoom in and Zoom out
- Move back and forth between pages
- Access help
- Log in/Log out or register your account
- Submit a print request (if you are in the county offices, using county PC's)



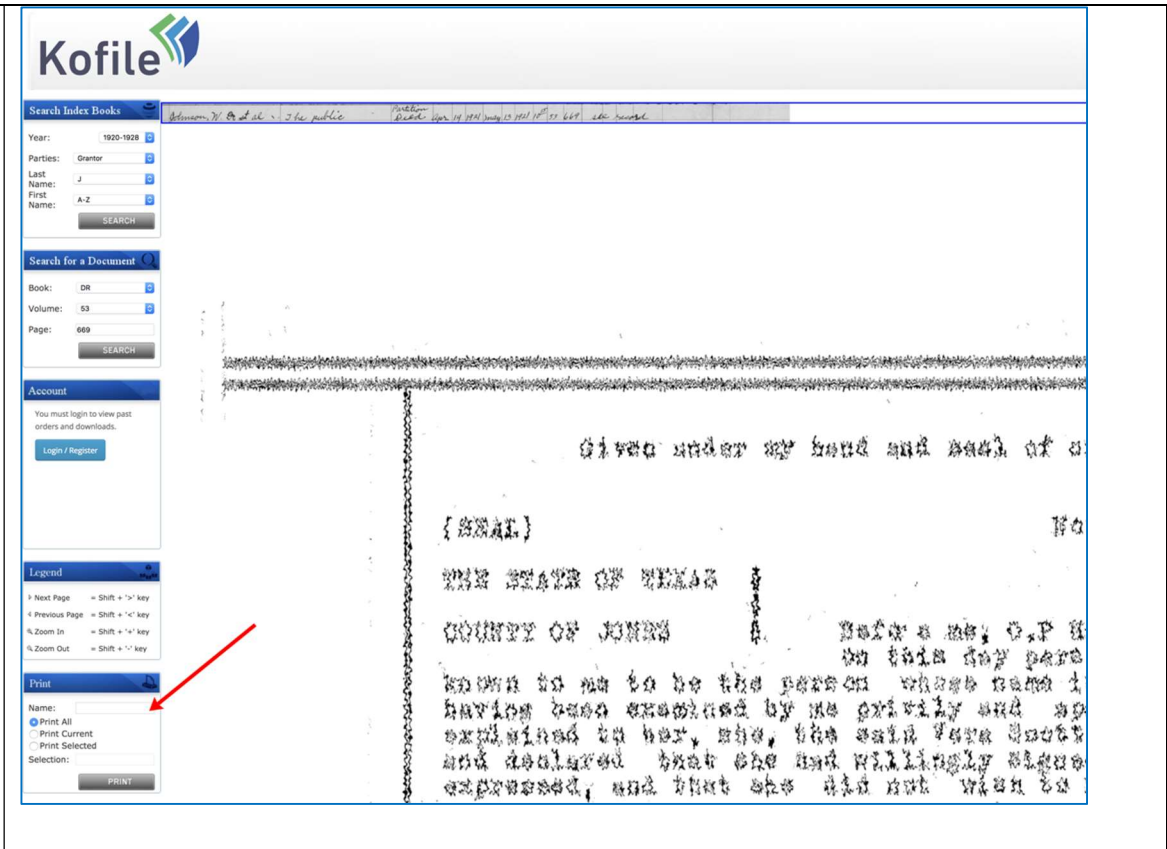
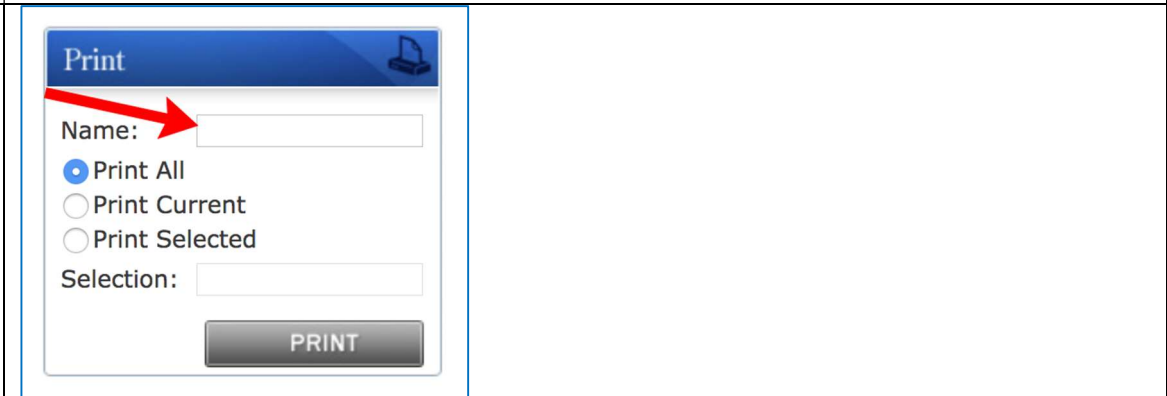
The screenshot displays the Kofile document viewer interface. At the top, there is a navigation bar with icons for Home, Cart, Zoom In, Zoom Out, Page: 669/700, and Help. Below this, a document page is shown with a search bar and a search button. The document text is as follows:

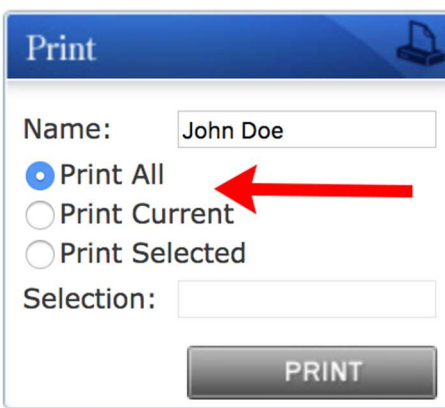
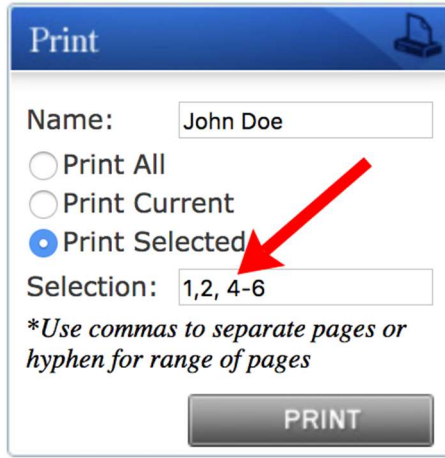
Given under my hand and seal of office, this 6th day of July A.D. 1914,
 [SEAL] O.E. Harland,
 Notary Public, Tarrant County, Texas.

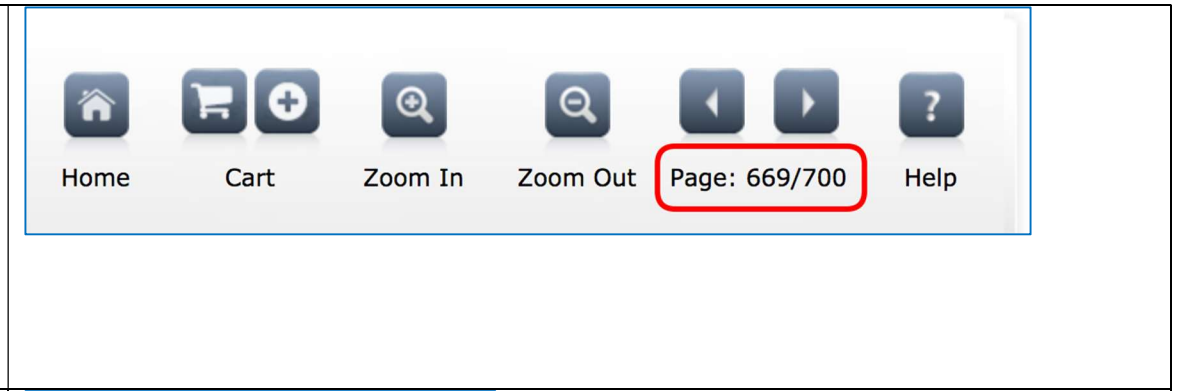

THE STATE OF TEXAS
 COUNTY OF JONES

Before me, O.P. Harlow, a Notary Public in and for Jones County, Texas, on this day personally appeared Vera Scott, wife of Louis Scott; known to me to be the person whose name is subscribed to the foregoing instrument, and having been examined by me privately and apart from her husband, and having the same fully explained to her, she, the said Vera Scott, acknowledged such instrument to be her act and deed, and declared that she had willingly signed the same for the purposes and consideration therein expressed, and that she did not wish to retract it.

At the bottom of the interface, there is a navigation bar with icons for Home, Cart, Zoom In, Zoom Out, Page: 669/700, and Help.

<p>14. Printing a Document</p> <p>Please Note: This feature is only available while you are on County Premises and using county provided equipment or county provided WIFI</p> <p>To print the pages you have found, use the Print menu on the bottom left of the window.</p>	 <p>The screenshot shows the Kofile interface with search filters on the left and a document preview on the right. A red arrow points to the 'Print' button in the left sidebar. The document preview shows a legal document with the following text:</p> <p>Given under my hand and seal of a</p> <p>{SEAL}</p> <p>THE STATE OF TEXAS</p> <p>COUNTY OF JONES</p> <p>Before me, O.P. II on this day personally known to me to be the person whose name I having been examined by me privately and explained to her, she, the said Vera Scott and declared that she had willingly signed expressed, and that she did not wish to</p>
<p>15. Enter your name in the Name: field</p>	 <p>The close-up screenshot shows the 'Print' dialog box with the following fields and options:</p> <ul style="list-style-type: none"> Name: <input type="text"/> <input checked="" type="radio"/> Print All <input type="radio"/> Print Current <input type="radio"/> Print Selected Selection: <input type="text"/> PRINT button <p>A red arrow points to the 'Name:' input field.</p>

<p>16.</p>	<p>You may choose one of several printing options:</p> <ul style="list-style-type: none"> • Print All (if allowed) • Print Current • Print Selected. 	 <p>The screenshot shows a 'Print' dialog box with a name field containing 'John Doe'. Three radio buttons are visible: 'Print All' (selected), 'Print Current', and 'Print Selected'. A red arrow points to the 'Print All' radio button. Below the radio buttons is a 'Selection:' field and a 'PRINT' button.</p>	
<p>17.</p>	<p>Print All will print all pages associated with the document you selected Print Current will print the page you are currently viewing. Print Selected allows you to choose a range of pages</p>	 <p>The screenshot shows a 'Print' dialog box with a name field containing 'John Doe'. Three radio buttons are visible: 'Print All', 'Print Current', and 'Print Selected' (selected). A red arrow points to the 'Print Selected' radio button. Below the radio buttons is a 'Selection:' field containing '1,2, 4-6'. Below the selection field is a note: '*Use commas to separate pages or hyphen for range of pages'. A 'PRINT' button is at the bottom.</p>	

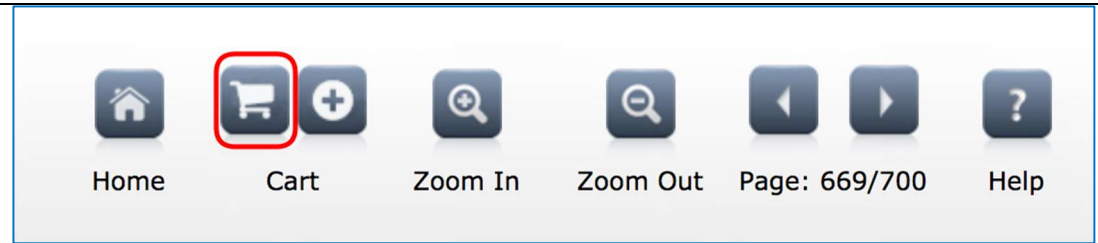
<p>18. To use the Print Selected option, enter the page numbers you wish to print.</p> <p>Use commas to separate pages and hyphens (-) to select a range of pages.</p> <p><i>Please Note: the page numbers are found at the top of the window, beneath the page through buttons.</i></p>	
<p>19. To print your selected document, click the Print button.</p> <p>After you have pressed the PRINT button, you will see the message: Sent for Processing.</p> <p>Your print request will show up in the Print Queue, where county employees will print the document pages for you.</p> <p>You are now free to search for another document.</p>	

<p>20. Using the QuickLink Shopping Cart</p> <p>To purchase document copies, you can add the document pages into your shopping cart.</p>	<p>The screenshot shows a navigation bar with icons for Home, Cart, Zoom In, Zoom Out, Page: 669/700, and Help. The Cart icon, which is a shopping cart with a plus sign, is highlighted with a red rectangular box.</p>
<p>21. Adding a document page to the Shopping Cart</p> <p>After finding the document you are looking for, you can add pages of that document to the Shopping Cart, by clicking on the Plus button at the top of the screen on each page that you want a copy of</p> <p>On clicking the Plus button, you will be presented with a message to confirm the page has been added to your cart</p>	<p>The screenshot shows a document page with a search interface on the left and a document preview on the right. The Plus button in the top navigation bar is highlighted with a red rectangular box. The document text includes a notary public signature and a date of July 5, 1914.</p>

Added "Reeves County - Book: DR Volume: 53 Page: 669" to cart... it

22. Shopping Cart Checkout Process

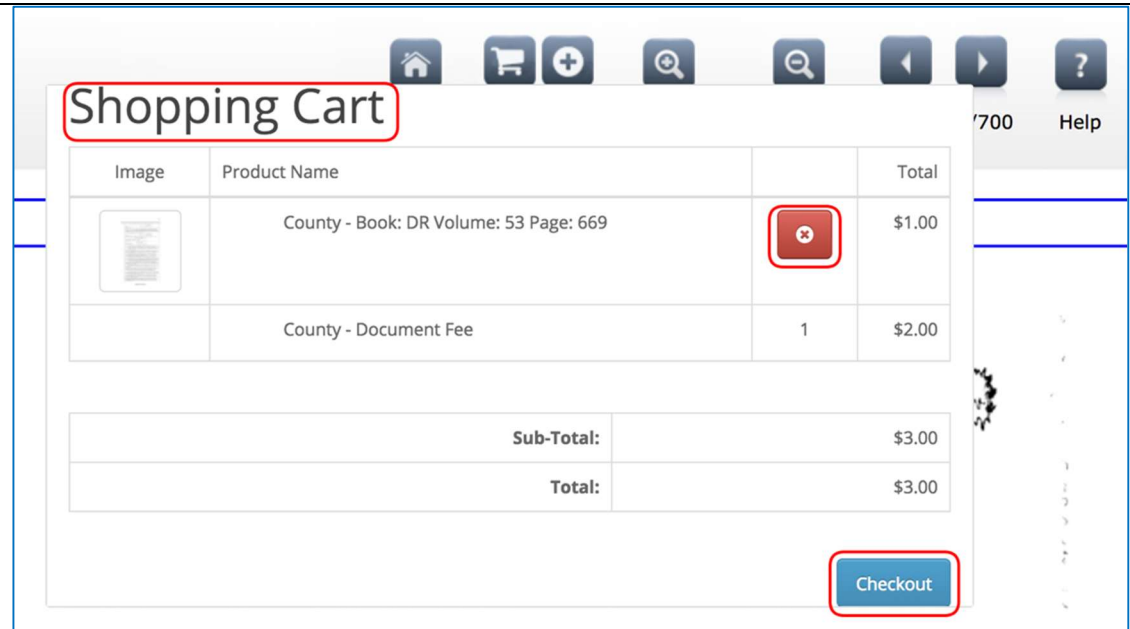
Once you have found all the documents you wish to purchase, you can start the checkout process. To do this, press the Shopping Cart button at the top of your screen.

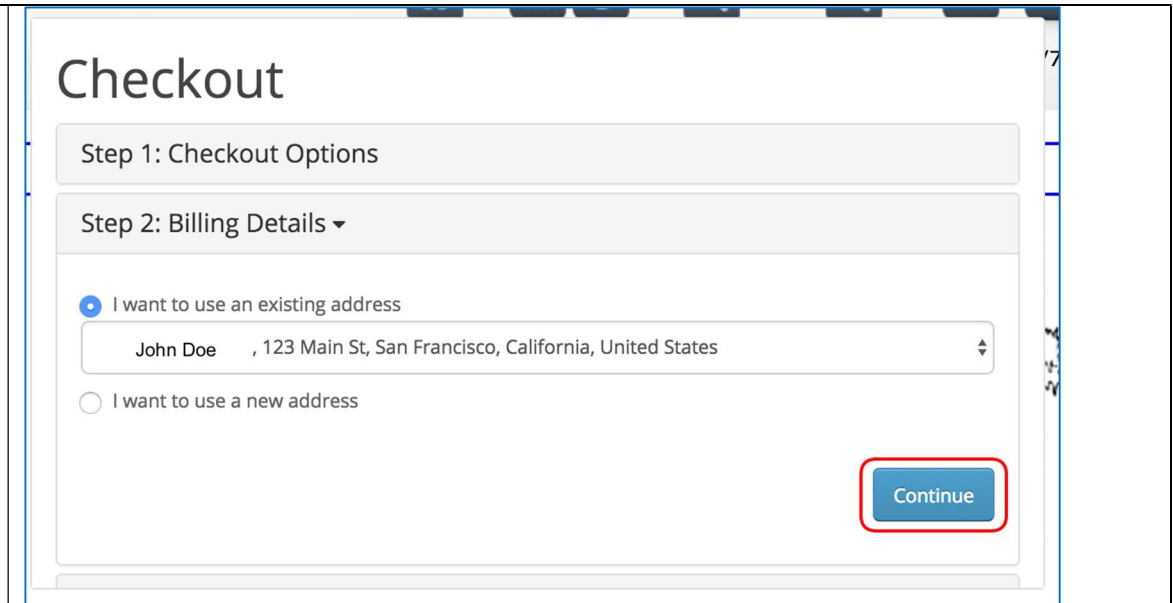
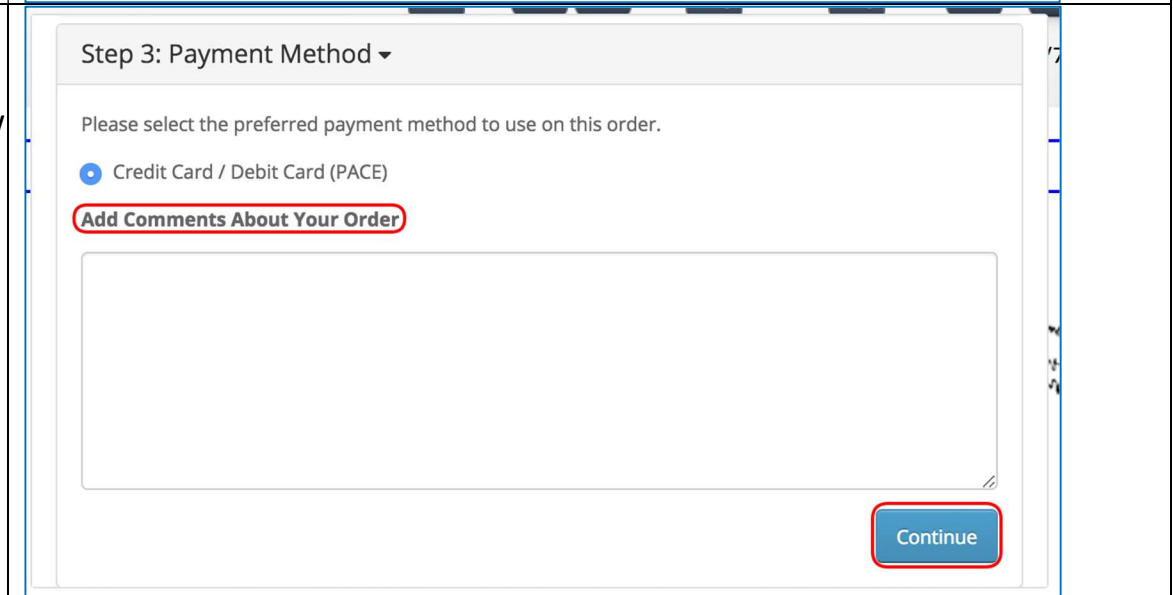


23. Checking Out

When the shopping cart panel is presented to you, you have several options.

- Remove an item from your cart
Press the red **X** button to remove items
- Click the **Checkout** button to pay for your order



<p>24. On clicking Checkout, you will be presented with the screen where you choose the name and address associated with who is making the purchase</p> <p>You can use a previously entered address (if you've made prior purchases), or use a new address.</p> <p>Once you've determined the address to use, click on the Continue button</p>	
<p>25. Step 3 of the checkout process allows you to:</p> <ul style="list-style-type: none"> • Select your payment method (right now we only accept credit or debit cards, so you cannot change payment method) • Enter optional comments to appear on the receipt that will be emailed to you <p>Click Continue to go to Step 4</p>	

26. Step 4 of the checkout process is where you see a summary of your order, and where you enter your credit card details, including:

- Name on the Credit Card
- Credit Card Number
- Month of Expiry
- Year of Expiry
- Security Code (CVV)

Once you enter your credit card details, click **Confirm Order** to complete your transaction.

Step 4: Confirm Order ▾

Product Name	Total
Reeves County - Book: DR Volume: 53 Page: 669	\$1.00
Reeves County - Document Fee	\$2.00
Sub-Total:	\$3.00
Total:	\$3.00

Credit Card Details

* Card Owner

Credit Card Details

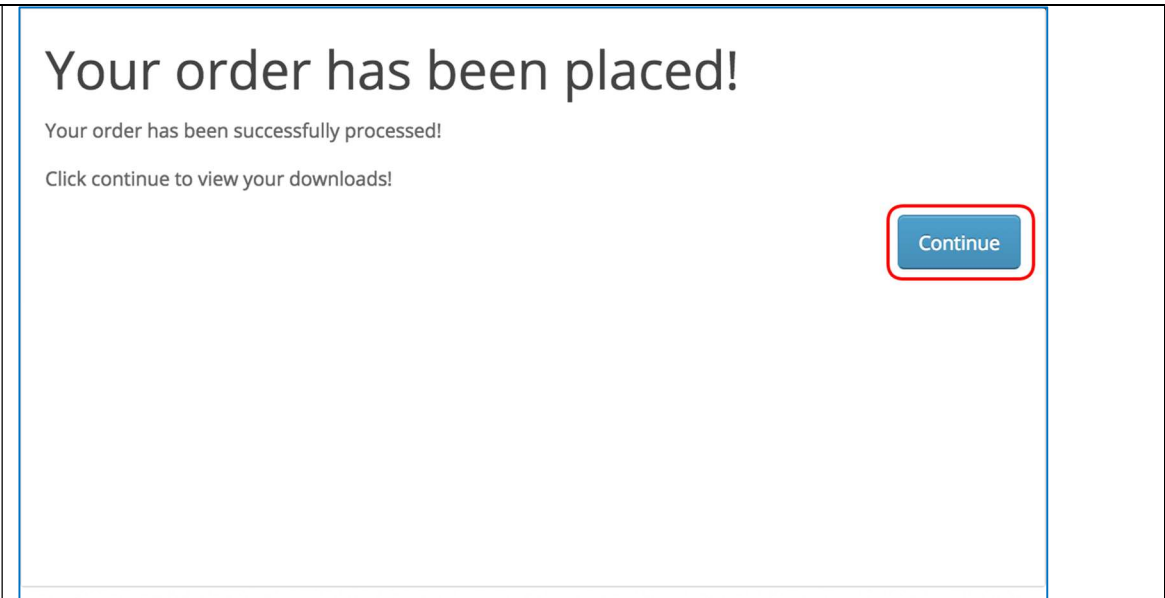
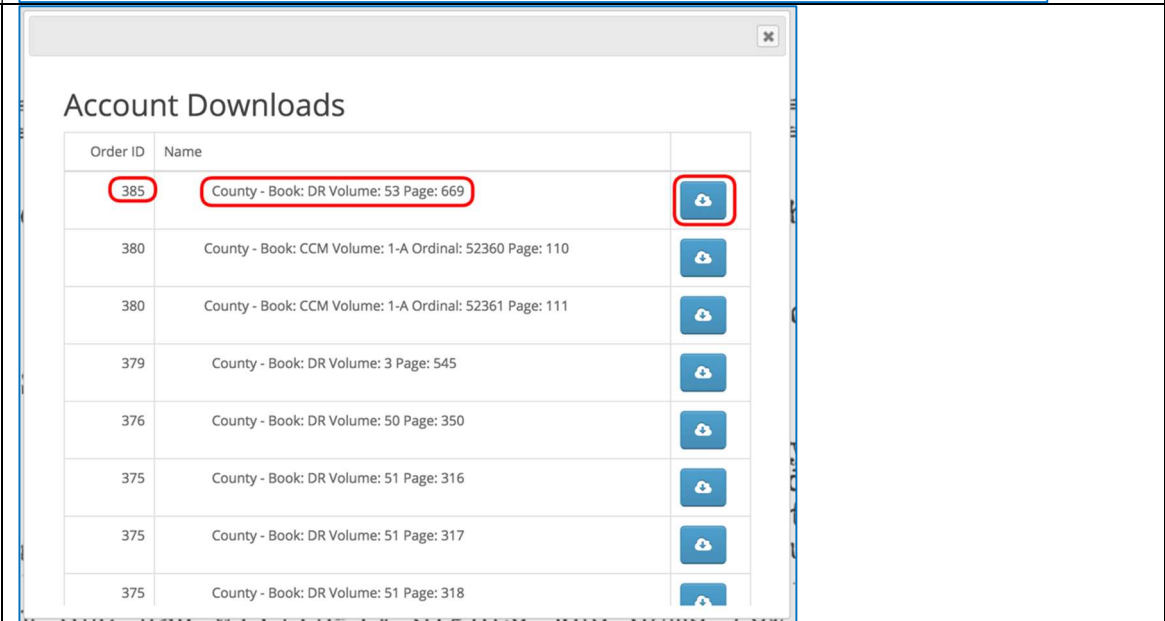
* Card Owner

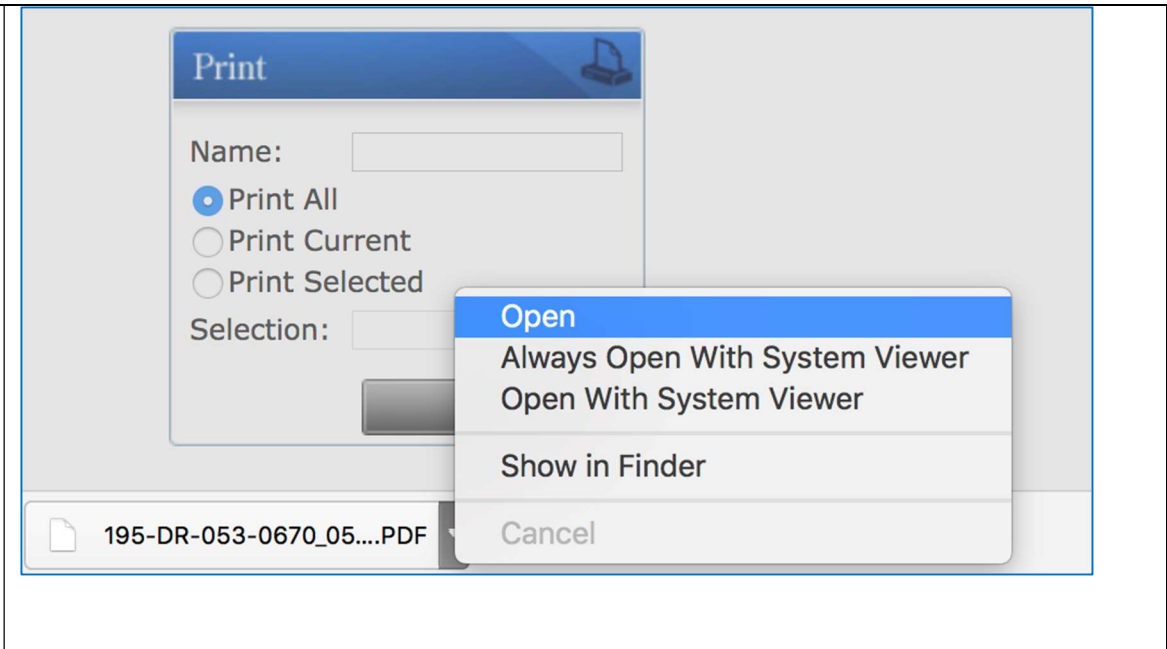
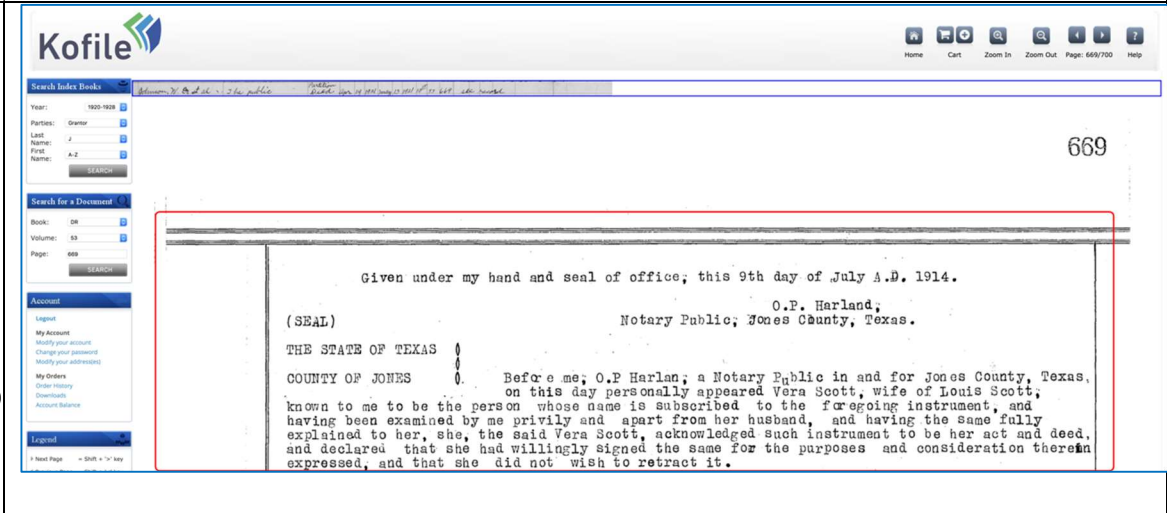
* Card Number

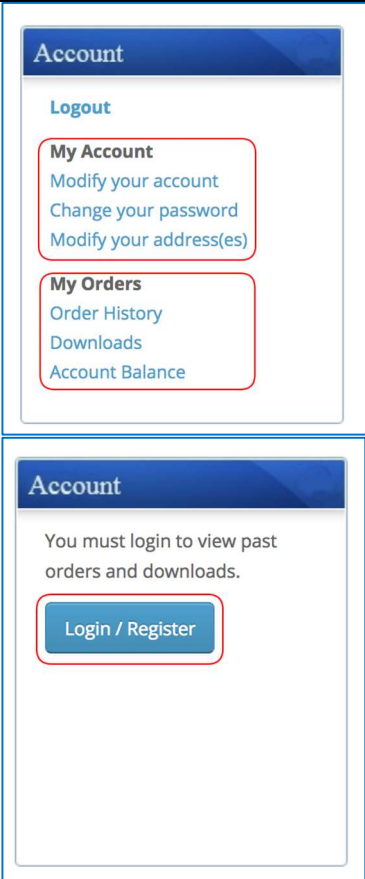
* Card Expiry Date

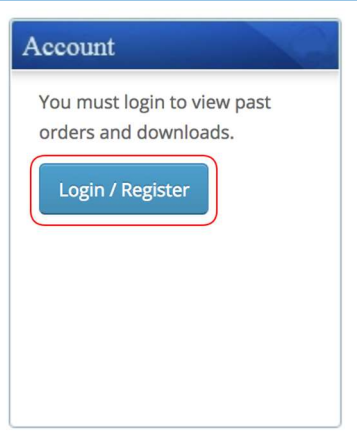
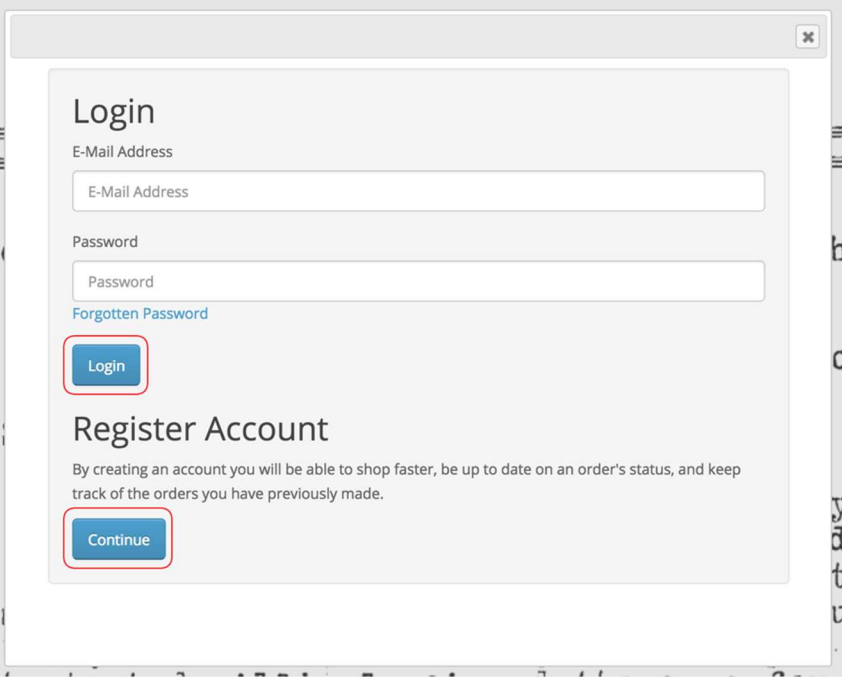
* Card Security Code (CVW2)

* Card Security Code (CVW2)

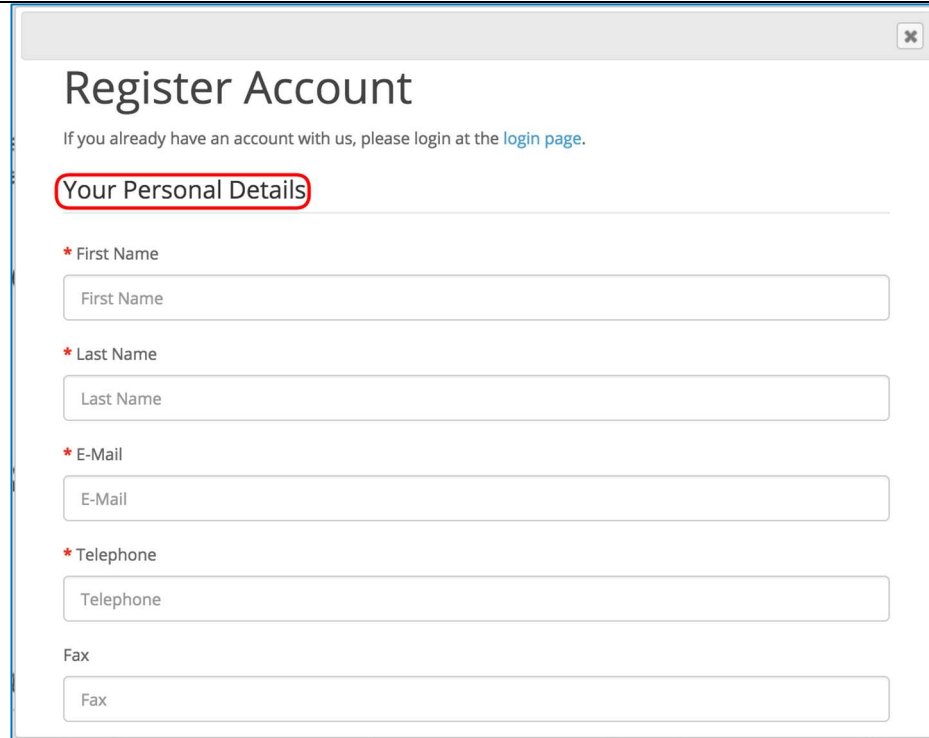
<p>27.</p>	<p>Once you confirm your order, the system will communicate with the credit card processing company, clear your payment and present you with a message on completion of the payment process</p> <p>Press Continue to get your downloads</p>	 <p>Your order has been placed!</p> <p>Your order has been successfully processed!</p> <p>Click continue to view your downloads!</p> <p>Continue</p>																											
<p>28.</p>	<p>Download Window</p> <p>When your order is completed, you are presented with a download window, where you can download your new documents, as well as any documents that you may have previously purchased</p> <p>To download your document, click on the Blue download button. This process will automatically place the document into your computers default download location</p>	 <p>Account Downloads</p> <table border="1"> <thead> <tr> <th>Order ID</th> <th>Name</th> <th></th> </tr> </thead> <tbody> <tr> <td>385</td> <td>County - Book: DR Volume: 53 Page: 669</td> <td></td> </tr> <tr> <td>380</td> <td>County - Book: CCM Volume: 1-A Ordinal: 52360 Page: 110</td> <td></td> </tr> <tr> <td>380</td> <td>County - Book: CCM Volume: 1-A Ordinal: 52361 Page: 111</td> <td></td> </tr> <tr> <td>379</td> <td>County - Book: DR Volume: 3 Page: 545</td> <td></td> </tr> <tr> <td>376</td> <td>County - Book: DR Volume: 50 Page: 350</td> <td></td> </tr> <tr> <td>375</td> <td>County - Book: DR Volume: 51 Page: 316</td> <td></td> </tr> <tr> <td>375</td> <td>County - Book: DR Volume: 51 Page: 317</td> <td></td> </tr> <tr> <td>375</td> <td>County - Book: DR Volume: 51 Page: 318</td> <td></td> </tr> </tbody> </table>	Order ID	Name		385	County - Book: DR Volume: 53 Page: 669		380	County - Book: CCM Volume: 1-A Ordinal: 52360 Page: 110		380	County - Book: CCM Volume: 1-A Ordinal: 52361 Page: 111		379	County - Book: DR Volume: 3 Page: 545		376	County - Book: DR Volume: 50 Page: 350		375	County - Book: DR Volume: 51 Page: 316		375	County - Book: DR Volume: 51 Page: 317		375	County - Book: DR Volume: 51 Page: 318	
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379	County - Book: DR Volume: 3 Page: 545																												
376	County - Book: DR Volume: 50 Page: 350																												
375	County - Book: DR Volume: 51 Page: 316																												
375	County - Book: DR Volume: 51 Page: 317																												
375	County - Book: DR Volume: 51 Page: 318																												

<p>29. Accessing your downloaded document</p> <p>Depending on your browser, you will be able to open the document through the Browsers download controls</p> <p>The example on the right is via Google Chrome, and clicking the grey arrow next to the download will open a menu for you to:</p> <ul style="list-style-type: none"> • See the document in its folder • Open it in the default viewer • Any other options (dependent on your device) 	
<p>30. After you have purchased your document or documents, all pages you've purchased will be cleared of their image distortion on the website too.</p> <p>This serves 2 purposes</p> <ul style="list-style-type: none"> • Confirms your purchase was successful • Images presented without distortion have already been purchased by you, so you don't need to purchase them again 	

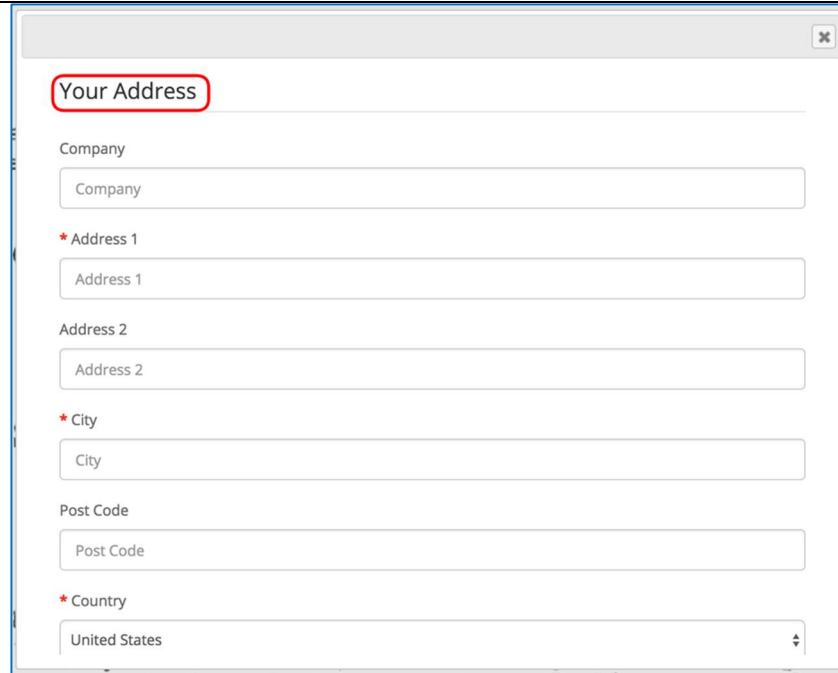
31.	Registering and Maintaining your Customer Account	
32.	<p>QuickLink provides its visitors with the ability to register an account, for repeated uses.</p> <p>As a user, you have the ability to:</p> <ul style="list-style-type: none"> • Register your account • Edit your account • Update your Password • View your Order History • View your Downloads <p>The user account goes with you, so if you visit another county's QuickLink site, you can use your account there too, without having to re-enter all your credentials</p> <p><i>Please note: This QuickLink site does NOT store your credit card information anywhere. If you elect to save your credit card information for re-use, the credit card information is stored in a secure environment with the payment processing company that authorizes your credit card payment. This is to ensure compliance with NPI (Non-Public Information) security.</i></p>	 <p>The image shows two screenshots of the QuickLink Account page. The top screenshot displays the 'Account' menu with options for 'Logout', 'My Account' (including Modify your account, Change your password, and Modify your address(es)), and 'My Orders' (including Order History, Downloads, and Account Balance). The bottom screenshot shows a message stating 'You must login to view past orders and downloads.' with a 'Login / Register' button.</p>

<p>33.</p>	<p>Register Your account</p> <p>To register an account, click on the Login/Register button</p>	 <p>The screenshot shows a blue header with the word 'Account'. Below it, a message states 'You must login to view past orders and downloads.' A blue button with the text 'Login / Register' is highlighted with a red rectangular box.</p>
<p>34.</p>	<p>Under the Register Account Label, click on the Continue button to start the Registration Process</p>	 <p>The screenshot shows a window titled 'Login'. It contains two input fields: 'E-Mail Address' and 'Password'. Below these is a blue link for 'Forgotten Password' and a blue 'Login' button. Underneath is the 'Register Account' section, which includes a message: 'By creating an account you will be able to shop faster, be up to date on an order's status, and keep track of the orders you have previously made.' A blue 'Continue' button is highlighted with a red rectangular box.</p>

35. Enter your details, scrolling down through the page to complete this data (see steps 40 & 41)

A screenshot of a web browser window showing a "Register Account" form. The title "Register Account" is at the top in a large, bold, dark blue font. Below the title is a link: "If you already have an account with us, please login at the [login page](#)." Below this is a section header "Your Personal Details" enclosed in a red rounded rectangle. The form contains several input fields, each with a red asterisk indicating a required field: "First Name", "Last Name", "E-Mail", "Telephone", and "Fax". Each field is a simple white box with a light gray border. The "Fax" field is not marked as required. The form is set against a light gray background with a subtle grid pattern.

36. Enter your address

A screenshot of a web form titled "Your Address" in a red-bordered box. The form contains several input fields: "Company", "Address 1" (marked with a red asterisk), "Address 2", "City" (marked with a red asterisk), "Post Code", and "Country" (marked with a red asterisk). The "Country" dropdown menu is currently set to "United States". The form is displayed within a window with a close button in the top right corner.

Your Address

Company
Company

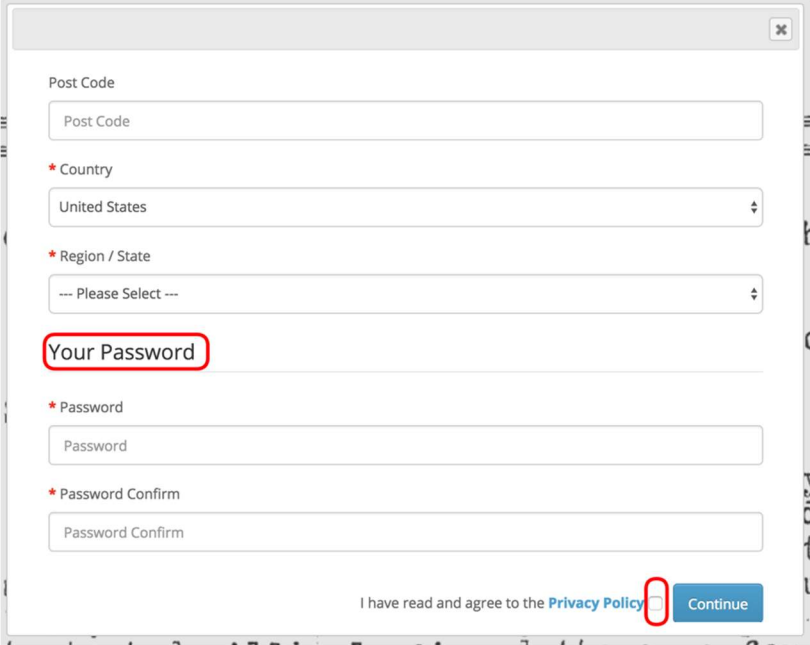
* Address 1
Address 1

Address 2
Address 2

* City
City

Post Code
Post Code

* Country
United States

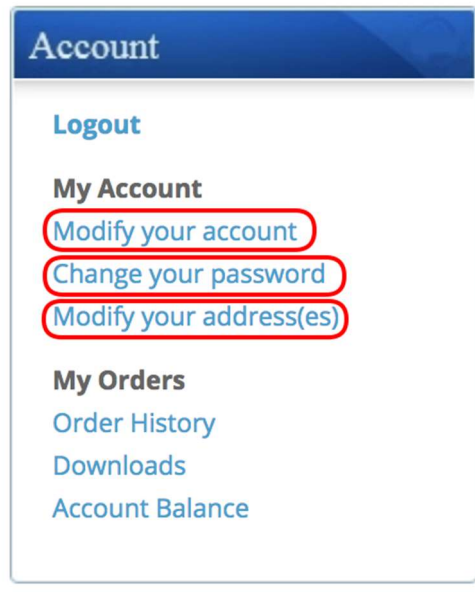
<p>37.</p>	<p>Enter a password, that is hard to guess, but easy for you to remember.</p> <p>Your password can be made up of letters (upper and lower case), numbers and characters. Multiple words with spaces are supported too</p> <p>Please click on the link to read the Privacy Policy, then check the privacy policy box and click the Continue button</p>	
<p>38.</p>	<p>Once registration is completed, you are automatically logged in, and can begin to purchase documents</p>	

39. Maintaining your Account

To maintain your account, choose from the options provided in the **Account** window after you've logged in

There are three options:

- [Modify](#) your account
- [Change](#) password
- [Modify](#) your addresses



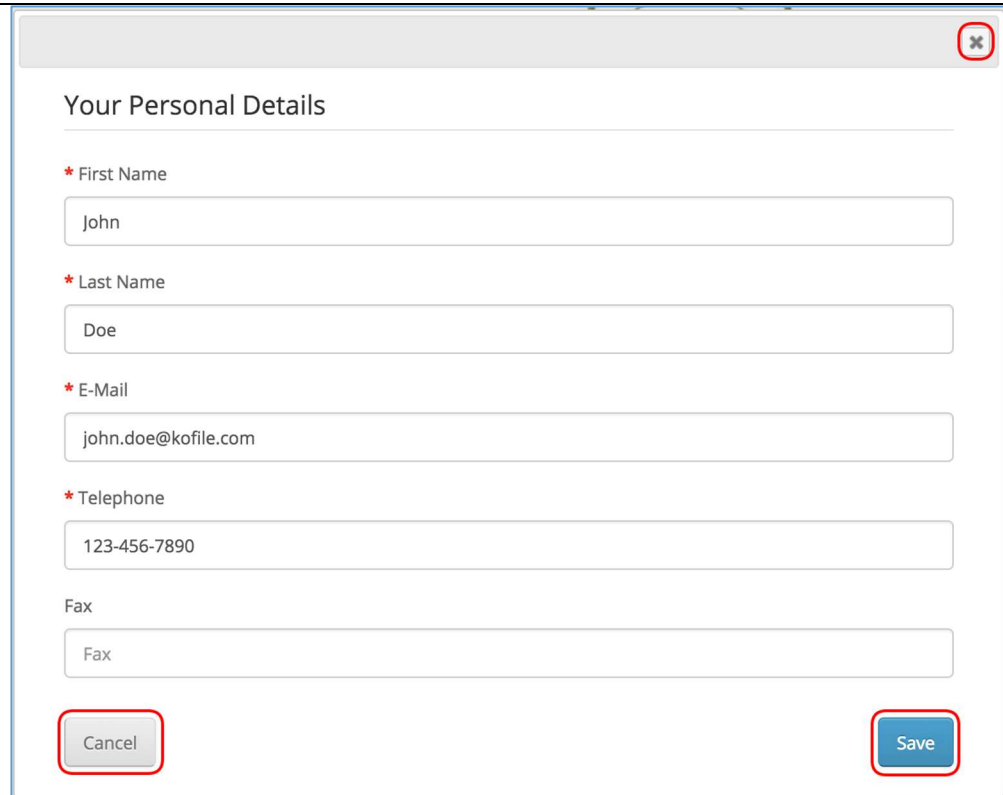
40. Modify Your Account

To modify your master account, click on the Modify Account link to see the Modify Account window.

This window will allow you to change your

- Name
- Email Address
- Phone Number
- Fax Number

Once you have made your changes, click **Save** to update your account. If no changes are required, press the **Cancel** button or the X button in the top right corner



Your Personal Details

* First Name
John

* Last Name
Doe

* E-Mail
john.doe@kofile.com

* Telephone
123-456-7890

Fax
Fax

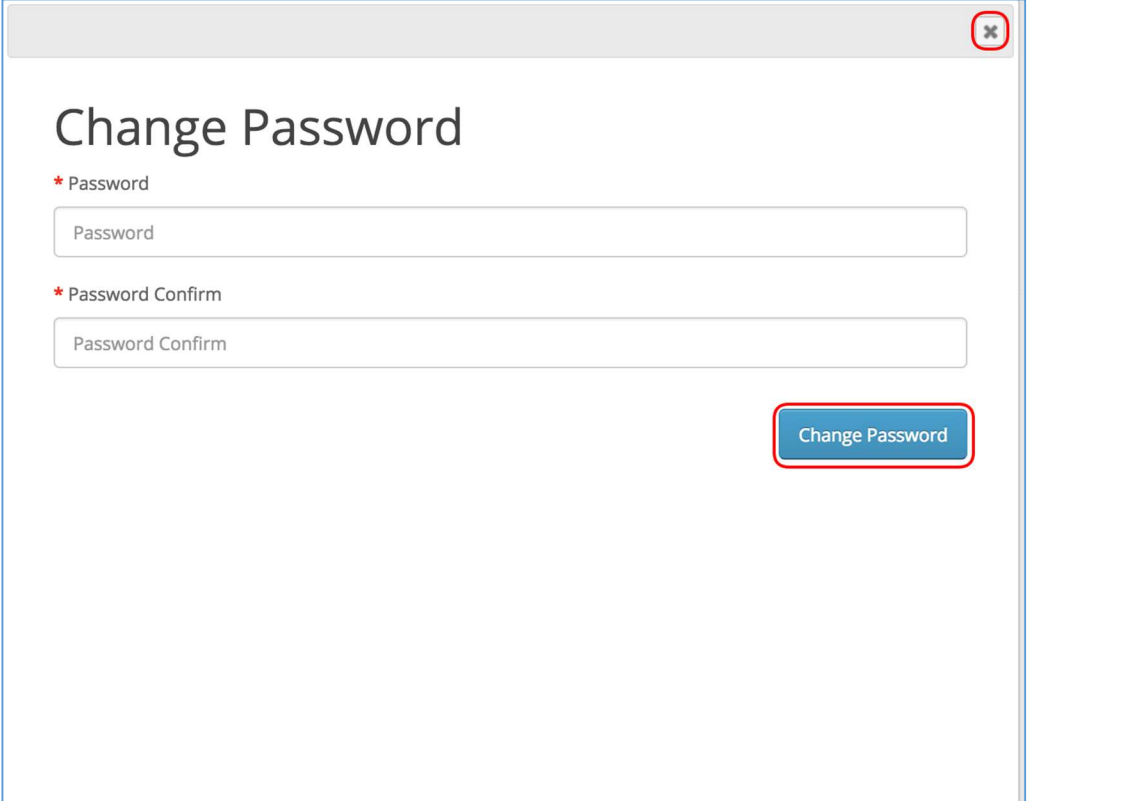
Cancel Save

41. Change Password

To change your password, click on the **Change Password** link to see the Password window

To change your password:
Enter your new password
Confirm your new password in the second box
Click the **Change Password** button to complete the process

If you don't want to change your password, click the **X** button in the upper right corner of the window



The screenshot shows a web browser window titled "Change Password". The window has a close button (X) in the top right corner. The main content area contains the following elements:

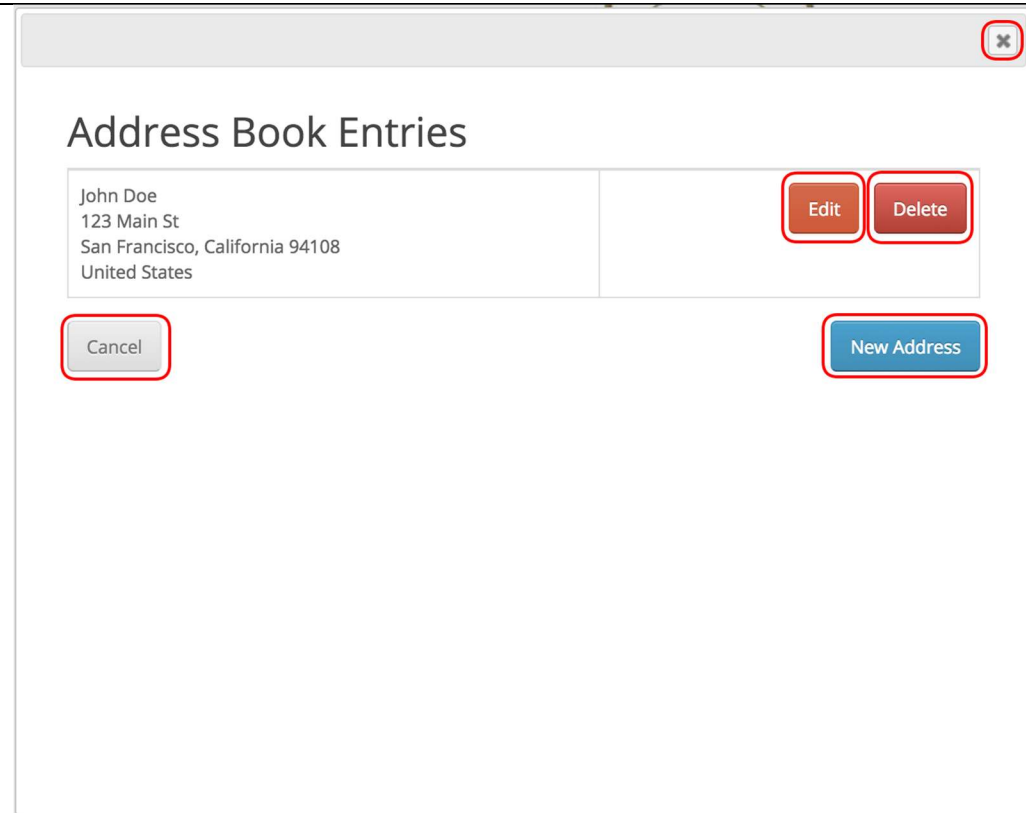
- A heading "Change Password".
- A red asterisk followed by the text "Password".
- A text input field with the placeholder text "Password".
- A red asterisk followed by the text "Password Confirm".
- A text input field with the placeholder text "Password Confirm".
- A blue button with the text "Change Password" in the bottom right corner.

42. Modify Address Entries

To modify your saved addresses, click on the **Modify Addresses** link to open your Address Book

In this window you will have the opportunity to:

- [Edit](#) existing addresses
- [Delete](#) existing addresses
- Add a [New Address](#)
- Cancel or close the window



43. Edit existing address

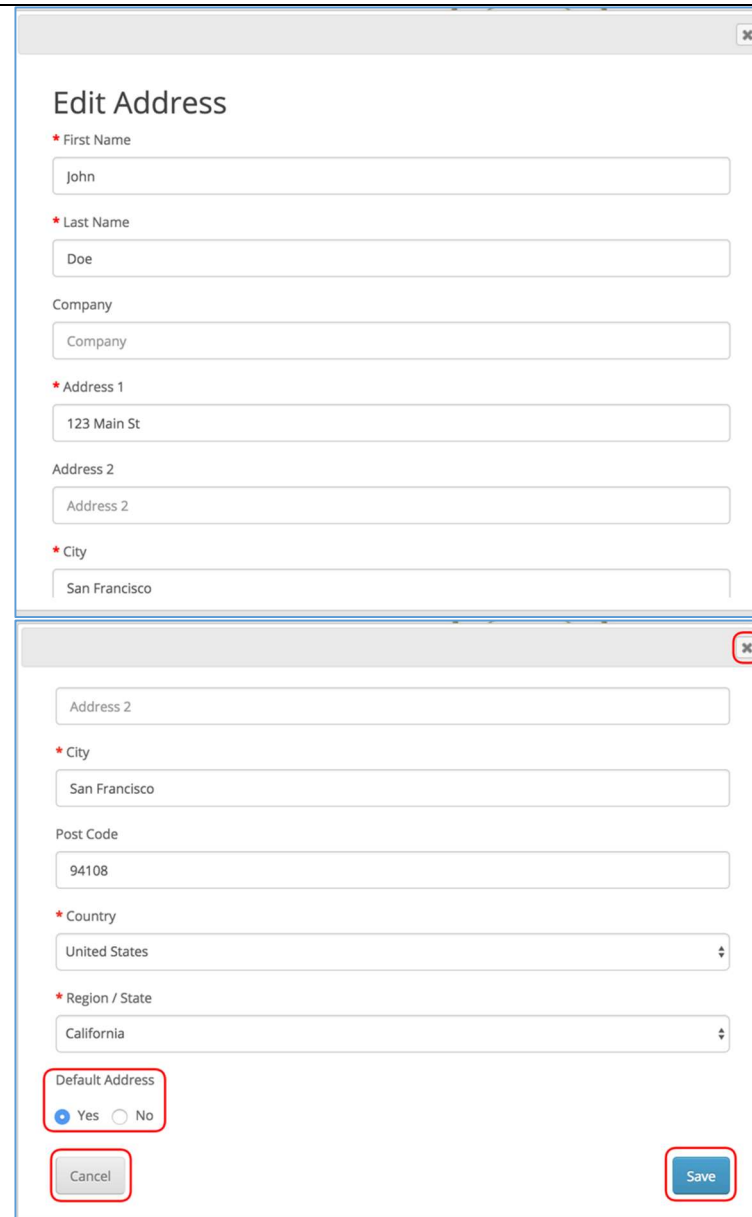
To edit an existing address, click the **Edit** button to open the address change window

This scrolling window will allow you to:

- Update address information
- Set the address as your default address
- Cancel the update

Once you have made your changes, click the **Save** button to complete the update

If no changes are required, click the **Cancel** button or the **X** button



Edit Address

* First Name
John

* Last Name
Doe

Company
Company

* Address 1
123 Main St

Address 2
Address 2

* City
San Francisco

Address 2

* City
San Francisco

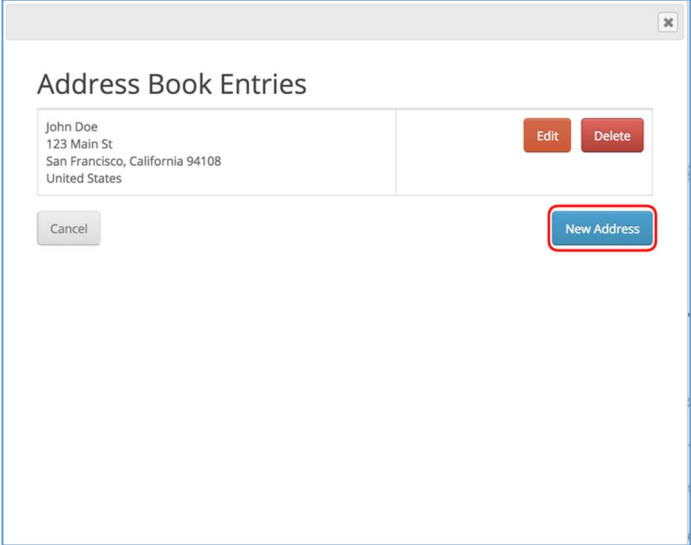
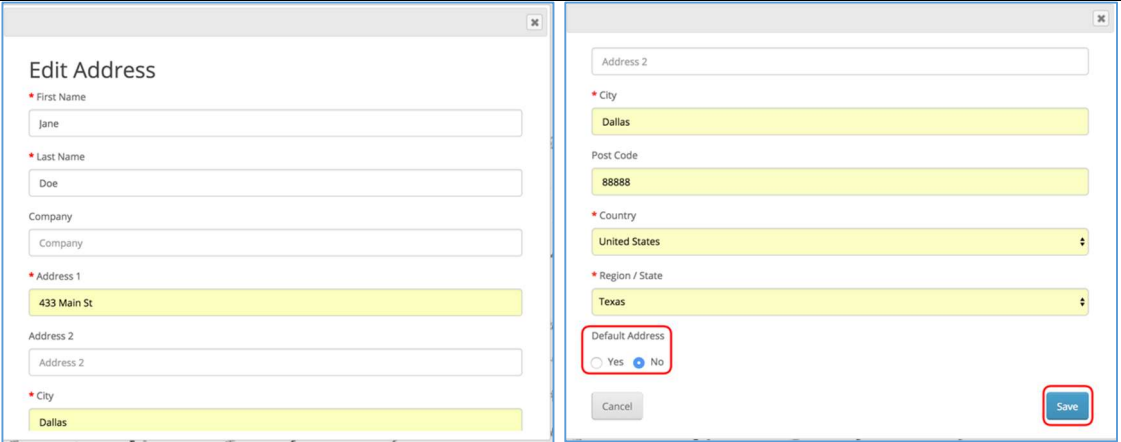
Post Code
94108

* Country
United States

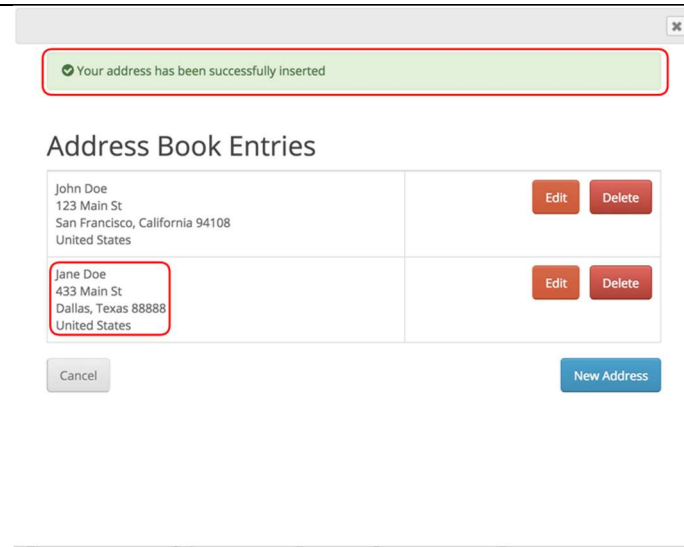
* Region / State
California

Default Address
 Yes No

Cancel Save

<p>44.</p>	<p>Add New Address</p> <p>To add a new address, click on the New Address button in the Address Book window</p>	
<p>45.</p>	<p>On pressing the New Address button, you will be presented with a scrollable window, where you will enter the name and address data associated with this address book entry</p> <p>You can also set the new address to be your account's default address before saving the address... making this address your default will cause this address to appear when you start your shopping cart check out process</p>	

46. Once you save the new address, your address book will be updated to show the new address in your list of addresses

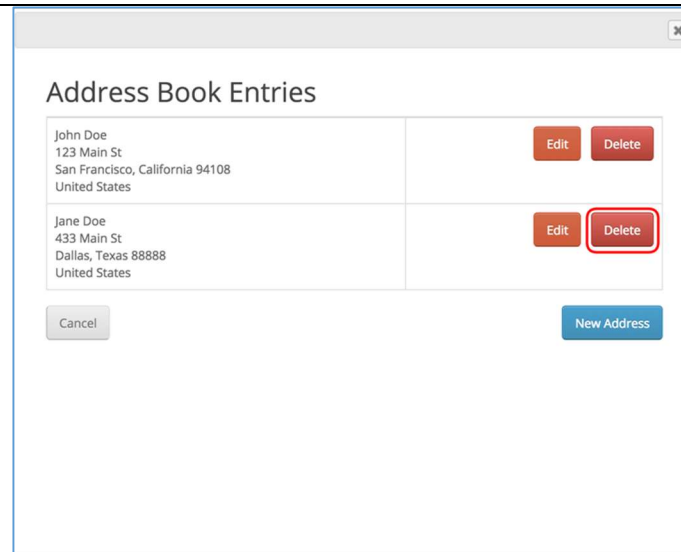
A screenshot of a web application dialog box titled "Address Book Entries". At the top, a green notification bar with a checkmark icon and the text "Your address has been successfully inserted" is highlighted with a red border. Below the notification, the dialog lists two address entries. The first entry is for "John Doe" at "123 Main St, San Francisco, California 94108, United States" and has "Edit" and "Delete" buttons. The second entry is for "Jane Doe" at "433 Main St, Dallas, Texas 88888, United States" and also has "Edit" and "Delete" buttons. The second entry is highlighted with a red border. At the bottom of the dialog, there are "Cancel" and "New Address" buttons.

Address Book Entries	
John Doe 123 Main St San Francisco, California 94108 United States	Edit Delete
Jane Doe 433 Main St Dallas, Texas 88888 United States	Edit Delete

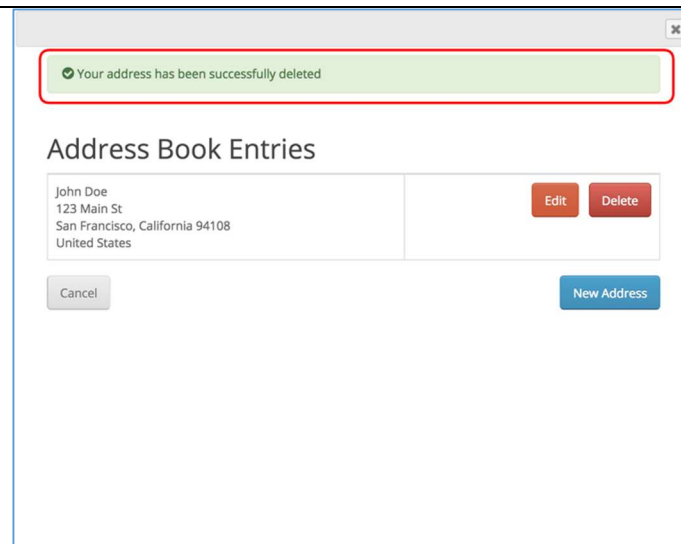
Cancel New Address

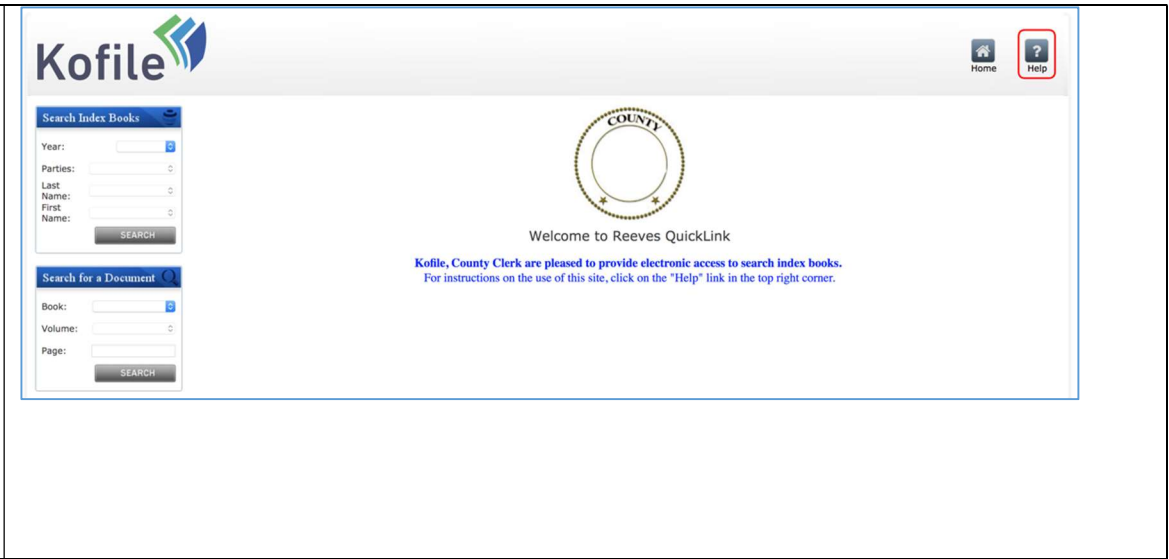
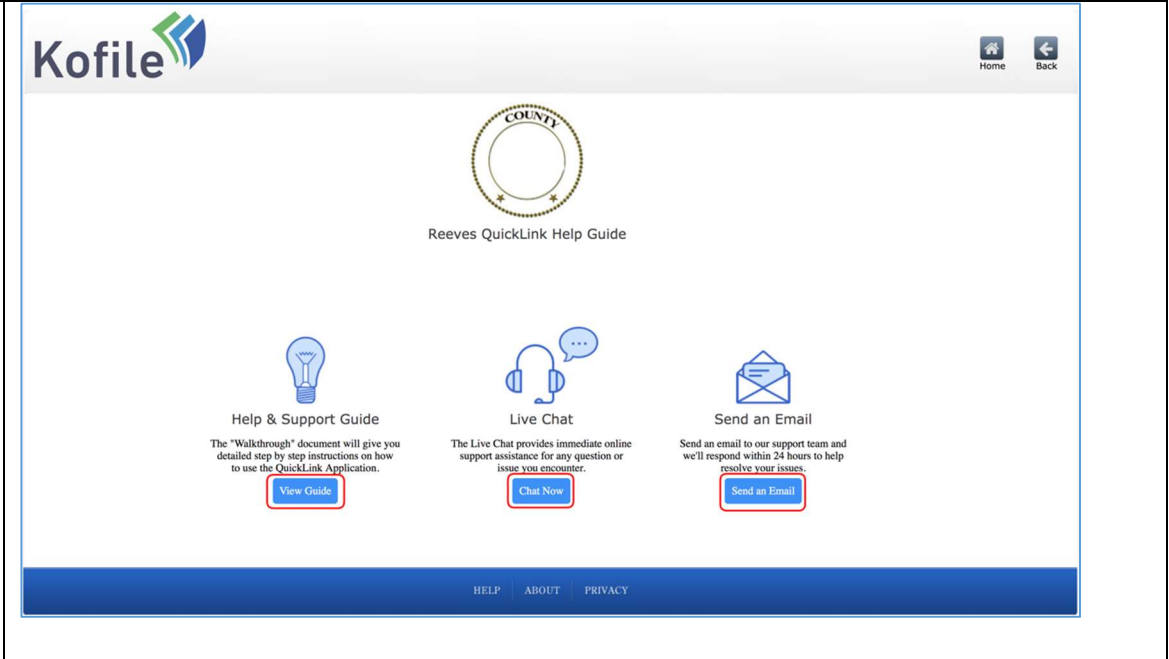
47. Delete Existing Address

To remove an address from your account, delete that address, by clicking on its **Delete** button




48. On successful removal, the screen will refresh, to show the list of addresses without the one you removed, and a message stating the address has been deleted



<p>49. Help and Support</p> <p>The QuickLink site provides a detailed set of help and support features, including:</p> <ul style="list-style-type: none"> • This Walkthrough Document • Live Chat • Email Support <p>To access the product Help, click the Help button located in the top right corner of the site</p>	
<p>50. The help page opens to show you the options available for help and support</p>	


51. Clicking on the View Guide button opens a copy of this document



Help & Support Guide

The "Walkthrough" document will give you detailed step by step instructions on how to use the QuickLink Application.


[View Guide](#)



Quicklink Walkthrough

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Last Updated at 2/12/2018 2:36 PM by Matthew Maclean

Step	Description	Image
1.	<p style="font-size: large; color: #0056b3;">Welcome to Quicklink</p> <p>This website will allow you to research historical index books and historical documents that have been digitized, by Kofile Technologies, for the county you are in</p>	

52. Clicking on the Live Chat Button will open a popup window, that will sit over the QuickLink site.

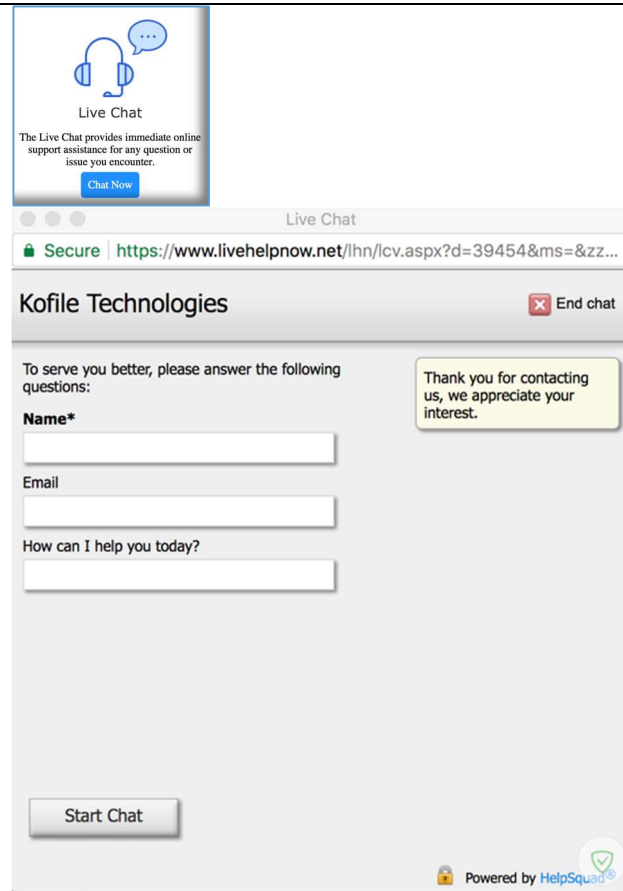
To start live chat:

- Enter your name (which is mandatory)
- Enter an email address (optional)
- Type in your question
- Press the **Start Chat** button

The chat session will start, and a technician will respond to your question. You will be able to correspond with the technician in a text message style box to resolve your issues.

Please Note:

In the unlikely event our Chat support technician is unable to answer your questions, they will escalate the issue, and our higher-level support team will research it. If you include your email in the chat, our team will be able to contact you with the answer, when extra research is required



53. Clicking on the Email Button will open up an email to helpdesk@kofile.com in the default email program on your device. This is totally free-form. However, it is recommended you put a title in the Subject Line, and then your detailed question in the main message section.

Example Email:

To helpdesk@kofile.com

Subject: Unable to See My Downloads

Message: I am unable to see my downloads after purchasing the documents I need. How do I find my documents?

On receipt of the email our support team will reply to let you know your issue is being researched. They will research your issue and respond, via email, with their answer.

You can also use this email support feature to provide Kofile Technologies with ideas for product improvement.

