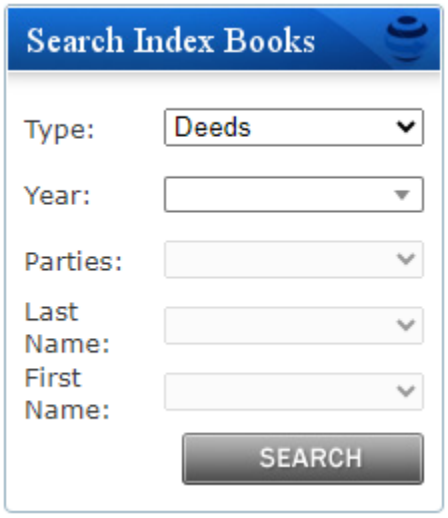
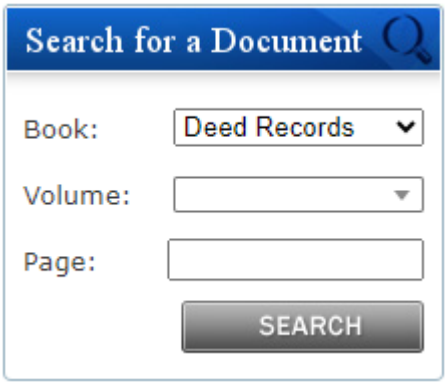
WELCOME

- This website will allow you to research historical index books and documents to view, purchase, print or download.
  -

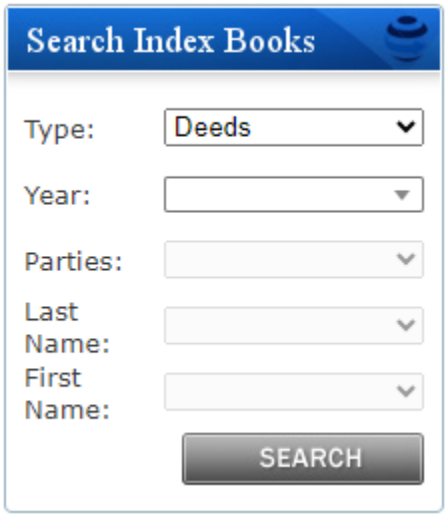
- This "Walkthrough" will teach you how to use Quicklink to:
  - Search Index Books
  - Search for a Document
  - Print Document Pages
  - Use the Shopping Cart
  - 



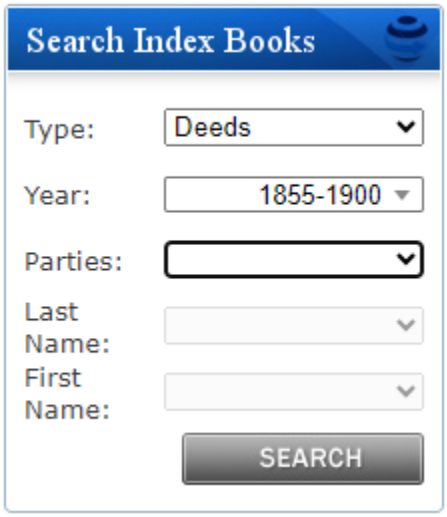
- This guide is split into five sections:
  - Section 1 – Basic navigation
  - Section 2 – Printing a document (when in a county building, using county equipment)
  - Section 3 – Using the Shopping Cart
  - Section 4 – Registering an account to pay for documents in your shopping cart.
  - Section 5 – Help and Support

BASIC NAVIGATION

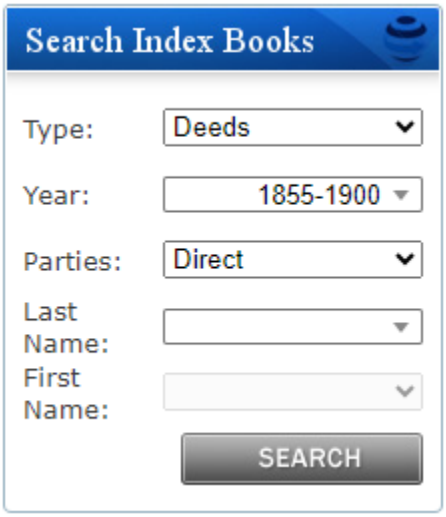
SEARCH INDEX BOOKS

- To find your document start with the **Search Index Books** function, which is found on the left side of the window.
  - 

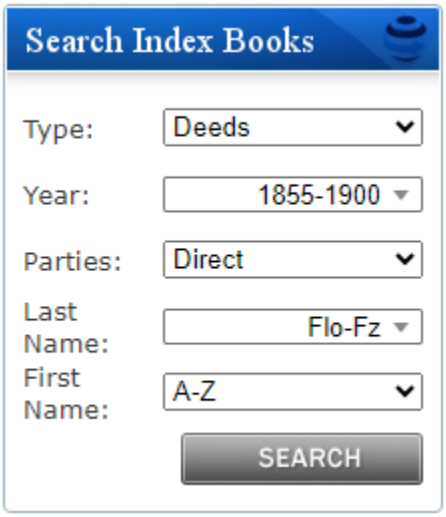
  - Begin by selecting the Book **Type** and **Year** from the dropdowns of the document you are looking for.

- 

  - Click the **Parties** dropdown and select from the provided party types.

- 

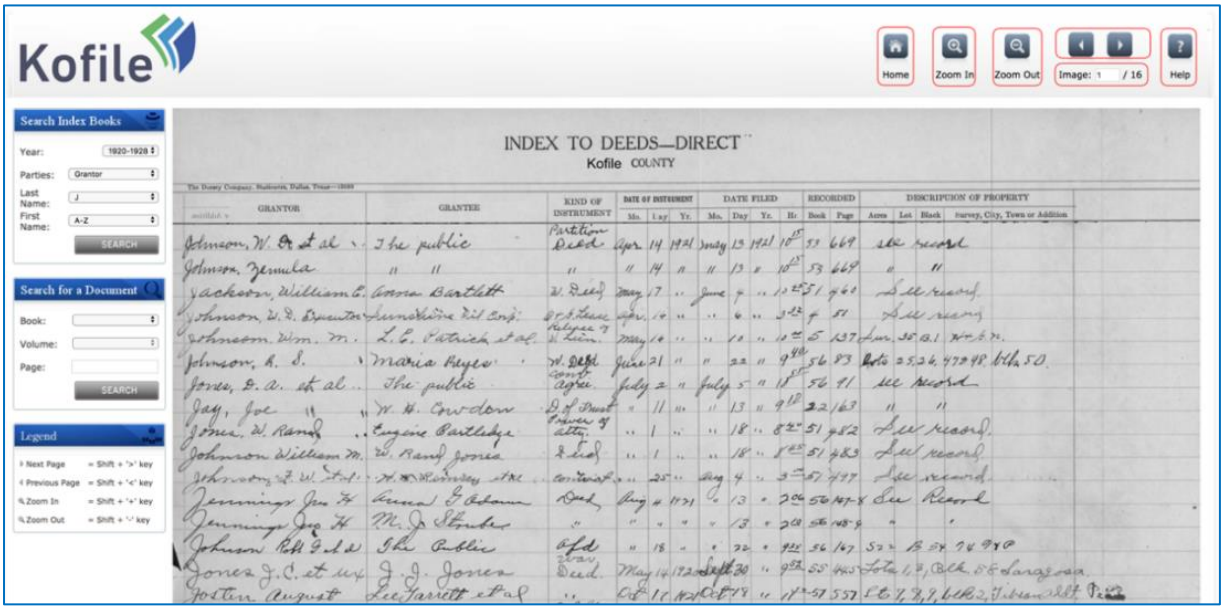
  - Select the first letter of the last name you would like to search, from the dropdown list labeled **Last Name**.

- 

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

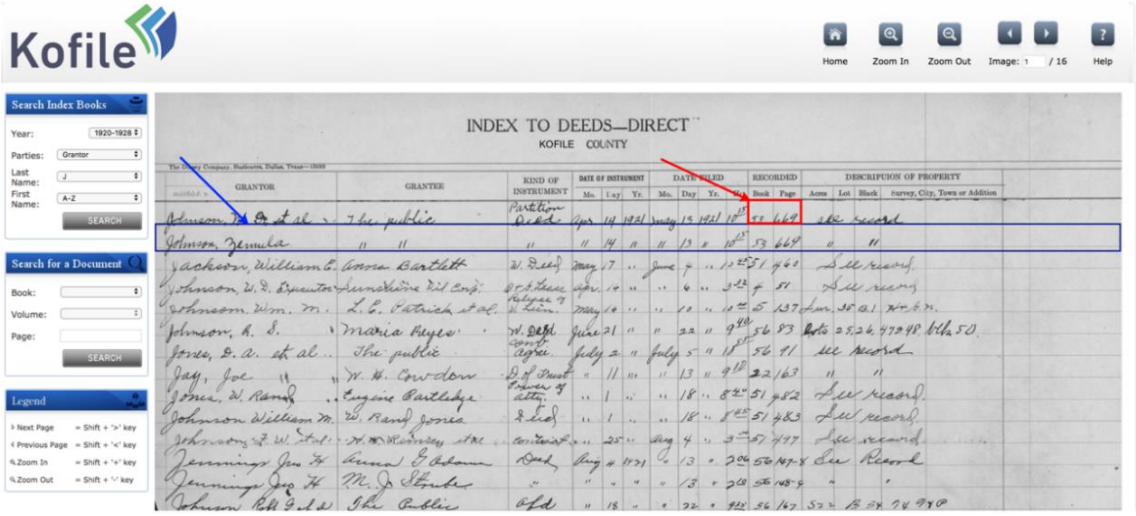
- Click the **Search** Button.

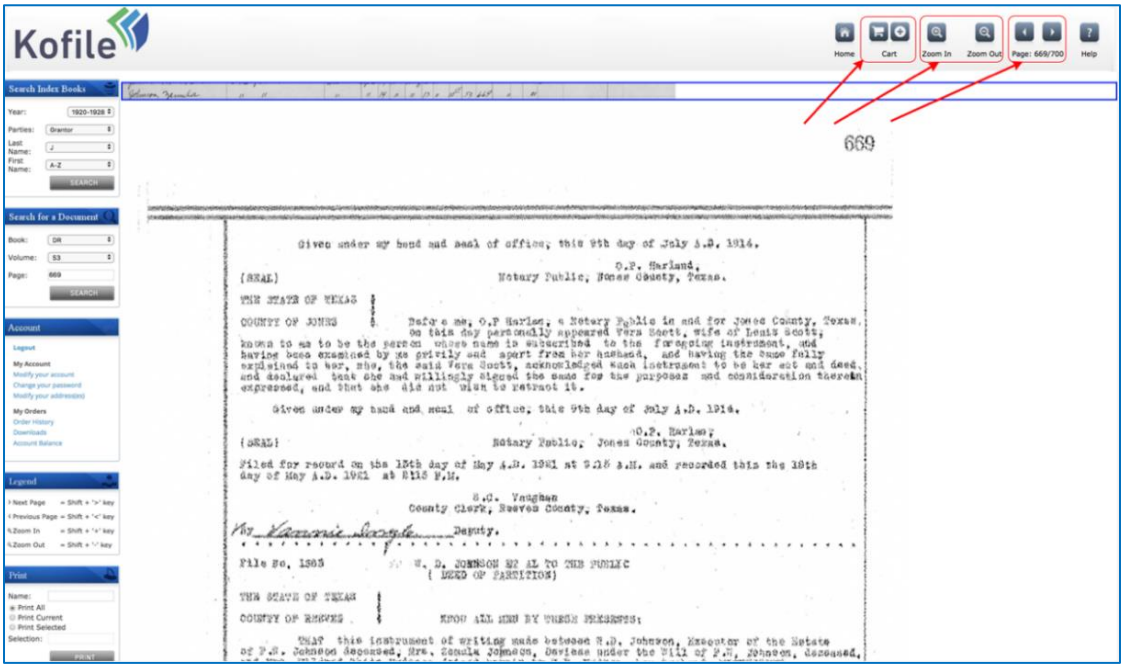
- The index page will now be displayed in the center of the screen.



- 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.

- Once you locate the name you are searching for you have 2 choices.
  - Note the Book and Page Numbers and proceed to the **Search for a Document** segement in this section of the guide.
  - Click on the index line to activate the link to the document.

- 

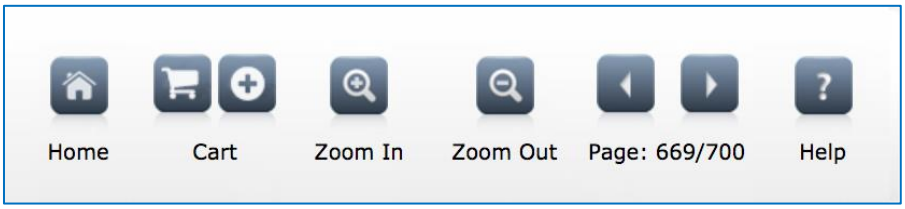
  - If you clicked on the link in the index page, your selected document will be presented to you.
- 

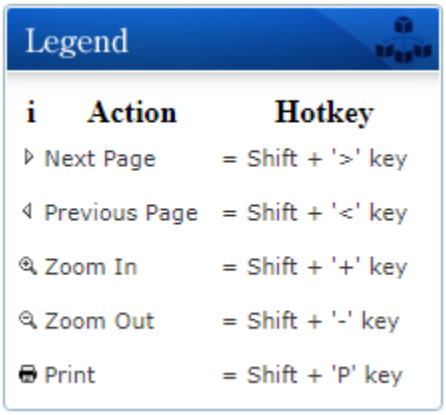
  - Depending on the county you are visiting, the presented image maybe be distorted/blurred to prevent unauthorized copying.
  - From this page you can:
    - Add the page to your shopping cart.
    - Checkout and complete your order.
    - Zoom in and zoom out.
    - Move to the next/previous pages.
    - Print your page(s).
- To Print your page(s), proceed to the **Printing a Document** section in this guide.

- To Add your document selection to the shopping cart, proceed to the **Using the Shopping Cart** section in this guide.

PAGE CONTROLS

Now let's review the page controls:

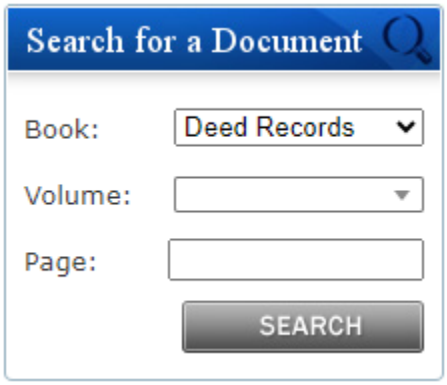
- The **Home, Shopping Cart, Add to Cart, Zoom In, Zoom Out, Next Page, Previous Page, and Help** buttons are always found on the top right of the screen.
  - 

- There are also keyboard shortcuts for the following functions:
  - Next Page = Shift + '>' key
  - Previous Page = Shift + '<' key
  - Zoom In = Shift + '+' key
  - Zoom Out = Shift + '- 'key
  - Print = Shift + 'P' key
  - 

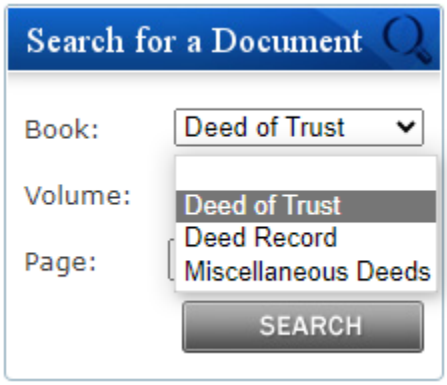
  - This legend is found on the lower left side of the window.

SEARCH FOR A DOCUMENT

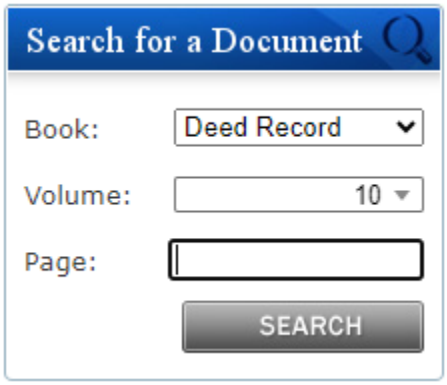
- To directly view a document, go to the "Search for a Document" function on the left portion of your window, as shown to the right.



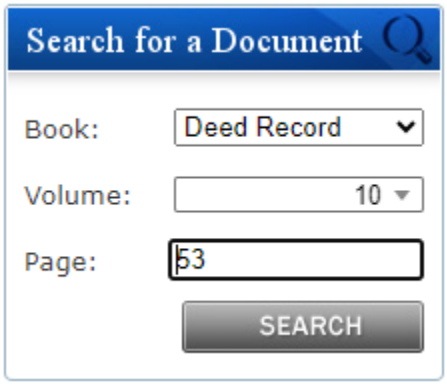
- Select the Book Type you want to search from the Book: dropdown.
  - Depending on the county you are searching, the Book Types might be listed in abbreviated form or full name form:
    - Abbreviated – e.g., "DR" (Deed Records)
    - Full name "Deed of Trust"

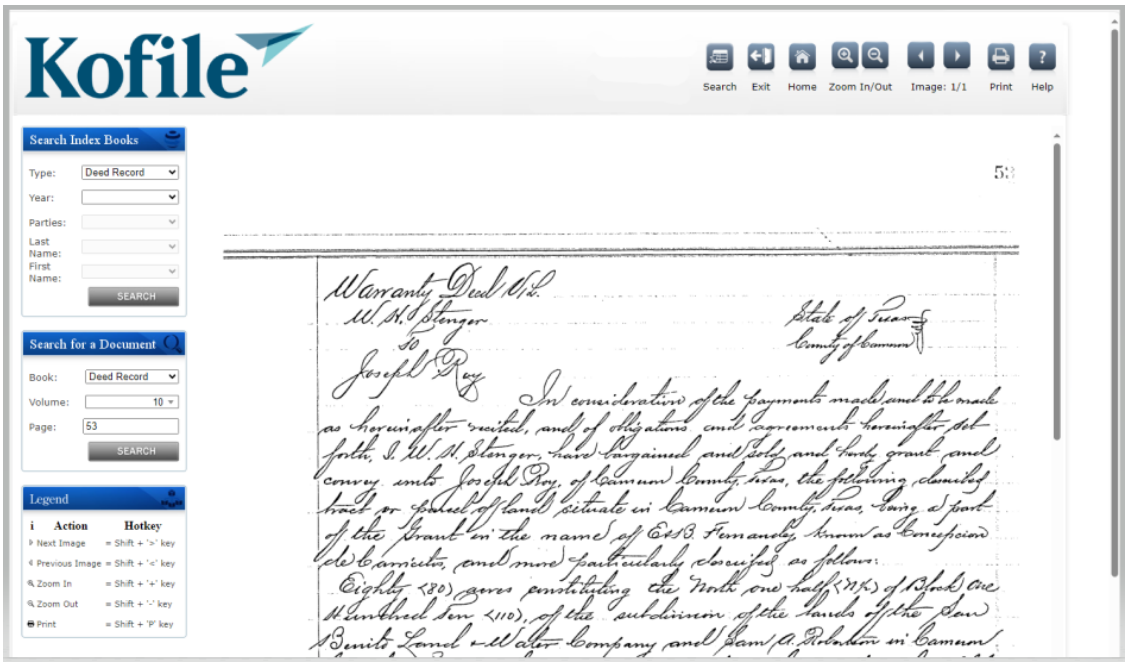


- Click the Volume: dropdown and select the volume you want to search.
  - Volumes are typically a mix of numbers and letters. Due to the way these volumes are numbered and lettered; you might notice the volume sequence of:
  - 1, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 2, 20, 21, A, B, C etc., which is normal.

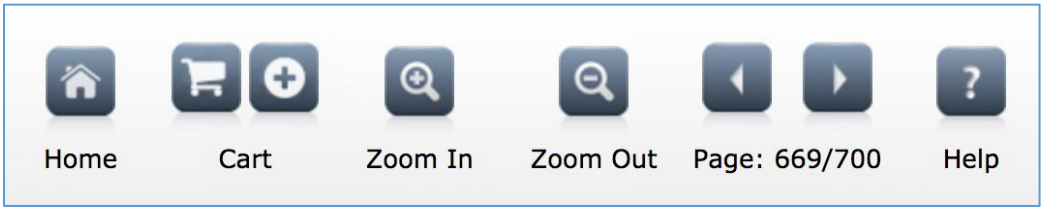


- Enter the page number you want to search in the **Page:** field.

- 

- Press the **SEARCH** button.
- Your selected document will be presented to you.
- 

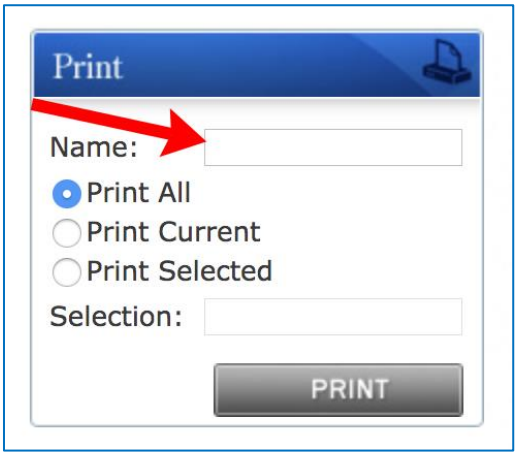
- While on this screen you can:
  - Navigate back to the home page.
  - Access your shopping cart.
  - Add document page to the cart.
  - Zoom in and Zoom out.
  - Move back and forth between pages.
  - Access help.
  - Log in/Log out or register your account.
  - Submit a print request (if you are in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

- 

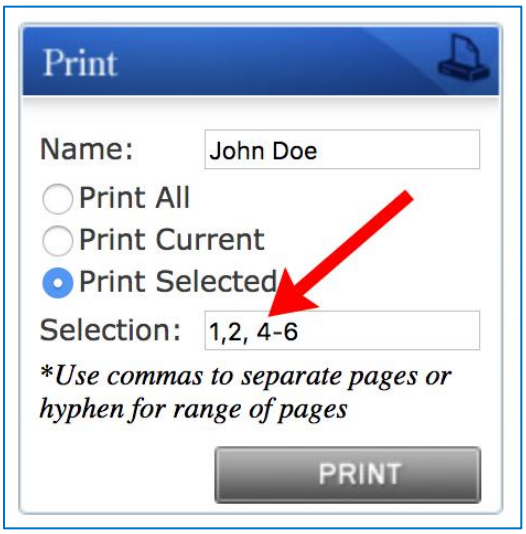
PRINTING A DOCUMENT

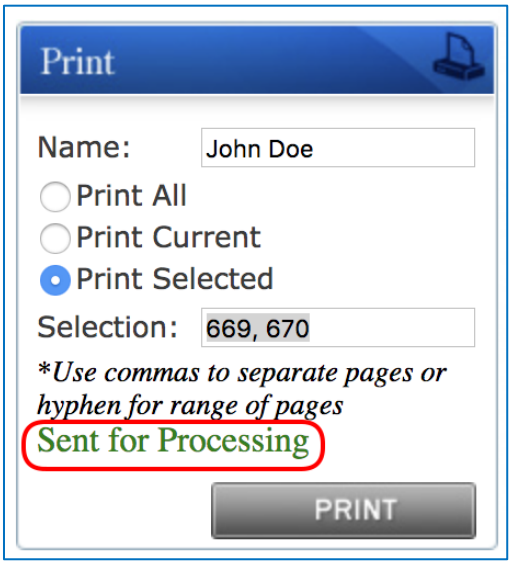
Please Note: This feature is only available while you are on County Premises and using county provided equipment or county provided WIFI.

To print the pages you have found, use the Print button on the top right of the window.

- Enter your name in the Name: field
  - 

- You may choose one of several printing options:
  - Print All (if allowed) 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.
    - To use the Print Selected option, enter the page numbers you wish to print.
    - Use commas to separate pages and hyphens (-) to select a range of pages.

- 

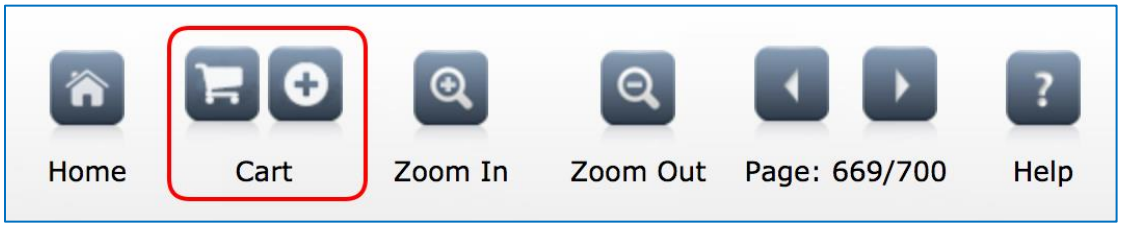
- To print your selected document, click the **Print** button.
  - After you have pressed the PRINT button, you will see the message: **Sent for Processing.**
  - 

- Your print request will show up in the **Print Queue**, where county employees will print the document pages for you.

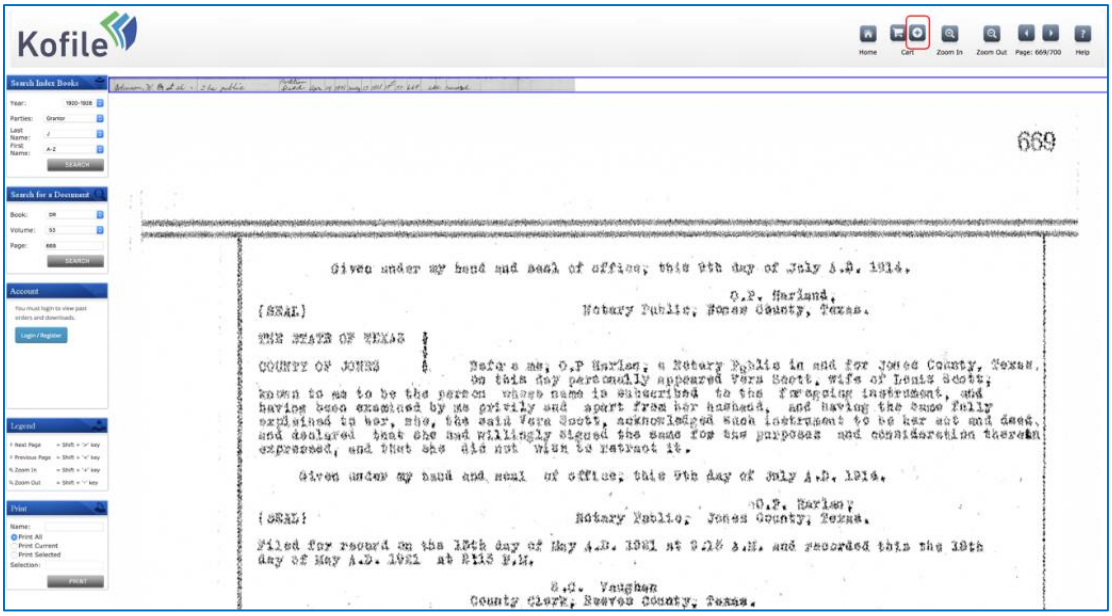
You are now free to search for another document.

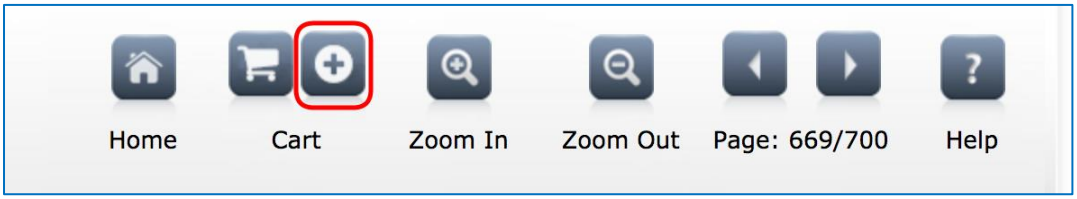
USING THE SHOPPING CART

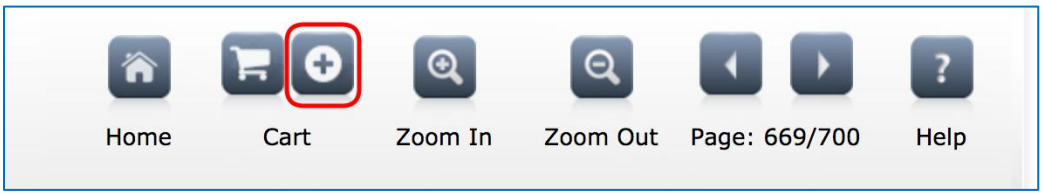
To purchase document copies, you can add the document pages into your shopping cart.



ADDING A DOCUMENT PAGE TO THE SHOPPING CART

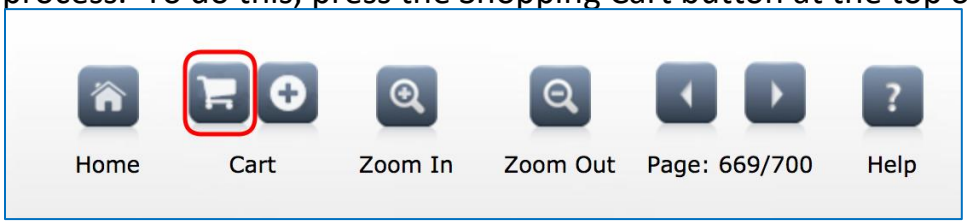
- After finding the document you are looking for, you can add pages of that document to the Shopping Cart, by clicking on the Plus button at the top of the screen on each page that you want a copy of.
  - 

  - 

- On clicking the Plus button, you will be presented with a message to confirm the page has been added to your cart.
  - 

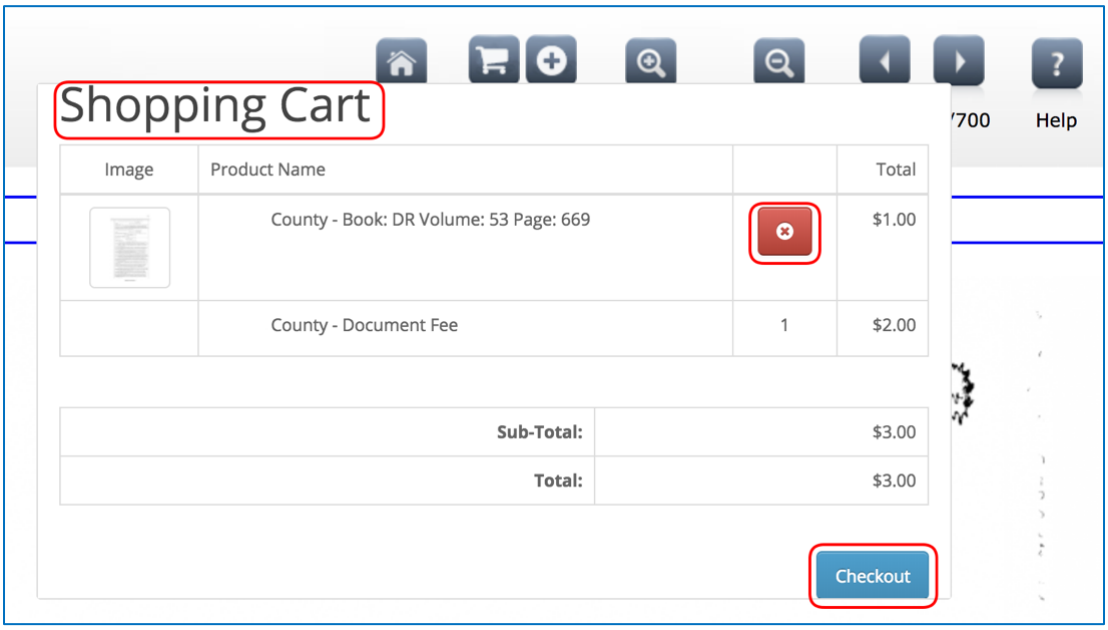
SHOPPING CART CHECKOUT PROCESS

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.

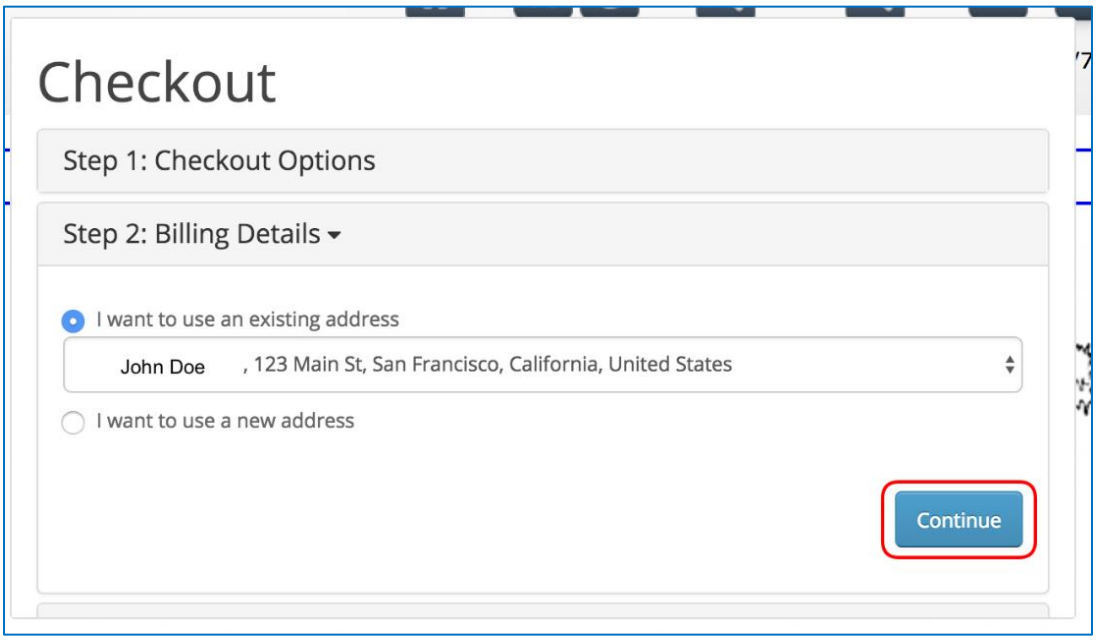


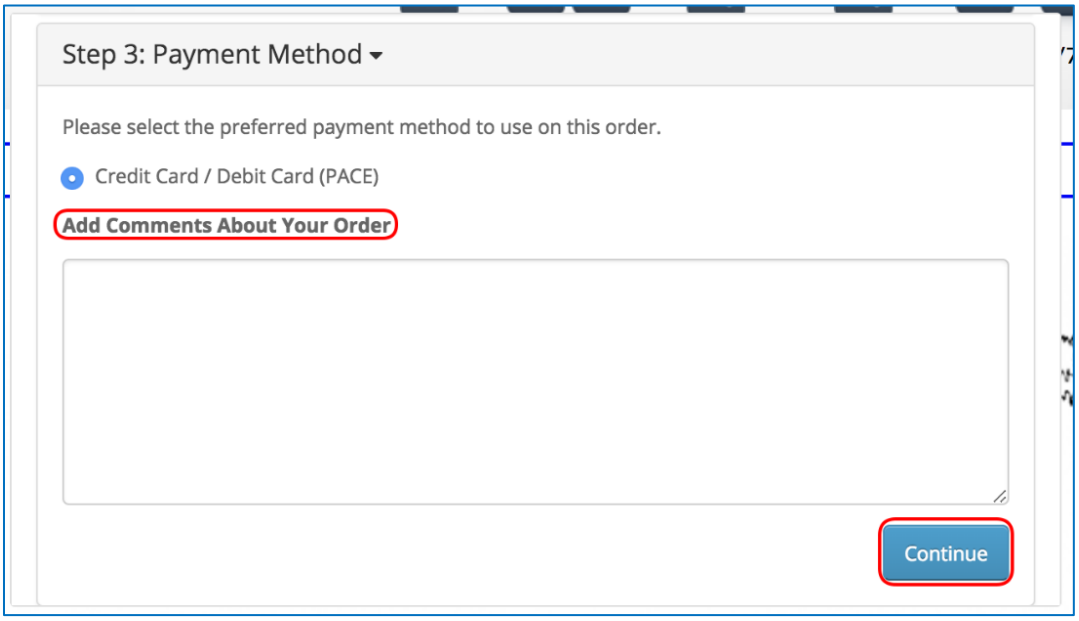
CHECKING OUT

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

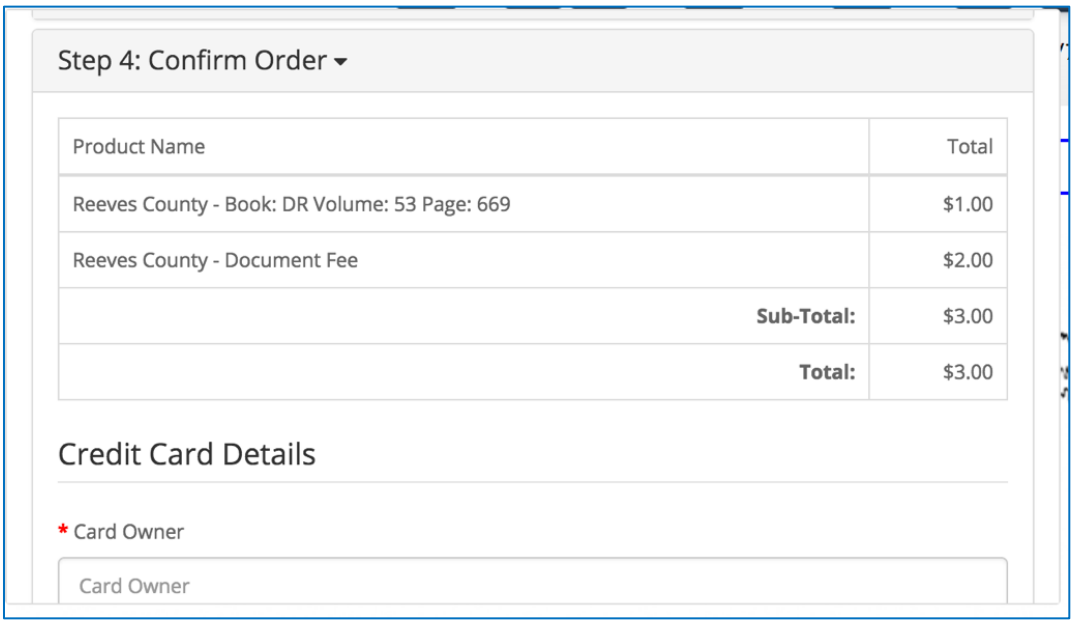
- Remove an item from your cart press the red X button to remove items.
  - 

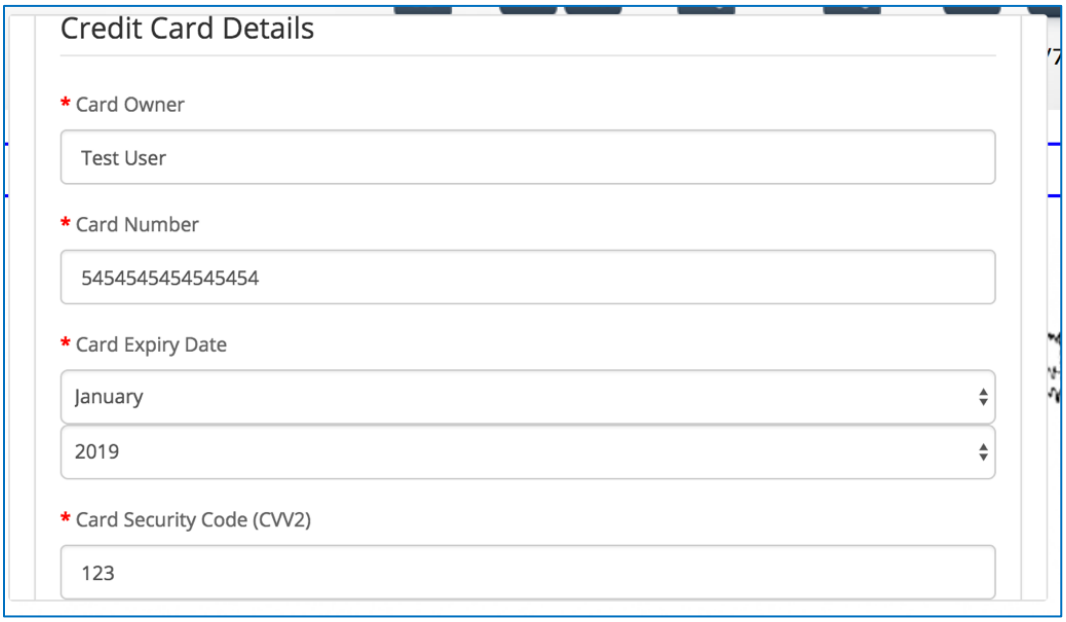
- Click the **Checkout** button to pay for your order.
- On clicking **Checkout**, you will be presented with the screen where you choose the name and address associated with who is making the purchase.
  - You can use a previously entered address (if you've made prior purchases) or use a new address.

- 

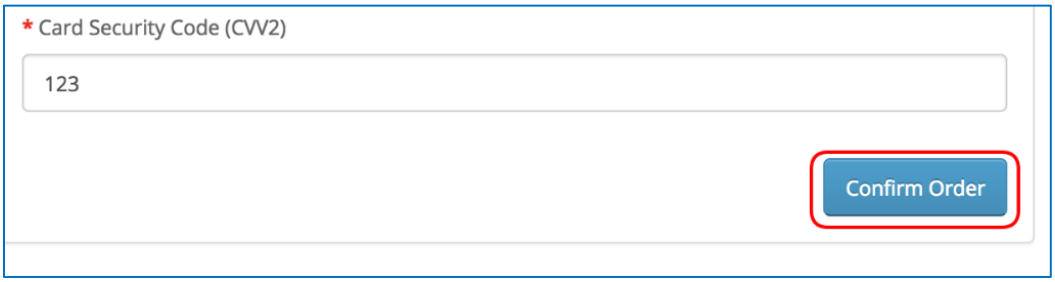
  - Once you've determined the address to use, click on the **Continue** button.
- Step 3 of the checkout process allows you to:
  - Select your payment method (right now we only accept credit or debit cards, so you cannot change payment method).
  - Enter optional comments to appear on the receipt that will be emailed to you.
  - 

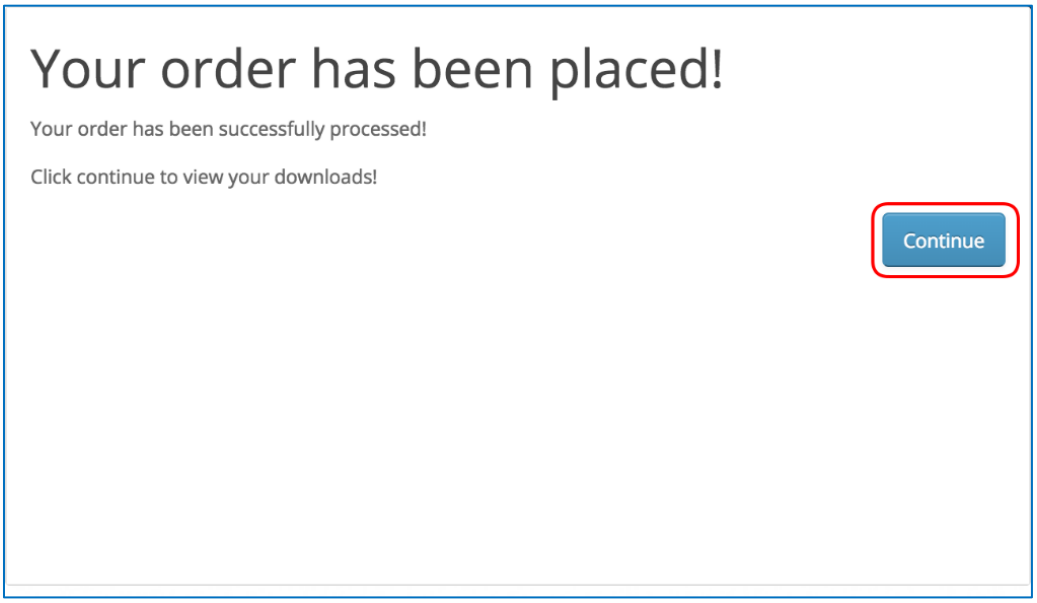
  - Click **Continue** to go to Step 4.
- Step 4 of the checkout process is where you see a summary of your order.

- 

- 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.

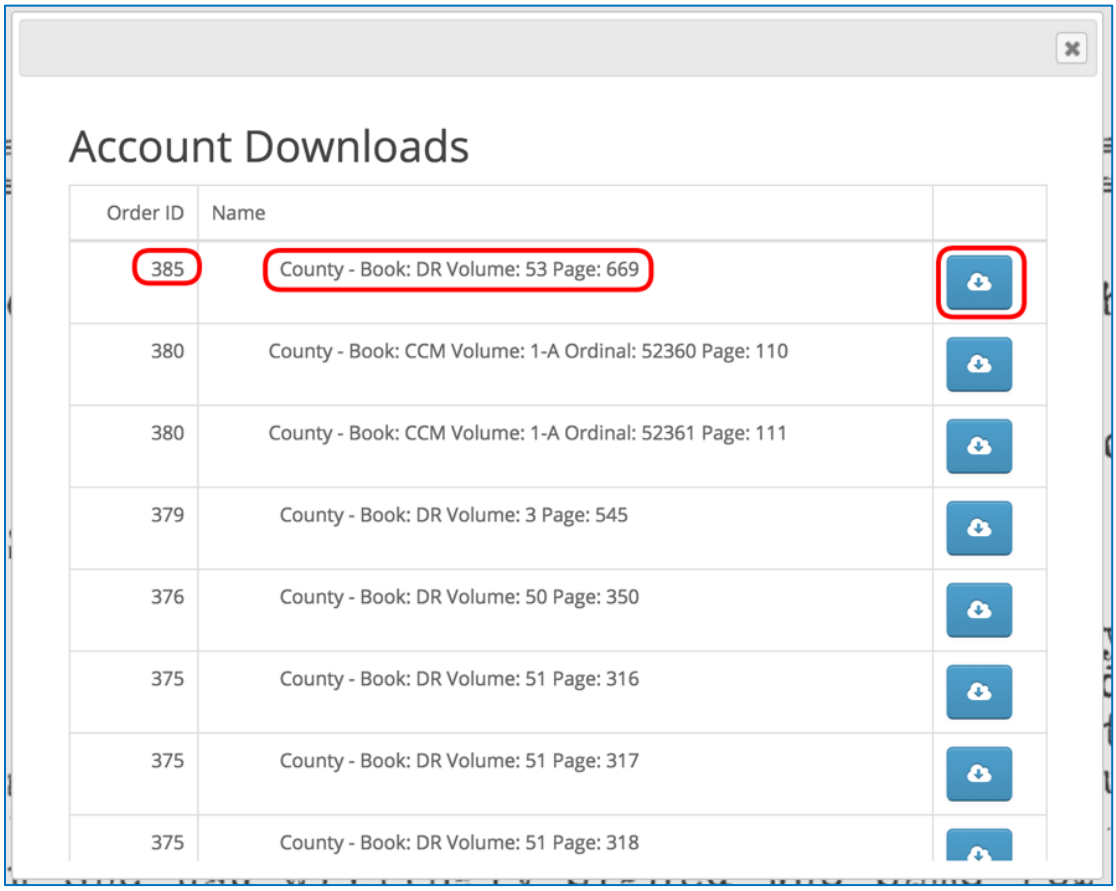
- 

- 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.
  - 

- Press **Continue** to get your downloads.

DOWNLOAD WINDOW

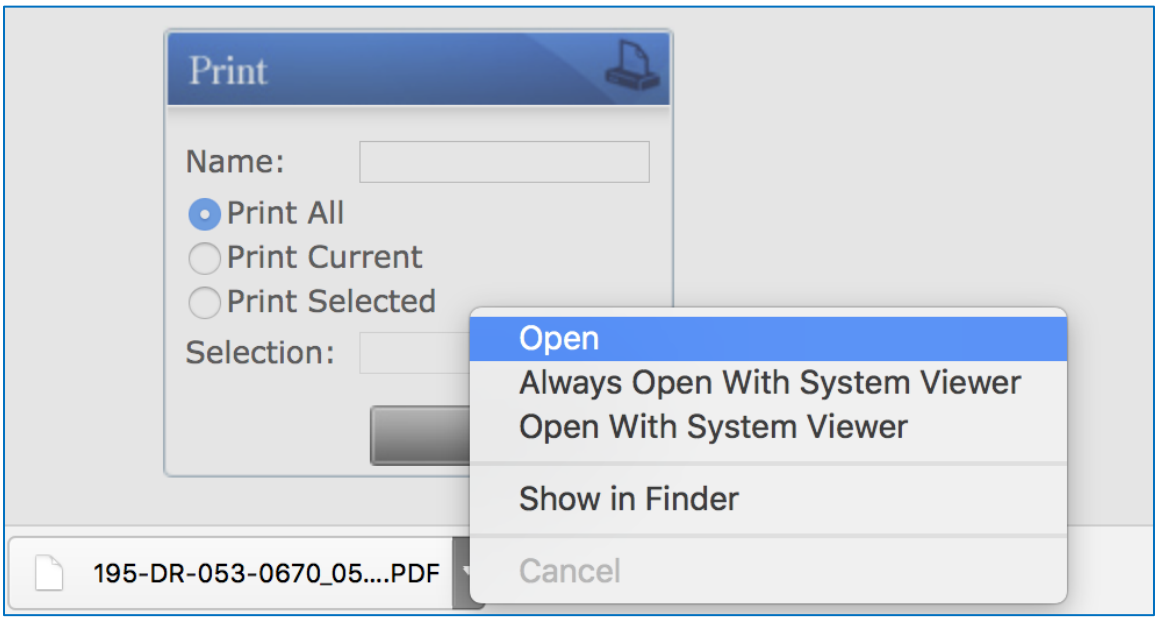
- When your order is completed, you are presented with a download window, where you can download your new documents, as well as any documents that you may have previously purchased.

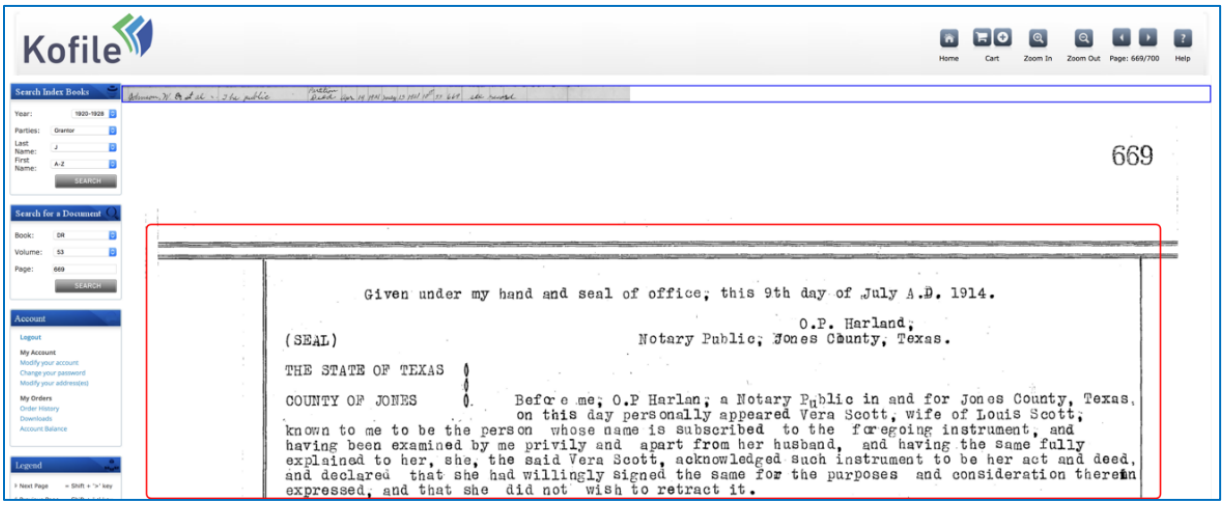


- To download your document, click on the blue download button. This process will automatically place the document into your computer's default download location.

ACCESSING YOUR DOWNLOADED DOCUMENT

- Depending on your browser, you will be able to open the document through the Browsers download controls.
- The example below is via Google Chrome, and clicking the grey arrow next to the download will open a menu for you to:
    - See the document in its folder.
    - Open it in the default viewer.
    - Any other options (dependent on your device)

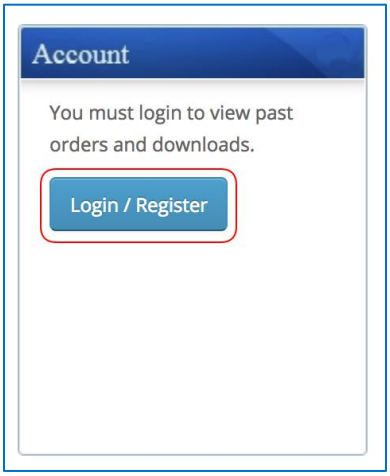
- 

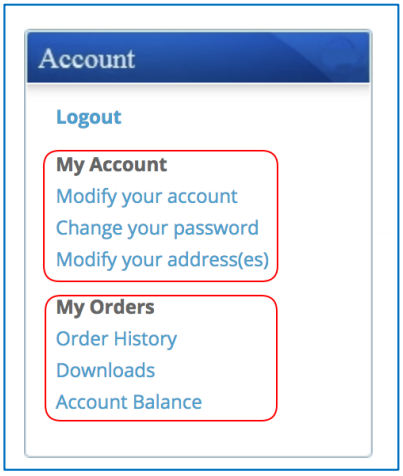
- After you have purchased your document or documents, all pages you've purchased will be cleared of their image distortion on the website too.
- This serves 2 purposes.
  - Confirms your purchase was successful.
  - Images presented without distortion have already been purchased by you, so you don't need to purchase them again.
  - 

REGISTERING AN ACCOUNT

REGISTERING AND MAINTAINING YOUR CUSTOMER ACCOUNT

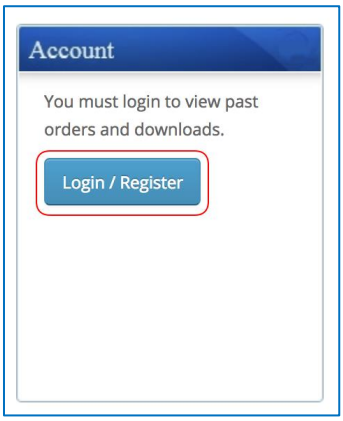
- QuickLink provides its visitors with the ability to register an account, for repeated uses.
- As a user, you have the ability to:

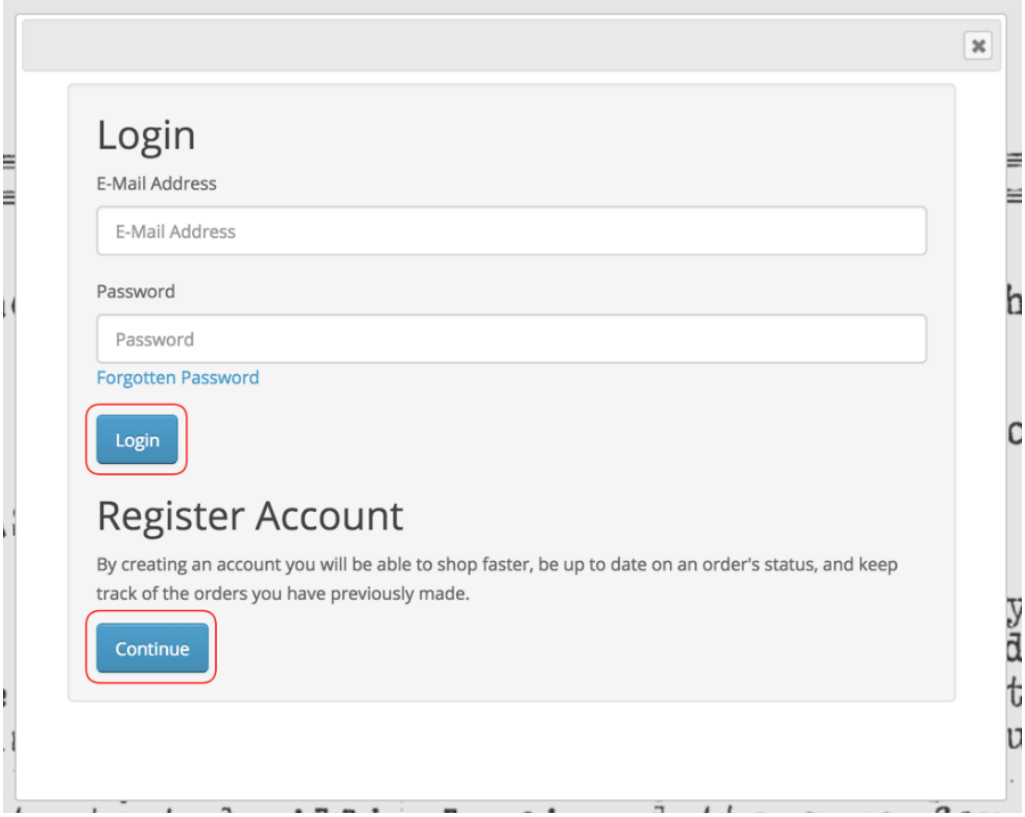
- Register your account.
- Edit your account.
- Update your Password.
- View your Order History
- View your Downloads.
- 

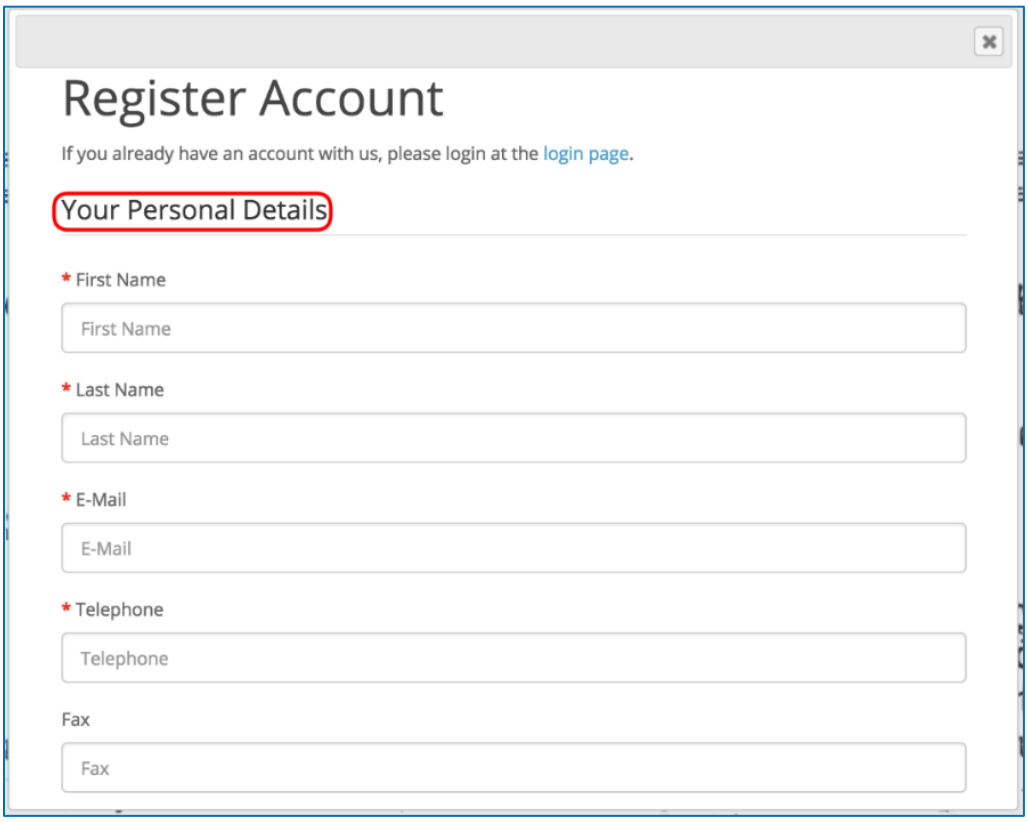


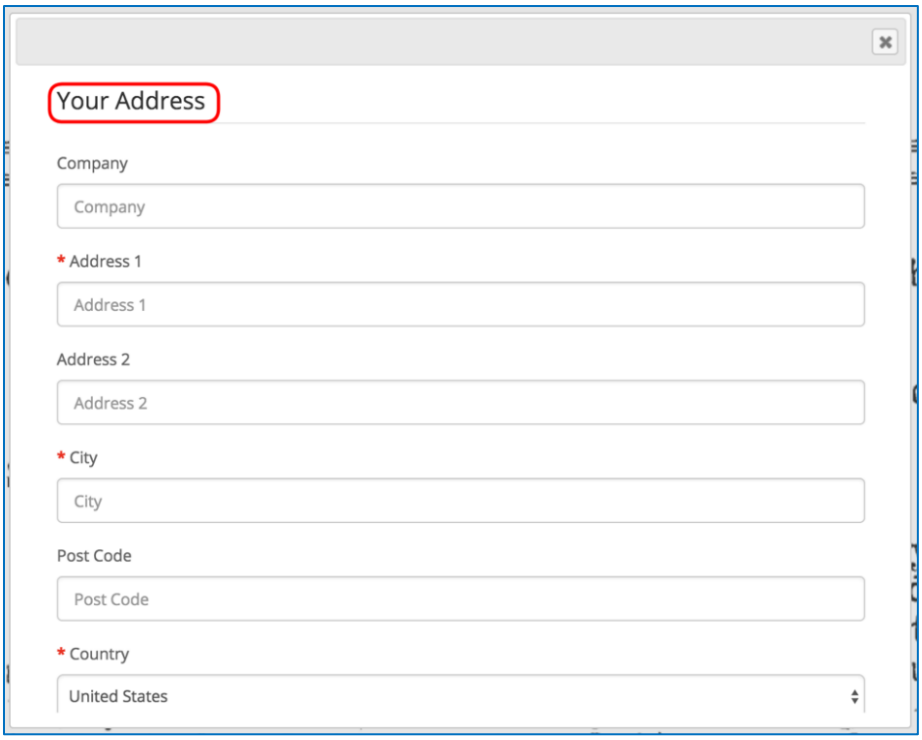
- The user account goes with you, so if you visit another county's QuickLink site, you can use your account there too, without having to re-enter all your credentials.
- Please note: This QuickLink site does NOT store your credit card information anywhere. If you elect to save your credit card information 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.

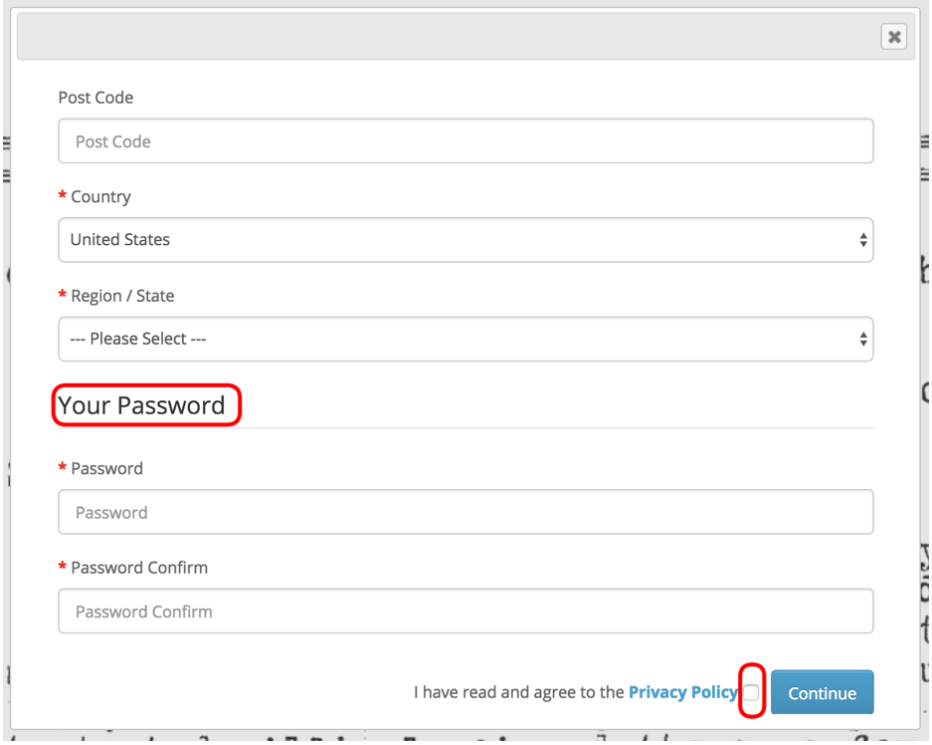
REGISTER YOU ACCOUNT

- To register an account, click on the Login/Register button.
- 

- Under the Register Account Label, click on the **Continue** button to start the Registration Process.
  - 

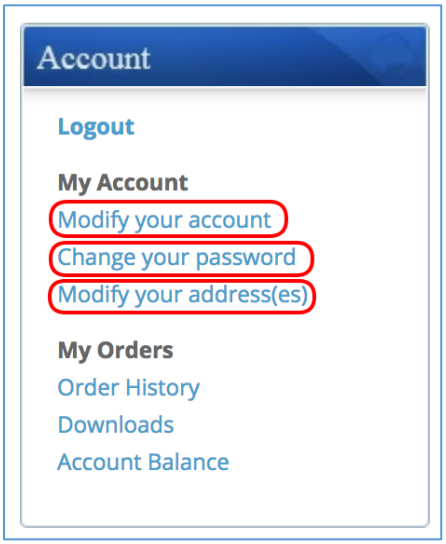
- Enter your details, scroll down through the page to complete this data.
  - 

- Enter your address.
  - 

- Enter a password, that is hard to guess, but easy for you to remember.
  - Your password can be made up of letters (upper and lower case), numbers and characters. Multiple words with spaces are supported too.
  - Please click on the link to read the Privacy Policy, then check the privacy policy box and click the **Continue** button.
  - 

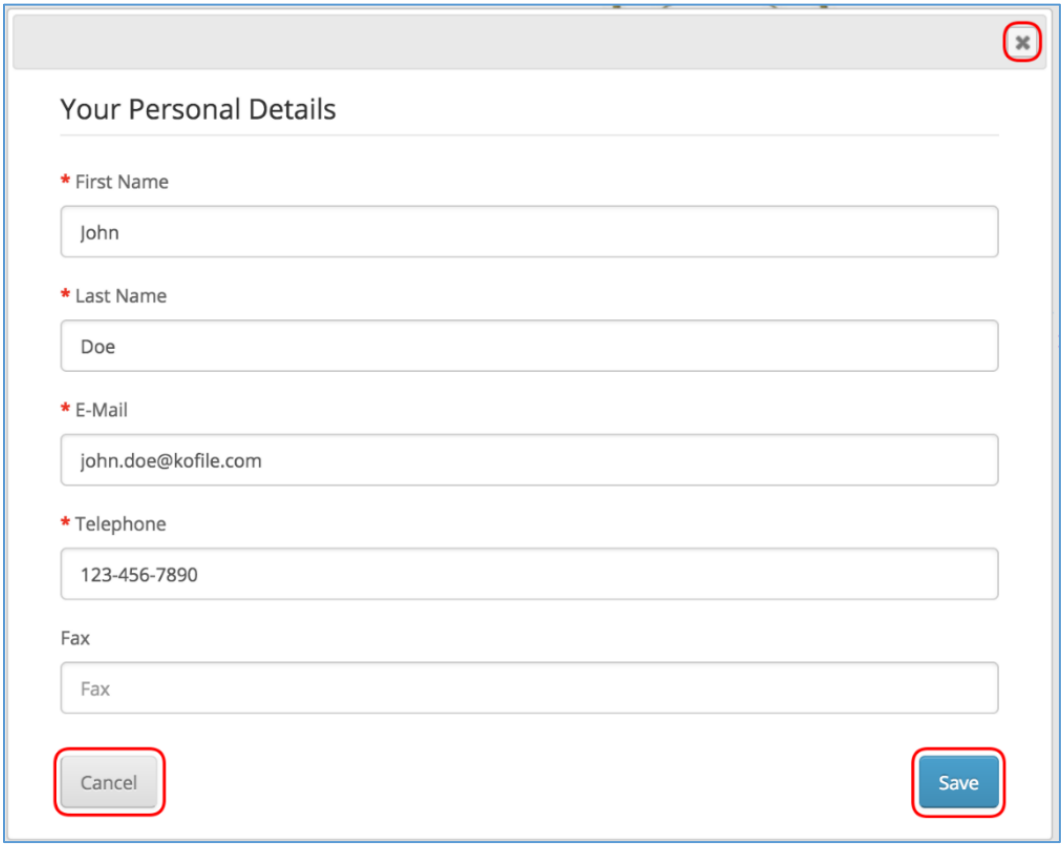
- Once registration is completed, you are automatically logged in, and can begin to purchase documents.

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.
  - 

MODIFY YOUR ACCOUNT

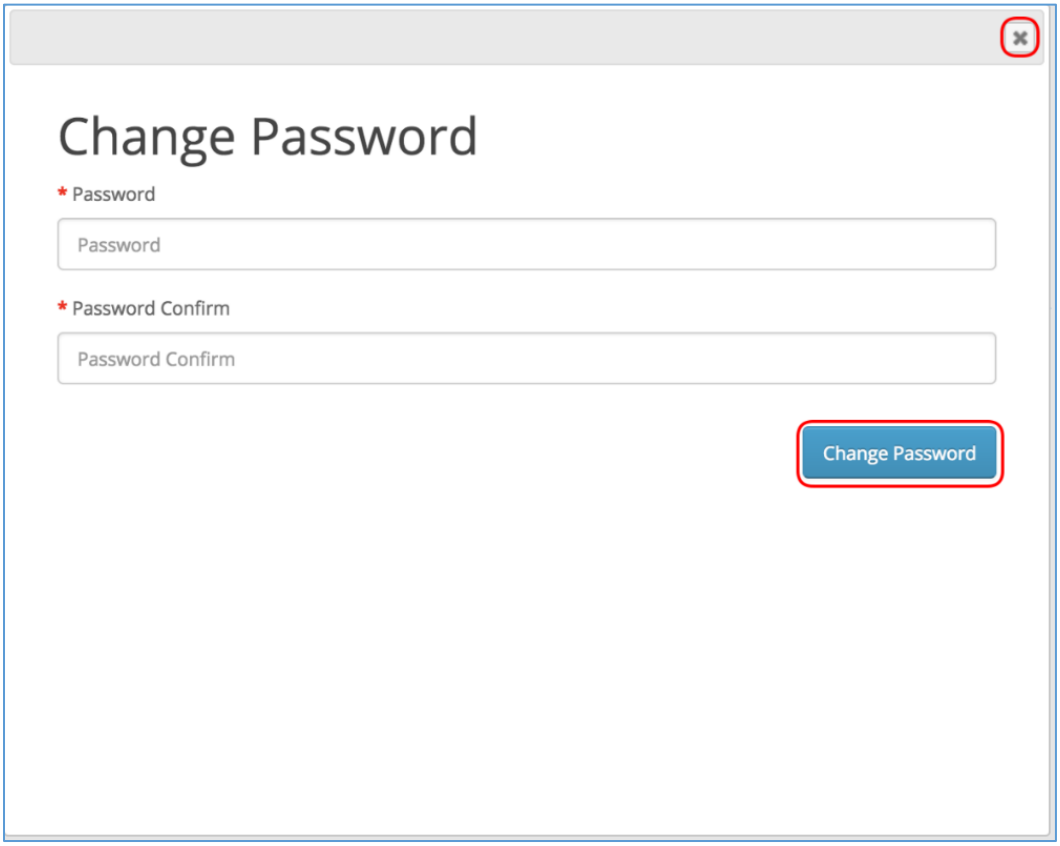
- To modify your master account, click on the Modify Account link to see the Modify Account window.
- This window will allow you to change your:
  - Name
  - Email Address
  - Phone Number
  - Fax Number

- 

- 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.

CHANGE PASSWORD

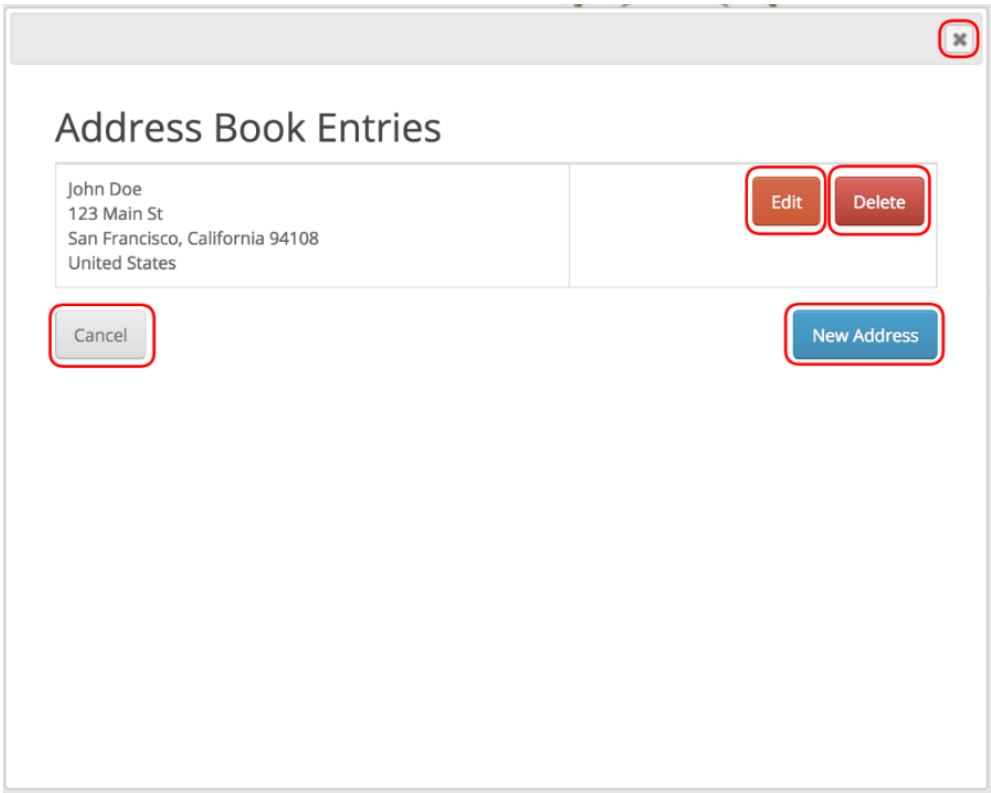
- To change your password, click on the **Change Password** link to see the Password window.
- To change your password:
  - Enter your new password.
  - Confirm your new password in the second box.
  - Click the **Change Password** button to complete the process.

- 

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

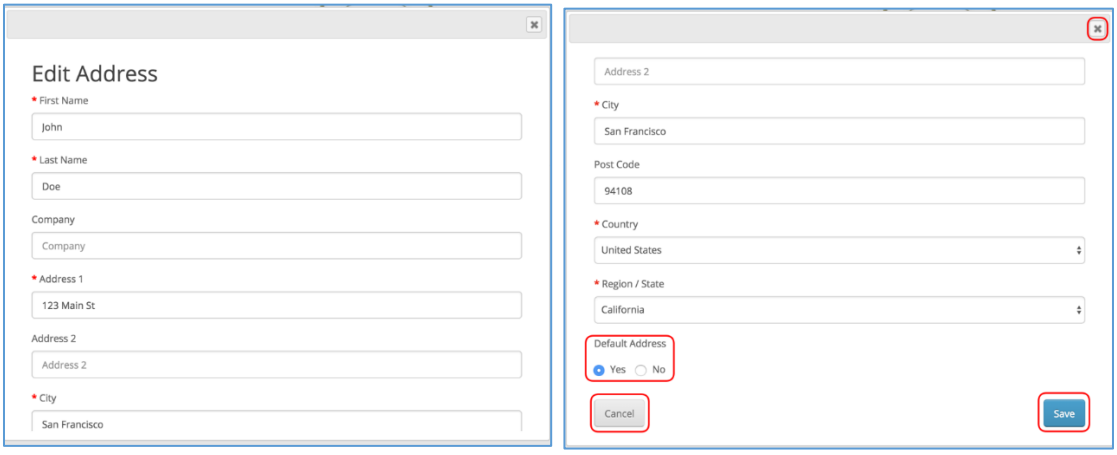
MODIFY ADDRESS ENTRIES

- 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.

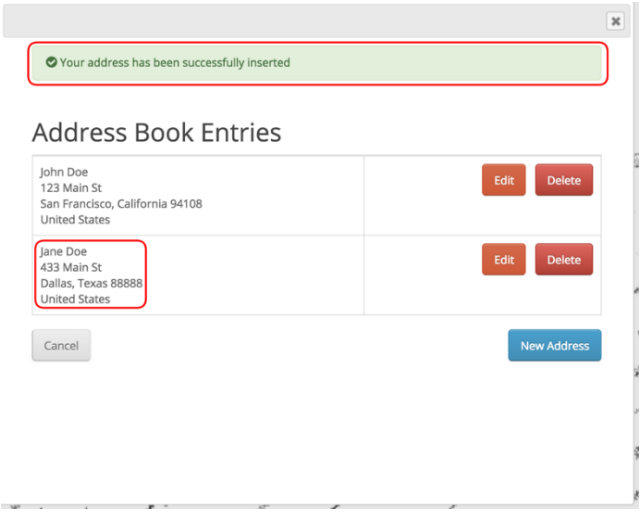
- 

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.

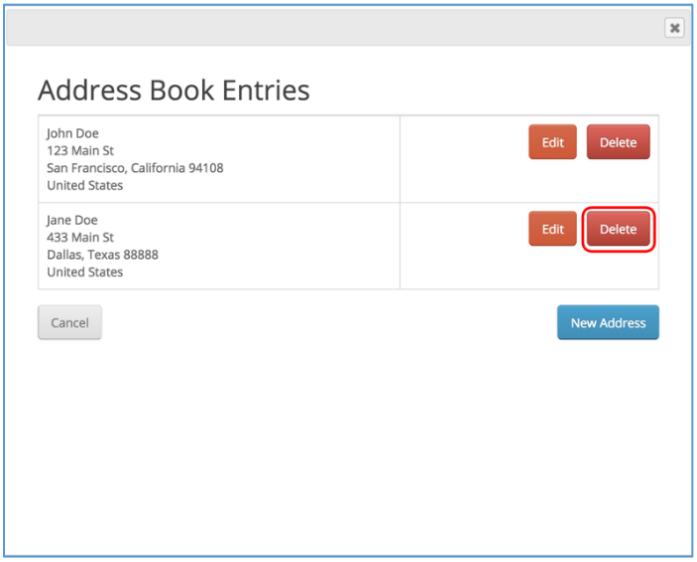


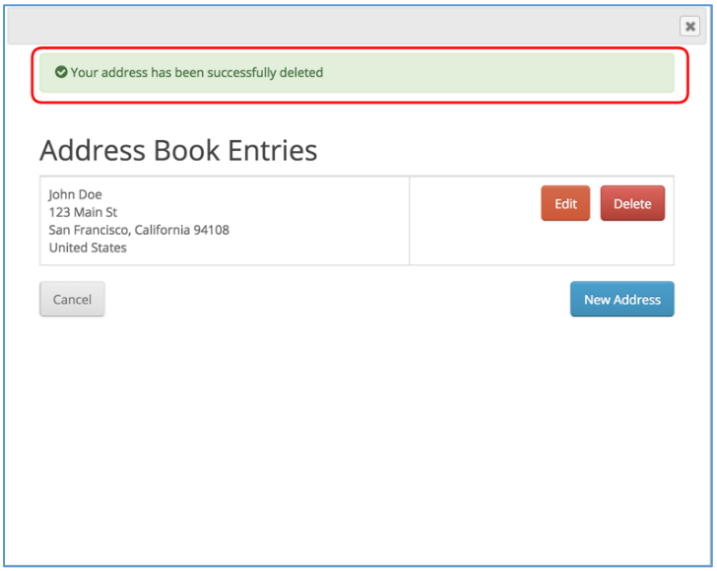
- On pressing the New Address button, you will be presented with a scrollable window, where you will enter the name and address data associated with this address book entry.
- You can also set the new address to be your account's default address before saving the address… making this address your default will cause this address to appear when you start your shopping cart check out process.
- Once you save the new address, your address book will be updated to show the new address in your list of addresses.



DELETE EXISTING ADDRESS

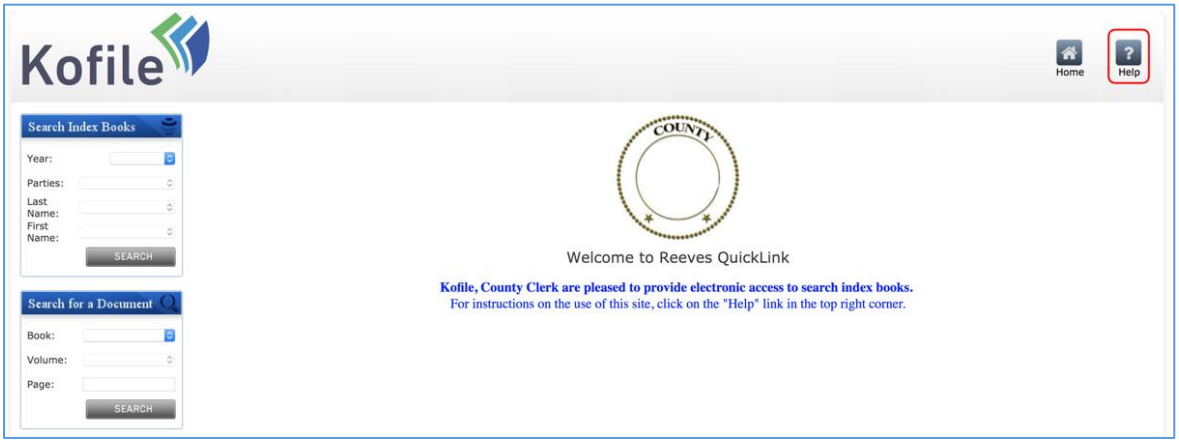
- To remove an address from your account, delete that address, by clicking on its **Delete** button.

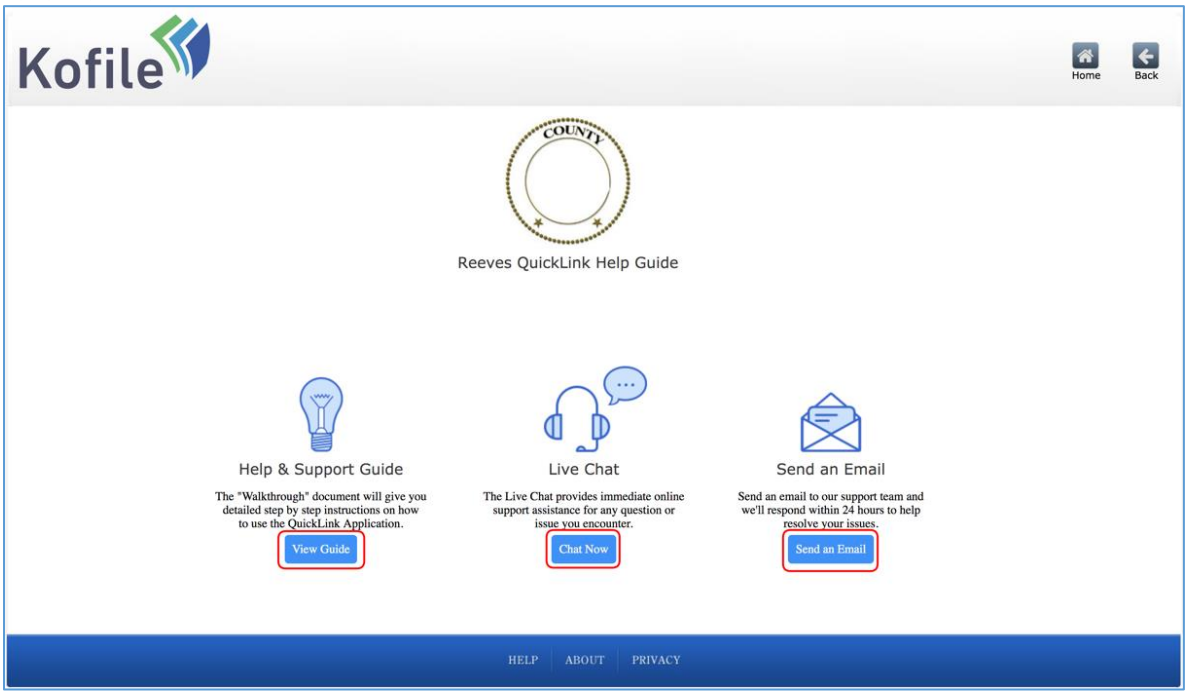
- 

- 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.
  - 

HELP AND SUPPORT

- The QuickLink site provides a detailed set of help and support features, including:
  - This Walkthrough Document
  - Live Chat
  - Email Support
- To access the product Help, click the Help button located in the top right corner of the site.

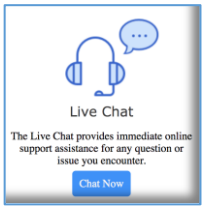
- 

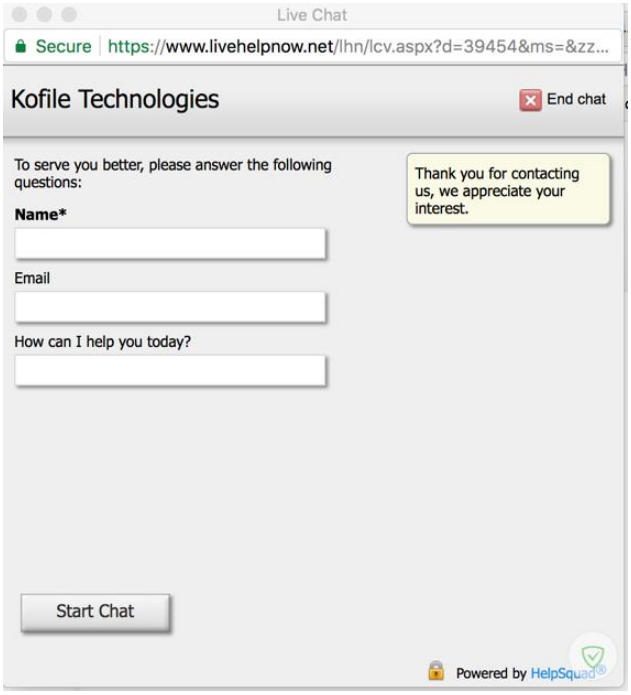
- The help page opens to show you the options available for help and support.
- 

WALKTHROUGH GUIDE

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

LIVE CHAT

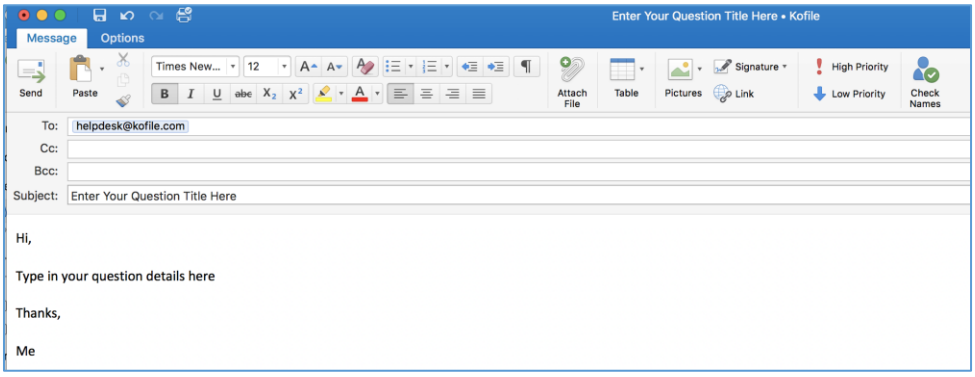
- Clicking on the Live Chat Button will open a popup window, that will sit over the QuickLink site.
  - 

- 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.

EMAIL

- Clicking on the Email Button will open up an email to websupport@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. Also, please mention the County Name the QuickLink site pertains to.
  -

- Example Email:
  - To websupport@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.

End of the QuickLink Walkthrough Guide