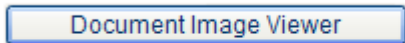


When clicking the Document Image Viewer button, a new Internet Explorer window should appear.

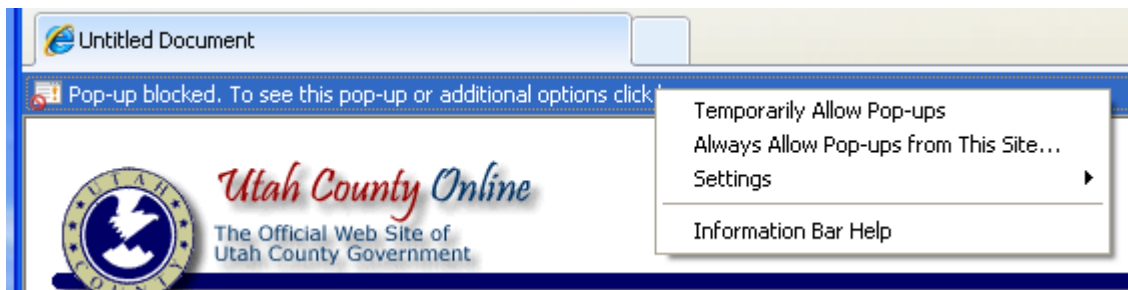


If not, does the following prompt appear in the top portion of the web browser window?



If not, then you have a Pop-up blocker operating. This could be a toolbar (ie Google Toolbar, Yahoo Toolbar, etc) or an internet security/antivirus program. Create an exception for www.utahcountyonline.org or contact your computer support personnel for help.

If so, click the message and the following menu options will appear.



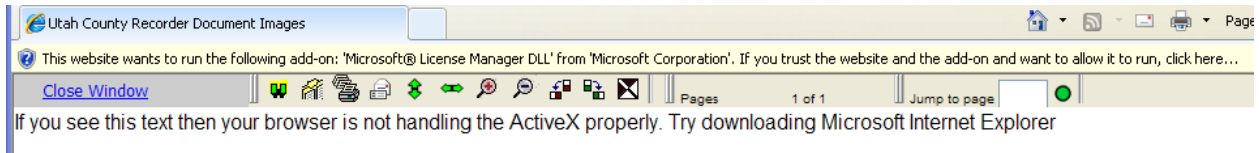
Select Temporarily Allow Pop-ups or Always Allow Pop-ups from This Site; whichever is best for you.

You may be prompted to Retry your web request. Click Retry when prompted.

Did a second Internet Explorer window open? If not, then you have another Pop-up blocker operating. This could be a toolbar (ie Google Toolbar, Yahoo Toolbar, etc) or an internet security/antivirus program. Create an exception for www.utahcountyonline.org or contact your computer support personnel for help.

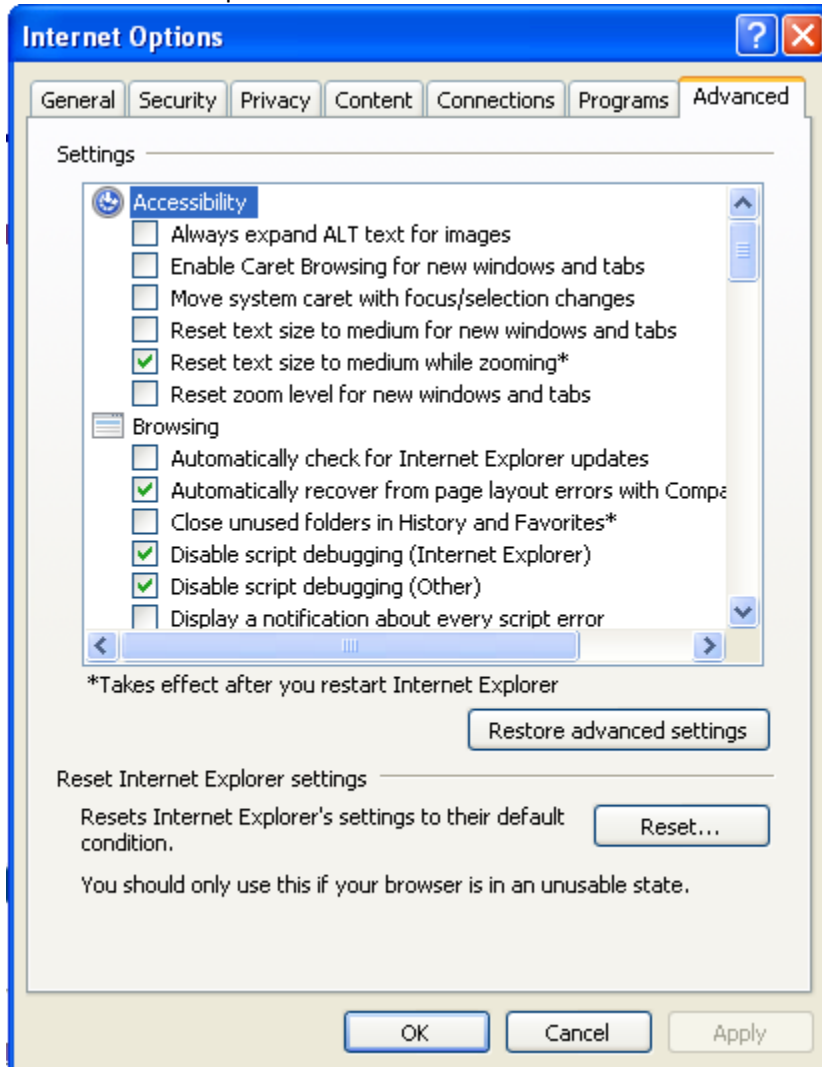
If the second Internet Explorer window does open, does the document display correctly?

If not, does the following prompt (Microsoft License Manager DLL) appear near the top of the web browser window?



If not, then your ActiveX controls are not prompting you and they may have been disabled or blocked by an internet security program or by your IT department. Create an exception for www.utahcountyonline.org or contact your computer support personnel to enable ActiveX controls.

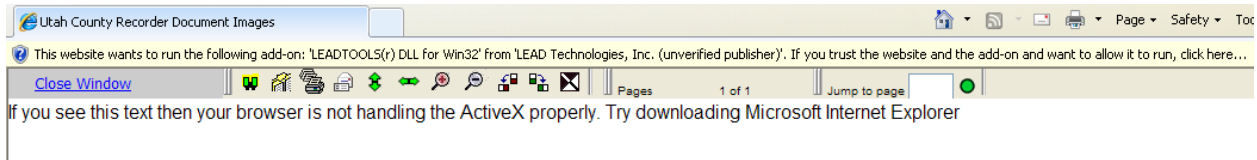
Alternatively, you may reset your Internet Explorer settings back to their factory default settings by clicking the Tools Menu, then Internet Options. Select the Advanced tab at the top of the Internet Options window:



Click Reset... and follow the prompts to reset your Internet Explorer settings. Repeat these steps to view your document.

If so, click the message, select Run Add-on, and click Run when prompted.

A second prompt will appear for the LEADTOOLS plugin.



Click, select Run Add-on, and click Run when prompted (again).

Your document should now display correctly. If problems persist, email support.ucadm@state.ut.us with a description of the problem and your phone number and someone will contact you shortly.