ML2000

# Web Basics

and

## [Trouble Shooting](" \l "Trouble)

  Most unique in a Web based environment is the **mouse**.  The mouse is the physical piece of computer equipment that is used to move that pointer/cursor on the user's screen.    
The pointer/cursor informs the user where on the page he/she is located.  Sometimes the cursor looks like an **arrow**.  At these times it is refered to as a **pointer**.  As the cursor is moved over the web page the user will notice that it can change into a **hand**.  This indicates that the cursor is hovering over a **link**.  If the user chooses this time to click the left mouse button, he/she will be transported to the location of that link.  Links are commonly identified by the characteristics of being [underlined and in blue](file:///\\cocintradev\inetpub\helpfilescocdev\ML2000\duh.htm).

**Scroll** bars are located on the bottom and right hand sides of the window when the image is too large to be viewed all at once.  Scroll bars may be used to navigate through records by using the mouse to click and drag the button along the bar in the desired direction of movement.

  Also common to Windows applications are the 'minimize', 'restore', and 'close' buttons that the user will find in the upper right hand corner of the active window.  (The *active* window is the one that is currently being viewed.)  These are displayed in the image below from left to right.

The left most button, **'minimize'**, will remove the image from view, placing the window or application on the user's task bar when clicked. The user may re-open this by clicking on that item on the task bar.

The center button, **'restore'**, will be viewed as either a single square or a double square. If this button is clicked when it is viewed as a single square, the image will be maximized and will now occupy the entirety of the user's monitor. If this button is clicked when it is viewed as a double square, the image will be minimized and will now occupy only a portion of the user's monitor.

The right most button, **'close'**, will close the user's window or application when clicked.

The Task Bar referenced above is *usually* located at the bottom of the user's screen.  It may, or may not, be visiable all of the time depending upon the user's personal computer settings.  It contains the “Start” button and displays all applications that the user currently has open.

  Also common to Windows is the use of **bolding** the print on those buttons that are *active*. Those options *not* currently available to the user are displayed in a much lighter font.

  To add the ML2000 login screen to your list of favorites, the user must begin while at that website.  While at the page that the user wishes to make a favorite, move the pointer/cursor over, and click on, “Favorites” from the Menu bar and select “Add to Favorites”.

This will cause another message box to appear and the user will first ensure that the option “No, just add the page to my favorites” is selected and then click on “OK”.

The ML2000 login page may now be accessed by either clicking on the Start button located in the lower left-hand corner of the desktop, highlighting Favorites and then clicking on http://ML2000...

or by clicking on the Favorites button on the tool bar of the browser.  Doing so will display all of the user's favorites on the left-hand side of the browser and from here, the user shall click on http://ML2000 to display this page.

## Trouble Shooting

**Problem:** Unable to see all of the buttons at the bottom of the screen.   
**Answer:** Deselect ‘view task bar’ from ‘view’ on the menu bar.   
  
**Problem:** I've deselected ‘view task bar’ and I *still* can't see the buttons!   
**Answer:** Press the F-11 key.  This will cause the top one and one-half inches of your browser to disappear, making even more room on your monitor for the application.  This is a *toggle* key and pressing this key again will return your browser to its earlier form.   
  
**Problem:** Can’t print Abstract – nothing comes out.   
**Answer:** Don’t click on OK in the print dialog box until the image has completely loaded in the rearmost window.   
  
**Problem:** When printing Abstract why can’t I see anything except the big, ugly border?   
**Answer:** This is a report peculiarity that cannot be repaired. The user must print the abstract in order to see the actual data.   
  
**Problem:** Why do I have a page number 4 at the bottom of a single page form?   
**Answer:** That isn’t a page number, that is the location ID.   
  
**Problem:** Why are there large gaps between items in my menus?   
**Answer:** Only those menu options available to your specific level of access are available to you. The ‘gaps’ indicate that selections are there, but you can’t see them.   
  
**Problem:** When making corrections to an affidavit, the corrections are not printed on the new affidavit.  The *new* affidavit has the same mistakes as the *old* affidavit.   
**Answer:** The document in memory is not being refreshed.  Reprint the affidavit from “Forms” on the menu at the left.  If this fails, close the browser entirely, re-open it and try once again.   
  
**Problem:** I've tried again and again and I am still unable to edit an erroneous affidavit.  I've re-entered the data under a new Marriage License number and the happy couple is gone.  What do I do now with the old license number?   
**Answer:** Re-Use it! At any time before the actual license is printed the user may click on “Cancel” and the license may be re-used.  Enter the license in the Search box and retrieve it as you would if you were going to print the license.  Then click the “Cancel” button instead of the “Print” button and the license may be issued to the next happy couple to arrive.  In order to accurately determine a license's current status, see the following item.   
  
**Problem:** I was working with a license earlier and, between phone calls and customers, I've no idea where I left off.  How do I determine the current *status* of this license?   
**Answer:** Do a search on the license number in question.  When the return of this search is displayed, click on the second tab; the one labeled “Issue/Record”.  On the far left, right beneath the license number, is that license's current status.  Available statuses include: Pending, Issued, Recorded, and Voided.   
  
**Problem:** What's the difference between “Cancel” and “Void”?   
**Answer:** A license for which affidavit information has been added but the actual license never printed, may be canceled.  The original license number may be re-used for the next happy couple to apply.  Once the actual license has been printed, if it will not be used, it must be voided.  This precludes the use of that license number by any other parties.   
  
**Problem:** The transmittal report is showing a charge of $68.00 for **all** licenses.  We didn't collect for any pre-paid certifications.   
**Answer:** The very first box that greets the user when a license type is selected asks if an abstract has been pre-paid.  The default answer for this box is “Yes”.  If additional monies are not collected for a certified copy you must make sure to answer this question “No”.   
  
**Problem:** I give up! I'm going to call the Help Desk and turn my problems over to someone else.  What information should I be prepared to provide?   
**Answer:** Please be prepared to answer the following questions when placing a trouble call to the Help Desk.  Your preparedness will make the call go much more smoothly and will also ensure a speedy resolution to your problem.

* What is your name and telephone number?
* What screen were you working in?
* Did any error messages appear?  What did they say?
* Has this happened before?
* What is the license number that is currently causing this problem?
* Are there any other Internet Explorer windows open?   (Look on the Task Bar.)
* What steps have you taken to rectify the situation?

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lrd: 08 January 2001