How To Enable Menu and How To Install Image Viewer
How to Enable Menu

1) Our site is only compatible with Internet Explorer (IE). Go to the login page https://ssl.ebrclerkofcourt.org/DevMortConv/login.asp

2) Click on Tools/Compatibility View Settings

3) Click on the “Add” button to add our site to the list below.
4) Click close to close the Compatibility View Settings Window.

The Menu is now enabled and will work.
How to Install the Image Viewer

1) Click Tools/Internet Options.

2) Click the “Security Tab”
3) Click on “Trusted Sites”.

4) Click on the “Sites” button.
5) Click the “Add” button to add our site to the list.

6) Click close to close the Trusted sites.
7) With Trusted sites selected, click on the slide bar and drag it down to low.

8) Click “OK” to close the Internet Options Window and apply the changes.
9) Click on the link to install the image viewer.

The image viewer should install and you should see an image like the one below.

10) The image viewer should install and you should see an image like the one below.

The image viewer is installed. You may now login and view images.

See Troubleshooting below if you did not see an image.
Troubleshooting

If you did not see an image then the image viewer was not installed. Here is a list of things to try to get the image viewer installed and working.

1) Temporarily disable anti-virus – Depending on your work environment you may have to get your IT to disable the anti-virus. Once you have disabled the anti-virus click the link again to install the image viewer.
2) Reboot your computer, disable anti-virus, and click the link again to install the image viewer.
3) Turn off UAC – Here is a link for video instructions as well as written instructions below.
   a. Open User Account Control Settings by clicking the Start button, and then clicking Control Panel. In the search box, type uac, and then click Change User Account Control settings.
   b. Do one of the following:
      i. To turn off UAC, move the slider to the Never notify position, and then click OK. 📦 If you’re prompted for an administrator password or confirmation, type the password or provide confirmation. You will need to restart your computer for UAC to be turned off.
      ii. To turn on UAC, move the slider to choose when you want to be notified, and then click OK. 📦 If you’re prompted for an administrator password or confirmation, type the password or provide confirmation.
   c. Disable anti-virus and click the link again to install the image viewer.
4) Windows 10 users – Please open our website with Internet Explorer. You will see the option to do so by clicking the more options button. Then follow all other instructions in this document.

Please remember to re-enable your anti-virus.

If you are having trouble with certified copies either turn off your pop-up blocker or add our site to your pop-up blocker’s exception list.

1) Turn off pop-up blocker
   a. Click Tools/Internet Options.
   b. Click the “Privacy” tab.
   c. Uncheck the box that says “Turn on Pop-up Blocker”.
   d. Click OK to apply the settings and close the window.
2) Add our site to the exceptions list
   a. Click Tools/Internet Options.
   b. Click the “Privacy” tab.
   c. Click the “Settings” button.
   d. Type “ebrclerkofcourt.org”, without quotes, and click the “Add” button.
   e. Click close.
   f. Click OK to apply the settings and close the window.

If none of these steps are successful at installing the image viewer please contact our IT staff at 225-389-5295. They will review the problem and assist in installing the viewer.