

## User Account Questions

### How do I obtain access to Odyssey Public Access?

#### Attorney Docket Access Accounts

Active members of the Pennsylvania Bar Association are entitled to apply for an Attorney Docket Access account at no charge. Attorney Docket Access accounts allow viewing of the Court dockets but do not include Tax or Assessment records. Please visit the **Attorney Docket Access** page at [www.lehighcounty.org](http://www.lehighcounty.org) to register.

#### Yearly Subscriptions

One-year subscriptions to Online Records Access which includes Court dockets, judgments, Taxes, and Assessment records, are available. The yearly subscription cost is \$300.00. To create an account, please visit the **Online Records Access** page at [www.lehighcounty.org](http://www.lehighcounty.org). You may access the dockets through ORA. For more information regarding paid subscriptions, please contact the Lehigh County Fiscal Office at 610-782-3112.

#### E-Filing (File & Serve) Accounts

The Lehigh County e-filing site, **File & Serve**, is <https://lehigh.tylerhost.net/ofswweb>. Effective March 19, 2018, except as specifically exempted by the Court, electronic filing is mandatory in all new and pending Civil case types and liens. Effective January 1, 2020, except as specifically exempted by the Court, electronic filing is mandatory in all new and pending Family Court case types. This does not include Protection from Abuse and Orphans' Court cases.

### I have an account but receive an error message upon logon

When logging onto the Odyssey Public Viewing site, please remember the following:

- Attorney Docket Access/Online Records Access credentials are different from File & Serve credentials. If you only have a File & Serve account, you will also need to obtain an Attorney Docket Access account or an Online Records Access account.
- Usernames and passwords are case-sensitive.
- The application is sensitive to spaces entered before or after a username or password and will return an error message. Occasionally an extra space may be picked up when cutting/pasting a username or password from the verification e-mail.
- If you continue to experience issues, please contact us (contact page).

## Site Questions

### What is available through Odyssey Public Access?

The Odyssey Public Access site contains the court dockets and includes:

- All Civil and Family Court records with the exception of Protection Orders
- Judgments
- Ejectments
- Marriage Licenses
- Register of Wills
- Orphans' Court cases with the exception of Adoptions and Parental Terminations/Relinquishments

### What is available through Lehigh County Online Records Access?

- Assessment Records
- Current Taxes
- Ejectment Books (prior to 2000)
- Judgment Books (1978 to 2000)
- Register of Wills Index Dockets
- Register of Wills Inheritance Tax Dockets 1917 - 2000
- Naturalization Records
- Recorder of Deeds IQS Infodex Russell Index 1812 to 1983
- Recorder of Deeds LANDEX System 1812 to Present with Russell Index Books

### Is a tutorial available?

A user guide is available at <https://www.lehighcounty.org/Services/Online-Records-Access>

### What are the guidelines for special characters in searches?

- The use of special characters in party name searches is limited to **&** and to - (hyphen) if part of a business name.
- Searching with any special character such as #, /, or @ will result in an error message
- Special characters other than & have been eliminated from party names. Example: Searching for name "20/20 Eye Care" can now be search as "20 20 Eye Care."
- Names with the fraction ½ can be searched using .5. Example: Searching for name "115 ½ South St Business" can now be searched by "115.5 South St Business."
- The system will automatically remove any leading or trailing spaces from the party name fields
- Punctuation has been removed. Example: Searching for name "John J. Doe" can be searched using "John J Doe."
- The special character \* can be used as a wildcard.
- Search criteria entered will remain on the search results page.

### Can I search without knowing a case number or party name?

A full or partial party name or case number is required for a search. If you do not know the full name or case number, you may enter at least three characters and the wildcard (\*). For example: Smi\*, Joh\*, or 2016-C-\* or 2016\*. You may further filter your search parameters by selecting one or more case types, choosing active/inactive/both cases, and setting a date range. Select **Clear Form** to reset your search parameters.

## Troubleshooting

### Why do I only see the first page of an image?

Images opened on the Odyssey Public Access site open automatically in whichever program is set as the default image viewer for TIF.

Images opened from Odyssey Public Access site work best when viewed using the programs **Windows Photo Viewer**, **Microsoft Office Document Imaging** or **Windows Picture and Fax Viewer**. Each of these programs will allow you to scroll through all of the pages of the document and will also allow you to print.

Many PC's default image viewing through Microsoft Office Picture Manager. What we have experienced through Odyssey Public Access site is that the image will open, but only the first page will display.

You can change the program which opens the Public Access images by following these steps:

- 1) Search for a case on the Public Access site
- 2) On the case, click on the blue image hyperlink that you wish to view. This will take you to the images page.
- 3) For your selected event, right-click on the image hyperlink
- 4) Select "Save Target As" or "Save Target"
- 5) Save in "Desktop." Usually this is the default selection. If not, you may select "Desktop" from the drop-down menu. The File name will default as a "Document Fragment" with a file type of TIF. You may keep the defaulted file name or change it. Keep the default file type of TIF.
- 6) Click "Save"
- 7) The image will be saved as an icon on your Desktop
- 8) If a window remains on your screen showing "Download complete," (Windows 7) or asking you to open (Windows 10) click the "close" button or the "x."
- 9) Minimize all open programs so that you can access your Desktop
- 10) Find the image icon on your Desktop. The name of the icon will be the "Document Fragment" default or whatever name you provided and will look like a piece of paper or scanned image
- 11) Right-click on this image and select "Open With"
- 12) Select "Choose Program" (Windows 7) or "Choose another app" (Windows 10)
- 13) You should be given a list of Recommended Programs/Apps. Under that list, if available, choose "Windows Photo Viewer," "Microsoft Office Document Imaging," or "Windows Picture and Fax Viewer." If you do not have one of these, try one of the other programs available to you.
- 14) When you have found the program that is working as you'd like, check off the box which states "Always use this program" (Windows 7) or "Always use this app to open .tif files" (Windows 10)
- 15) Click "Apply" and then "Save"
- 16) Double-click on the icon to open. You should now be able to see all pages of the document and also have printing options.

Due to the security settings on some PC's it is sometimes necessary that these changes be made by an Administrator. If you are unable to make changes on your PC, you may need to contact the individual who sets up the PC's for your firm and request assistance.