Odyssey Portal
Technical Troubleshooting Solutions

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Contents:

I. Performance Issues:

    A.   Many issues with documents, search functions and other issues relate to browser type
    B.   **Google Chrome** is recommended to access Odyssey Portal
    C.   Clearing the cache can improve performance and document access issues (Ctrl + Shift + Del)

II. "reCAPTCHA Search Verification":

    A.   This is not a Portal issue
    B.   As noted above - Portal runs best in Chrome
    C.   Using Chrome as your Browser helps eliminate repetitive issues

III. I don't know my "User ID":

User ID's (login name) are the registered email address

IV. Expired Registration link:

    A.   Please go to: https://odysseyportal.courts.wa.gov/odyportal
    B.   In the top right corner, select the drop down arrow, click Sign In, enter your email address in the Email box, then click Forgot Password link
        *** DO NOT ENTER password or click blue Sign In button***
    C.   Follow the prompts, you will receive an email with a new link
    D.   This will enable you to set up security questions and set your password

V. Locked Account:

    A.   If you receive the message "account locked for 15 minutes"
    B.   Please email: odysseyportal@courts.wa.gov
    C.   Please include in your message **"My account is locked for 15 minutes."**
    D.   The clerks' offices cannot troubleshoot or assist with log in issues

VI. Unable to view documents:

    A.   See County Clerk Contact's List for Counties utilizing Odyssey Document Management
        1.   Counties utilizing Odyssey Document Management are able to display documents in Portal
        2.   Counties not utilizing Odyssey Document Management are unable to display documents in Portal
        3.   You will need to request access from each county individually to view their documents

    B.   Be sure you are using Chrome as the browser for Odyssey Portal
        1.   If not, open a Chrome window, paste this URL into the search box
        2.   https://odysseyportal.courts.wa.gov/odyportal – sign-in, redo the search

VII.   I only see the first page of a document:

    A.   The File Association needs to be updated
    B.   Follow the instructions below to fix the multiple page display

1. Windows 10:
    A.   In Windows Search, type - **Default Programs** (select **set your default programs**)
    B.   Next, select **Associate a file type or protocol with a progra**
    C.   Scroll down and select **Choose default apps by file type**
    D.   Scroll to **.tif** and **.tiff** – click on each one
        1. Choose **Windows Photo Viewer**
        2. Close window

2. Windows 7:
    A.   **Control Panel, Default Programsefault Programs**
    B.   Associate a file type or protocol with a program - list will populate with ** (file names) alphabetically
    C.   Find each of the .tif and .tiff extensions
        1. Click on .tif - Click on **Change Program**
        2. Click on **Windows Photo Viewer** - Click **Ok**
        3. Click on .tiff - Click on **Change Program**
        4. Click on **Windows Photo Viewer** - Click **Ok**
           (Do these steps even if the file association already says Windows Photo View)
        5. Click **Close** to close the Set Associations dialog box
        6. Click **Close** to close the Default Programs dialog box
        7. Go back to Portal - open a document - the display should match the picture above
        8. The yellow highlighted area is what was missing before making the "file association"