

# Odyssey Portal Technical Troubleshooting & Help Guide

## Performance Issues

Many issues with display of documents, search functions and other issues are directly related to the browser used. Odyssey Portal runs best in Google Chrome. If you are not using Chrome, download Chrome.

## I don't know my "User Id"

User Id's are the registered email address.

## Expired Registration link

Please go to: <https://odysseyportal.courts.wa.gov/odyportal>

In the top right corner, select the drop down, click Sign In, enter your email address, then click forgot password. Follow the prompts, you will receive an email with a new link. This will enable you to set up security questions and set your password.

**I can't see documents** – See County Clerk Contact's List for Counties utilizing Odyssey Document Management

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

## I only see the first page of a document

The File Association needs to be updated. Follow these instructions to fix the multiple page display.

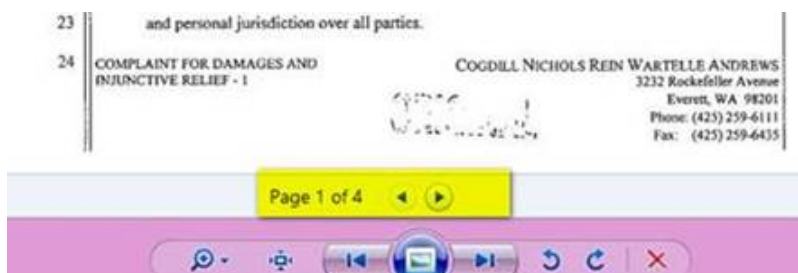
**Windows 10** – in Windows Search type: Default Programs, Associate a File with a Specific Program, (numeric/alpha list populates) – scroll to .tif and .tiff – click on each one, choose Windows Photo Viewer, close window.

## Windows 7

1. Control Panel
2. Default Programs
3. Associate a file type or protocol with a program - list will populate with .\*\* (file names) alphabetically
4. Find each of the .tif and .tiff extensions
  1. Click on .tif - Click on Change Program - Click on Windows Photo Viewer - Click Ok.
  2. Click on .tiff - Click on Change Program - Click on Windows Photo Viewer - Click Ok.

*(Do these steps even if the file association already says Windows Photo View)*  
Click Close to close the Set Associations dialog box  
Click Close to close the Default Programs dialog box.

Go back to Portal - open a document - the display should match this picture. The yellow highlighted area is what was missing before making the association:



If you still encounter issues – email – [odysseyportal.courts.wa.gov](mailto:odysseyportal.courts.wa.gov)