NORFOLK DEEDS COMPUTER ASSISTED RESEARCH GUIDE

INTRODUCTION

Basics
Welcome to the Norfolk Registry of Deeds. Whether you are here at the Registry or in your home or office, we give you access to our records going back to the beginning of Norfolk County in 1793. Computer research is available both at the Registry and over the Internet at **www.norfolkdeeds.org**. We have provided the following general information to help you get started with your research.

Originally the only way to search real estate records was to come here to the Registry of Deeds. The key to searching was to have the name of the owner of the property you wanted to research and look up that name in the grantee index books. The grantee index would give you the book and page reference and other information about the owner's deed. You would then go to the grantor index books and starting from the date of the deed, you would look for the owner's name to find any instruments filed by or against him. If the property was sold, you would find the deed from the owner to the new owner, as well. There were no listings by property address.

In searching on the computer, to look up a particular property, you should have an owner's name or title reference as a starting point. If you do not have either, but have the property address, you may be able to use the address index, but it is limited in scope for documents recorded prior to 2003. You should be able to obtain current owner and most recent title reference information using an address from the city or towns Assessors Department. The Registry website, **www.norfolkdeeds.org** offers links to all the Assessors within Norfolk County. Go to the "External Resources" link, Norfolk County Assessors on the Registry's home page. On the Online Research home page, go to the "Quicklinks at the bottom of the home page, Norfolk County Local Assessors/GIS

The computer program now puts all grantor and grantee information in a single index, but search inquiries can be limited to one category (for example, search for "grantee" information only). Inquiries can also be set to limit the search by document type, by town, by date, and other parameters.

As a general rule it is best not to be overly specific when beginning a search, because the computer produces what is asked for and no more. In particular, using the asterisk option for names can help avoid problems because of alternate or erroneous spellings, either in the index or the underlying document (i.e. - specifying "KATHERINE" will produce entries under that name, but "KAT*" will produce Katherine, Kathrine, Kate, Kathleen, Kathy, etc).

Recorded Land (Registry) and Registered Land (Land Court) records are separately indexed.

What type of land is it?
RECORDED (Registry) OR REGISTERED (Land Court) LAND?

There are two categories of land records: **RECORDED (Registry)** and **REGISTERED (Land Court)**. All land is in one category or the other, but it is possible for a single parcel to include land of both types. Each system has its respective advantages and differences.

80% percent of the land in Norfolk County is **RECORDED (Registry)** land, 20% percent is **REGISTERED (Land Court)** land. When searching, it is suggested that you begin your search with the Search Registry Records link. If you receive the message "*Sorry, no (more) matching names found*", try your search with the Search Land Court Records link.

Please note, Recorded (Registry) Land and Registered (Land Court) Land records are separately indexed. One exception is searches by Address; which is a combined index, Recorded (Registry) *and* Registered (Land Court).
FYI – The Registry has been including the property address for all applicable documents since 2003. There may be some listings from documents recorded prior to 2003, but it is very limited.

Research in each system is a little different. With **RECORDED (Registry)** land, you enter the person's name and the index will display all entries. With **REGISTERED (Land Court)** land**,** you enter the person's name to find a *certificate of title* number. There you check the encumbrance listings under that certificate of title number to see the entries that affect that property.

The **RECORDED (Registry)** land system is the traditional common law system of land records. Each document filed is entered in order of receipt, and referenced by its sequential book and page number of recording. Registry land constitutes the majority of the properties in Norfolk County.

Under the **REGISTERED (Land Court)** system, there is a numbered owner's *certificate of title* for each registered land property. When the property is sold or transferred, a new certificate is issued. The registered land system is also referred to as the **Torrens** system. It was introduced in Australia in the 1850's and is used in a number of countries and American states, including Massachusetts, where it was introduced in 1901. Land Court records are supervised by the Justices of the Massachusetts Land Court. Each document receives a sequential *document number*, and documents affecting a certificate of title are referenced in an *encumbrance* list for that certificate.

REGISTERED (Land Court) land condominium certificates are maintained in a separate set of volumes, all with numbers that begin with the letter "C."

Database

Recorded Land-Registry

Recorded Land Documents (Registry): Computer-accessible **recorded land** records include cross-referenced indexes and document images beginning in **1793.**

Recorded Land Plans (Registry) include Plan Book plans and Deed Book plans. All recorded plans are available for searching. Under Registry Plans use "Search by Book and Page". For Plan Book plans, enter just the Plan Book number and then the page or plan number. For Deed Book plans, enter D plus the Book Number (i.e. D5532) and then the page number. (If a Deed Book plan has less than 4 digits, add a zero when searching, i.e. Book 351 should be entered D0351). If a plan is said to be at the "End" of a book, use 900 as a page number. The Search by Name index for Registry plans includes street names, surveyor's names and the names of the owners of the land at the time the plan was recorded. (Best use of the plan search is to get a plan reference.)

Registered Land-Land Court

Registered Land Documents (Land Court): Available registered land records currently include indexes beginning in 1973. We do have a complete owner's index available and all documents, plans, certificates of title and encumbrance sheets can be viewed on the system. The Registered Land System was established in 1901 here in Norfolk County. CAVEAT: Scanned encumbrance sheets are complete through the date they were scanned. The encumbrance list in the computer must also be checked.

Registered Land Plans (Land Court) filed in certificate books are currently viewable by the plan number. You should have a plan number reference with a letter at the end of it. Search "Land Court Plans" by Plan Number and enter the plan number without the letter and click on "Search Plans"; a list of plans will appear. Click on the book icon for your letter to see your plan. Plans not filed with certificate books are found under "Land Court Plans Filed with Documents". Enter the document number the plan is filed with and click on "Search Plans"; click on book icon to see your plan.

Online Research Notes

Internet research is available through **www.norfolkdeeds.org**.

For computer access two options are available, "Log in" and "Free Access". The difference is that the Log-in option requires an annual subscription and is required for printing of clean or unmarked scanned images. There is no charge for printing copies of land documents that have "not an official copy" at top of document.

The initial fee structure for subscribers is a $100 annual subscription fee and $1 per page for print images. Subscribers make payments, in $100 increments, into prepaid accounts, and the system tracks charges against those account balances. Additional information is available on the Registry website at **www.norfolkdeeds.org, click on Online Research tab, *Application/Service Agreement.***

All our online indexes and recorded instruments/documents are free to research and view. Our new format is designed to be compatible with Chrome, Safari, Edge, IE and Firefox Browsers, as well as tablets and smart phones. (You must enable Popups for our site to be able to print).

To view a document, instrument or plan, simply use the public search options after the jump at the bottom of this page. Once you have identified an item you would like to view, click on the 📖 icon in the document abstract OR on the entry list line. Then click on the "Download the Image" link. This will open a PDF of your requested item.

You will notice that the images have a "not an official copy" overlay which may obscure a portion of the recorded instrument, document or plan. There is no charge to print the obscured instruments, as you may print them directly from the PDF program installed on your computer.

If you would like to print a copy of an image without the "not an official copy", the charge is $1 per page plus an additional $1.00 per document if requested by mail. The Registry accepts only cash or a check made out to the Norfolk County Registry of Deeds.

Individual items may be printed directly by clicking on 🖨 icon next to an entry on your search results page OR on the abstract page of an instrument, document or plan. This will bring you to the print cart and you can print for fee or pay by the method mentioned above. In the case of payment option, once your print cart transaction has "cleared" (payment has been processed), you will need to click on "Print" or "Download" under "Document Link" for each instrument, document or plan in your print cart. This will open a clean PDF which you can then save locally or print. (The print cart is a popup, so make sure you allow popups in your browser when visiting our site).

For printing multiple items at a time, you can spool them in the print cart by clicking on the 📥 icon next to an entry on your search results page OR on the abstract page. Once you are ready to print, click on the 📥 at the top of the page. This will bring you to the print cart and you can print for free or pay as mentioned above. from account if logged in. Once your print cart transaction has "cleared" (payment has been processed), you will need to click on "Print" or "Download" under "Document Link" for each instrument, document or plan in your print cart. This will open a clean PDF which you can then save locally or print.

Technical or Research Assistance

If you are having trouble viewing or printing documents, please contact our Information Technology (IT) Department, 781-234-3330, Jim Limbey; email: jlimbey@norfolkdeeds.org; Dan Caparrotta, email: dcaparrotta@norfolkdeeds.org.

If you are having trouble on how to research a document, please contact our Customer Service Center at 781-461-6101 or email: registerodonnell@norfolkdeeds.

Please note that users should expect that the system is generally not available between midnight and 3 AM weekdays and between Friday midnight until Saturday afternoon. Sometimes it will be unavailable for longer periods on weekends. We apologize for any inconvenience.

RESEARCH

A USER'S GUIDE TO THE NORFOLK COUNTY REGISTRY OF DEEDS LAND RECORDS

This is a general guide as to how best use the Norfolk Registry of Deeds land records information. This guide, used along with our "How Names Are Indexed in the Computer", should help you effectively and accurately use our computer system for your title searches.

There is no substitute for reading the directions on the screen of the computer. We attempt to highlight all recent changes and additions to our program, but a periodic review of the information on the screen can save even the most experienced computer user a lot of frustration. The purpose of this guide is to give you hints and methods to enable you to use the computer most efficiently and effectively.

1. When searching for an **individual** enter the last name first. Then press the TAB key. Then enter the first name. If the person has an initial and then a middle name spelled out, use a period after the initial and then enter the middle name.

2. When searching for a **corporation, company, town, state, county, trust, club or association** treat it as one last name. The corporation name may carry over into the first name text box.

3. When searching by name, the less information entered the broader the search. The more information entered the narrower the search. We suggest beginning a name search by entering the last name and first name. You may use the middle initial later to pinpoint your search, but to begin you probably want as many entries as possible. After you scan through the broad list you can then reset the screen and narrow your search by adding the initial.

*EXAMPLE: You want to do an index search for John F. Meade.

First enter: <u>Last Name</u> MEADE   <u>First Name</u> JOHN
With that entry you get a list of every instrument (document) that has JOHN MEADE in it.

If you first entered: <u>Last Name</u> MEADE   <u>First Name</u> JOHN F
You would only get a listing of people with that exact name and you would miss any entries that did not include a middle initial.

*Reminder: The Registry enters names in the computer as they appear on the original instrument/document. If the original instrument/document has a typo, a misspelling, is missing a middle initial, etc., you could miss an important recording if you make your search too specific. See **How Names Are Indexed In The Computer** to see how we treat special cases and it helps to be careful and patient in working with computer research.

4. When you do want to enter a middle initial for a name just enter it one space after the given name and do not use a period.

5. Do not enter titles, such as Trustee, Attorney, Conservator, Administrator, Doctor, Mr., Ms., Mrs., Executor, etc. when searching a name. Just enter the name without a title.

6. Agencies, divisions, departments of a Town, County, State or the United States are not indexed separately. Example: If you are looking for something from the Norwood Planning Board you enter "Norwood Town of". For any government entity do not specify the particular board, agency or division with one exception: Conservation Commissions are indexed under individual towns, i.e. Norwood Conservation Commission and not under town name only.
The United States government is entered UNITED STATES AMERICA**.**

7. If you only know part of the last name (surname) but all of the first name (given), you can enter the first few letters of the last name and enter an asterisk ***** and then press the tab key and enter the first name. By putting an asterisk * entry at the end of your surname entry the computer will search for all possible names that start with the letters you entered in the surname field that also have the given name you entered.

Example: Anthony Armstrong-Jones. You are looking Anthony Armstrong-Jones but you can only remember the first part of the hyphenated last name and the first name. Type <u>Armstrong</u>* in the surname field, press the tab key and then type Anthony in the given name field.

8. Do not assume that you have seen all of the information for your specific search request until you see a message at the bottom of the screen that says: **The last matching name is displayed.**

HOW NAMES ARE INDEXED IN THE COMPUTER

This is a general guide as to how the Registry creates the indexes and how you can best use the computer to search the indexes.

The Registry enters names in the computer as they appear on the original instrument/document. The Registry then enters the names, last name first, first name second, without alternate spellings or corrections except as indicated below:

1. Obvious misspellings and/or obvious differences between the printed name and the signature may be cross indexed.

2. Mt. (Mount) and St. (Saint) will be spelled out in full, with a space before the second name.

3. Up to June 2003 numbers were spelled out in full using "hundred" for 3 and 4 digit numbers but not using "and". Exception: four digit number the last three digits of which are zeros, the word "hundred" is substituted for "thousand".
Example: 1100 Main Street Trust = Eleven Hundred Main Street Trust.
       4000 Main Street Trust = Forty Hundred Main Street Trust

After May 2003 when a name contains a number, Arabic numeral or Roman numeral, the following indexing rule shall apply:

    a)   When a word is an Arabic numeral, the numeral will be entered as presented.

    b)   When a word is a number spelled alphabetically, the name will be entered with the alphabetic spelling of the number as presented.

    c)   When a word is an obvious Roman numeral, the name will be entered with the Roman numeral as presented.

Example:	Name presented:	Thirty Five Broadway Realty Trust
	Index as:	Thirty Five Broadway Realty Trust
Example:	Name presented:	35 Broadway Realty Trust
	Index as:	35 Broadway Realty Trust
Example:	Name presented:	XXXV Broadway Realty Trust
	Index as:	XXXV Broadway Realty Trust

General Rule: A name will be indexed the way it is presented. When searching a grantor or grantee that has a number in its name check for it under the new rule and the old rule to insure that you do not miss an entry.

4. Hyphenated single words will be typed with a hyphen or space.

5. Hyphenated names will be typed with a hyphen ("Smith-Jones"), but the program ignores the character for indexing.

6. An ampersand will be used for the word "and" and will be typed with a space before and after the ampersand.

7. Terms such as "as Trustee", "Estate of", "Administrator", "Conservator", "by Attorney", do not affect the position of the name. These terms are entered in a non-alphabetical field. Just enter the name; if they have a title it will appear on the screen.

8. Initials will be typed as is, but for corporate names the letters are run together for alphabetical purposes, whether with periods or spaces or not. (Example: "A.B.C. Corporation".
   "A B C Corporation" and "ABC Corporation" will all be found together.) If a person has an initial and then a middle name spelled out, use a period after the initial and then the middle name.

9. Human surnames such as O'Brien, La France, Del Rio and Van Otto will be entered as one word. (Example: Obrien, Lafrance, Delrio, Vanotto).

10. Name endings such as "Jr.", "Third", etc. are entered in a non-alphabetical field like titles. Senior is never used.

11. Where there is more than one letter for one initial the first letter only is entered. (Example: "John McC. Jones" = "Jones, John M.")

12. Corporations, companies, towns, trusts, clubs, and associations are treated in their entirety as surnames.

13. The County of Norfolk or Norfolk County will be indexed as Norfolk County of.

14. The word "The" is not used when it begins a name.
    (Example: "The Bank of Boston" = "Bank of Boston".

HELP * SUPPORT * FREQUENTLY ASKED QUESTIONS

We have created this document in an effort to assist users of the
Browntech Document Management System

**Our website has undergone extensive changes.
Viewing and Printing documents is now easier and more flexible.**

There are currently 2 Versions of the Browntech Document Management System. It is up to each individual Registry of Deeds to determine which Version(s) are available to the Public, and in what format documents are produced.

Version 1 – If the Registry has Version 1 enabled, you may use it to view document abstracts using any browser.

Viewing and Printing images with Version 1 can only be done using **Internet Explorer** with the **Browntech Image Plugin.** Documents viewed with the Plugin will be produced as a TIF image. A link to install the Plugin can be found [here](#), and additional instructions can be found below.

Version 2 – If the Registry has Version 2 enabled, you may use it to view document abstracts using any browser.

There are 2 options for Viewing and Printing images with Version 2 of the website. The option(s) available are at the discretion of the Registry:

1. Links to documents – this option will allow you to View and Print in any browser. It will also allow you to View images on an iPhone or an iPad. With Links, you may have the option of choosing the format you would like for your images – as PDFs or TIF images.

2. The **Browntech Image Plugin** can be used to View and Print images in **Internet Explorer** only. A link to install the Plugin can be found [here](#), and additional instructions can be found below.

If 'Set Viewing/Printing Preferences' isn't holding your preference when you click 'Save', make sure you do not have 'Enable Protected Mode' on.

To check this, click on '**Tools**', '**Internet options**', and click on the '**Security**' tab. Once in here, if the '**Enable Protected Mode**' box is checked, uncheck it and click '**OK**'. You will most likely get a security warning, to which you can again click '**OK**'.

Contents

To go *directly* to a particular section,
Just click on the topic below you are interested in.

To *search* on a particular word/topic,
use the Windows <Ctrl/F> function and enter a search value.

General Information

Problems and Solutions

If you cannot find an answer to your question within this document, please click here to submit a support request form.

VIEWING/ PRINTING

POP-UP BLOCKERS
The print cart uses a pop-up technique. **If a pop-up blocker is used, it must either be disabled or configured to permit them from the public search web site.**

Note: On occasion installing software (such as Adobe Acrobat Reader) installs a toolbar in Internet Explorer and some toolbars contain a pop-up blocker. The following Internet toolbars are known to have pop-up blockers: Google, Yahoo, MSN. Also, many anti-virus products such as Norton and McAfee include pop-up blockers.

Browntech Image Plugin

The Browntech Image Plugin can be used for viewing and printing images when using Microsoft Windows and Microsoft Internet Explorer for your browser.

Please note: Cut/paste/clipboard does not work when viewing images with the Browntech Image Plugin. The clipboard is disabled while viewing images. To use the clipboard, close the image view window.

Installation

The current version of the Plugin that we support is 3.03. If you are running a version below 3.03, you will get an error message. You will need to uninstall the version you have on your computer and then install version 3.03 of the Plugin.

To uninstall an older version of the plugin:

1. Go to '**Control Panel**'
2. Click on '**Programs and Features**'
3. Find and click on '**Browntech Image Plugin**' (or it may say '**Browntech Image Plugin for Internet Explorer**') and follow the prompts.

To install the current version of the Plugin, go to the link here.

4. Click where instructed to install the current version of the Plugin.
5. When asked if you want to run or save the file, click '**Run**'.
6. Leave all the defaults, and continue through the screens and allow the Plugin to install.

Using the Plugin

Once installed, you must let the system know you want the Plugin to be your default viewer.

1. Version 1: Start at the **Main Menu** (the one with all the search options listed), and select '**Set Viewing/Printing Preferences**'.

   Version 2: At the bottom of the Registry's home page, click 'Read more', and under 'Services' on the right hand side, click on **'Set Viewing/Printing Preferences'**.

2. If the Registry allows the Plugin to be used, you will see **Browntech Plugin** as an option.
3. Select **Browntech Plugin**' and click '**Submit**'.
4. Exit the site and go back in. You will most likely get a bar at the top or bottom indicating that your computer wants to run an add-on. Allow the add-on to run by clicking the appropriate box.

You should be all set at this point to View and Print using the **Browntech** Image Plugin.

Printing Plans

The printed image size and orientation (portrait or landscape) is determined by your printer's settings. You must set the printer settings **prior** to requesting the print. Note that the settings will apply to all items in the print cart so, if you are printing a large plan, you might want to have just the plan(s) you want printed at a specific size in the cart.

Please note: Printing plans to size is a function of how the plan was scanned and what the settings are on the user's printer. There is no guarantee they will print at the desired size.

PROBLEMS AND SOLUTIONS

General Printing

PROBLEM:
You try to print a listing or an invoice, and while it appears to have printed successfully, nothing prints.
SOLUTION:
This is a known issue in Windows 10. To print a listing using Windows 10, you must disable Protected Mode.

To do this, click on '**Tools**', '**Internet options**', and click on the '**Security**' tab. Once in here, uncheck the '**Enable Protected Mode**' box, and click '**OK**'. You will most likely get a security warning, to which you can again click '**OK**'.

You will need to close Internet Explorer and reopen in order for the change to take effect.

PROBLEM:
You try to print an index listing or an invoice and get the message, "The Adobe Acrobat Reader is required to print Listings. Please download Adobe Acrobat Reader from http://www.adobe.com "
SOLUTION:
Adobe Acrobat Reader is required for certain functions on the website. If you have Adobe Acrobat Reader installed and you are receiving the above message, this could be because you have a version of the Browntech Image Plugin lower than 3.03. If this is the case, uninstall the old version of the plugin you have on your computer, the install version 3.03 (See link above.)

PROBLEM:
The print option is not available.
SOLUTION:
Either the document has not been scanned or your Internet security setting is blocking cookies.

PROBLEM:
In Internet Explorer, you add items to your print cart, but the print cart shows no items, unless you are using inPrivate browsing.
SOLUTION:
Clearing temporary files should resolve this. To do so, follow the instructions here.

Browntech Image Plugin

PROBLEM:
When you try to view using the Browntech Image Plugin, you get an error message indicates that the version of the plugin you have installed is out of date.
SOLUTION:
This error indicates that you are using an older version of the Browntech Image Plugin. The current version of the Plugin that we support is 3.03. If you are running a version below 3.03, you will get an error message. You will need to UNINSTALL the version you have on your computer and then install version 3.03 of the Plugin. A link to install the Plugin can be found here.

PROBLEM:
You downloaded the Browntech Image Plugin, but your computer is not recognizing that you have it when you go into 'Set Viewing/Printing Preferences'.

There are 2 solutions you can try.

SOLUTION 1:

In Internet Explorer, click the **'Tools'** gear in the upper right hand corner, and hover over **'Safety'**. An additional box will pop out to the side. If **'ActiveX Filtering'** is checked, **UNCHECK IT.** You should now see the Browntech Image Plugin as an option in 'Set Viewing/Printing Preferences'.

SOLUTION 2:

If you are using Internet Explorer 11:
Make sure you are on the Registry's Public Search page, then:

1. Click on **'Tools'**
2. Click on '**Compatibility View Settings'**
3. Click **'Add'** next to the website address (under 'Add this website')
4. At this point, if you select '**Set Viewing/Printing Preferences**', you should see 'Original Browntech Image Plugin' as a choice. Check that off, and click 'Save'.

This only has to be done once, **but needs to be done for each registry's website**.

NOTE: To prevent the website from being REMOVED from Compatibility Mode, in IE, click on 'Tools', 'Internet Options', click the 'Delete' button under 'Browsing history', and make sure 'History' is UNCHECKED and click 'Okay'.

If you prefer to keep 'History' checked so that the history of visited websites is cleared out, just be aware that you will need to re-add the website to Compatibility mode after doing so.

If you are using Internet Explorer 10 or below, or Internet Explorer 11 and you have done the above:

5. The problem is most likely caused by Active-x control being disabled. To remedy this:
6. Click on '**Tools**', '**Manage Add-ons**'
7. Look for the Active-x control add-on called **BrownTifViewer.TifViewer**. If it's disabled, highlight it and click 'enable'
8. Exit Explorer, then reopen and go back into the website.
9. At this point, if you select '**Set Viewing/Printing Preferences**', you should see 'Original Browntech Image Plugin' as a choice. Check that off, and click 'Save'.

Please note: The Browntech Image Plugin can ONLY be used with Internet Explorer. It CANNOT be used with Chrome, Safari or Firefox. So even if you downloaded it, if you are in a browser other than IE, it will not be recognized.

Print Cart

PROBLEM:

The print cart will not display.

SOLUTION:

The print cart is a pop up. Turn off software that stops "pop ups" or configure it to allow them from the public search IP address. Also make sure your browser's pop up blocker is disabled.

In Internet Explorer, click 'Tools' and 'Internet Options'. Under the 'Privacy' tab, uncheck 'Turn on Pop-up Blocker' and click 'OK'.

PROBLEM:
The print cart does not empty after you have printed your document(s).
SOLUTION:
Check the following setting: In Internet Explorer, click 'Tools' and 'Internet Options'. Under the 'General' tab, under 'Browsing history', click on 'Settings'. 'Check for newer versions of stored pages' should be set to 'Automatic'. If it isn't, change it to 'Automatic', and click 'OK'. This should resolve your problem.

Other

IF YOU DID NOT FIND YOUR PARTICULAR PROBLEM LISTED ABOVE…

How to clear temporary files and cache
This can often fix a problem you're having. To do so, follow the instructions below.

In Internet Explorer:

1. Click on **Tools**
2. Click on **Internet Options**
3. Under **Browsing history**, click on the **Delete** button
4. Make sure **Temporary Internet Files and website files** is **CHECKED** and **History** is **UNCHECKED**
5. Click on the **Delete** button

In Firefox:

Temporary internet files are called the 'cache' in Firefox.

1. Click on the button with the three horizontal lines in the upper right hand corner.
2. Click on **Options**
3. Click on the **Advanced** section
4. In the Advanced tab, go to the **Network** tab
5. Under **Cached Web Content**, click the **Clear Now** button next to the sentence that shows how much hard disk space your cache takes up.

In Google Chrome:

1. Click on the Chrome menu – the three vertital lines in the upper right hand corner.
2. Click on **Settings**
3. Click on the **Advanced** at the bottom of the screen
4. At the bottom of the **Privacy and security** section click on the arrow to the right of **Clear browsing data**
5. Make sure all boxes are checked, and click **CLEAR DATA**.

Windows Updates
We have found that many problems can be resolved by running Microsoft Windows Update. To do so:

1. Click Start, All Programs, Windows Update.
2. For Windows 7: Click on Check for Updates and install all important and optional updates, as well as any service packs and driver updates that are available.
3. You may be asked to reboot your computer once the updates are installed.
4. Go BACK into Windows Update again. By installing updates, this can trigger additional updates that may need to be installed. Repeat the process above until no updates are left to be installed.

You will need Administrator privileges to install the updates. You do not need to install the "Media Player" or the Language updates but they will not conflict with the Browntech Plugin if you do.

This process may take an hour or so but, in our opinion, it is a good idea to keep your computer up to date as a preventative maintenance measure. If you have questions about the advisability of this recommendation, you should contact your IT Department.