

Hot Help Topics:

For questions, call the Help Desk (651) 251-5456 or email Help@NorthstarMLS.com

<u>Problems</u>	<u>Possible issue</u>	<u>Solution</u>
Difficulty printing half section plat maps	<ul style="list-style-type: none">▪ Save prior to printing the map	With the image displayed in the viewer: <ul style="list-style-type: none">▪ Click on the Save icon▪ Right click on the link displayed in the pop-up window▪ Choose Save Target As and make sure the image is saved as a tiff▪ Open the tiff image in the program of your choice – Microsoft Office Document Imaging, Infranview, Windows Picture and Fax Viewer, etc.▪ Print
No matching records	<ul style="list-style-type: none">▪ Search is too narrow▪ Wrong data input – like street type	“Less is more” when searching for records. Remove the more specific data requests i.e. street type or property type and you will receive more records.
Printout cuts off data on the right side of the sheet	Microsoft margins need adjustment	Go to: <ul style="list-style-type: none">▪ File▪ Page Setup▪ Adjust margins to .25
Screen is not entirely visible on your PC screen	Display is too big	Adjust display resolution, go to: <ul style="list-style-type: none">▪ My PC▪ Control Panel▪ Display▪ Settings▪ Set resolution to 1280 X 1024 pixels