Deschutes County Property Information | Dial Training

Introduction to Dial and Dial (Enhanced)

Deschutes County Information Technology Department
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Introduction

Deschutes County Property Information ("New Dial") is a web-based application that provides access to information about properties within Deschutes County. It can be used to access property records and maps administered across County departments and divisions.

The "new Dial" application - Deschutes County Property Information - replaces a version of DIAL that has been available for 15 years. It's more typical of contemporary web-based application offerings found on the Internet.

The Dial application is a work in progress. With that in mind, the application is continually being refined to improve the user experience and add new functionality.

Class Organization and Structure

Some of the symbols you’ll see as we move through the course include:

- **Real World Example**
  Usually, a property that demonstrates the application feature currently being discussed.

- **Walk-Thru**
  An explanation and demonstration of the concept for students to observe.

- **Hands-On**
  A chance for students to practice the concept that was just taught.

- **Questions**
  Ask away! I’ll try to answer as many as I can.
Getting to Dial

Dial can be accessed by typing in the web address in a browser or by clicking on the links found throughout Deschutes County’s website.

Get to Dial by typing the web address in a browser

1. Open any web browser, like Internet Explorer or Google Chrome.
2. Type http://dial.deschutes.org in the address bar and press Enter.

Get to Dial from the Deschutes County website

1. Open any web browser, like Internet Explorer or Google Chrome.
2. Type http://www.deschutes.org in the address bar and press Enter.
3. Scroll down to the Land Info Tools section in the bottom right of the Deschutes County website.
4. Click the Online Property Information (Dial) link.

There are also links in the site’s main navigation, footer, and on the Assessor’s Office site.
Levels of Access to Property Information - Editions

Deschutes County offers two editions of Deschutes County Property Information (Dial): Standard and Enhanced. Both versions have identical features and report information in the same format. By default, all users have full access to the Standard Edition free of charge and without registration.

The Enhanced Edition offers access to information not available in the Standard Edition. For example, there is a direct link to property sales documents that were recorded at the Deschutes County Clerk’s Office. The only other difference at this time is the ability to create mailing labels in the Enhanced edition.

The Enhanced Edition is available to all members of the public at no cost. Individuals who want to access the information and features of the Enhanced Edition need to complete an online application process. After registering, individuals will need to log into the Property Information site using their username (email address) and password each time they access the application.

Accessing Dial Standard Edition

I want to access Dial without creating a user account or logging in.

1. On the Dial home page (http://dial.deschutes.org), begin searching for properties by entering a query in the search box.

Accessing Dial (Enhanced) Edition

User Account Buttons

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOG IN</td>
<td>If you already have a Dial (Enhanced) user account, click this button to log in.</td>
</tr>
<tr>
<td>LOG OFF</td>
<td>When you are finished with your Dial (Enhanced) session, click this button to log off.</td>
</tr>
<tr>
<td>REGISTER</td>
<td>If you need to create a new Dial (Enhanced) user account, click this button to register.</td>
</tr>
<tr>
<td>PROFILE</td>
<td>If you need to change your Dial (Enhanced) password, click this button to access your profile.</td>
</tr>
</tbody>
</table>
Create a user account

I want to create a user account to access Dial (Enhanced) edition.

1. Click the REGISTER button in the upper right corner of the page.
2. Enter an email address, a password and confirm the password (all other fields are optional).
3. Click the Register button.
4. The system automatically logs in to Dial (Enhanced) edition; the LOG IN button is replaced by LOG OFF and PROFILE buttons, and Dial (Enhanced) appears below Deschutes County Property Information.
5. Click the Home link to begin searching for properties.

Log in to Dial (Enhanced)

I already have a Dial (Enhanced) user account and I want to log in.

1. Click the LOG IN button in the upper right corner of the page.
2. Enter the Email Address and Password associated with the user account on the Dial Enhanced Login page.
3. Optional: Check the box to the right of Remember me? to set a cookie that will allow the bypass of the log in process on the next visit to the page.
4. Click the Log in button.
5. The LOG IN button is replaced by LOG OFF and PROFILE buttons, and Dial (Enhanced) appears below Deschutes County Property Information.
6. Begin searching for properties by entering a query in the search box.

Change Dial (Enhanced) password

I want to change my Dial (Enhanced) password.

1. Log in to a Dial (Enhanced) user account.
2. Click PROFILE.
3. Complete the Current password, New password, and Confirm new password fields.
4. Click the Change password button.
5. Confirmation the password was changed successfully will appear.
6. Click the Home link to begin searching for properties.
Log out of Dial (Enhanced)

I want to log out of my Dial (Enhanced) user account or use the Dial Standard Edition.

1. Click the LOG OFF button in the upper right corner of the page.
2. The LOG OFF and PROFILE buttons are replaced by the LOG IN button, and Dial (Enhanced) below Deschutes County Property Information is replaced with Dial.

Questions

Property Searches

Search

The Property Information site uses a search engine similar to the style employed by Google for finding properties within Deschutes County. The search menu bar has several options to help you narrow your search.

General Search
This is the default. Use the General search type to search across fields; account number, property owner name, map and taxlot number, property address (situs), subdivision, or name of a mobile home park.

Topical Search
Choose one of the other search types if you want to search using information in a single field. For example, to search for a property where you know the street name select the Property Address (Situs) search type then enter the full or partial address.

Search Tips
Less is More. If the Property Information site's search cannot find the property you are trying to find based on the information you have entered, it returns the message “No matches. Please try again.” Try again, but enter less specific information. Simple, two or three word search terms will usually give you the broadest results. Start with fewer or partial search terms, then use the fast filters on the results page to refine your results.
Switching between search types

I want to switch from a General search to a Topical search.

1. On the search page, the current search type is highlighted in green.

2. Change the search type by clicking **Owner Name**, **Account #**, **Map/Taxlot**, **Property Address (Situs)**, **Subdivision or Mobile Home Park**.

3. Type the search information in the box and press **Enter** or click the **button**.

Questions

Search Results

When a search is performed the Property Information site presents a grid containing results for properties that match the search criteria. Matches for the term searched on are highlighted in bold, blue text in the search results grid. To select a property and view more information about it, simply click on it. Holding the Control key and clicking an account opens that property’s information page in a new tab in the browser.
If only one matching property is found, the Property Information site will automatically load that property’s information page.

The Property Information site offers several options for narrowing down the list of search results, in case a large number of properties match the search criteria.

**Fast Filters**

Fast Filters are a list of check boxes located on the left side of the page. The list is dynamic and only contains options that can be found somewhere in the search results grid. Check the box corresponding to the Fast Filter item that corresponds to the property you are trying to locate.

I only want to see properties located in Redmond in my search results.

1. Under Fast Filters check the **box** next to **Redmond**.

2. The search results then change to show only properties located in Redmond.

**Narrow Your Search**

Narrow your search is a text box located at the top of the search results grid. Type additional text into the box and watch the list of results shorten.

I searched by owner name and there were too many results, but I know the street the property is on.

1. Type the name of the street in the **Narrow your search** box.

2. The list in the search results grid will begin to shorten. 
   *There is no need to press Enter, the list will shorten as you type.*
Sort
Sort the contents of the search results grid. The search results may easily be sorted by simply clicking the column headers.

1. Click the **column header** to be sorted.

2. Clicking the column header again toggles between sorting from A-Z and to Z-A for text fields and between ascending/descending order for numeric fields.

Add or Remove Columns
Add or Remove Columns is a button/menu located at the top of the search results grid. The search results grid contains the most common information used to identify a property. Additional information can be viewed by clicking the Add or Remove Columns menu option and checking (or un-checking) boxes associated with additional fields.

I want to add a field to or remove a field from the search results page.

1. Click the **Add or Remove Columns** button.

2. Check or un-check the boxes associated with the fields to add or remove.

3. Click anywhere on the page other than the Add or Remove Columns dropdown list to close the menu.

Change the column order

I want to change the order of the columns in the search results.

1. Click, hold and drag the **column header** to the desired location in the column order.
Start a new search

I want to start a new search.

1. To begin a new search, click **New Search** (from the search results page or a property information page) or click Dial Home (from any page in the application).

Questions

Property Information

Data Overview

The Deschutes County Property Information (Dial) application offers a wide range of information that includes data, maps, and images. Information is broken into logical categories, by page, for easier access and viewing.

Navigation Menu

A navigation menu with links to each category is located on the left side of the page. As an “expanding accordion”, the main section associated with the current page will appear in an expanded format (all pages in that section appear as a button). Pages in other main sections can be seen by hovering the mouse cursor over the appropriate button in the menu.
## Account Types

There are six different account types that are shown in the Deschutes County Property Information (Dial) application. The amount and type of information available for each account varies, and the navigation menu changes based on the type of account being viewed.

<table>
<thead>
<tr>
<th>Account Type</th>
<th>Account Description</th>
<th>Account Navigation Menu Options</th>
</tr>
</thead>
</table>
| Real Property         | Accounts for taxable real property include all privately owned real property such as land, buildings, and fixed machinery and equipment. | View/Print Report  
Assessment & Taxation  
• Summary  
• Valuation  
• Tax Information  
• Sales  
• Land and Structures  
• Special Assessments  
• Tax Map  
• Tax Lot History  
• Related Accounts  
Warnings/Notations  
Service Providers  
Development  
• Summary  
• Permits  
• Zoning Map  
• Documents  
• Mailing Labels (Dial Enhanced)  
Transportation  
• Road Map  
• Public Safety Maps  |
| Personal Property     | Accounts for taxable personal property include machinery, equipment, furniture, etc., used previously or presently in a business. This includes any property not currently being used, placed in storage, or held for sale. | Summary Information  
Warnings/Notations  
Tax Information  
Assessment Reports  
Related Accounts  |
| Manufactured Structure| Accounts for homes that are built in a factory and delivered to the site. In the past, they were required to be “Titled” similar to a car. Currently, they receive an “Ownership Document” from the Building Codes Division.  
If the owner only owns the structure and not the land, they are called “Personal Manufactured Structure”, and the owner receives a tax statement only for the structure.  
If the owner owns the land and the structure, they are called either “Real Manufactured Structure” or “Exempt Manufactured Structure”, and the value of the structure is included on the tax statement with the land. | Summary Information  
Warnings/Notations  
Tax Information  
Assessment Reports  
Special Assessments  |
<table>
<thead>
<tr>
<th>Account Type</th>
<th>Account Description</th>
<th>Account Navigation Menu Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility</td>
<td>Accounts that are appraised by the Department of Revenue annually and include utilities, railroads, water transportation, communications, airlines, and transmission companies.</td>
<td>Summary Information Related Accounts</td>
</tr>
<tr>
<td>Inactive</td>
<td>Accounts that are no longer active or taxable, but have taxes that have not yet been paid.</td>
<td>Summary Information Warnings/Notations Assessment Reports Current Balance Due</td>
</tr>
<tr>
<td>Cancelled</td>
<td>Accounts that are no longer active. They may have been combined into another account, or in the case of manufactured structures, may have moved out of Deschutes County.</td>
<td>Summary Information Warnings/Notations Valuation Tax Information Tax Lot History Sales</td>
</tr>
</tbody>
</table>

There is no property tax on household furnishings, personal belongings, automobiles, crops, orchards, business inventories, or certain intangible property such as stocks, bonds, or bank accounts.

I want to explore the different account types within the Deschutes County Property Information (Dial) application.

1. From the Dial search page, click **General** for the Search Type if it is not already selected.
2. Enter a common search term (“Anderson” is a good one to try) and press **Enter** or click the button.
3. Use the Fast Filters on the left to filter out a particular account type (Real Property, Personal Property, Manufactured Structure, Utility, Inactive or Cancelled).
4. Click an account to explore the information available for that account.
**Warnings and Notations**

A Warning box appears on accounts that may have liens, special assessments, development conditions, code violations, or other property related considerations associated with the account.

I want more information about an account with a Warning box.

1. From any account page with a Warning box, click the **View Details** link to review warnings/notations for the account.

**Reports**

There are several methods to print information and maps.

**Printing a page**

Many individual pages may be printed using the Print button that is located on most pages. Most pages have been formatted to be printer-friendly and the printed version of each page will vary slightly from the version you see on the screen.

I want to print the account page I’m currently viewing.

1. Click the Print Page button, usually located in the upper right of a page.

2. Select print options for the page and click **Print** in the Print dialog.
Multi-page reports
Reports containing information found on multiple pages can also be created. This feature is accessed by clicking the View/Print Report button on the navigation menu of a real property account.

Report Types
| Basic Report | Contains summary information about the account. |
| Full Report  | Contains complete information about the account. |
| Custom Report| Allows the user to choose the information and maps to be printed. |

Reports are downloaded as a PDF file and can be printed using PDF software (such as Adobe Acrobat) or saved.

I want to create a report where I choose the information that is included.

1. Click the View / Print Report or Print Report button on a real property account.
2. Click the Custom Report button on the Generate Report page.
3. Check the boxes next to the options to be included in the report and click Submit.
4. A Preparing report message box appears while the report is being generated.

5. Click the PDF link to open, save or print the report.

**Mailing Labels**

The ability to create mailing labels is available in the Dial Enhanced version. The Mailing Labels tool creates a file containing mailing address information within a specified distance of a real property account. File output formats include Microsoft Excel, Microsoft Word, Comma Separated Values (CSV) and PDF, which can be used to create mailing labels.

I want a mailing list of neighbors within 100 feet of my property to notify them of a change to the zoning designation.

1. From a real property account, click **Mailing Labels** from the Development section of the navigation menu.

2. Select **100 ft** from the Select a buffer distance dropdown list.
3. Select an output format and click **Get Labels**.
4. Use the mailing list file download to create mailing labels.
Maps
Maps are available for real property accounts and can be accessed from different places in the navigation menu.

Overview Map
An overview map is accessible from the Assessment & Taxation Summary page.

I want to see a general location map for a real property account.

1. On the Assessment & Taxation Summary page of a real property account, click View Overview Map.

2. An interactive overview map opens that can be panned or zoomed in/out, the basemap can be changed and the map can be printed.
Themed Maps

Themed maps are available in various sections of the navigation menu. The maps are interactive and can be manipulated with these map tools:

Change the zoom level of the map by clicking the up arrow to zoom in or clicking the down arrow to zoom out.

-or-

Click and drag the box between the arrows up to zoom in or down to zoom out.

Pan around the map by clicking and dragging the mouse.

Slide the transparency button to change the map theme layer from solid to semi-transparent to transparent.

Toggle the base map between Aerial View, Street View, Open Street Map or Topographic by clicking the associated thumbnail.

A map is created in PDF file format when the print button is clicked.

Themed maps are added to the application frequently, so check back often for new content.
I want to view a zoning map for a real property account.

1. Click **Zoning Map** in the Development section of the navigation menu.
2. Use the various map tools to interact with the map.

**Interactive Map**

An Interactive Map is available from the main search page or any real property account page, including themed maps. The Interactive Map has the ability to add multiple map layers and offers additional map tools. The following tools are available to use with the Interactive Map:

- Click the mouse on the map to view additional information about the visible map layers at the location clicked.

- Change the zoom level of the map by clicking the up arrow to zoom in or clicking the down arrow to zoom out.
  - or -
  - Click and drag the box between the arrows up to zoom in or down to zoom out.

- Pan around the map by clicking and dragging the mouse.

- Slide the transparency button to change the map layers from solid to semi-transparent to transparent.

- Add or remove layers from the list of available map layers.

- Toggle the base map between Aerial View, Street View, Open Street Map or Topographic by clicking the associated thumbnail.

- Draw points, lines, polygons, arrows, or text on the map.

- Measure an area or distance. Find XY coordinates for a location on the map.

- A map is created, with optional title and subtitle, in PDF file format when the print button is clicked.

- Search for an address or place of interest.
I want to add/remove map layers to/from the Interactive Map.

1. Click the **Add Layers** button on the Interactive Map.
2. In the Available Layers box, check or uncheck the box next to the map layer to add or remove from the map.

3. Click the X in the upper right corner of the Available Layers box to close it and return to the Interactive Map.
I want to add an arrow and text to the Interactive Map.

1. From the Interactive Map, click the Draw button.

2. Select a color from the Select Color dropdown list.

3. Click Arrow to select the arrow graphic type.

4. Click and hold the mouse button on the map where you would like the base of the arrow to be. Then, drag the mouse to the place on the map you would like the point of the arrow to be and release the mouse button.

5. Click Text to select the text graphic type.

6. Click the map where you would like the text to appear. Type the desired text into the Enter Text box and then click OK.

7. The last graphic added to the map can be removed by clicking Undo Last Graphic. Or, all the graphics can be removed from the map by clicking Clear Graphics.

8. Click the X in the upper right corner of the Draw box to close it and return to the Interactive Map.
I want to measure an area on the Interactive Map.

1. Click the **Measure** button on the Interactive Map.
2. Click the Area measure button and then select the desired units from the units list.

3. Click the **map** to start measuring. Double click the **map** to complete the measurement.
4. Results are displayed in the Measurement Result area.
5. Click the **X** in the upper right corner of the Measure box to close it and return to the Interactive Map. This also removes the measure graphic.

**Browser Map Caching**
An issue commonly reported by Property Information site users is that maps are “cached” by their browser. Caching has advantages, including the ability to load and display maps quickly. If a map previously encountered a problem (such as not all of the aerial imagery being visible) the issue will persist when other maps are loaded. In order to correct these problems please clear the web browser software’s cache. Each web browser (Internet Explorer, Chrome, Firefox, or Safari) has unique procedures for clearing their cache. Please check with your software provider if you need assistance with this procedure.
Help and Site Improvement

Help

Deschutes County Property Information (Dial) is intended to be a user friendly web-based application, requiring little instruction to use. With that in mind, “Help” within the application is limited.

Help Icons

<table>
<thead>
<tr>
<th>i</th>
<th>Terminology Explanation</th>
<th>Clicking this icon next to a term provides a description of that term.</th>
</tr>
</thead>
<tbody>
<tr>
<td>☢</td>
<td>Important Information</td>
<td>Clicking this icon provides information pertinent to a property that may require special consideration.</td>
</tr>
</tbody>
</table>

If you have questions or comments or would like additional help getting the most from the Online Property Information applications, please fill out a Feedback form.

Errors

The Deschutes County Information Technology Department tracks errors produced by the Deschutes County Property Information (Dial) application. These are the errors that may be encountered:

<table>
<thead>
<tr>
<th>Authorization is required</th>
<th>401 error</th>
<th>This error occurs when trying to access a page that requires a user to be logged in.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Page not found</td>
<td>404 error</td>
<td>This error occurs when the page that was searched for cannot be found. It's possible an outdated link was clicked or an incomplete/outdated bookmark was used.</td>
</tr>
<tr>
<td>An error has occurred</td>
<td>500 error</td>
<td>This error occurs when there is a backend system failure. If you receive this error, please help improve this online application and submit a feedback form telling us what steps you were following to produce this error.</td>
</tr>
</tbody>
</table>

Feedback

Deschutes County Property Information (Dial) and other land information tools are maintained by the Deschutes County Information Technology Department. If you have feedback, please contact the department by completing the Feedback form.

The Feedback form can be used to report bugs (an error, corrupt or missing data, slower than expected, workflow or interface is counter-intuitive or cumbersome), request enhancements (a suggestion to enhance the application with new functionality or a modification to existing functionality), or ask for help with the application.
I want to provide feedback or get help with the Deschutes County Property Information (Dial) application.

1. Click the Feedback link, which is located in the footer of each page or click Feedback on the Dial Help menu.

2. Fill out the information on the form, being as detailed as possible.
3. Click the Submit button.
4. Close the Feedback window to return to the application.

What’s New
Deschutes County staff continues to add new features to the Property Information (Dial) site on a regular basis. As new features are added, they will be described in the What’s New section of the site. The most recent additions appear at the top of the list.

I want to see a list of new features or recent changes to the Deschutes County Property Information (Dial) application.

1. Click the What’s New link, which is located in the footer of each page or click What’s New on the Dial Help menu.

Questions