Deschutes County Property Information | Dial Training

Introduction to Dial and Dial (Enhanced)

Deschutes County Information Technology Department



Table of Contents

Introduction Class Organization and Structure	
Cotting to Dial	4
Cet to Dial by typing the web address in a browser	
Get to Dial by typing the Web address in a browser	4 4
Get to Dial from the Deschutes County website	
Levels of Access to Property Information - Editions	5
Accessing Dial Standard Edition	5
Accessing Dial (Enhanced) Edition	5
User Account Buttons	
Create a user account	
Log in to Dial (Enhanced)	
Change Dial (Enhanced) password	
Log out of Dial (Enhanced)	
	_
Property Searches	7
Search	7
General Search	
Topical Search	
Search Tips	
Switching between search types	
Search Results	8
Fast Filters	
Narrow Your Search	9
Sort	
Add or Remove Columns	
Change the column order	
Start a new search	
Property Information	
Data Overview	
Navigation Menu	
Account Types	
Warnings and Notations	
Reports	
, Printing a page	
Multi-page reports	
Report Types	
Mailing Labels	
Maps	
Overview Map	
Google Street View Map	
Themed Maps	
Interactive Map	
Browser Map Caching	
Holp and Site Improvement	24
Help Isons	
ricip icolis	
EllUIS	
recupulk	
What's New	

Introduction

Deschutes County Property Information ("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 current Dial application - Deschutes County Property Information – was launched in January 2013. It has remained relatively unchanged with only a few minor enhancements since its launch.

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 <u>https://dial.deschutes.org</u> 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 <u>https://www.deschutes.org</u> in the address bar and press Enter.



- 3. Scroll down to the section below the main menu and above the County Events on the right side of the Deschutes County website.
- 4. Click the Online Property Info. (Dial) link.

There are also links in the site's main navigation under Property & Development 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. Presently, there are three additional features available in the Enhanced Edition:

- Direct link to property sales documents that were recorded at the Deschutes County Clerk's Office.
- Ability to create mailing labels.
- Links to Google Street View maps (where available).

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 registration 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.



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

Accessing Dial (Enhanced) Edition

User Account Buttons				
	If you already have a Dial (Enhanced) user account, click this button to			
	log in.			
LOC OFF	When you are finished with your Dial (Enhanced) session, click this			
LUG OFF	button to log off.			
PECISTER	If you need to create a new Dial (Enhanced) user account, click this			
REGISTER	button to register.			
	If you need to change your Dial (Enhanced) password, click this button			
TROFILE	to access your profile.			

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).
- y.
- 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. Search Type: General Owner Name Account # Map / Taxlot Property Address (Situs)
 - 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 sutton.



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.

Dial Links: Dial Home Dial Help Deschutes County Links: Home Other Property Applications Other Online Applications								
Deschutes County Property Information								
New Search Search Typ	e: Genera	al Owner Nam	e Accou	nt# Map / Taxlot Proper	ty Address (Situs) Subdivision	Mobile Hon	ne Park	
Fast Filters	ANDER	ISON		<u> </u>				
Clear Filters	Showin	1g 1 to 25 of 744 e	entries					
Property Type	Narrowy	your search:		Display 25 🗸 records	Add or Remove Columns Fire	st Previous	1 2 3 4 5	Next Last
Inactive (24)	Rank ^	Map / Taxlot 💠	Account \$	Owner Name 🗘	Property Address (Situs)	🗘 City 🗘	Subdivision 🗘	Property Type 🗘
MFD Structure (8) Personal (17)	1	220901D001800	144219	HV & SJ ANDERSON FAMILY TRUST ETAL	14785 LICHEN WAY	LA PINE	PONDEROSA PINES FIRST ADDITION	Real
Real (859)	2	181203CB01800	181319	GEORGE O &JEANNE ANDERSON FAM TRUST	1698 SE BRONZEWOOD AVE	BEND	JUNIPER CREEK PHASE III	Real
	3	181125B009200	111050	ANDERSON AB TRUST	60305 ARAPAHO LN	BEND	DESCHUTES RIVER WOODS	Real
	4	1513070001000	129642	UTA DATED OCTOBER 5 2006 ET AL	796 NW HELMHOLTZ WAY	REDMOND	PP1991-70	Real
BLACK BOTTE RANCH (1) LA PINE (198) REDMOND (74)	5	221007A000600	156228	WILLIAM F & PAMELA E ANDERSON RE ETAL	51956 MESQUITE	LA PINE	PONDEROSA PINES FOURTH ADDITION	Real
SISTERS (15)	6	171215AD00106	200764	NORMAN R ANDERSON VAC RES TRUST ETAL	63415 OVERTREE RD	BEND	OVERTREE RANCH	Real
Street Direction	7	161316BB00600	246490	JOHN FREDERICK ANDERSON REV LIV TR ETAL	22850 STONE WALL CT	BEND	ESTATES AT PRONGHORN PHASE 3	Real
BLANK (567)	8	171228DD04300	101038	JAMES P & LAUNA G ANDERSON FAM TRUST	1451 NE SEWARD AVE	BEND	MONARCH ESTATES	Real
NW (84)	9	171219B000300	118111	T&K ANDERSON TRUST	1400 NW PUTNAM RD	BEND	AWBREY MEADOWS	Real
SE (17) SW (28)	10	141031D001900	135478	ANDERSON, ALVA W ET AL	69330 LARIAT	SISTERS	TOLLGATE FIRST ADDITION	Real
LIW (1)	11	191132C000600	136615	REVOCABLE TRUST OF VERNON L ANDE ETAL	57266 SPYGLASS LN	SUNRIVER	FAIRWAY ISLAND	Real

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.



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.



Showing 1 to 25 of 123 entries

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.



I want to sort a field in alphabetical or numerical order

- 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.



1. Click the Add or Remove Columns button.



10	ove Columns button
	Add or Remove Columns
l	Rank
1	✔ Map / Taxlot
5	Account
	✓ Owner Name
	Property Address (Situs)

- 2. Check or uncheck 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

-or-

Dial Links: Dial Horr

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.

New Search

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.

Dial Links: Dial Home Dia	I Help Deschutes County Links: Home Other Property A	pplications Other Online Applications				
Deschutes (Dial (Enhanced)	County Property Informatio	n	Hello, melindac@deschutes.org LOG OFF PROFILE			
New Search Back to S	earch Results Interactive Map					
View / Print Report	Assessment & Taxation >> Summary		Print Report Print Page			
Assessment & Taxation V Summary Valuation	Summary for account #103228 Summary information is displayed for the selected property. More de	stailed information and maps are available using the menu on th	e left side of the screen.			
Tax Information Sales	Account Information	Taxes	Valuation			
Land and Structures Special Assessments Tax Map Tax Lot History Related Accounts	Mailing Name: DESCHUTES COUNTY Map and Taxlot: 171232AA06300 Account: 103228 Situs Address: 1300 NW WALL ST, BEND, OR 97701 Tax Status: Non-Assessable Warning	Property Tax (Current Year): Current Statement (PDF) Current Balance Due (PDF) Pay Your Property Taxes Tax Payments & History Tax Code Area: 1061	Current Year Value Summary As of Jan. 1, 2014 2014 - 2015 Tax Year Real Market Values: 0			
Warnings/Notations Service Providers	This account may have potential additional tax liabilities, taxes due, or other special development conditions. View Details	Assessment Assessor Property Description: NORTH ADDITION TO BEND Lot 1,2,3,4,5,6,7 AND ADJ VAC ALLEY AND RD+ Block 3 Assessor Acres: 3.47	Structures\$00Total\$00			
Development Fransportation	This account has 1 related accounts.		Assessed Values: Maximum Assessed ① N/A			
How to Use Dial	Ownership View Complete Ownership Report (PDF) Mailing To: DESCHUTES COUNTY PO BOX 6005 BEND, OR 97708-6005 Change of Mailing Address Form View Overview Map Onen Gongle Street View	Property class: 950 – MUNICIPAL OK OTHER EXEMPT	Assessed Value 1 500 Veterans Exemption 1 50			

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.

Account Type	Account Description	Account Navigation		
Account type		Menu Options		
Real Property	Accounts for taxable real property include all privately owned real property such as land, buildings, and fixed machinery and equipment. See "Manufactured Structure" below for manufactured homes and "Personal Property" for personal property used in a business.	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		

Account Type	Account Description	Account Navigation Menu Options
Utility	Accounts that are appraised by the Department of Revenue annually and include utilities, railroads, water transportation, communications, airlines, and transmission companies.	Summary Information Related Accounts
Inactive	Accounts that are no longer active or taxable, but have taxes that have not yet been paid.	Summary Information Warnings/Notations Assessment Reports Current Balance Due
Cancelled	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.	Summary Information Warnings/Notations Valuation Tax Information Tax Lot History Sales

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 ^(a) 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.

 From any account page with a Warning box, click the View Details link to review warnings/notations for the account.
 Warning This account may have potential additional tax liabilities, taxes due, or other special development conditions. View Details

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.



Print

Destinat

Pages

Copies Layout

Options Print usi

	Deschutes County Property Information	
neet of paper	(Enhanced)	
	Summary for account #103228	
Print Cancel	Summary information is displayed for the selected property.	
	Account Information	
on hpspc/IS-Q241	Mading Name DESCHUTE COUNTY May and TackET / T223X00500 Account (1922) 00 NW WALL ST EELO, OR 87701 Ta Status, Non-Alessa Sale	
	Warning	
	This account may have potential additional tax liabilities, taxes due, or other special development conditions.	
 All 	Ownership	
.g. 1-5, 8, 11-13	Malike Tc: DSSAHTTES COUNTY PO BOX 0005 BEND, OR 97704-005	
	Taxes	
1 + -	Property Tax (Current Year): Tax Code Area: 1061	
	Assessment	
Portrait	Assessor Property Description: NORTH ADDITION TO BEND Bick 31 of 12 34 55 7 AND ADJ VAC ALLEY AND RD+	
Landscape	Assessor Acres: 3.47	
	Valuation	
Default	Current Year Value Summary (Real/Valuation/103228) As of Jan.1, 2012 2012 - 2013 Tax Year	
	Real Market Values:	
Headers and footers	Land \$5,093,250 Structures \$6,573,220	
	Total \$11,666,470	
g system dialog (Ctrl+Shift+P)	Assessed Values:	
	Maximum Assessed N/A	
	Assessed Value \$00	
	Veterans Exemption \$0	
	The annumentation of the end of t	

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 prin	

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.



Custom Report Options

Print Report

×

2. Click the **Custom Report** button on the Generate Report page.



-or-

3. Check the boxes next to the options to be included in the report and click **Submit.**



Se	lect all - Deselect all
	🗹 📄 Summary Information
4	🗹 퉬 Assessment and Taxation Information
	🗹 📄 Valuation History
4	🛿 🔽 퉺 Tax Information
	🗹 📄 Payment History
	🗹 📄 Current Balance Due
	🗹 📄 Sales Information
	🗹 📄 Improvements Information
	🗹 📄 Ownership Information
	🗹 📄 Tax Map
	🗹 📄 Related Accounts
	🗹 📄 Service Providers
⊿ [🗏 퉬 Development Information
	🗹 📄 Development Summary Information
	🗖 📄 Detailed Permits
4	🗹 퉬 Transportation Information
	🗹 📄 Basic Street Map

4. A Generating Report message box appears while the report is being created.

Generating Report	
Sending Information to	o Serverdone!
Processing Requests	.done!
Compiling Main Report	done!
Adding Current Balanc	e Duedone!
Adding Tax Mapdone	e!
Adding Overview Map.	done!
Finalizing Reportdon	e!

5. Click the **Download report here** 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.



Develop	nent seetto	in or the nav	Bation menu				
View / Print Report	Development >> Mai	ling Labels		Print Report Print Page			
Assessment & Taxation	Create Ma	iling Labels fo	or account # 1032	28			
Warnings/Notations	This tool sector a file		formation for toulate within the one of	a distance from this toulat. This file can be used to see the			
Service Providers	mailing labels.	This tool creates a file containing mailing address information for taxlots within the specified distance from this taxlot. This file can be used to create mailing labels.					
Development	7		7				
Summary	Current Buffer Taxlots:	171232AA06300	Select a buffer distance: 100 ft	Select an output format: MS Excel Get Labels			
Permits		Enter additional					
Zoning Map							
Documents							
Mailing Labels							

- 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.



Google Street View Map

Google Street View is a technology featured in Google Maps that provides panoramic views from positions along many streets. In Deschutes County, Google Street View is available in more urban areas. Google Street View is not available on private streets. The **Open Google Street View** link only appears when Street View images are available in Google.



I want to see the Google Street View for a real property account.

1. On the Assessment & Taxation Summary page, click **Open Google Street View** near the bottom of the page.





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.
Layer Transparency: (47)%	Slide the transparency button to change the map theme layer from solid to semi-transparent to transparent.
Basemap	Toggle the base map between Aerial View, Street View, Open Street Map or Topographic by clicking the associated thumbnail.
Print	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.



- 2. Click **Zoning Map** in the Development section of the navigation menu.
- 3. 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:







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.

х



- Available Layers

 Ambulance Service Areas
 Census Block Groups (2010)
 Census Blocks (2010)
 Census Tracts (2010)
 City Limit
 County Boundary
 Elementary School Attendance Area
 Fire Tax Districts
 High School Attendance Area
 Irrigation Districts
 I aw Enforcement Service Areas
- 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.

🖉 Draw 🛛 🚔 Measure 🛛 🚔 Print	Find		
Draw Features	ж		
Select a shape then draw on map to add graphic. Double click to finish your graphic.			
Select Color: Auto			
Point Line Polygon Arrow	Text		
Clear Graphics Undo Last Graphic]		



- 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.



I want to print the Interactive Map.

- 1. Click the **Print** button on the Interactive Map.
- 2. Enter a Title and Subtitle in the appropriate boxes of the Print Map dialog box and then click the **Print** button.



Print Map	3
Title:	
Sub Title:	
Print	

3. Click the **Download your map here** link to retrieve the map.

Map created
Your map has been created.
Download your map here.

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

8	Terminology Explanation	Clicking this icon next to a term provides a description of
		that term.
A	Important Information	Clicking this icon provides information pertinent to a property that may require special consideration.

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:

Authorization is required	101 orror	This error occurs when trying to access a page that	
Authonization is required 401 error		requires a user to be logged in.	
Page not found	404 error	This error occurs when the page that was searched for cannot be found. It's possible an outdated link	
		was used.	
An error has occurred	500 error	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.	

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.

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-or-			
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	How to Use Dial		
	About		
	What's New?		
	Feedback		

- 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.

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