Laserfiche Tips, FAQs

DEQ uses Laserfiche as a searchable online document repository that meets the department's needs for longer-term public document storage. This tool allows for document storage, as well as searching, reading, downloading and printing. See the following information for some basic user best practices and troubleshooting tips.

Internet browser recommendations:
Laserfiche works best with Chrome and Firefox browsers. To download the Google Chrome browser, click here; to download the Mozilla Firefox browser, click here.

Printing shortcuts using your keyboard:
To print a Laserfiche document, use a keyboard shortcut. If you are using a Windows computer, press **Control (Ctrl) P**. If you are using a Mac, press **Command P.**

Enlarging/zooming icons:
To zoom in on a document, using the zoom tool in the control panel of the Laserfiche document window.

Zoom In/Out: These two buttons will zoom in and out of document in the Document View Pane.
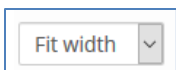
Zoom Drop-Down Box: This drop-down box offers several magnification options.

Options allow the document to be zoomed to:
- Fit Window
- Fit Width
- 400%
- 200%
- 100%
- 75%
- 50%

To access EMC documents within the full DEQ Laserfiche document repository, navigate to the website: EMC documents The connection may

require a username and password. If these are not auto filled, then use the following:
    • Username: public • Password: password

If you're having trouble accessing the Laserfiche webpage, try these tricks to fix your issue:
 1) Clear your cache.

    To clear your cache in Google Chrome, follow the following instructions, or click here:
        1. On your computer, open Chrome.
        2. At the top right, click on the "more" icon in the top right corner, signified by this symbol: ⋮ . Then click on **History**, and **Delete browsing data**.
        3. Choose a time range, like **Last hour** or **All time**.
        4. Select the types of information you want to remove.
        5. Click **Delete data.**

    To clear your cache in Mozilla Firefox, follow the following instructions or click here to your clear Firefox cache:
        1. Click the menu button ☰ and select **Settings**.
        2. Select the **Privacy & Security** panel and go to the **Cookies and Site Data** section.
        3. Click the **Clear Data**… button. The Clear Data dialogue will appear.
        4. **Cookies and Site Data** (to remove login status and site preferences) and **Cached Web Content** (to remove stored images, scripts and other cached content) should both be check marked.
        5. Click **Clear**.

 2) Use a different browser. Google Chrome or Mozilla Firefox work best.

3)If you are trying to access the page and get a "Sign Out" message, click the message to sign out. The browser you are in is still recognizing your NCID info. You need to sign out to access the website as a "public" user.