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CLERK OF COURT  
22<sup>nd</sup> Judicial District Court  
Parish of St. Tammany

## Odyssey WebROA Troubleshooting & Help Guide

*This guide addresses the most common issues that users experience. For issues not listed here, please contact our Help Desk at 985-809-8792 or [HelpDesk@StTammanyClerk.org](mailto:HelpDesk@StTammanyClerk.org)*

### Performance Issues

Many issues with display of documents, search functions, and other issues are directly related to the browser used. Odyssey Portal runs best in Google Chrome. If you are not using Chrome, download Chrome.

### Forgot Password?

[Click Here](#) to reset your password. Follow the prompts and you will receive an email with a reset link.

### Receiving message "Account Locked for 15 minutes"?

Please call 985-809-8792 or email [HelpDesk@StTammanyClerk.org](mailto:HelpDesk@StTammanyClerk.org)

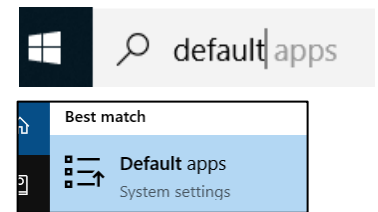
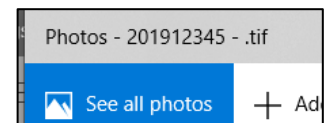
### Unable to see documents?

Documents are viewable only when signed into Odyssey. If signed in and still unable to view Documents, Click the "Request Access" link under your name in the upper right corner. Click "Select Your Role" and select your preferred role.

### Only seeing the first page of a Document?

If the Document you are trying to view opens in a program called "Photos" in Windows 10 (see snapshot), you will not be able to view multiple pages of the Document. To resolve the issue, please follow the below instructions & snapshots to change the default viewing application.

1. Search "Default" in the search bar by the Start Menu
2. Select "Default Apps" in the system settings
3. In the Default Apps screen, scroll down and select the link "Choose default apps by file type"
4. Scroll to the file types ".Tif" & ".Tiff". Click on the "Photos" app and change to "Windows Photo Viewer". Repeat for both files.



[Choose default apps by file type](#)

#### Before:



#### After:



5. Close Settings and reopen the Document. The Document should now open in Windows Photo Viewer and display the options to scroll through all pages of the Document.

