## Internet Explorer 10 Compatibility Mode

For users running IE10 (Windows 7) and attempting to access County records, the below message is received-
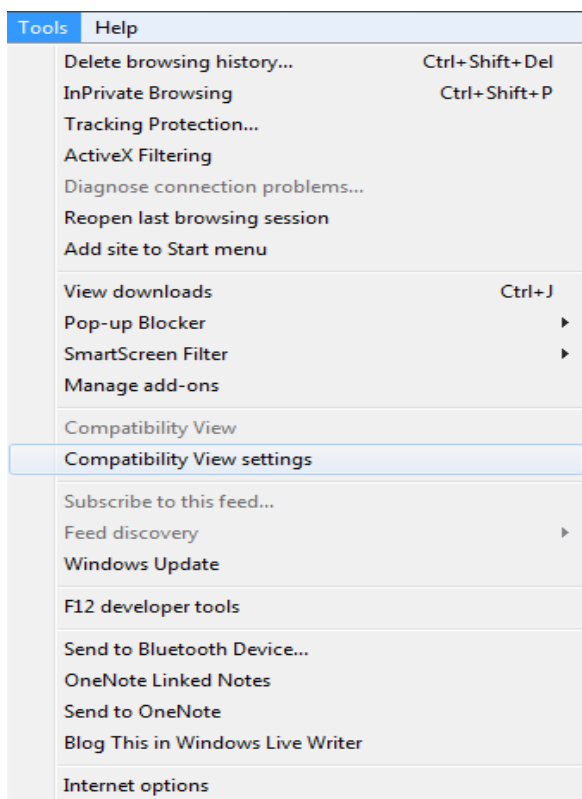
# This page can't be displayed

- Make sure the web address http://public1.co.galveston.tx.us is correct.
- Look for the page with your search engine.
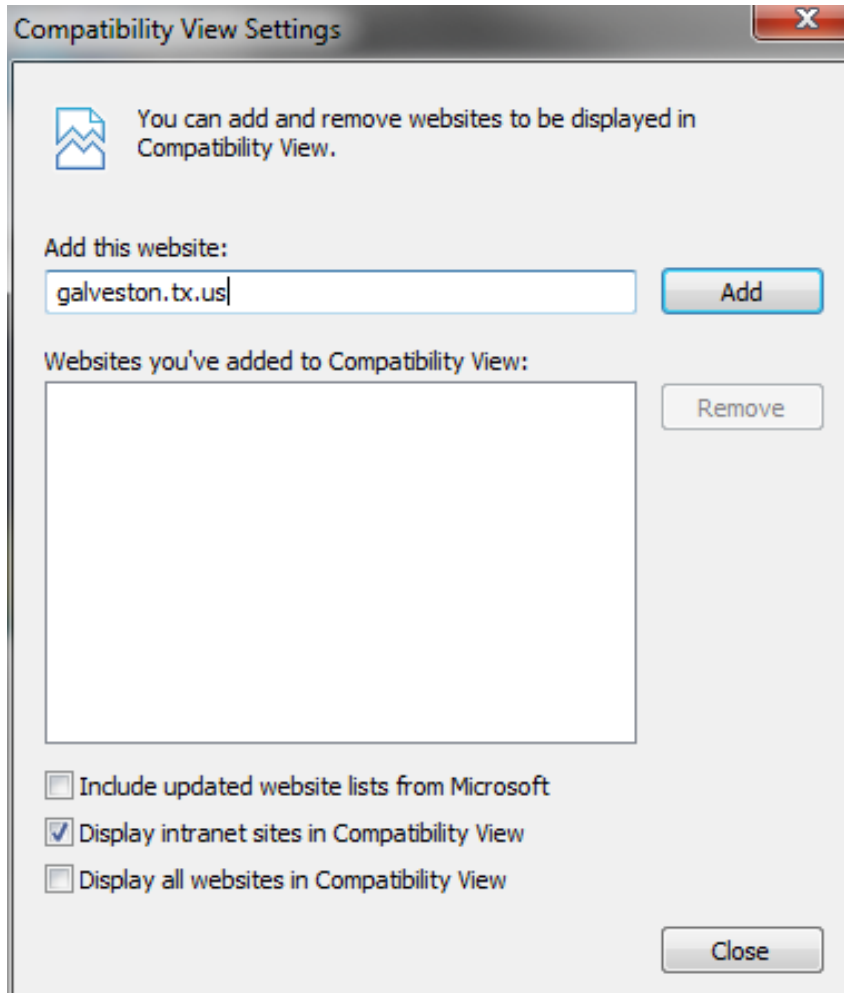- Refresh the page in a few minutes.

Fix connection problems

This is due to the compatibility mode settings in the browser. If this message is received, please do the following:

1) Press ALT once on the page that reads 'This page can't be displayed'.
2) Click Tools > Compatibility View Settings from the top menu bar (this should pop up after hitting the ALT key)

| Tools | Help | |
|---|---|---|
| Delete browsing history... | | Ctrl+Shift+Del |
| InPrivate Browsing | | Ctrl+Shift+P |
| Tracking Protection... | | |
| ActiveX Filtering | | |
| Diagnose connection problems... | | |
| Reopen last browsing session | | |
| Add site to Start menu | | |
| View downloads | | Ctrl+J |
| Pop-up Blocker | | ▶ |
| SmartScreen Filter | | ▶ |
| Manage add-ons | | |
| Compatibility View | | |
| Compatibility View settings | | |
| Subscribe to this feed... | | |
| Feed discovery | | ▶ |
| Windows Update | | |
| F12 developer tools | | |
| Send to Bluetooth Device... | | |
| OneNote Linked Notes | | |
| Send to OneNote | | |
| Blog This in Windows Live Writer | | |
| Internet options | | |

3. In the 'Add this website:' box add ' galveston.tx.us' using the 'Add' button



4. Click Close
5. Refresh the browser (F5)

**Now you should see:**

Case Records

Select a location
Galveston County ▾

Probate Case Records
Civil and Family Case Records
Criminal Case Records
Court Calendar

This is the Galveston County Records Search - Records currently available through this site: Probate, Civil, Family, and Criminal

or

**Galveston County TX**

**County Clerk - Public Access**

## Welcome

The County Clerks Office of Galveston County, Texas provides this web site as a public service. Information available on this web site is collected, maintained, and provided solely for the convenience of the public users. While every effort is made to assure that this information is accurate the County Clerk does not certify the authenticity of the information contained herein. The County Clerk shall under no circumstance be responsible for any error or omission which may occur in these records, nor liable for any actions taken as a result of reliance upon any information contained within this web site from whatever source, or any other consequence from such reliance. Images may be unavailable while system backups are in progress.

**Click the search link on the left to begin.**

**This web site requires a browser that has
cookies and JavaScript/ECMAScript enabled.
To view images, a Java Virtual Machine is also required.**

Public Access Web UI, Version 2.7.2
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Assumed Names
 Assumed Names
COM COURT
 Keyword List
 Search Comm. Court Index
MARRIAGE
 Search Marriage Index
My Account
 My Basket
Official Public Records
 Party List
 Search Real Estate Index
 Subdivision List

These databases are not compatible with Windows 8 or IE10. Hopefully this will be resolved with the next upgrade. In the meantime, a work around for W8/IE10 users could be to download Mozilla Firefox (http://www.mozilla.org/en-US/firefox/new/) and use it when searching County records.

For further assistance, contact the Galveston County WebMaster at (409) 765-2657 or WebMaster@co.galveston.tx.us.