UPDATED WEBXTENDER RESEARCH DATABASE

IMPORTANT: PLEASE READ THIS ENTIRE MESSAGE!!!

There are some **significant changes** to the DNR PLSO WebXtender online research database. The updated User Manual is accessible on the PLSO Webpage and on the updated WebXtender login page . It is **highly recommended** that you thoroughly read through the **updated User Manual** (available on the PLSO webpage and the WebXtender login page) prior to using the updated WebXtender. Listed below are some important things to know about the updated WebXtender.

1. Access to WebXtender is now **available, on the web, at no charge.** This is a recent decision based on looking at factors such as current staff time spent on managing WebXtender subscriptions and providing user support, versus time that could be spent performing mandated duties that are beneficial to our customers and the public. Also, important land survey records would now be easily accessible to a broader user base. Keep in mind that current Terms & Conditions state that any subscription fees already paid will not be refunded.

2. WebXtender is now compatible with Edge, Internet Explorer, Chrome, Safari, and Firefox. We have successfully tested access, searching, viewing, printing and exporting on all these browsers. Please refer to the updated User Manual for details on printing and exporting in the various browsers. DNR only supports the latest versions of Microsoft Edge and Internet Explorer. Internet Explorer produces the best viewing and print results.

3. The Public Land Survey Office will no longer be providing user support for WebXtender. If the site is not working, or the log in does not work then please send a detailed email to plso@dnr.wa.gov and the information will be passed onto our IT Department if deemed necessary. This is why it is so important to read the updated User Manual to understand and perform the functions of the application (e.g.: How to perform a query, export, print, etc.)

4. The updated URL takes you to a "face" page that contains the updated Terms, Conditions, and Disclaimer. The link to the updated User Manual is at the top of this page. Clicking on the button at the bottom of the page takes you to the log in screen. The username and password are already populated, so all you need to do from there is click the <enter> button. **As a note, the username and login are both "PLSO".**

5. Newly created survey record indexes are immediately added to the database and available on WebXtender. There is no longer an overnight delay in populating WebXtender with indexes created that day. Quality Control checks are performed by indexing staff at the end of the day. In other words, if there is an error in the index, it will be visible to the users immediately. If you encounter an error in an index, we would appreciate you alerting us by sending details of the map/document and the error to plso@dnr.wa.gov.

6. Research charges for the Public Land Survey Office have changed. Please see the PLSO webpage for details.

7. At this time, only 35 users can be accessing WebXtender at one time. In the past we had 20 public access licenses and we now have 35. If you encounter an error message when logging into the site, please wait and try again later. It likely means that all the licenses are being used and you have to wait for one to become available. We will be evaluating usage and adding additional licenses if warranted. **Please be considerate of other users and log out when you are not actively using WebXtender.**

We appreciate your loyal support of this office, and of WebXtender since its debut almost 15 years ago. We hope you enjoy the updated version of WebXtender.