

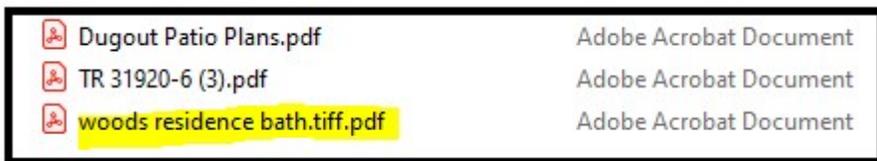
CITY OF LAKE ELSINORE ONLINE CITIZEN SELF-SERVICE PORTAL USER GUIDE

ATTACHMENT PROBLEM

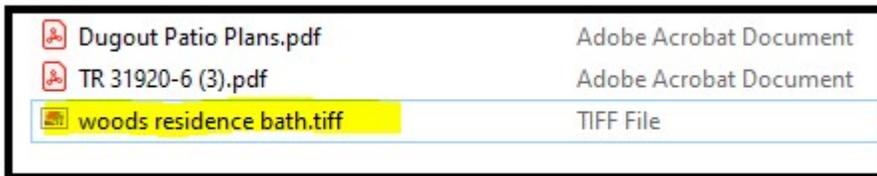
ATTACHMENT PROBLEM

A recent problem was discovered that had to do with documents and plans attached to Portal applications being in an unsupported format and not being available to download by portal users. The issue had to do with the files being converted into a TIFF format when they were imported into the City's document management system with an incorrect file extension. The City's software support vendor corrected the problem, but the fix does not alter the extensions of the files that have been imported into TCM during the last few weeks, when this problem originally arose. In order for these files to be accessible, they will need to be renamed with the correct file extension.

The files are getting named with both the TIFF and PDF extensions, as you can see in the screenshot, below.



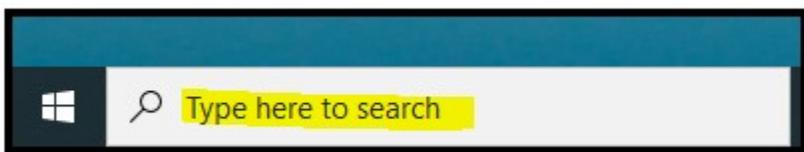
Before they can be opened, the extension has to be edited so it just has the TIFF extension, like below.



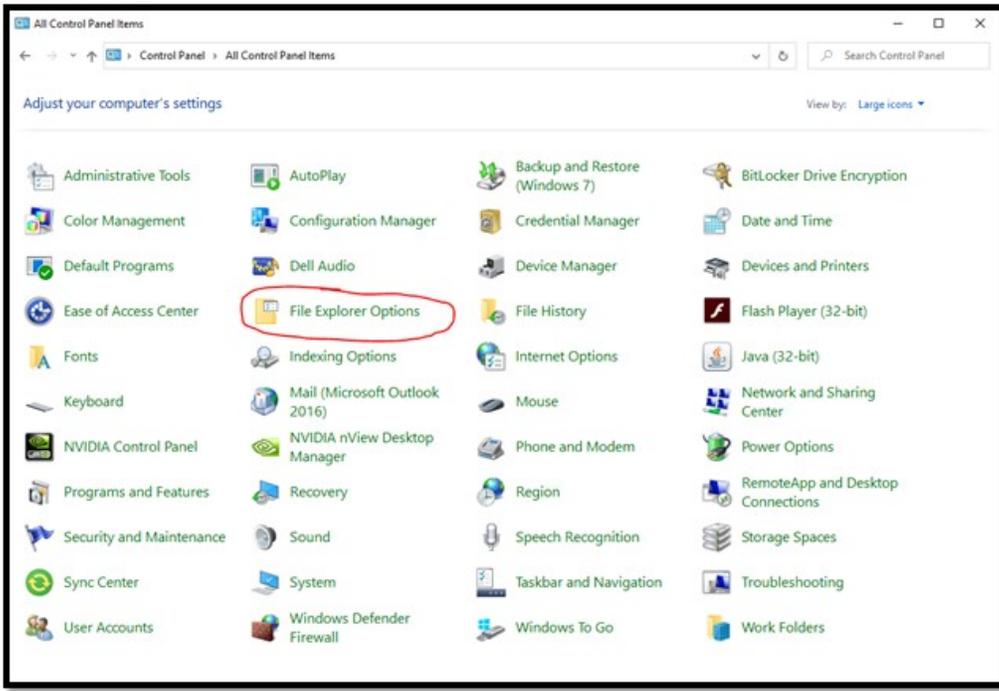
Once this is done, the file can easily be opened, just like any other picture.

In order to rename the files, you need to download the file instead of 'opening' it. Once it has been downloaded from the Portal, open the location the file was downloaded to with File Explorer.

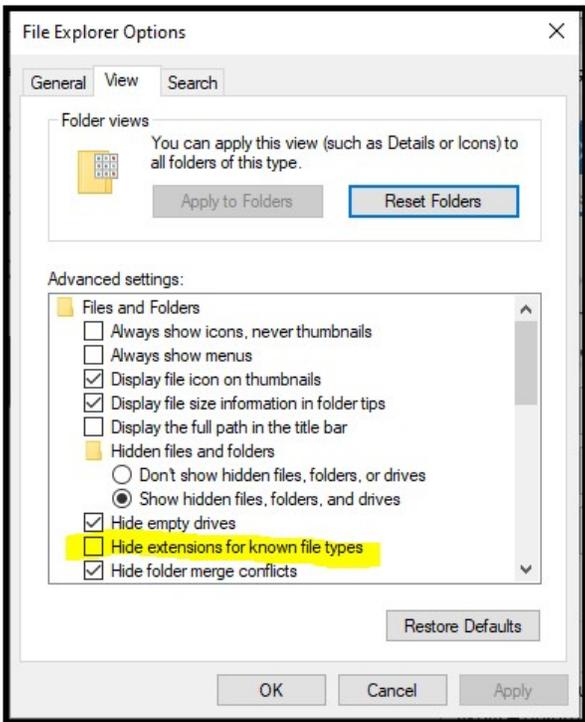
File extensions are hidden by default and in order to rename the extensions, you have to first uncheck the control that hides these in File Explorer Options. Type 'Control Panel' in the Windows Search Bar to bring up the Control Panel.



Open 'File Explorer Options' and click on the 'View' tab.



Locate the 'Hide extensions for known file types' entry and uncheck the box.



Click apply and then you can browse to the location of the file on your computer and right-click on the file, choose 'Rename' from the menu and then remove everything after .TIFF at the end of the file. Once you do, it will inform you that altering a file extension could prevent the file from opening. Click OK and then you will be able to immediately open the file using your default picture viewer.