

New Mexico One Source of Law Online

Online Help – Frequently Asked Questions

Didn't find your answer here?
For technical support call 1-800-977-2665
or e-mail us at support@conwaygreene.com.

General Site Information

How do I get a username and password?

Subscribers to New Mexico One Source of Law on DVD or CD-ROM have free access to this online site. The Customer number is the same as your customer ID found on your invoice. If you do not have a password or do not know your customer ID, just call us at 866-240-6550.

What does this site contain and how current are your databases?

For an up-to-date list of site contents, see the front screen of NM One Source Online for updated menus.

How often do you update this site?

We update this site at least quarterly to correspond with the quarterly disc releases of New Mexico One Source of Law (DVD and CD). If you wish to be notified when the site is updated, call us at 866-240-6550.

Which web browsers work with this site?

This web site is now compatible with all major browsers (IE Explorer, Mozilla/Firefox, Netscape). To report a browser-related bug, please call the tech support number (800-977-2665).

Are there any system requirements?

Your web browser must have cookies enabled. Check your settings under Tools, Options, Privacy tab.

Searching

How do I search just a single database?

The default search is the entire site. But if you want to limit the scope of your search, use one of the custom search forms. The "Search Current Statutes" form, for example, will search only the current NMSA 1978 database. Also, many of the search forms include a table of contents on the left-hand side of the screen. This contents window can be used to focus your search on ANY hierarchical level within the site. Expand folders on the left to select the focus of your search. Whatever is highlighted in solid blue on the left will be the focus or scope of your search.

Can I search just within a specific chapter or title?

Yes! Many of the search forms include a table of contents on the left-hand side of the screen. This contents window can be used to focus your search on ANY hierarchical level within the site. Expand folders on the left to select the focus of your search. Whatever is highlighted in solid blue on the left will be the focus or scope of your search.

Where can I find the right syntax for complex searches?

Use the "Expert Search" form. All search features (with examples) are included in a table on this form.

What's the difference between “Next Hit,” “Next Doc”, and “Next Hit Doc”?

After a search, “Next Hit” takes you to the next highlighted search term that matched the criteria of your query. “Next Hit Doc” takes you to the next document that matched the criteria of your query. “Next Doc” is always available (search or no) and simply opens up the next document in the database, regardless of the query.

I’m looking at a document but I've lost the context. What can I do?

If you have been doing a lot of searching or following cross-document links, it can be easy to lose sight of where you are or what document you are looking at. Click on “Reference” to get a popup describing the hierarchy of the document you are looking at. You can also click “Synch Toc” to update the table of contents to correspond to the document you are looking at.

What does “Synch Toc” do?

The “Synch Toc” feature (synchronize contents) updates and expands the table of contents pane on the left to correspond to the document you are viewing on the right, giving you better context for your document.

How do I print an entire section or opinion?

First click anywhere in the document pane; this makes it the active frame. Open your browser’s print dialog. Make sure the browser is set to print the selected frame. (In Firefox and Netscape, this is in the lower left-hand corner of the print dialog. In MS-IE, click on the Options tab.) Then click Ok or Print.

How do I print my hit list?

First click anywhere in the hit list; this makes it the active frame. Open your browser’s print dialog. Make sure the browser is set to print the selected frame. (In Firefox and Netscape, this is in the lower left-hand corner of the print dialog. In MS-IE, click on the Options tab.) Then click Ok or Print.

Can I print an entire chapter?

No. You can only print one document at a time.

I’m getting a message “user already logged in.” What do I do?

Only one user can be logged in at any one time with the same customer number and password. Firms that have purchased multiple-user licenses have been given multiple passwords. The message “user already logged in” occurs if a user is logging in a second time without having logged out of the first session. Please use “Logout” on the toolbar to exit your session, otherwise the site won’t know you have quit. You must then wait 15 minutes for your session to expire before you can log back in.

I get to the license page but then get kicked back to the login screen. What’s going on?

This site requires that “cookies” be enabled in your browser. Check your browser settings to make sure that this is the case (Tools, Options, Privacy tab).

I’m having troubles copying and pasting into my word processor. Any suggestions?

The search engine uses HTML table codes to display documents. When you copy and paste into a word processor, the tables codes accompany the text, sometimes making the text difficult to work with. Instead of “Paste”, try using the “Paste as...” command in your word processor (find it under the Edit menu.) Then select “Unformatted text”. This will paste only the text (minus all formatting codes) into your document.
