

DocLink - Frequently Asked Questions

What software do I need to search recorded documents in DocLink?

You need a modern web browser that supports Microsoft Silverlight and Adobe Reader 8.0 or later. This website has been developed for Internet Explorer 8 & 9 and tested in Firefox 8, Chrome 16, and Safari 4.

Are documents from all Dane County municipalities included in DocLink searches?

Yes. All documents that are recorded in the Register of Deeds office in Dane County are available on DocLink. Properties in the City of Madison may be searched by using the Parcel Number or Owner Name search functions, however, the search by recorded document will not work to obtain records.

Are all recorded ownership documents available on DocLink?

Yes. All documents that are recorded in the Register of Deeds office in Dane County are available by using DocLink.

Why are there no results when I search by Owner Name?

Searching for ownership can be problematic on occasion, especially if the property is titled as a business or a trust. If you have trouble returning any records, edit the search criteria to be less specific.

The parcel I'm searching doesn't have a document number in the document reference field?

Older land records documents were referenced by volume and page, generally located in either records or deeds volumes in the Register of Deeds office.

There are also other types of documents that are not recorded in the register of deeds but may be used to update the ownership of a parcel. Some court documents may not be recorded but will be listed by the court case number. Certain entities may change their corporate name by filing papers with the Department of Financial Institutions. These will be shown using the DFI identification number.

Do pop-up blockers restrict access to viewing images?

Yes and No. Viewing images is not a problem BUT printing them will be. A separate window/tab containing the printable document is opened when printing, which requires that pop-ups be allowed.

How much does it cost to search records in DocLink?

All searches cost \$6.95 each. Print fees are charges for each page printed. Printed images/pages cost \$1.00 each.

How can I pay for copies of records on DocLink?

Credit Card (MasterCard or Visa).

Am I charged for a record search that returns zero results?

No there is no credit card charge for searches that do not return any results. You will have the opportunity to add to your criteria to perform another search.

Is my credit card information retained by DocLink software?

No. If you log out or close your browser and then select another parcel to search, you will need to re-enter your credit card information.

What happens if I can't print the image of the document I purchased?

All transactions will be saved and referenced by e-mail address for three days. If there is a problem printing, please send a message to rodmail@countyofdane.com Please include your name, e-mail address used for the search, and time of transaction. If we receive the request during the first three days, we will be able to track the transaction and send a reply with the document attached.

Can I print a receipt for my transaction?

Yes. A receipt can be printed or saved while a current DocLink session with the transaction is active. When a search has been performed, an "Activity" tab will display a screen which will show the user the activity over the session. In the upper left of this screen is a button which allows the user to print a receipt of their transactions. The print returns a PDF document in another window/tab. A receipt will only be available for the current transaction. Historic transactions will not be available once the session has been closed.

Important Note – If you have any questions about a transaction while using DocLink, please make sure to note the e-mail address used. None of the credit card information is stored by the system. The only way to identify a session will be by using the e-mail address and time of the transaction. Also, if there is a problem printing the image that was purchased, the transaction will be saved and tracked by e-mail.

Who do I contact for technical support?

Fidlar Technologies at (563) 345-1245