



County Technical Assistance Service INSTITUTE FOR PUBLIC SERVICE

Tips & Tricks for the New CTAS Directory of County Officials

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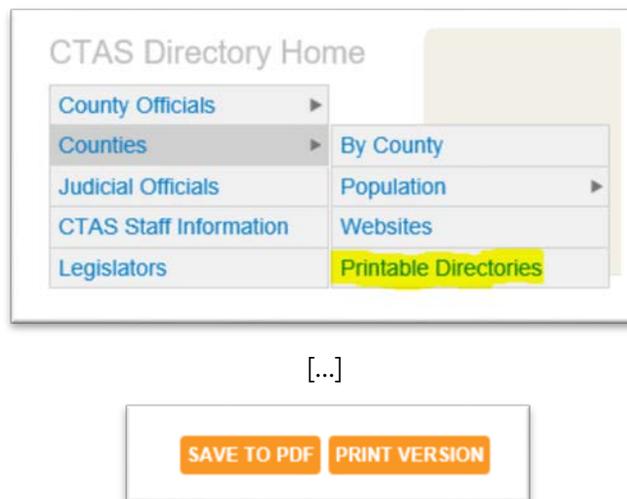
This document was produced by [County Technical Assistance Service](#) as a courtesy to our customers. If you have any questions or comments about this guide, please email Liz Gossett, E-Media & Information Specialist, at liz.gossett@tennessee.edu.

Viewing Directory Information

Finding and reviewing your county's Directory information is easier than ever! From the CTAS home page, go to Directory in the horizontal menu bar, find your county and click its name. Done!

Saving and Printing Directory Pages

We have designed the Directory to be useful for our customers and recognize that some users may wish to have a printed or electronic copy rather than having to check the website. The easiest way to save or print your county's Directory page is to go to the Printable Directories page by moving your mouse over Counties in the menu on the left and click on Printable Directories in the popup menu that appears. Select the county or counties you wish to save Directory information for, then click the "Save to PDF" button at the bottom of the page.



Internet Explorer/Microsoft Edge: The PDF will be saved in your Downloads folder. Open it from that location.

Firefox: You will be asked if you want to save or open the PDF. Open it from where you saved it.

Chrome: The PDF will be saved in your Downloads folder. Open it from that location.

To print the Directory page, simply choose the print option when viewing the PDF. You may also click on the Print Version button (shown above) for a printer-friendly (Non-PDF) version. Once that version opens, choose your browser's print option.

Downloading Directory Information

A new addition to the Directory is the ability for users to download the data as either a comma separated values (.csv) format or Excel (.xls) format. We receive many requests for this data and we wanted to make getting it easier for you.

To download data, go to the appropriate page that contains the data you're looking for. For example, if you need a list of Mayors/Executives, go to County Officials > County Execs and Mayors.

Continued on next page...



Once you are at that page in the Directory, right-click on the CSV button and click **Save Link As...** OR left-click the XLS button to download an Excel file of the data. These buttons are located above the listing of officials, on the right hand side of the page.



We have included a link to the Directory in the orange navigation bar of our website as well as a button (see below) under the main rotating images on the front page.



IMPORTANT: We strongly recommend **against** bookmarking the PDF page of your county's information. The PDF is only a snapshot of the data in the Directory at the time it is created. This means changes made to the Directory after you created the PDF will **not** be included. You will

need to recreate the PDF by going to the Printable Directories link mentioned above to capture those changes. Data changes constantly in the Directory and information can be outdated rather quickly.

We recommend bookmarking the Printable Directories page so it's easier for you to recreate the PDF if you need an updated copy. We also recommend checking your county's information on a periodic basis and letting us know if information needs to be updated. More on this process is included in the next section below.

Requesting Changes

Do you see information that needs to be updated? The quickest (and easiest) way to get information updated in the Directory is to send an email with the updated information to Liz Gossett, E-Media & Information Specialist at liz.gossett@tennessee.edu. She will make the updates and send confirmation of the updates being completed. If you ever have any questions about the Directory, please feel free to contact Liz.

We are also in the process of re-implementing a change request function in the new Directory. The prior version had this ability and we are confident we will get it working again soon (albeit in a more efficient, easier-to-use way!). Please keep an eye on emails from us or our monthly newsletter, *County Officials E-News*, for announcements when this feature is available.

Note: When the change request function is implemented, you may continue to send an email to Liz with updates.

Directory Point of Contacts

For some counties who are able to, identifying a Directory point-of-contact who will periodically check the information for the county and send in updates would be prudent. We realize that not all counties will be able to provide this coverage, so we ask that every official be mindful of their own Directory entry and periodically check it to make sure it is correct. If you are able to identify a Directory point-of-contact, please send that person's information to Liz.