

Troubleshooting errors and solutions for accessing and viewing the Inmate Data Search <https://corrections.az.gov>

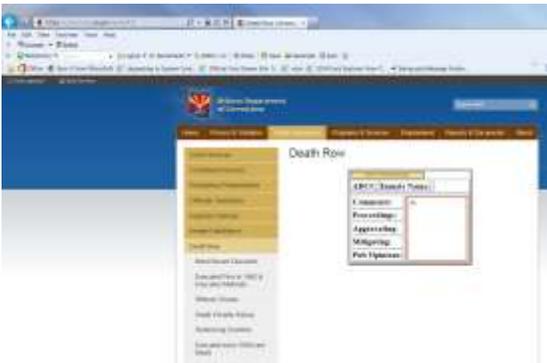
The following steps are for correcting a page display error when searching for inmate information within the Inmate Data Search page.

This section is for Internet Explorer 9/10/11 Users

1. When selecting an inmate in the Inmate Data Search you receive the following page errors:



2. When selecting an inmate from the Death Row page you may receive the following error:



3. Go to and select the Tools menu in the top of your browser. Go to and select Internet Option on the bottom portion of the menu. This will open the Internet Option Window. Select the Privacy Tab.



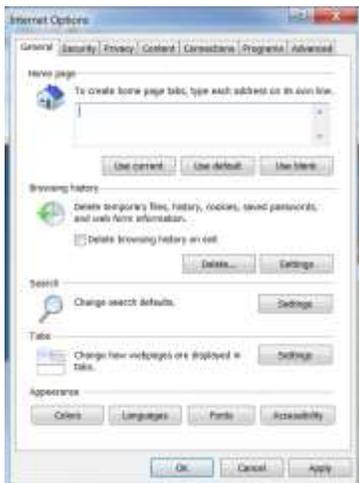
4. Select and Drag the Settings Slider from the Medium setting (medium is the default) down to the Low setting and Select OK. This will close the window.



5. Go to the address bar and refresh your browser. You can also press F5 to refresh your browser.



6. Go back to the Inmate Data Search and enter the inmate information you were previously trying to access. These setting changes should allow you to view the information you were looking for. If you still have a problem then take the following actions:
 - a. Go to the Tools Menu as you did in step one and Select Internet Options.



- b. In the Browsing History section select the Delete Button. Uncheck Preserve Favorites website data checkbox. Select the Delete Button (this is to clear your browser's cache).



- c. Close all open browser windows. Reopen Internet Explorer and Go to the website. Go to the Inmate Data Search and enter the information on the inmate you are looking for. This should allow you to view the information you are looking for.

The below section is for changing your Safari browser settings on an Apple iPad/iPhone device:

1. Go to Settings on your device and scroll down and select Safari. On the right pane select Block Cookies. Change this setting from Always to Never.



2. When you have completed that scroll down a little and select Clear Cookies and Data. Select Clear.



3. Click your Home Button and reopen the Safari Browser. Go to the Inmate Data Search page of the website and enter the inmate information for the inmate you are looking for. It should now display.