



User's Guide

AILA Link User's Guide

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INTRODUCTION

Welcome to AILALink, the leading immigration law library on CD-ROM. Through AILALink, you will be able to view and search primary immigration resources, such as statutes, regulations, and BIA decisions; complete and print the most current immigration forms; browse through current and archive volumes of AILA's *Immigration Law Today (Monthly Mailing)*; and seek the advice of leading immigration law experts through select AILA publications, including *Karzban's Immigration Law Sourcebook*.

AILALink is a subscription service updated through quarterly releases in January, April, July, and October.

WEB UPDATES

Please be sure to refer to the AILALink Web Update page, accessible from the hyperlink on the Main Menu. That site will include any corrections or other additional information relating to the current release, as well as updates on new statutes and regulations.

GETTING HELP

This User's Guide covers the basics using of AILALink. For more comprehensive online information on using Folio Views, please refer to the Online User's Guide (To access, click **Help** (on the menu line above the toolbar) or press F1. For a listing of available help topics, choose **Contents** from the **Help** menu.)

For assistance with your computer's specifications, compatibility issues, and your Internet capabilities, see your computer support person.

For questions on installation, software functionality, printing, saving, and other unresolved technical problems, please call **Technical Support** toll-free at **1-866-AILALINK (1-866-245-2546)**, available weekdays from 8am to 8pm (ET). (From outside the United States, call +1 (410) 727-8566.) You can also send an e-mail to AILALinkSupport@aila.org.

For customer service questions, such as subscription renewals and billing questions, please call 1-800-982-2839.

COMPATIBILITY & MINIMUM REQUIREMENTS

ALLink is designed to work on a Windows platform, versions Win95 or higher. Minimum requirements: Pentium processor. 32 MB of RAM (64 MB recommended). 150 MB of available hard-disk space (600 MB or more needed for full Network install). CD-ROM drive: 2X or higher. Internet access required for some features.

ALLink is not designed specifically for the Macintosh. Macintosh users will be able to run the program, however, using PC-emulation software.

INSTALLATION

When you get your new CD, the first step is to install it onto your computer. Once installed, you will not have to re-install the CD until you receive a new release. *You must, however, go through this installation procedure for each new release.*

While your computer is on, insert ALLink into the CD drive with the printed label facing up. Click on **Start**. Choose **Run**. Type **D:\setup.exe** at the **Open** prompt. (This assumes your CD-ROM drive is drive D. If not, substitute the appropriate letter of your CD drive for "D".) Click **OK**.

If you have a prior release of ALLink installed (which you will unless you are a brand-new subscriber), you will see a message stating: "A version of this product already exists on this machine and must be removed before continuing with this setup. Would you like to uninstall that version. . .?" *You must choose "YES" for the installation to continue.* An installation menu will appear and guide you through the process. Follow the instructions on the screen.

Single-User Installation

Installation is a two-part process: first, Folio Views will be installed for use with the text portions of ALLink. ALLink will create its own directory **C:\Allink42** on your hard drive to install these files.

Next, the program will ask if you want to install Adobe Acrobat Approval. We recommend that you choose to install this software, which is necessary if you wish to save and e-mail filled-in immigration forms (something you cannot do with Acrobat Reader).

- If you have the "full" Acrobat program (which would have been purchased from Adobe separately), this ALLink installation will not overwrite Acrobat. If you are in doubt, choose to install Approval; the setup will simply end if the full Acrobat was already installed.
- If you have the old Acrobat Exchange, you should still choose to install Approval. You will no longer need Adobe Exchange, which is outdated. The install should automatically change your PDF "association" so that the forms will appear in Approval rather than Exchange. In some cases, however, you may need to uninstall Exchange for better performance. Please contact Technical Support if you have any difficulties.
- If you had a prior network installation and are switching to a single-user installation, you might have difficulties completely uninstalling (as is necessary) the first install. Contact Technical Support if you have any difficulties.

Please follow the instructions on the screen until the installation is complete. Once complete, you will not have to repeat this procedure until you receive the next release of ALLink.

If you need assistance, please call **Technical Support** toll-free at **1-866-ALLINK (1-866-245-2546)**, available 8:00 am to 8:00 pm (ET), Monday to Friday, or e-mail AllinkSupport@aia.org

Network Users


Step One. Follow the instructions on screen for network installation. The program should be installed on a server folder.

Step Two. The network installation will allow one user to access ALLink via the network. * A license for the appropriate number of additional users comes in license file named **alia.lcf**, which is sent to subscribers by e-mail. (If you have purchased a network license and have not received an e-mail from us with the **alia.lcf** file, please contact Customer Service at 1-800-982-2839.) Copy the new **alia.lcf** file from your e-mail to replace the **alia.lcf** file in the "Rights" subfolder of the "ALLANET" folder set up by Step One, above.

* Thus, you may install the program on a network with multiple workstations, without paying an additional fee, if only one user is accessing the program at a time. If you need more than one *simultaneous* user, then contact Customer Service about purchasing a license for additional simultaneous users.

Step Three. At each workstation from which you will want access to ALLALink, map a drive (if it hasn't already been done) to the server folder containing "ALLANET." Then, from that workstation, navigate to that drive, and double-click on `wssetup.exe` to complete the installation. If you need assistance with the installation, please call Technical Support toll-free at 1-866-ALLALINK (1-866-245-2546).

GETTING STARTED

With your computer turned on, insert ALLALink into your CD drive (if you a single-user version). Double click on the Folio/ALLALink icon (), or click on the Start button, and navigate to Programs | ALLALink | ALLALink.

VIEWING THE SCREEN

Window Sizing

If you are in the **Browse** view, where the Contents, Reference, and Document windows are all visible, you can adjust the size of each window by moving your mouse cursor to the window's border, and then clicking and dragging the border, bringing the window to the desired size. When you close ALLALink, it remembers your preferred sizing for the next time you use the program. The program also remembers your last view—Browse, Document, or Hitlist.

Text Sizing

The size of the text can be adjusted by using the **Zoom** feature (on the Menu bar: `View | Zoom ...`). ALLALink will remember your setting, even after you close the program.*

* You may also be able, depending on your hardware, to adjust the text size in individual windows by holding the Control key and scrolling your mouse wheel. However, when you close and reopen ALLALink, the text size will resort to the default setting (as adjusted by the **Zoom** feature, if applicable).

NAVIGATING ALLALINK MENUS & CONTENTS

You can navigate through ALLALink by using the Contents on the left window (in the "Browse" view), or by clicking on successive menus in the Document until you find what you want.

Using the Contents Window

When in the "Browse" view, you will see the Contents of ALLALink on a window on the left side of your screen. When the program first opens, the contents will be compressed, so you only see the main headings (e.g., Primary Sources, Immigration Forms, ALLA Books & Handbooks, etc.). By double-clicking directly on one of those headings, the Document window will go to the beginning of that section. At that point, you can use the Menus in the document itself (see "Using the Menus & Hyperlinks," below).

However, by clicking on the plus (+) symbol next to a heading (if there is one), that topic will expand to give you more specific choices (e.g., INA, 8 CFR, etc.), possibly with additional plus symbols allowing you to find very specific information (e.g., §101(a)(43)). At any time, you can double-click directly on the Contents item to call up the section, chapter, etc. in the Document window. You will probably find this method of navigation to be more efficient than using the menus alone.

Note: When a section is expanded, the plus symbol (+) becomes a minus symbol (-). Clicking on a minus symbol will recompress that section.

Using the Reference Window

The Reference Window also appears, above the Document, when in the **Browse** view. This window will give you precise information about the text where your cursor is. This is particularly useful if you are many "levels" deep into the document.

This window can also be used for navigation. Double clicking on an item will take you to that source. For example, if the reference line indicates that your cursor is in Section 235(b)(1) of the INA, and you would like to read all of Section 235, double click on "235" in the reference window to take you to the beginning of Section 235.

Using the Menus & Hyperlinks

When you first open *ALLALink*, the Main Menu will be visible in the Document window. Instead of (or in addition to) using the Contents, you may click on any menu item, which will bring you to the appropriate portion of the CD. If appropriate, you will then see additional menus to further pinpoint your navigation.

Menus are just one place you will see hyperlinks or "jump" links in *ALLALink*. If a document makes reference to a particular INA section, for example, that section will often be a jump link. If a jump link is available (usually indicated by being in color), your cursor, when placed over the item, will change to a pointing finger. Click on that item and you will be taken to the indicated section, chapter, etc.

Some hyperlinks in *ALLALink* are, indeed, links to the Internet. Clicking on them will, if you are connected to the Internet, take you to the appropriate Web site.

Returning to Previous Locations

To go back to your previous location, use the back arrow icon (←) or press **F6**. (You can do this several times to go back several steps.) To go forward (if you've gone back), click on the forward arrow icon (→) or press **Shift+F6**. To view the history of all locations visited, go to **Search** on the menu bar, and click on "Show History..."

Note: Moving back and forth, and tracking history applies to navigation made through hyperlinks and menus. If you navigate through the Contents window, you cannot use the arrows to retrace your steps.

Returning to the Main Menu

You may return to the Main Menu at any time by pressing **Ctrl+Home**. In the alternative, you may place your cursor on the vertical scroll bar and move the box to the top. (If you are conducting a query, you must clear the query before either of these options will work.)

WINDOW TABS

At the bottom of the *ALLALink* screen, there are three tabs: **Browse**, **Document**, and **HitList**.

When you first open the *ALLALink* program, the default view is the **Browse** view, in which the Contents, Document, and Reference windows will all be visible. These windows, useful for navigation, are discussed above.

Clicking on the **Document** tab will devote the entire window to the text of the document you are viewing.

The **HitList** tab is used for analyzing your search results. When you conduct a query, the **HitList** tab will provide detail from the Reference line, so you know where your results are located, and the highlighted search term shown in a surrounding phrase to show context.

SEARCHING

Generally

To search for documents, click on the **Advanced Query** icon (🔍) on the toolbar (or the **F2** key). You will be presented query dialog box. Type the word(s) or phrase(s) for which you wish to search. Separate words with a single space. Use quotation marks for exact phrases.

You may use operators and wild card characters (see "Search Operators and Wildcards" in Appendix) to expand or limit your search. If you do not specify an operator, the default operator is "and."

Click **OK**. The program will search all of the information on the CD and take you to the first hit, which will be the first paragraph containing every word (in any order) of your search phrase. Click on the **Next Hit** icon (▶▶) on the toolbar (or press **F4**) to advance to the next hit. The **Previous Hit** icon (◀◀) on the toolbar (or **Shift+F4**) backs the cursor to the previous search results.

Also, next to the contents listing, a number will appear showing how many "hits" there were in that section. Clicking on the **+** to expand the branch(es) will also give more specific information on where the "hits" are. When you have run a query, the Table of Contents will list only sources with paragraphs containing your query terms. To go to the text associated with a particular entry in the Table of Contents, place your cursor on the entry and double click. This will take you to the paragraph in the text corresponding to the entry you have chosen in the Table of Contents.

Once you have found what you are looking for, clear the query by clicking on the **Clear Query** icon (🗑️) on the toolbar.

Searching Specific Sources and Publications

An extremely useful feature of *ALLink* allows you to use the **Contents** window to easily limit the sources across which you want to search. For example, you can limit your search to, say, all *ALLA* Books and Handbooks, or specifically selected titles. Or, for another example, you can search all books, the *INA*, and *Immigration Law Today* issues appearing since 1999.

To do this, start in the **Browse** view. Click on the **+** until the branch is expanded in as much detail as is useful for you. Then click on the checkboxes next to those sources, documents, publications, etc., across which you want to search. Then, proceed as above with the **Advanced Query**, making sure that the **Checked branches** option at the bottom of the dialog box is checked. Your search will then be limited to the sources you check

Note: A "record" for *Folio* Views purposes is, generally, a single paragraph. When you specify that two or more words appear in your search result, *Folio* is searching for those words in the same paragraph. You can expand that search to any number of consecutive paragraphs (records). See "Search Operators and Wildcards" in Appendix for specific syntax.

Hitlist Window

The **Hitlist** Window can be used to navigate through the list of query results. After running a query, you can click on the **Hitlist** tab. This will call up a list showing the title of all records containing your search term and show your search term in context of the surrounding phrase. You may broaden or shorten the length of the phrase shown by clicking on **View** on the menu line at the top of your screen and selecting **Hitlist Properties**. The **Words Around Hits** option allows you to adjust the number of words in the phrase surrounding your search term.

To return to your research, click on the **Document** or **Browse** tabs.

PRINTING AND SAVING

Selecting information to Print or Save:


To print or save information from *ALLink* you must first select the information you want to print or save. There are four ways to accomplish this:

- (1) **Select the text:** Drag your cursor across the text while pressing the left button on your mouse (as you would in any standard Windows application.) When the text you want to select is fully blocked, lift your finger from the mouse button. To de-select blocked text click anywhere outside the highlighted text. This method of selection works well for contiguous text.
- (2) **"Tag" the text:** Place your cursor in the paragraph to be tagged, then click on the **Tag Records*** icon (🏷️) on the toolbar (or press **Ctrl+T**). Text has been tagged when there is a red line on the left side of the paragraph. To de-select a paragraph of tagged text, place your cursor on the tagged paragraph and click on the **Tag** icon (or **Ctrl+T**) again to remove the tag. You may de-select all tagged text at one time by clicking **Edit** on the menu at the top of your screen, then clicking **Clear all tags**. This works well for noncontiguous text.
- (3) **Check the box(es) in the Table of Contents:** With the **Browse** tab selected, check boxes will be in front of the heading in the **Table of Contents**. Click on the check box to select everything below the heading. You can tell the box is selected when it has a checkmark in the box. Be sure to select the lowest possible level. For example, if you check the *INA*, you will print the entire *INA*. If you expand the **Table of Contents** to Section 235(b)(1) of the *INA* and check the box beside 235(b)(1), only Section 235(b)(1) will be selected. Deselect by clicking on the checked box. This also works well for noncontiguous text.
- (4) **Range of record numbers:** Choose a group of contiguous paragraphs. Place your cursor on first paragraph of the group. Write down the record number. (The record number is the first of the two numbers in the box in the lower left corner of your screen marked: Record mmm/nnnn.) Place your cursor on the last paragraph in the group. Write down the record number of the last paragraph in your

*"Records" are paragraphs for most purposes in *Folio*.

group. This is your record "range." This method works for a single paragraph or contiguous paragraphs.

Printing Text

Select the text you wish to print using one of the methods. Click on the **Print icon** () on the toolbar (or press **Ctrl+P**).

Select the appropriate print option, reflecting your choice from above, then click **OK**.

☞ If you have selected text from multiple sources and wish your printout to indicate the source of the various selections, click on **Tools**, then **Options...**, then **Print**, and see that "Inline headings" box is checked.

Printing the Table of Contents

You must be in the **Browse Window** to print the Table of Contents. Expand the Table of Contents to display the information you wish to print. Expand by clicking the **+** signs. Click on the **Print icon** on the toolbar. Select **Print Contents**. "All" prints all of the Contents window that is expanded. "Branch" prints the currently selected branch that is expanded. "Records" prints a range of record numbers specified by beginning and ending record numbers. Select an option and click **OK**.

Saving for Use in a Word Processing Document

Select the text you wish to save using one of the selection methods above. Click on **File** on the menu bar, then **Export**. Go to **Save as Type** and select the file format in which you wish to save the selected text. Select **Export Range**. Select **File Name** and type a file name for the saved text. * (Change the drive and/or directory as appropriate. You cannot save to the CD-ROM drive.) Click **OK**.

FORMS

To access forms on *AllALink*, double click on the **Immigration Forms** selection on the Table of Contents (if in the "Browse" view) or on the Main Menu to go to a list of the available forms.

* Microsoft Word files will be saved with an ".rtf" (rich text format) extension, which can be easily read by Word as well as other word processing programs.

Accessing the forms

Click on the number or description of the form. This will open the Adobe Acrobat program on your screen, with the selected form loaded and ready to be filled in.*

Filling in the form

Once accessed, you may complete the form on your computer. Place your cursor in the blank space in which you wish to enter information. Type in the information. Move from section to section by using your cursor or the Tab key. To check a check-box, click on it. To un-check a check-box, click on it again.

Printing the form

You may print either the blank form or the completed form. To print, click on **File**, then **Print**.

Saving the form

To save a form in which you have completed some or all of the fields, click on **File**, then **Save As**. Then give the file a meaningful name (such as "ClientName-485") and save it in an appropriate work folder.

E-mailing the form

To e-mail the form, click on **File**, then **Send Mail ...** That will call up your e-mail program, with the filled-in form as an attachment.

Closing the form

You can close the form as you close any program—by clicking on the X in the upper right corner, or by clicking on **File**, then **Close**. This will return you to the forms list. If you have entered data on the form but have

* AllALink forms are in a ".pdf" (portable document) format, designed to be read with Adobe Acrobat. There are three basic versions of Acrobat: "Reader" which is available for free from Adobe; "Approval," which can be purchased from Adobe but is now included in your AllALink subscription; and the "full" Acrobat, a robust program that can also be purchased from Adobe. Acrobat Approval—the program included with AllA-Link—allows you to view, complete, and print the forms, as well as save and e-mail a filled-in (or partially filled-in) form. You will also have this functionality if you have the full Acrobat. However, if Acrobat Reader is the program that runs when you call up a form (because you did not install Approval when you installed AllALink), you will not be able to save or e-mail your completed form.

not saved it, the program will prompt you to save the form before closing.

ANNOTATING THE TEXT

Types of Annotations and Customization

You may customize your research in the following ways:

Notes may be used to **temporarily*** annotate the text. A note is a small yellow electronic "sticky" note in the record you are annotating. Only when you open the note do you see the text within it. To make a note, click the **Note icon** (📌) on the toolbar (or press **Ctrl+N**). Type the comments you want to make in the popup note. Exit the note by clicking on the "X" in the top right corner. Click **Yes** to save the changes to your note. To read a note you have created, double click on it.

Bookmarks may be created to **temporarily*** mark a place in the text. To create, click the **Bookmark icon** (🔖) on toolbar (or press **Ctrl+M**). Name your bookmark and click **OK**. There will be no indication on the text that it has been bookmarked. To find the place you bookmarked later, click the **Bookmark icon** on the toolbar, click the name of your bookmark and then click **OK**. Folio will take you to the place in your shadow file you bookmarked.

Highlighters may be **temporarily*** applied to selected text. To apply, block the text you wish to highlight, click the **Highlighter icon** (🖍️) on the toolbar (or press **Ctrl+H**), then click on a color for your highlighter. Click **Apply**. To remove the highlighter, block the text again, click on **Tools** on the file menu, then select **Remove Highlighter**.

Searching for the Annotation

You may use the program to search for your annotations later. For example, you could search for all Notes containing the words "denied" and "approved." To search Notes, Bookmarks, and Highlighters, go to the

* **Important Note:** "Sticky" notes, bookmarks, and highlighting apply to the current quarterly release only. When you install the next quarter's update, the previously created annotations will no longer be available. If you want to preserve your annotations, you should save or print out the annotations, *before installing the next quarter's update*, as indicated in the "Searching for the Annotation" section.

Advanced Query icon (🔍) (or the **F2** key) and select the left bracket ([) from the lower left corner of the Query window. In the Word wheel, choose one of these three features, and then type a colon, followed by your search word. Close the search words with the right bracket (]) and click **OK**.

☞ You can save your query results by first selecting the "View Records with Higs" option (by clicking on the 📄 button, or from the **View** option), and then exporting the results by clicking on **File**, then **Export...**, then ensure that the "Export range" is set to "Current View." You can also print out your query results, but you should make sure that the "Notes" box is checked in your print options (**Tools | Options | Print**)

APPENDIX

ERRORS MESSAGES

"Unable to open Infobase, insufficient security privileges to complete operations."

- (1) Check that you are using a current disk. The disk is out-of-date after three months, when the next update is mailed. After six months, the CD will no longer operate, and you will get the above message. Call Customer Service, 1-800-982-2839, to check your subscription status.
- (2) If you are in fact using a current disk and have a network installation, this error can occur if you have copied a newer "1cf" file in place and installed an older version of the software, or if you left the old "1cf" file in place and installed a newer version of *AllALink*. Copy the new "1cf" file received via e-mail to the *AllANET* folder and then install the new version of the software.
- (3) If you are a network subscribers and get this message only when trying to run *AllALink* from the clients, check user permissions on the *AllANET* folder. The users need full access to this folder.

“Unable to open Infobase. License user limit has been exceeded. Multiple concurrent users cannot use this product without first purchasing additional licenses.”

(1) You may have the program already open on your computer. Only one copy of the program can run at any one time on any one computer.

(2) If you have installed the product as a network install, you may have more users simultaneously accessing the product than you are authorized. If you have a license for additional users, make sure you have the new “1cf” file and that it is installed correctly. (See instructions on Network installations, on page 5.) Check with Customer Service (1-800-982-2839) if you need to confirm your subscription status, or call Technical Support (1-866-ALLALINK) if you think you received this message in error.

“Illegal Operation...”

Check to make sure the CD-ROM is in the drive while you try to access *ALLALink*. Other recourse is to uninstall and reinstall the software, shutting down virus software while reinstalling.

“Folio has performed an illegal operation and will shutdown.”

Uninstall *ALLALink*, stop their virus software (e.g. Norton Antivirus) and re-install *ALLALink*.

“The Exception Breakpoint. A breakpoint has been reached.”

Either the install on the server or the *wsetup.exe* on the client did not configure properly. If running *wsetup.exe* on each of the clients doesn't fix the problem, reinstall everything from scratch, starting with the server. Remember to stop any virus scan software prior to reinstalling the package.

“The license file is in the wrong directory.”

Make sure that the you have copied the “1cf” file to the `ALLANET\Rights` subfolder. You don't need to copy anything if you only have a single user license. The default install is a single-user license install.

“Dr. Watson” errors received while trying to run the program.

Uninstall the program, stop virus scan software, and reinstall the program.

“Views.exe had generated an error and will be closed by Windows.”
Make sure that the CD is in the drive (for single-user clients) when accessing *ALLALink*. If that isn't the solution, uninstall and reinstall the package, remember to stop virus scan software during installation.

FREQUENTLY ASKED QUESTIONS

Can I install the forms on one PC and the research database on a different machine?

The short answer is No. If your computers are networked, you can do a Network installation (even with a single-user license) so that any computer can access the entire package. If you only have a single-user license, then only one user can access the package at a time. The forms and the research database, *Infobase*, are installed together.

When I try to open *ALLALink*, it freezes. What can I do?

Options: (1) Check that the CD is in your drive correctly. (2) End the *ALLALink* task by pressing `Ctrl+Alt+Del`. (3) Remove the *ALLALink* program via `Add/Remove Programs` or by just deleting the `ALLALINK42` and `ALLANET` (network install only) folders. Once the program is removed and the icon is gone from the desktop, stop any virus software and run the installation again.

How do I uninstall the package?

The best way to uninstall any package is to go to `Start → Settings → Control Panel → Add/Remove Programs`, select the *ALLALINK* package, and click on the “remove” button. If that program does not appear in the `Control Panel` or the method mentioned above doesn't clean it all out, you can delete the `ALLALINK42` and `ALLANET` (for network installs) folders completely to get rid of the program.

I can't find *D:setup.exe* to install *ALLALINK*. Where is it?

Your CD-ROM drive may or may not be the D drive. Open *My Computer* from the desktop and locate the icon that looks like a CD-ROM. The letter label that appears under the CD-ROM icon is the correct drive letter. You should then go back to `Start → Run` and type in `<CD-ROM drive letter>:setup.exe` where the `<CD-ROM drive letter>` is the one you identified from *My Computer*.

I've installed ALLALINK. How do you start/launch the program?

There are two ways to start the program properly. The first is to use the Shortcut that appears on your desktop. The other way is to go to Start→Programs→ALLALink→ALLALink.

How do I install ALLALINK on a Macintosh?

In Virtual PC, click on the Start button at lower left. Go to Programs and scroll to Windows Explorer. In the left box, click on ALLALINK CD. In the right box, click on set up (blue monitor icon). Say "yes" to uninstall. Follow the installation prompts. This must be done with every new release.

I never received an "LCF" file with this new version of ALLALINK.

Why not?

If you only have a single-user license, you don't need one. If you have purchased Additional Network Users and have not received the LCF file within a day or two of receiving the CD, call Customer Service at 1-800-982-2839.

I'm a network user and can't find the "wssetup.exe" file to run on my clients. Where can I find it?

Did you answer "Yes" to the Network Install question during the installation? Double-check the ALLANET folder for the wssetup.exe program. If it isn't there, re-install the product. If it is there, make sure that you have properly mapped the drive on the client machines.

Why can't I save my documents? Why can't I save anything?

Effective with the July 2002 release, you can save your filled-in forms. See instructions in this User Guide. Data other than forms can be saved by using the "Export" feature (File | Export...)

I can't print the document.

Choose the printer icon from the menu or hit "Ctrl+P" keys. Make sure that you checked a Section checkbox or highlighted what section to print prior to hitting the "OK" button.

Do I always have to have the CD in the CD-ROM drive?

Unless you do a network installation, you will have to have CD in to view the Infobase. If you get an error that indicates the Infobase cannot be found, it is probably because you don't have the CD in the CD-ROM drive.

Why doesn't the search option include Publications anymore?

Improvements to the program's search functionality—specifically, the hierarchy structure of checkboxes in the Contents window—obviated the need for pre-defined searches, including the Publications. It is more efficient and robust to use the checkboxes at the appropriate level (e.g., "ALLA Books and Handbooks"). See the information on Searching in this User's Guide.

My searches do not reveal the answer my question. Where do I turn for help?

Although the Technical Support personnel can help you use the Search feature, they are not immigration experts and cannot assist you with any substantive inquiries. **If you are an ALLA member, you can get substantive help from the following resources (in order):**

- (1) the Message Center on InfoNet
- (2) an ALLA Mentor (check in your member directory for more details)
- (3) an Information Specialist at ALLA, (202) 216-2400.

What is the difference between a single-user license and a network multi-user license?

A single-user license allows one and only one user to use the product at a time. That user must have the CD-ROM in the CD-ROM drive in order to search the Infobase. However, a subscriber with a single-user license may install the product as a "network" (and may avoid the need to keep the CD in the CD drive), but only one user at a time will be able to access the Infobase.

A multi-user license allows more than one user to simultaneously access the Infobase. The installation is a network installation, which writes the Infobase to the hard drive; thus, allowing users to use the data without having to have the CD-ROM in the CD-ROM drives.

When I open some of the forms, the underlines aren't appearing in the correct place?

When I try to print some of the forms, the underlines and boxes aren't printing properly and some of the text doesn't print.

The numbers on the forms aren't printing out when I print the document; what is wrong?

For the three questions above, the first thing to check is the Adobe package that is being used to open the forms. Open up one of the forms in question, and click on Help from the menu. If the "About Adobe..." line says, "Adobe Exchange," you are still using the old Exchange program, which is no longer supported by Adobe. You probably did not say "yes" to the "Install Adobe Acrobat Approval?" question during the installation. Try uninstalling and re-installing the ALLALink package and then try to open the page again. You may need to uninstall the old Exchange program; call Technical Support for assistance.

I cannot click into some of the fields on the form.















Try clicking in several places in the box. If that doesn't work, it could be that the form wasn't properly "fielded." Check the Web Update page (accessible from the ALLALink Main Menu, or by navigating on the Web to *BookUpdates.ala.org*) to see if an updated form has been posted. If not, please contact Technical Support.

When I try to open any of the forms from the CD, why does Word come up and not Acrobat Reader?

Your file types are not set up properly for ".pdf" extensions. You need to go into My Computer → Tools → File Options → File Types and change the ".pdf" tag to use Acrobat instead of Word. Technical Support can walk you through this.

TOOLBAR AND ICONS

The following icons are on the default ALLALink toolbar:

Icon	Keyboard Shortcut	Function
	Ctrl+S	Allows you to save changes like notes, highlighting & bookmarks
	Ctrl+P	Allows you to print selected text defined by record numbers, highlighting, or tagging
	F6	Returns to your original location after following a link
	Shift+F6	Returns to a link location after returning to your original location
	F2	Allows you to search for terms or phrases
	F4	Advances the cursor to the next search result
	Shift+F4	Backs up the cursor to the previous search results
		Clears the highlighted search hits from your last search
	Ctrl+M	Allows you to insert a bookmark at the current location of the cursor
	Ctrl+N	Allows you to create a pop-up window for your own annotations
	Ctrl+H	Allows you to highlight text (customizable colors)
		Views search results in context with surrounding paragraphs
		Limits view to paragraphs containing search results
	Ctrl+T	Tags records (with a red line) for printing or exporting

SEARCH OPERATORS AND WILDCARDS

Search Operators

Operators	Examples	Explanation
[space] & and	treaty visas treaty & visas treaty and visas	Searches for paragraphs containing <i>both</i> terms indicated, in any order
or	deportation removal deportation or removal	Searches for paragraphs that include <i>either</i> of the terms indicated
~	lawyer ~ attorney lawyer xor attorney	Searches for paragraphs that include <i>either, but not both</i> of the terms indicated
^	affidavit ^ support affidavit not support	Searches for those paragraphs that include the term before the "not" but do not include the term after the "not"

Wildcards

Wildcard	Example
?	expedite? (returns <i>expedites, expedited</i> , but not <i>expedite</i>) asyl*? (returns <i>asylum, asylee</i> , but not <i>asylees</i>)
*	immigra* (returns <i>immigrant, immigrants, immigrant's, immigration</i> etc.)
%	expedite% (returns <i>expedite, expedited, expediting, expedites</i>)
\$	expedite\$ (returns <i>expedite</i> (and other forms), <i>hasten, accelerate, speed, speed up, assist, promote</i> , etc.)

Proximity Searches

Proximity searches allow you to specify how close two (or more) words must be to each other in order to register a hit. be contained in the same record. Terms in a proximity search must be enclosed in quotes.

Type	Example	Explanation
Word proximity, ordered	"fear* persecution"/5	Finds records containing <i>fear</i> (or words beginning with <i>fear</i>) and <i>persecution</i> , in that order, within a five-word range
Word proximity, unordered	"marriage sham"@6	Finds records containing <i>marriage</i> and <i>sham</i> , in any order, within a six-word range
Record proximity	"counsel deportation"#3	Finds records that contain <i>counsel</i> and <i>deportation</i> within a three-record (paragraph) range.

Complex Searches

You can use multiple operators and wildcards, parentheses, and quotation marks (for exact phrases), allowing you to create powerful queries. Also, you can design "ranked" queries, which sort hits by relevance. For further information, please refer to the Online User's Guide by pressing F1 or clicking on [Help](#) menu.