

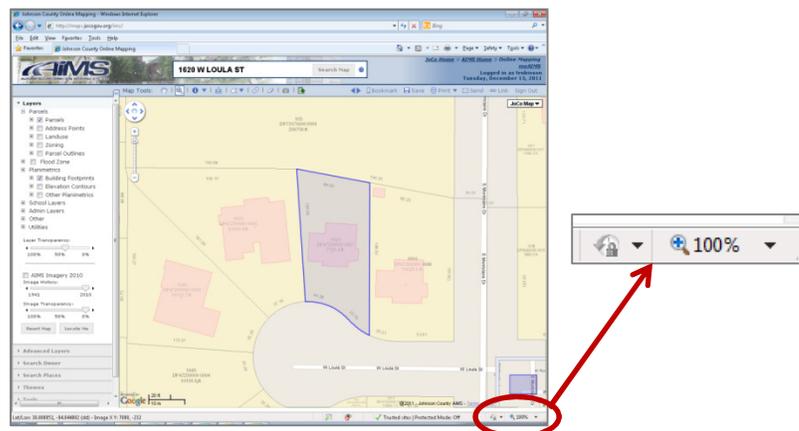
Online Mapping FAQ

****Please note that the Johnson County Online Mapping system functions most effectively in the Internet Explorer browser and some functionality may be lost when using Google Chrome and/or Firefox.****

1. I'm having trouble printing. When I click the format I want, the map never loads. How do I get the map to print?
 - a. Once you select the format you'd like (portrait or landscape), you will need to click "NO" at the security prompt that appears. At this time, the map images should load and you can interact with the printable map (adjust the legend, zoom in and out as needed, add a title) and select File>print to send the map to your printer.



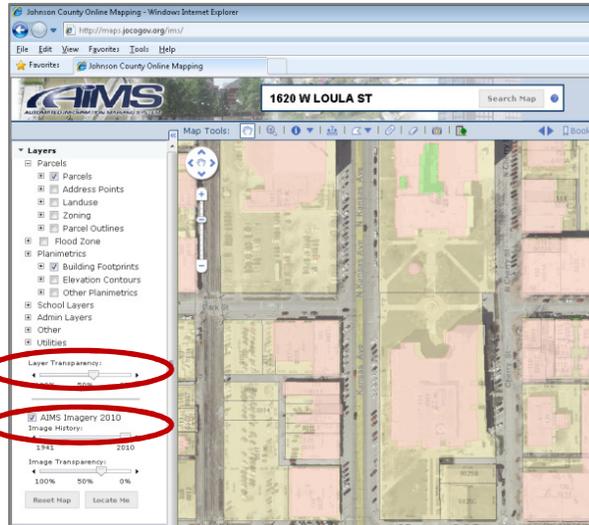
2. Why is my browser freezing up when I attempt to open the Online Mapping Application?
 - a. There could be a number of things going on here. This application is best viewed at 100%. You can find this in the lower right corner of your browser window. If this is not set to 100%, try changing it and see if that resolves the issue. You may need to close and reopen your browser window. You may also have too many other applications open on your desktop and your system is being slowed down. Try closing some unneeded applications and reopening your browser window.



3. I used to be able to "right-click, copy" and copy the map to use in other documents, how do I do that now?
 - a. You can use the Print option from the application and do a screen capture (CTRL + Print Screen) and then paste this into your document and use the photo editing tools available to crop the image as needed or take the image into a program like Paint and edit as needed.
 - b. You can use the Print option and select the "Unformatted" option. From here, you can right click on the map and Copy or Save Picture as normal (if using Internet Explorer, this functionality doesn't work in Chrome or Firefox), pasting or inserting the image into a new document. Please note that highlighted property lines and any drawn features will not be copied using this method. You will need to use a screen capture to obtain these features.

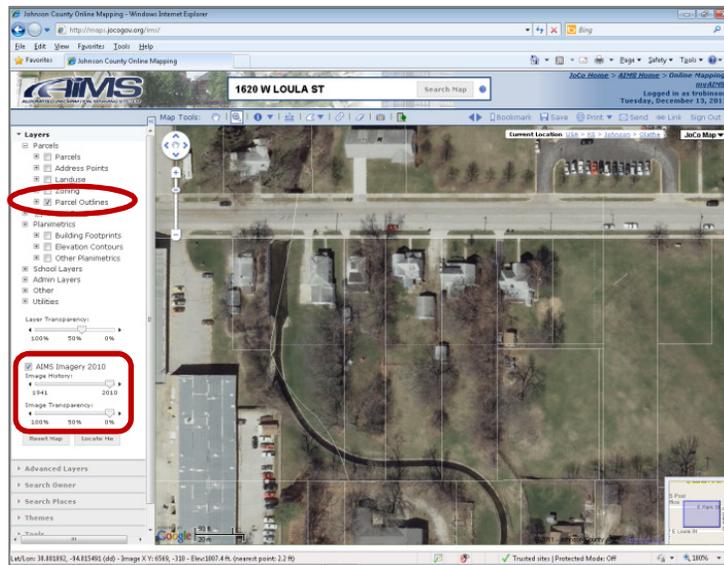
4. Why can't I see the layers I've turned on or my imagery?

- a. Mostly likely, the layer transparency and imagery transparency sliders are set to be 100% transparent. These slider bars are built using cookies and will keep the last setting you used, by default. Often, simply adjusting the sliders will resolve this issue and make the layers visible.



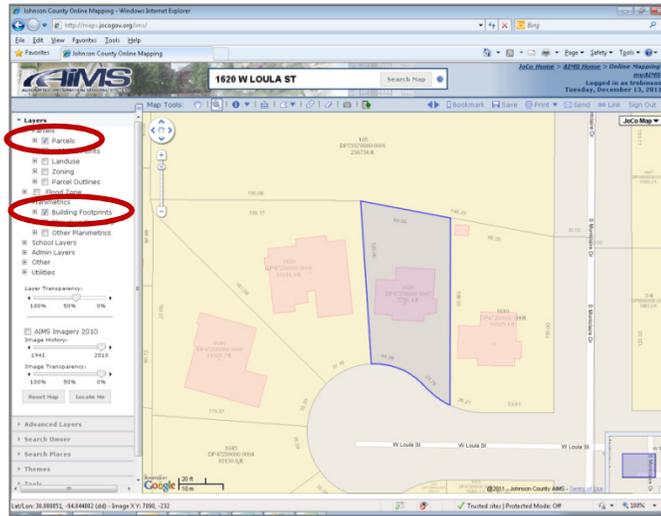
5. How can I view property lines with imagery?

- a. You will need to turn on the imagery first and then select "Parcel Outlines" from the Parcel layers. If you already have this layer on, unselect it and re-select. The layer will appear as grey lines if the imagery is not already on and will be white to show on top of the imagery. If you have turned on imagery first and then selected the property outlines and still cannot see the lines, check your layer transparency (See Question #3)

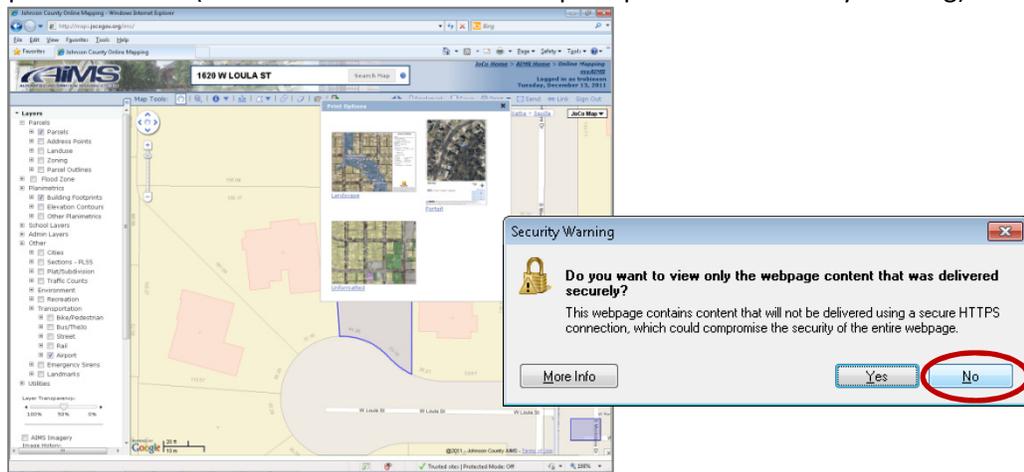


6. How do I create a plot plan in the new Online Mapping?

- a. Use the search box to enter the address or parcel number of the property you desire
- b. Turn on parcels and building footprints (found in the planimetrics layers) in the layers found on the left hand side



- c. Print in portrait format (make sure to click "No" when prompted at the security warning)



7. How do I search by owner name?

- a. To search by owner name, click on the Search Owner tab and begin entering the last name of the owner you wish to search. As you type, potential matches will be listed and you can select the owner you prefer, click on the name and then hit the search box to have the map zoomed to the property of this particular owner.

